

Productivity Index

For George Washington



Administrator: Regional Administrator

LIMRA Testing (U.S.)
Date Tested: 07/01/2004

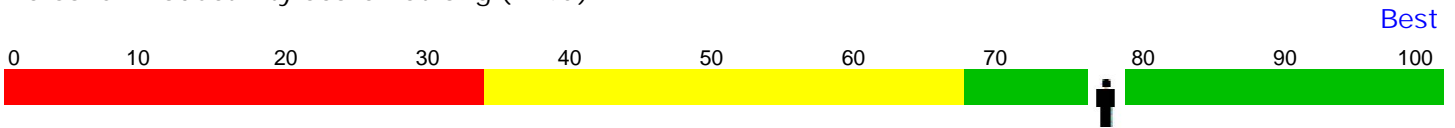
Test Accuracy Interpretation

Results can be interpreted with confidence. All Productivity Index accuracy indices fell within the expected ranges.

Test Results

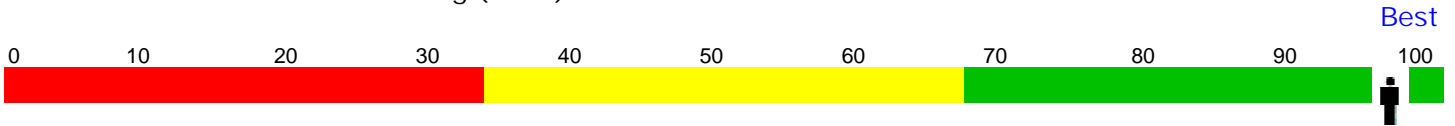
Individual Summary

Personal Productivity Score: Strong (77%)

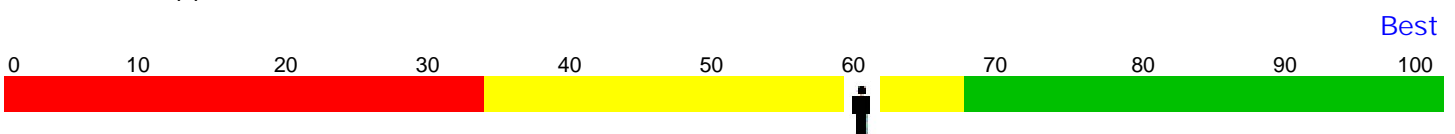


Productivity Indicators

Work Effort & Persistence: Strong (97%)

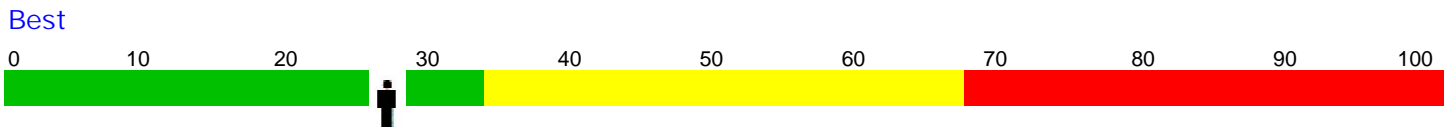


Service & Support: Moderate (60%)

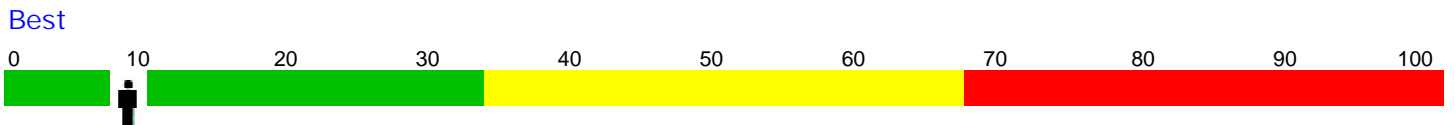


Risk Factors

Counterproductive Work Behavior: Low Risk (27%)



Turnover: Low Risk (9%)



High Productivity / Low Risk
 Moderate Productivity / Moderate Risk
 Low Productivity / High Risk

Questions? Call us at 1-888-785-4672 or email us at exsel@limra.com.

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Service & Support: 60%

Service & Support Interview Questions

- A** Think of a specific time when you had to provide service or support to someone who was being difficult (e.g., a customer or coworker). How did you approach this person, and why did you choose that specific approach? When you are ready, please describe the situation, your actions, and the outcome.
- B** What are the basic skills that are needed to build strong working relationships with coworkers? Please describe a specific situation where you used these skills.
- C** What are the basic skills that are needed to provide excellent customer service? Please describe a specific situation where you used these skills.
- D** Tell me about a specific time when you did not provide the level of service or support that we have been talking about. Did circumstances prevent you from using these skills, or did you choose to handle the situation in a different way? Please describe the situation, your actions, and the outcome.

Interview Rating

Service and support involve respecting others and working to understand their needs and unique perspectives.

Poor

1

Lacks a basic understanding of how to serve the needs of others. Provides minimal levels of service and fails to meet standards. Fails to consider available service & support options. Blames others for problems. Fails to recognize ways to help people.

2

3

Average

4

Understands basic customer and coworker needs. Asks questions and listens to better understand others' needs. Demonstrates a willingness to help as long as there is little personal inconvenience.

5

6

Excellent

7

Goes above and beyond the call of duty to provide outstanding service & support. Shows insight on customer/coworker needs. Solicits feedback and information from others to identify deficiencies & find better ways to serve. Empathizes with others' needs.

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