e-disc

Sales and counseling

Project: concierge career

Focusperson: Frida Smith

Date: 27.04.2017

Presented by:
e-northamerica inc.

e-stimate®

This profile provides a picture of a person's behavior based on four tendencies.
All people possess these four behavioral tendencies - but to different degrees.
These four characteristics can be described by color-related energy.

People with significant **Red behavioral tendencies:**
Like to be in control of their surroundings - they want to achieve goals and obtain results.

People with significant **Yellow behavioral tendencies:**
Like to be at the centre of attention - they are innovative, outgoing, and convincing.

People with significant **Green behavioral tendencies:**
Pursue cooperation - they focus on people, are sociable, and prefer harmony.

People with significant **Blue behavioural tendencies:**
Seek known surroundings - they are careful and focus on precision and detail.

Everybody possesses all four tendencies - but to different degrees.
The relationship between the four tendencies creates a pattern providing more information about the focus person's preferences and preferred behavior.
The information provided in the profile is based on this pattern.

Calculating the result
Your responses (2 x 24 choices) express your own views on your behavior.
The result appears as four columns indicating your energy within the four tendencies.
The *MOST chart* reflects your self-image or how you would like to be ("The way I aim to be")
The *LEAST chart* gives a more neutral reflection of your self-image ("The way I am")
The *TOTAL chart* reflects the combination of your *MOST* and *LEAST* choices.

Analysing the result
Always pay atention to the score in the chart if it is close to the transition between the five segments of the diagrams. In this case, there is a risk of an inconclusive result which might influence the result. Therefore, the report must be given by an experienced user who can read a balanced definition of areas where there might be uncertainties.

The profile is compiled on the basis of the submitted *MOST* and *LEAST* answers.
The profile contains a description of the preferences that define the personality that best matches your results.

Behavior and Personality
Behavior is a combination of many factors - personality traits, attitudes, knowledge, etc.
It is especially important to note the interaction between personality and situation.
It can be summarized as: *Behavior = (Personality x Situation)*

Use your report
Remember that the descriptions and examples are never completely satisfactory.
Remember, too, that there are no good or bad patterns. Use the profile as a tool to learn more about yourself and as a basis from which to develop your plans of action.

Don't read too much into the result - instead, look for trends.
Always compare any test result with your own perception.
Seek additional feedback if there are inconsistencies.

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Characteristics	• Dynamic • Focused • Powerful • Resourceful	• Outgoing • Innovative • Spontaneous • Enthusiastic	• Loyal • Stable • Friendly • People oriented	• Precise • Organised • Disciplined • Detail oriented
Motivated by	• Prestige • Influence • Making decisions • Creating results	• Freedom • Variation • Innovation • Contact with others	• Teamwork • Stability • Secure settings • Belonging to a group	• Structure • Professionalism • Clear guidelines • Delivering quality
"Fears"	• Defeat • Failure • Losing prestige • Losing influence	• Being alone • Limitations • Losing freedom • Rules and systems	• Insecurity • Fast changes • Personal conflicts • Be outside the group	• Time pressure • Losing control • Disorder, mess • Making mistakes
Manner of communication	• Direct • Controlling • Talking not listening • Concrete, outspoken	• Inspiring • Speaks a lot • Visible and noisy • Uses the entire body	• Dialogue • Listening • Considerate • Speaks gently	• Careful • Concrete • Controlled • Professional
Team role	• Whip • Executor • Initiator • Team leader	• Creative • Creates energy • Finds solutions • Positive atmosphere	• Involves • Solves conflicts • The social tasks • Pulls team together	• Documentation • Trouble-shooter • Ensures quality • Manages details
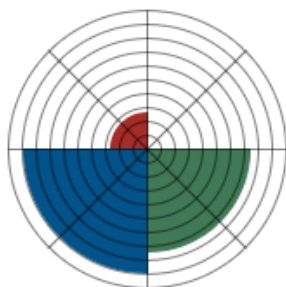
Characteristics

The radar chart to the left shows the tendencies in your profile.
The matrix above describes typical characteristics of the four types.

- Which behavioral traits do you recognize in relation to your primary preference?
- Which behavioral traits do you see in relation to your secondary preference?
- Find specific examples
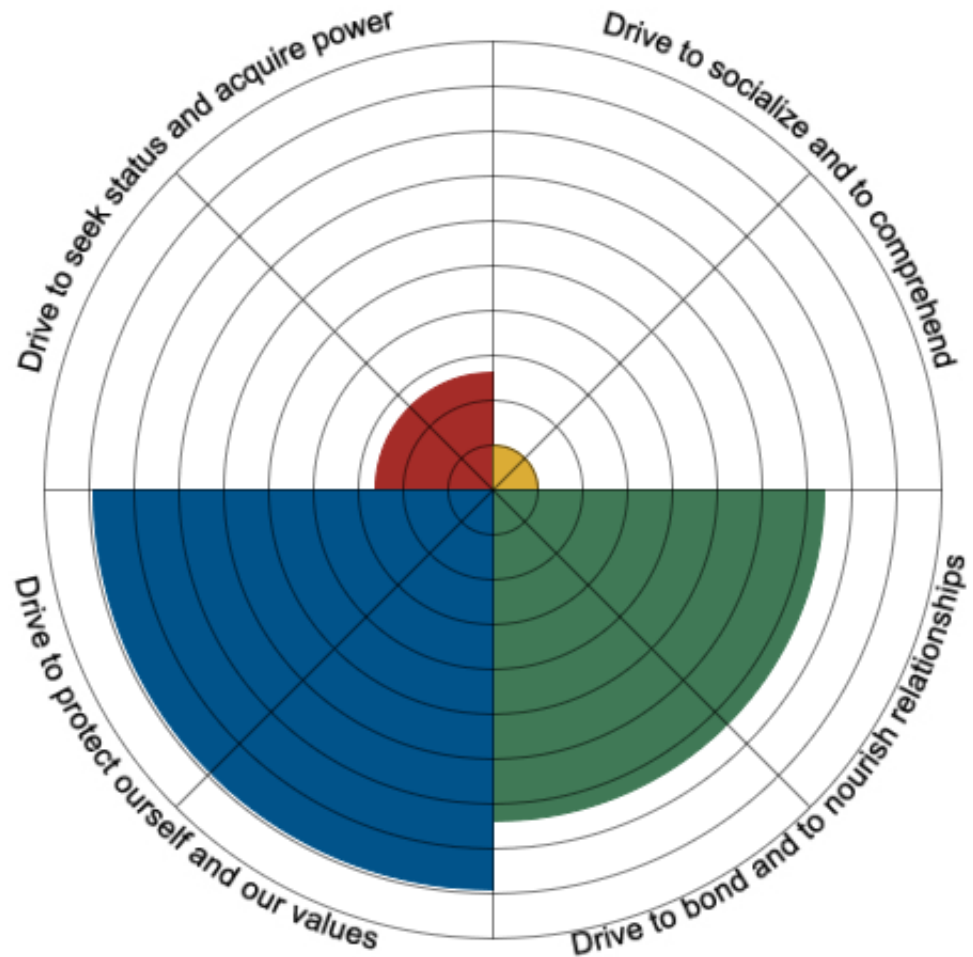
What does the diagram show?

The diagram shows a total outline of the four behavioral tendencies.

The total score is indicated for each of the four behavioral tendencies.

The size of the four areas indicates how significant the behavioral tendencies are.

The plus marking

For each of the four areas, the "acquired behavior" is marked with gray pluses.

Marks that are placed further out than the colored scores indicate that the focus person wishes to strengthen the specific tendency.

Marks that are placed closer to the centre than the colored scores indicate that the focus person wishes to moderate the specific tendency.

Low score

- Often not direct in his style
- Can be somewhat hesitant
- May be somewhat circumstantial in his approach
- Can consider social aspects
- Manages small talk

Consider:
- Are you direct enough?
- Do you focus enough on the subject matter?
- Is your communication targeted enough?

Very low score

- Can be formal
- Not a natural communicator
- Concrete operational terminology
- Factual in his terminology
- Rarely speaks before thinking
- Rarely mixes personal things with business

Consider:
- Are you inspiring enough?
- Do you forget to listen to the recipient?
- Do you focus too much on facts?

Very high score

- Extremely systematic in his communication
- Structures and organises in point form
- Written rather than verbal communication
- Very sober and formal communication
- Impersonal and businesslike style

Consider:
- Do you seem uninspiring to others?
- Do you consider the recipient?
- Do you get too sober and grey in your style?

High score

- Friendly and accommodating personality
- Prefers dialogue to handing out commands
- Involves others – asks for feedback
- Lecturing in his communication style
- Thinks things over - slow

Consider:
- Is it difficult for you to tackle hostile people?
- Is conflict-ridden information difficult for you?
- Are you too circumstantial and slow?

What does the matrix show about Frida?
The matrix above shows examples of Frida's approach to communication.
Moreover, the matrix gives an introduction on how Frida can strengthen her communication style.
The statements for each area are chosen based on her concrete score.
The result in the matrix is thus individually calculated for each of the four factors.

Guideline to the matrix
- Mark the statements that you find match your own perception.
- Mark the statements that you find less adequate.
- Seek feedback from people who know you – do they agree with your assessment?

Low score

1. Is rarely motivated by goals
2. Focuses on known needs
3. Minimum prices are accepted
4. Finds it hard to ask about the order
5. Delivers while hoping for more orders

- How do you improve your knowledge of the client's deeper needs?
- In which cases do you become too accommodating when negotiating?
- Where do you have an opportunity to cultivate more agreements with clients?

Very low score

1. Establishing new relations is hard work
2. Collects the client's wishes and needs
3. Offers what the client demands
4. Uses factual proof to convince others
5. Maintains relationships if there is time

- How do you become better at establishing new client relationships?
- In which cases might you benefit from appealing to a client's emotions?
- How do you strengthen the client's positive perception of you as a person?

Very high score

1. Prepares with thorough analysis
2. Listens in order to understand all details
3. Presents a solution based on quality
4. Focuses on all details of the agreement
5. Carefully plans delivery and follow-up

- How do you avoid spending too much time on some issues?
- How do you avoid becoming too detail-oriented?

High score

1. Chooses clients with whom relationships have already been established
2. Is interested and listens
3. Focuses on fulfilling the client's wishes
4. Is flexible in negotiations
5. Provides a high degree of service

- How do you become better at letting old comfortable clients go and focusing on new ones?
- How are you able to more actively utilise your good service to ask for new orders?
- How can you become better at maintaining the focus on yourself and your goals?
- Can you make your questions clearer?

What does the matrix show about Frida?
The matrix above shows examples of Frida's behaviour in sale.
Moreover, the matrix gives an introduction on how Frida can strengthen her sales style.
The statements for each area are chosen based on her concrete score.
The result in the matrix is thus individually calculated for each of the four factors.

Guideline to the matrix The numbers by each statement refer to the following phases of the sale:
1. Preparation
2. Defining needs
3. Provide solutions and tender
4. Negotiate and agree
5. Deliver and maintaining relationships

Identify and use your strengths
Using your strengths provides energy, contentment and enthusiasm.
A strength may be overused; you can often increase your strength by moderating a behavioral pattern in areas where it is used excessively.

Weaknesses can often be *behavior that "does not come naturally"* .
NB: Weaknesses are often behavioral patterns that are complementary to your strengths.

Use your strengths optimally
How will you use your greatest strengths in the future?
How can you optimize your strengths - and stay on top?

Strengthen your weak areas.
Choose one or two areas - you cannot do everything at once.
Prioritize - and pick the "low-hanging fruit" first.

	My strengths now	Strengths I will preserve
Current stage behaviour		
	Behaviour I would like to develop	Behaviour I would like to avoid
Future stage behaviour		

Other Profile and Analysis Tools

e-stimate international offers other profile tools targeted at different areas.
Below, you will find a short presentation - find out more at www.e-stimate.com
or contact us at: info@e-stimate.com

e-strength
Based on positive psychology.
Uncover your greatest personal strengths.
Adapted to Business culture and based on a business norm group.

e-fivefactor
The Five Factor model, also called Big Five, shows the five personality pillars.
The profile is based on the International Personality Item Pool, the NEOAC model.
Adapted to Business culture and based on a business norm group.

e-compass360
A flexible tool tailored to a 360-degree feedback - for performance development.
Quick and easy to use - comprehensive and comprehensible report

e-nalyzer
A flexible survey tool for employee and customer satisfaction.
Quick and easy to use - comprehensive and comprehensible report

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Responsibility