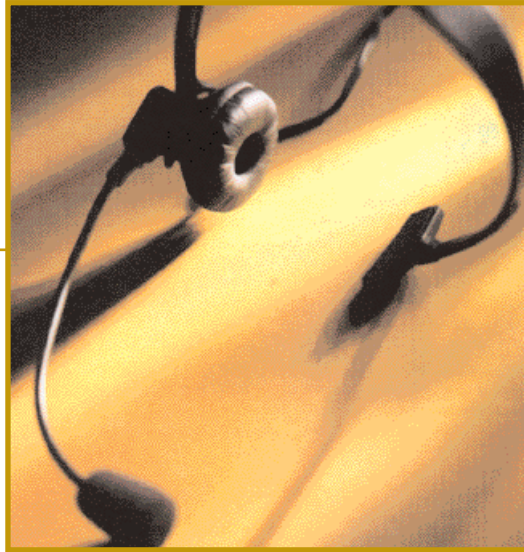


SERVICEPRO™

SERVICE POTENTIAL PROFILE



The SERVICEPRO™ is a state-of-the-art psychometric profiling tool that identifies the individual's strengths and aptitudes for a service career while providing selection strategies, structured interview questions and developmental suggestions to build a more effective service culture.

The SERVICEPRO™

- **Identifies inherent potential to provide top quality service**
- **Provides a comprehensive selection strategy**
- **Gives managers valuable coaching and development strategies**
- **Is objective, comprehensive and thoroughly validated**
- **Is economical**
- **Can be customized for your organization**
- **Is available via the web or via paper/pencil**
- **Can be scored at your office or ours**
- **Provides valuable individual feedback to candidate**

The SERVICEPRO™ is a personality profile designed specifically to identify the key characteristics of individuals being considered for a wide variety of service oriented positions. It assesses self management potential, motivational profile, fit to structure, comfort with conflict and overall fit to various service performance environments. The SERVICEPRO™ also assesses social orientation, analytical orientation, confidence, managing energy and commitment to service as a career.

Profiling for Performance, Retention and Fit to Business Culture

Today more than ever, service based industries and customer service organizations are a key component of the economy and nobody can afford to lose a customer. As more and more successful organizations focus on maintaining their competitive edge, many have adopted psychometric profiling tools to be used as part of a selection and development strategy focused on hiring superior service people.

Selection & Retention

The SERVICEPRO™ provides an objective assessment of the individual's strengths and how they may be used in delivering quality service. It predicts probable performance and fit into the service culture. By assessing self management, motivation, need for structure and comfort with conflict among other attributes, the SERVICEPRO™ can identify those who are most likely to succeed and be retained within a service organization.

Training & Coaching

The SERVICEPRO™ is comprehensive and objective, often providing managers with insights that they may not have considered when managing service people. The SERVICEPRO™ identifies the individual's inherent strengths and how they can be leveraged into providing superior service. The SERVICEPRO™ also provides insight into areas that are growth opportunities which need development. It also presents useful suggestions on coaching and managing the individual in each of these areas.

The SERVICEPRO™ also provides useful in-depth personal feedback with developmental suggestions for the individual completing the profile.

Interpretation Information

The SERVICEPRO™ measures 8 separate character traits (self direction, motivation, social orientation, non-conforming, compliant, relaxed, analytical orientation and conforming) which include both the powerful and neutralizing aspects of personality. This allows for the formation of a profile which can be compared to norms for a wide variety of service cultures.

In addition, the SERVICEPRO™ measures the individual's feelings about confidence, lifestyle management and commitment to a service career. These issues can be attitudinal blocks to performance in a service role.

All these factors are presented in an easy to interpret fashion with selection questions and coaching suggestions included.



Customization and Validation of the SERVICEPRO™

To ensure that the Self Management Group's profiles do what they say they do, they are validated for each specific client. The Self Management Group follows a process called a 'validation study' to do this. A validation study is a scientific review of the psychometric tool (and any other aspects of a selection system) to determine that it measures what it says it is measuring and is related to performance in that specific

business culture. The SERVICEPRO™, like all Self Management Group profiles, is subjected to this validation by a team of PhD's in psychology to ensure that it provides only the most useful, appropriate and reliable assessment for each client.

The SERVICEPRO™ provides a normative database that allows for ideal candidate and service culture mathematical modelling, strategic planning and succession planning. It is statistically validated using each organization's unique performance criteria and can also be customized to reflect the specific service culture and selection planning needs of each client. This is done by focusing on the various service roles and the specific competencies required for each position to build a customized selection model for the client. This analysis also provides management with powerful knowledge of their service organization, allowing them to make strategic changes.

Self Management Group

The Self Management Group is a privately held company which specializes in selection, development and career management of people. The Self Management Group provides a comprehensive range of products and services which include a very extensive list of psychometric profiling tools, management and sales training, team building workshops, change management, career and outplacement counselling, stress management, succession planning, mentoring coaching and other services.

Find Out About the SERVICEPRO™ Today

The SERVICEPRO™ and the Self Management Group's many other profiling and training systems are available online or in your office. Call (416) 746-0444 or (800) 760-9066 or visit our website: www.self-management.com