

For more information about
This program, please contact:
The Resource Connection
525 Sheridan Blvd.
Orlando, FL 32804
Phone: 407-426-0511
Fax: 407-426-0552
leilani@resourceconnection.com

AccuVision™ **OFFICE SUCCESS SKILLS**

From AlignMark

Group Report

For
XYZ Corporation
Alpha Unit

Date:

05-19-1993

AccuVision™ OFFICE SUCCESS SKILLS

TABLE OF CONTENTS

**Group Report
for
XYZ Corporation
Alpha Unit
May 19, 1999**

<u>Item</u>	<u>Page Number</u>
Skill Ratings and Rankings	3
Frequency Table	4
Percentage of People Scoring Better than 65% of the People in the AccuVision™ Database	5
Percentage of People with Similar Skill Rankings	5
Performance Development Strategies for the Task Statements Where More Than 50% of the Participants Needed Development	6

AccuVision™ OFFICE SUCCESS SKILLS

SECTION I: SKILL RATINGS & RANKINGS

**Group Report
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XYZ Corporation
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SKILL	Rank Order	Performance Level
Customer Relations	2	Average
Organizing & Planning	5	Average
Problem Solving	4	Average
Proofreading	3	Average
Attention to Detail	1	Above Average

n = 79

AccuVision™ OFFICE SUCCESS SKILLS

SECTION II: FREQUENCY TABLES

XYZ Corporation Alpha Unit

May 19, 1999

APPLICANTS

SCORE	FREQUENCY	PERCENTAGE
3 out of 10 or less	9	11 %
4 out of 10	2	3 %
5 out of 10	7	9 %
6 out of 10	15	19 %
7 out of 10	7	9 %
8 out of 10	26	33 %
9 out of 10 or more	13	16 %

n = 79

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SECTION II: FREQUENCY TABLES

XYZ Corporation Alpha Unit

May 19, 1999

Percentage of People with Similar Skill Rankings

Skill	Ranking				
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Customer Relations	24 %	23 %	23 %	18 %	13 %
Organizing & Planning	13 %	8 %	19 %	25 %	35 %
Problem Solving	14 %	19 %	19 %	22 %	27 %
Proofreading	25 %	14 %	25 %	23 %	13 %
Attention to Detail	30 %	30 %	16 %	14 %	9 %

Percentage of People Scoring Better than 65 % Of the People in the AccuVision™ Database

Skill	Percentage of People with an X at Performance Level
Customer Relations	47%
Organizing & Planning	30%
Problem Solving	33%
Proofreading	49%
Attention to Detail	70%

The Following Pages Include:

**The Performance Development Strategies
For The Task Statements Where More Than
50% Of The Participants Needed Development**

AccuVision™ OFFICE SUCCESS SKILLS

SECTION III: PERFORMANCE DEVELOPMENT STRATEGIES

SKILL: ORGANIZING & PRIORITIZING

TASK: COORDINATES MEETINGS AND APPOINTMENTS

- Maintain an event/activities calendar of your manager's meetings, appointments, travel, etc. Refer to the calendar when scheduling new meetings, appointments, etc. Provide your manager with updates as necessary.
- When setting up interactions (e.g., meetings, phone calls, appointments, etc.), attempt to coordinate your manager's activities with those of others in advance. If circumstances arise that disrupt pre-established plans, make sure to inform those affected as soon as possible.
- When setting up meetings, make plans to ensure the smooth transition of events, availability of needed materials, etc. Don't leave anything to chance: prior to the meeting, personally meet with facility personnel to go over plans, point by point. Seek agreement on what is expected and what would constitute "poor" performance/service.
- Provide those attending a meeting with a written schedule of activities, as well as other pertinent information (e.g., contacts, phone numbers, directions/maps, etc.).

Note: Pages in Section III can be customized to include credit and non-credit course and training program information.

AccuVision™ OFFICE SUCCESS SKILLS

SECTION III: PERFORMANCE DEVELOPMENT STRATEGIES

SKILL: PROBLEM-SOLVING

TASK: DETERMINES APPROPRIATE METHODS FOR IMPROVING WORK FLOW PROCEDURES

- Take the opportunity to observe, first-hand ongoing work-flow procedures/activities. Be alert to situations that can lead to operating problems.
- Generate acceptance from other office staff for new work flow procedures or modifications to existing procedures through involvement; that is, ask their opinion/input on the nature and extent of the problem, ways to improve the problem, how best to implement any changes, etc.
- Identify key people in support departments to contact in case of problems.
- Avoid inaction because of a problem's magnitude or complexity. If possible, break the problem down into its various component parts and deal with each separately. Also, bear in mind that while an "ideal" solution may not be readily available, actions that partially improve a situation are of significant value.
- Act on problems quickly. Do not delay action hoping problems will go away; the problems will most likely increase in seriousness.
- Encourage co-workers and other team members to identify operating problems they encounter, even if they are partially responsible for the problem.
- Consider the impact of operating problems on others outside the work group, such as other departments, outside suppliers and customers, etc., and advise them accordingly.
- Involve co-workers, team members, etc., in anticipating operating problems and developing contingency action plans including what to do and who to notify in the event that a problem arises.

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