




CAREER**DYNAMIX**  
DEMONSTRATION ASSESSMENT  
RESULTS FOR  
**Peter Prince**

PROJECT: ga310118124327

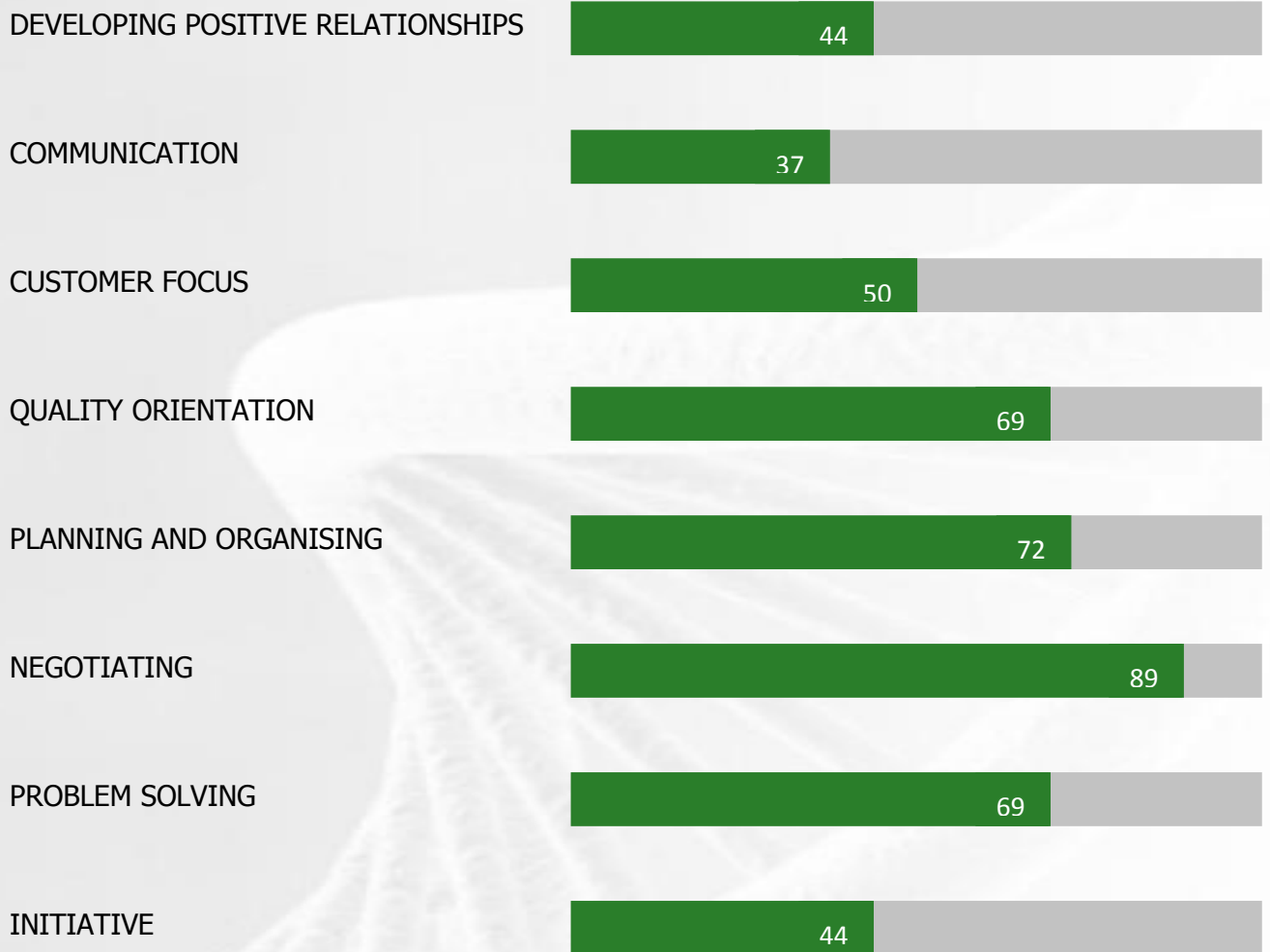


The data in this report forms part of a selection/development process and is the result of your completion of an online, custom designed, role specific competency assessment. The competency assessment used a series of mini case studies specifically created for each of the competencies identified as critical for success in the target role. This critical competency model forms the benchmark against which all assessment participants have been assessed.

# RESULT SUMMARY

Peter Prince

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# COMPETENCY DESCRIPTIONS AND RESULTS (1-5)

## Peter Prince

### DEVELOPING POSITIVE RELATIONSHIPS

44

Builds trust and credibility through the adaption of interpersonal behaviour in a way that increases the level of internal and external customer comfort and maximises the opportunity for productive interactions.

### COMMUNICATION

37

Conveys ideas, information and messages through persuasive presentation using appropriate terms, phrases, grammar, humour, empathy and vocabulary in a way that increases the opportunity for understanding and commitment.

### CUSTOMER FOCUS

50

Anticipates customers (both internal and external) needs, takes ownership of, plus responsibility and accountability for, the level of customer satisfaction by establishing productive relationships, answering customers' questions, dealing with customer problems and exceeding customer expectations.

### QUALITY ORIENTATION

69

Planning, organizing and prioritizing actions required to accomplish goals and objectives; monitoring quality of work activities and taking corrective action on anticipated potential problems.

### PLANNING AND ORGANISING

72

Develops, prioritises, implements and follows the work activities required to support operational guidelines, goals and objectives.

# COMPETENCY DESCRIPTIONS AND RESULTS (6-8)

## Peter Prince

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### NEGOTIATING

89

Uncovers the hidden agenda behind the positions individuals are taking. Presents various options that result in mutually beneficial outcomes for the customer and the organisation.

### PROBLEM SOLVING

69

Recognises and analyses the symptoms and causes of problems, considers alternatives and ramifications, generates strategies and solutions based on organisational goals and objectives.

### INITIATIVE

44

Proactively takes action to ensure the smooth running of the business when help and/or input from others is unavailable.

# COMPETENCY DEVELOPMENT STRATEGY

Review the results of your Competency Assessment and choose **two** competencies you would like to develop further.

## COMPETENCY #1:

**OBJECTIVE?**

**DESCRIPTION OF DEVELOPMENT STRATEGY:**

**EVIDENCE OF ACCOMPLISHMENT?**

**WHO WILL MONITOR PROGRESS?**

**TIMESCALE?**

## COMPETENCY #2:

**OBJECTIVE?**

**DESCRIPTION OF DEVELOPMENT STRATEGY:**

**EVIDENCE OF ACCOMPLISHMENT?**

**WHO WILL MONITOR PROGRESS?**

**TIMESCALE?**