Service Excellence Feedback Report

Management Research Group®

www.mrg.com

John Sample
ABC Company

November 2015

© Management Research Group®

INTRODUCTION

This Service Excellence Report presents the assessment results and action planning suggestions for John Sample at ABC Company. It is based upon the completion of an assessment instrument measuring approach to customer service. This report is organized into four sections:

Section I: Patterns of Customer Service Behaviors

Based on the assessment results, this section presents a narrative summary of the customer service behaviors you demonstrate frequently, those you demonstrate infrequently and those you demonstrate moderately.

Section II: Role Profile

You completed the Service Excellence questionnaire which measures how a person approaches the customer service role in terms of 18 characteristics. This section provides Service Excellence results against the role requirements of the position as determined by ABC Company. Your individual scores on each of the 18 dimensions are shown by a “dot”. The role requirements for the position are shown by a shaded range.

Section III: Role Requirements Match

This section summarizes the information presented in the Service Excellence profile by listing those dimension scores which fall within the targeted role requirements range as well as those dimensions that fall below the targeted role requirements range.

Section IV: Action Planning Suggestions

This section presents several action planning suggestions that you can use to further develop some of the customer service behaviors that you are demonstrating less frequently.

©2015 Management Research Group

FREQUENTLY USED CUSTOMER SERVICE BEHAVIORS

Based on your Service Excellence assessment, these are the customer service behaviors you use most frequently (scores of 70% and above):

1. Using Resources - Knowing how the company really works and how to get things done; using the organizational resources available to you; exhibiting a high level of resourcefulness in getting what you need, sometimes in unofficial ways; knowing where to get the right answers. Using resources allows you to bring all that's available within the organization to work for the benefit of your customers. Over- reliance on this, however, may leave the impression that you are too demanding of your colleagues or cannot make enough things happen on your own.

2. Outgoing - Acting in a friendly, accepting and informal manner with customers; being sociable and at ease with people; engaging with customers as friends; having a relaxed and affable interpersonal approach. Outgoing customer service professionals often help customers feel more at ease and comfortable. If taken to an extreme, you may come across as too informal, or overly familiar particularly with customers who may prefer a more reserved or formal approach.

3. Tactical - Showing a sense of urgency in your work and getting things done by using hands-on, practical strategies; being pragmatic in your approach to problem solving; focusing on the here and now; reacting quickly to get things done. This focus is particularly helpful in active, rapidly changing environments where the need is for quick, practical solutions. If used to excess you may find yourself too reactive and less likely to think things through before you respond.

4. Taking Initiative - Acting rather than reacting; initiating actions and proposing solutions; taking the initiative to contact customers; making suggestions to customers without necessarily being asked; being assertive in moving things forward. Taking initiative enables you to keep things moving and prevent them from getting bogged down. If overused, you may find that you react too quickly before thinking things through, taking actions that in hindsight were not in the best interest of the customer and/or the company.

5. Insight - Understanding why people behave as they do and quickly using this knowledge to better understand your customers; getting a good sense of customers' motivations; watching and listening carefully to better comprehend customer needs and reactions; reading between the lines. Using insight allows you to understand what is happening below the surface and quickly adapt to the signals you read in the customer. If insight is overused, you run the risk of over-analyzing people and potentially seeing issues where there are none.

©2015 Management Research Group

6. Empathy - Showing a genuine interest in customers as people and an active concern for their well-being; being an attuned listener; being attentive to your customer's feelings; showing warmth and care for your customers. Demonstrating empathy to your customers shows a deep level of commitment to understanding their emotional experiences working with your company, often reassuring them that you really "get it". If empathy is not balanced with the need to accomplish your broader service objectives, you may find that you sometimes become too involved with your customers and give away or commit to too much.

©2015 Management Research Group

INFREQUENTLY USED CUSTOMER SERVICE BEHAVIORS

Based on your Service Excellence assessment, these are the customer service behaviors you use least frequently (scores of 35% and below):

1. Market Awareness - Understanding market trends, including customer buying patterns and what competitors are doing; building your awareness of what is happening within the industry including trends in new offerings and customer habits and preferences. Not spending much time in this area is appropriate if your role does not require this kind of knowledge or if all you need to know is provided to you by another source. Under emphasizing this area risks you being less knowledgeable about what is happening outside your organization and therefore being a less valuable resource to your customers.

2. Communication - Providing clear and comprehensive information to customers about your company's products, services and policies; educating your customers; explaining things thoroughly; providing complete information whenever possible; informing customers about their options. If your communication is short and to the point because the customer already has the information they need, then not spending too much time in Communication is a good decision. Just be sure that you know both what information your company wants the customer to have and what information the customer needs and wants. Be careful not to rely too heavily on your own assessment of communication needs, so you avoid the risk of having under informed customers.

3. Team Player - Cooperating and working with others in the company and protecting your organization's interests; demonstrating loyalty to your team and the organization; working closely with colleagues; being responsive to your company's requests; accommodating and willing to be helpful. If your role requires that you work with the customer independently—having little contact with your colleagues—and your organization is more concerned with you doing whatever it takes to please the customer over and above protecting the company's interests, then your lower score on Team Player is in line with these expectations. Less attention in this area can result in you being seen as less cooperative or less willing to help your colleagues or as somewhat of a maverick within your organization.

4. Following Through - Being persistent in following up and monitoring work in progress in order to make sure that you deliver on promises; keeping after a job until it is finished; being attentive to meeting deadlines; being tenacious in the face of obstacles; staying on top of meeting customer requests. If your role is to attend to one part of the service process and then to pass along the service need to someone else to complete the process, you may not have much need for following through in your role. The risk in underutilizing Following Through is that you may lose track of what you have committed to or you may start more things than you can finish for your customers.

©2015 Management Research Group

5. Customer Focus - Acting as the customer's advocate and being committed to serving the customer's interests; spending extra time with customers; being very concerned about the customer's welfare; going to great lengths to meet your customer's needs. If your service role is more transactional, you may not have much opportunity to serve as a customer advocate or serve them in a more significant way. If your service role is broader, you may be missing opportunities to provide more comprehensive service to your customers and to be the voice of the customer back to your organization.

6. Optimism - Maintaining a positive attitude and being enthusiastic with customers; being an optimistic endorser of your company and its offerings; tending to look on the bright side when resolving issues or concerns or assessing opportunities. You may have a role that requires you to be reserved and err on the side of caution in your opinions. If so then your lower score on Optimism fits the role. If your customers are looking for a service partner who projects positive energy and is enthusiastic then you may want to consider a more optimistic approach to the way you interact with customers.

©2015 Management Research Group

MODERATELY USED CUSTOMER SERVICE BEHAVIORS

Based on your Service Excellence assessment, these are the customer service behaviors you use moderately (scores between 40%-65%):

1. Structuring - taking a systematic, efficient and organized approach to your work; being structured and disciplined; establishing and following procedures; paying attention to details; approaching work in a methodical manner

2. Quality Focus - Setting and maintaining the highest standards of excellence in performing your work; regularly looking for ways to improve quality; constantly striving to do your best for the customer; producing exceptional work

3. Relaying Customer Views - Passing on customer feedback; keeping your organization aware of what customers are thinking and feeling; sharing customer suggestions within your organization; acting as an intermediary in communicating customers' views; asking for customer feedback

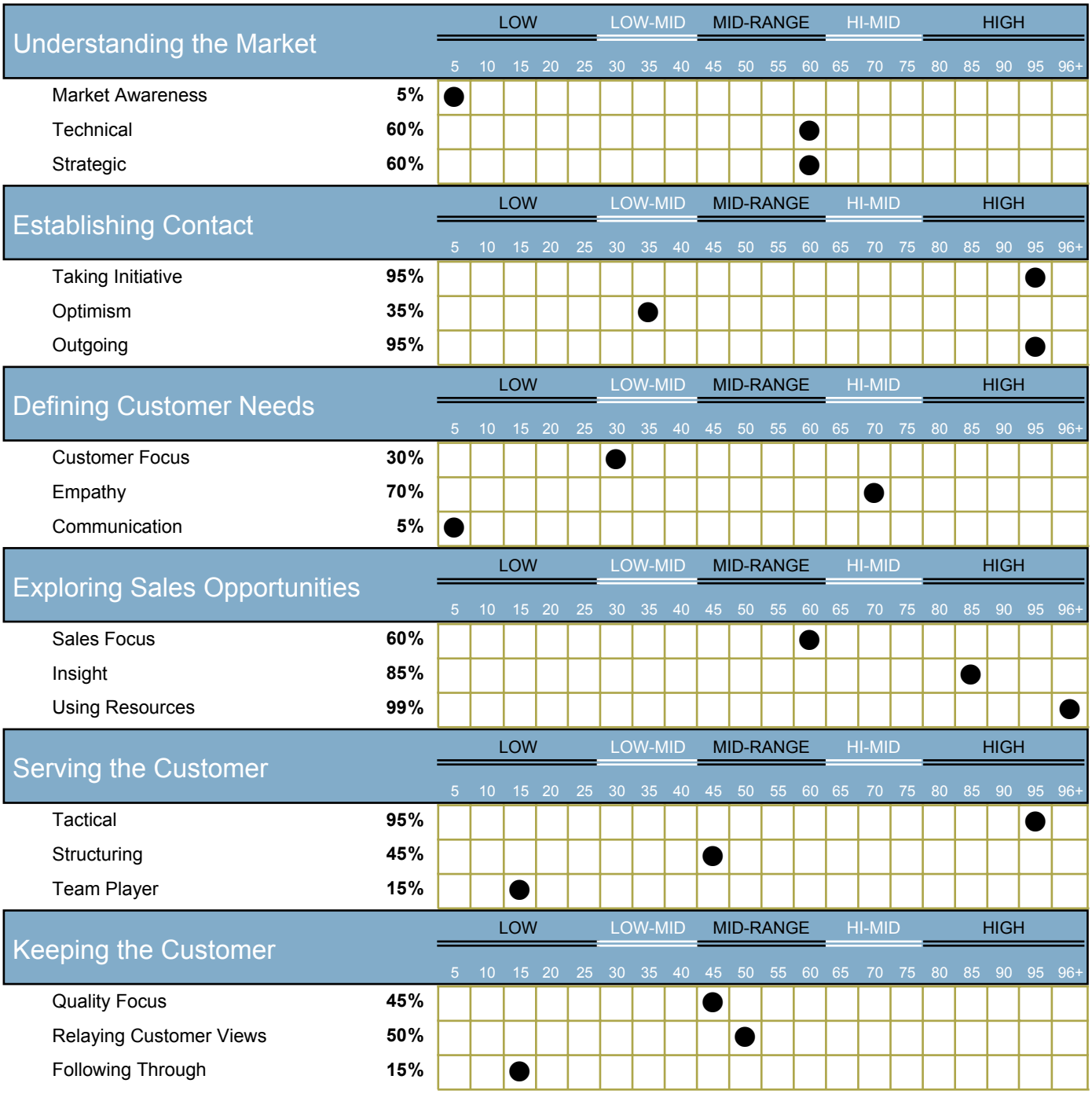
4. Technical - Having expertise and an in-depth knowledge of your organization's products and services; building mastery in your company's offerings; grasping the strengths and weaknesses of your products; having the knowledge to answer customers' technical questions

5. Sales Focus - Enjoying the sales aspects of the customer service role; demonstrating persuasive abilities and sales skills; being attentive to potential sales opportunities when serving customers; making your points in a convincing manner

6. Strategic - Thinking ahead, planning, analyzing problems and understanding complex issues; being forward thinking and anticipating problems; thinking and planning for the long-term; keeping track of bigger-picture issues

©2015 Management Research Group

Service Excellence Profile



UNDERSTANDING THE MARKET

Market Awareness: Understanding market trends, including customer buying patterns and competitors' offerings.

Technical: Having expertise and an in-depth knowledge of your organization's products and services.

Strategic: Thinking ahead, planning, analyzing problems and understanding complex issues.

ESTABLISHING CONTACT

Taking Initiative: Acting rather than reacting, initiating actions and proposing solutions.

Optimism: Maintaining a positive attitude and being enthusiastic with customers.

Outgoing: Acting in a friendly, accepting, and informal manner with customers.

DEFINING CUSTOMER NEEDS

Customer Focus: Acting as the customer's advocate and being committed to serving the customer's interests.

Empathy: Showing a genuine interest in customers and an active concern for their issues and well-being.

Communication: Providing clear and comprehensive information to customers about your company's products, services, and policies.

EXPLORING SALES OPPORTUNITIES

Sales Focus: Enjoying the sales aspects of the customer service role and working to develop persuasive abilities and sales skills.

Insight: Understanding why people behave as they do, and quickly using this knowledge to determine customers' needs.

Using Resources: Knowing how the company really works and how to get things done, using the organizational resources available to you.

SERVING THE CUSTOMER

Tactical: Showing a sense of urgency in your work, and getting things done by focusing on hands-on, practical strategies.

Structuring: Taking a systematic, efficient and organized approach to your work

Team Player: Cooperating and working with others in the company, and protecting your organization's interests.

KEEPING THE CUSTOMER

Quality Focus: Setting and maintaining the highest standards of excellence in performing your work.

Relaying Customer Views: Passing on customer feedback in order to keep your organization aware of what your customers are thinking and feeling.

Following Through: Being persistent in following up and monitoring work in progress in order to make sure that you deliver on promises.

©2015 Management Research Group

ACTION PLANNING SUGGESTIONS - Market Awareness

The use of Market Awareness is important when success in your role requires:

- An understanding of market trends
- Insight into customer preferences and buying patterns
- Knowledge of competitors' offerings and positioning

Some suggested ways to expand your use of **Market Awareness** include:

1. **Keep track of what is happening in your industry** by reading blogs, articles and trade journals.

2. **Visit competitors' websites** to see how they position themselves and what they are offering to customers.

3. **Connect with people in your own company's marketing and sales departments.** These folks will have good insights on the market, your company's competitors and customer buying patterns.

4. **Run your own informal market survey** by asking your customers what alternative products/services they might need or want or are already purchasing.

Your Notes and Ideas:

©2015 Management Research Group

ACTION PLANNING SUGGESTIONS - Communication

The use of Communication is important when success in your role requires:

- Thoroughly informing the customers of their options
- Explaining your company's offerings clearly to your customers
- Keeping your customers well informed about changes that affect them

Some suggested ways to expand your use of **Communication** include:

1. **Ask your customers questions** to find out what they do and do not know about your company's offerings and supply the missing information.

2. **Decide ahead of time exactly what information you want to communicate to your customers.** You may want to set up a schedule where you talk with customers in depth about one offering each week.

3. **Build a habit of passing along new information to customers** as soon as it becomes available to you.

4. Recognize the many situations in which your customers have choices when it comes to your company's offerings. In these situations **ensure that you are making your customers aware of their options**.

Your Notes and Ideas:

ACTION PLANNING SUGGESTIONS - Following Through

The use of Following Through is important when success in your role requires:

- Being persistent in following up on issues for customers
- Keeping track of customer requests until they are fulfilled
- Seeing multi-step customer services processes through to the end

Some suggested ways to expand your use of **Following Through** include:

1. **Develop a tracking system** that helps you remember what matters you have in progress and what steps you have to take to keep things moving forward to completion.

2. **Call you customers after a specific time period** to make sure they know that you are following up, the status of their issue and when they can expect resolution.

3. **Pay attention to the internal and external things that prevent you from following up in a timely way.** Do you get distracted? Do you drop things when you don't know what to do next? Do you tend to forget about things because you don't have a tracking system? Do you not respond as well to certain clients? Understanding the obstacles to your efforts to follow through will help you create strategies that will work best for you.

4. **Find some perseverance partners.** Some people have more energy to stick with things when there are obstacles or when it takes a long time to get things done. Identify your colleagues who have this type of energy and ask for their support/ideas/help when you feel your energy to persevere faltering.

Your Notes and Ideas:

©2015 Management Research Group

ACTION PLANNING SUGGESTIONS - Team Player

The use of Team Player is important when success in your role requires:

- Working closely with your colleagues to get things done
- Keeping your company's interest in mind when working with the customer
- Offering to help your colleagues to meet customer needs

Some suggested ways to expand your use of **Team Player** include:

1. Over the course of the week, go out of your way to **give extra support to at least one of your colleagues**.

2. **Ask your colleagues what you can do to be more helpful to them.** Ask your manager how you can be a more helpful member of your team.

3. **Talk with your manager to ensure you understand what is most important to your organization** so you can be sure to keep your company's interests firmly in mind when you are working with customers.

4. When appropriate **speak positively about your colleagues and your organization** when you are talking with your customers.

Your Notes and Ideas:

©2015 Management Research Group

ADDITIONAL NOTES:

©2015 Management Research Group

Service Excellence Manager Responses

Management Research Group®

www.mrg.com

Chris Williams
Management Research Group

January 2016

Service Excellence Manager Responses from: John Sample

How to read this report:

The Feedback Graphs: Most questions gathered responses on a scale of 1 (lowest) to 5 (highest). The final four questions gathered responses on a scale of 1 (lowest) to 7 (highest).

Your scores: Your feedback scores are presented graphically and numerically. If your observers included more than one manager, each manager response will appear as its own line, displaying each individual score.

Comments: The following pages contain optional comment responses from your manager. The responses have not been edited – they appear exactly as they were entered into the questionnaire. Please note that responding to these questions was optional. Therefore, your manger(s) may not have answered every question.

©2015 Management Research Group

Understanding The Market

Market Awareness: Understanding market trends, including customer buying patterns and competitors' offerings.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior

Optional Comments

Optional comments can be entered and will display here

Understanding The Market

Technical: Having expertise and an in-depth knowledge of your organization's products and services.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior

Optional Comments

Optional comments can be entered and will display here

Understanding The Market

Strategic: Thinking ahead, planning, analyzing problems and understanding complex issues.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
		▲		

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
			▲	

Optional Comments

Optional comments can be entered and will display here

Establishing Contact

Taking Initiative: Acting rather than reacting, initiating actions and proposing solutions.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
				▲

Optional Comments

Optional comments can be entered and will display here

©2015 Management Research Group

Establishing Contact

Optimism: Maintaining a positive attitude and being enthusiastic with customers.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
		▲		

Optional Comments

Optional comments can be entered and will display here

©2015 Management Research Group

Establishing Contact

Outgoing: Acting in a friendly, accepting, and informal manner with customers.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
			▲	

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
				▲

Optional Comments

Optional comments can be entered and will display here

©2015 Management Research Group

Defining Customer Needs

Customer Focus: Acting as the customer's advocate and being committed to serving the customer's interests.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
		▲		

Optional Comments

Optional comments can be entered and will display here

Defining Customer Needs

Empathy: Showing a genuine interest in customers and an active concern for their issues and well-being.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
				▲

Optional Comments

Optional comments can be entered and will display here

Defining Customer Needs

Communication: Providing clear and comprehensive information to customers about your company's products, services, and policies.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
	▲			

Optional Comments

Optional comments can be entered and will display here

Exploring Sales Opportunities

Sales Focus: Enjoying the sales aspects of the customer service role and working to develop persuasive abilities and sales skills.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
	▲			

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
			▲	

Optional Comments

Optional comments can be entered and will display here

©2015 Management Research Group

Exploring Sales Opportunities

Insight: Understanding why people behave as they do, and quickly using this knowledge to determine customers' needs.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
		▲		

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
			▲	

Optional Comments

Optional comments can be entered and will display here

©2015 Management Research Group

Exploring Sales Opportunities

Using Resources: Knowing how the company really works and how to get things done, using the organizational resources available.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
			▲	

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
				▲

Optional Comments

Optional comments can be entered and will display here

©2015 Management Research Group

Serving The Customer

Tactical: Showing a sense of urgency in work, and getting things done by focusing on hands-on, practical strategies.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
			▲	

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
			▲	

Optional Comments

Optional comments can be entered and will display here

Serving The Customer

Structuring: Taking a systematic, efficient and organized approach to work.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior

Optional Comments

Optional comments can be entered and will display here

Serving The Customer

Team Player: Cooperating and working with others in the company, and protecting your organization's interests.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
		▲		

Optional Comments

Optional comments can be entered and will display here

Keeping The Customer

Quality Focus: Setting and maintaining the highest standards of excellence in performing work.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
		▲		

Optional Comments

Optional comments can be entered and will display here

Keeping The Customer

Relaying Customer Views: Passing on customer feedback in order to keep your organization aware of what the customers are thinking and feeling.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
			▲	

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
		▲		

Optional Comments

Optional comments can be entered and will display here

Keeping The Customer

Following Through: Being persistent in following up and monitoring work in progress in order to make sure that that promises are met.

How important is this behavior for this individual's success in the role?

1	2	3	4	5
Not important at all	Of little importance	Moderately important	Important	Extremely important
				▲

How would you rate this person in terms of their use of the behavior relative to what you want to see for success in the role?

1	2	3	4	5
I would like to see much less of this behavior	I would like to see less of this behavior	I would like to see this behavior continue as is	I would like to see more of this behavior	I would like to see much more of this behavior
	▲			

Optional Comments

Optional comments can be entered and will display here

Effectiveness Questions

Overall effectiveness in Customer Service Role (i.e., total level of performance against expectations, total impact in role):

1	2	3	4	5	6	7	X
Shows little effectiveness in role	Fair in service role		Average service professional	A good, solid service professional		Exceptional service professional	Don't know
				▲			

Future potential (i.e., has the ability to go beyond present level versus has reached his/her highest potential, is likely to be a major resource to the organization):

1	2	3	4	5	6	7	X
Has limited potential	Needs to develop in current job		Some possibilities	Strong possibilities beyond present job		Unlimited; a major resource	Don't know
			▲				

Fast learner (i.e., learns new material quickly, adapts rapidly to new challenges, constantly expands his/her understanding of new things):

1	2	3	4	5	6	7	X
Rarely tries new things	Somewhat slow to learn and adapt		Average	Learns quickly; adapts well to new situations		Extremely fast, adaptable learner	Don't know
				▲			

Insight into self (i.e., self-reflective; understands own motivations and behaviors, sees self accurately):

1	2	3	4	5	6	7	X
Very limited self insight	Somewhat lacking in self insight		Average	Has a good understanding of self		Extremely perceptive and insightful	Don't know
			▲				

Optional Comments

Optional comments can be entered and will display here