

# ATTITUDE ✓

1. I think that guarantors are:
  - a. the enemy
  - b. the reason I'm here
2. If I had a choice, I'd rather work with:
  - a. computers
  - b. people
3. Compared with agents who have served me, I'd say I'm:
  - a. equal
  - b. more professional and easy to do business with
4. When a guarantor seems to be in a better mood after I've served them, I feel:
  - a. relieved
  - b. rewarded
5. When there are problems, I think that:
  - a. it's typical to my job
  - b. the next situation will be better
6. When a guarantor thanks me:
  - a. I'd rather have a raise
  - b. I feel good the rest of the day
7. My perfect job would be:
  - a. nothing like this one
  - b. a lot like this one
8. When I get a guarantor who's confused or has problems, I:
  - a. try to pass the guarantor on to someone else
  - b. try to find a way I can help
9. I think of my job as:
  - a. boring and repetitive
  - b. fun and challenging
10. When I go to work each day, I feel like:
  - a. I'm joining the battle
  - b. I can handle almost anything
11. I think most people are:
  - a. out to ruin my day
  - b. the reason I'm here
12. I think my job:
  - a. has no real meaning or importance to the company
  - b. is important to the company
13. I feel my best quality as a representative of the company is:
  - a. my speed and productivity
  - b. my ability to satisfy my guarantor
14. I usually smile:
  - a. when there is something to smile about
  - b. whenever I talk to a guarantor
15. I get praise from my guarantors:
  - a. rarely
  - b. often

# ASSESS YOUR BEHAVIOR STYLE

Choose between the pair of words for the one that fits you best

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Confident               | <input type="checkbox"/> 4 Reserved            |
| <input type="checkbox"/> 3 Passive                 | <input type="checkbox"/> 1 Aggressive          |
| <input type="checkbox"/> 2 Emotional               | <input type="checkbox"/> 4 Unemotional         |
| <input type="checkbox"/> 4 Ask                     | <input type="checkbox"/> 2 Tell                |
| <input type="checkbox"/> 1 Take Charge             | <input type="checkbox"/> 3 Go Along            |
| <input type="checkbox"/> 4 Think                   | <input type="checkbox"/> 3 Feel                |
| <input type="checkbox"/> 1 Disciplined             | <input type="checkbox"/> 3 Undisciplined       |
| <input type="checkbox"/> 2 Talks Easily            | <input type="checkbox"/> 3 Hesitant to Talk    |
| <input type="checkbox"/> 3 Accepting               | <input type="checkbox"/> 1 Challenging         |
| <input type="checkbox"/> 2 Disorganized            | <input type="checkbox"/> 4 Organized           |
| <input type="checkbox"/> 2 Initiate Social Contact | <input type="checkbox"/> 3 Let Others Initiate |
| <input type="checkbox"/> 3 Questioning             | <input type="checkbox"/> 1 States Information  |
| <input type="checkbox"/> 1 Pushy                   | <input type="checkbox"/> 3 Pushover            |
| <input type="checkbox"/> 4 Aloof                   | <input type="checkbox"/> 2 Outgoing            |
| <input type="checkbox"/> 1 Doer                    | <input type="checkbox"/> 4 Thinker             |
| <input type="checkbox"/> 3 Laid Back               | <input type="checkbox"/> 1 Assertive           |
| <input type="checkbox"/> 4 Withhold Feelings       | <input type="checkbox"/> 2 Express Feelings    |
| <input type="checkbox"/> 2 Does Things w/People    | <input type="checkbox"/> 4 Does Things Alone   |
| <input type="checkbox"/> 1 Stern                   | <input type="checkbox"/> 3 Gentle              |
| <input type="checkbox"/> 4 Cautious                | <input type="checkbox"/> 2 Impulsive           |
| <input type="checkbox"/> 2 Extroverted             | <input type="checkbox"/> 4 Introverted         |
| <input type="checkbox"/> 3 Warm                    | <input type="checkbox"/> 1 Cool                |
| <input type="checkbox"/> 3 Amiable                 | <input type="checkbox"/> 1 Dominant            |
| <input type="checkbox"/> 4 Distant                 | <input type="checkbox"/> 1 Open                |
| <input type="checkbox"/> 2 Shares Information      | <input type="checkbox"/> 3 Keeps Information   |
| <input type="checkbox"/> 4 Quiet                   | <input type="checkbox"/> 2 Talkative           |

Total number of:      1 \_\_\_\_\_      2 \_\_\_\_\_      3 \_\_\_\_\_      4 \_\_\_\_\_

<b>Spontaneous People</b>		<b>Agreeable People</b>	
<b>Do's</b>	<b>Don'ts</b>	<b>Do's</b>	<b>Don'ts</b>
<ul style="list-style-type: none"> <li>☺ Pay attention to me</li> <li>☺ Listen when I talk</li> <li>☺ Let me be involved</li> <li>☺ Enjoy my humor</li> <li>☺ Give me things to do because I am easily bored</li> </ul>	<ul style="list-style-type: none"> <li>☺ Don't confuse me with the facts</li> <li>☺ Don't ignore me or brush me off</li> <li>☺ Don't be formal</li> <li>☺ Don't get stuck in routines</li> <li>☺ Don't be condescending because I don't stick to one subject</li> </ul>	<ul style="list-style-type: none"> <li>☺ Show sincere interest in me as a person</li> <li>☺ Be accepting, nurturing &amp; compassionate</li> <li>☺ Encourage me when making decisions</li> <li>☺ Being sensitive &amp; caring</li> <li>☺ Be agreeable &amp; follow suggestions</li> <li>☺ Keep things casual and informal</li> <li>☺ Keep your promises</li> <li>☺ Someone to support me in my decisions.</li> </ul>	<ul style="list-style-type: none"> <li>☺ Don't rush me into anything</li> <li>☺ Don't force me to make decisions quickly</li> <li>☺ Don't be pushy or demanding</li> <li>☺ Don't threaten me with alternatives</li> <li>☺ Don't push competition</li> <li>☺ Don't patronize or demean by using subtleties</li> <li>☺ Don't offer assurances and guarantees you can't fulfill</li> <li>☺ Don't keep deciding for me</li> </ul>
<b>Directive People</b>		<b>Logical People</b>	
<b>Do's</b>	<b>Don'ts</b>	<b>Do's</b>	<b>Don'ts</b>
<ul style="list-style-type: none"> <li>☺ Be brief, and to the point</li> <li>☺ Stick to business</li> <li>☺ Be well organized</li> <li>☺ Be confident</li> <li>☺ Present challenges</li> <li>☺ Make some decisions</li> <li>☺ Be in control</li> <li>☺ Keep emotions to yourself</li> </ul>	<ul style="list-style-type: none"> <li>☺ Don't ramble or waste time</li> <li>☺ Don't ask confusing or useless questions</li> <li>☺ Don't be disorganized or messy</li> <li>☺ Don't beat around the bush</li> <li>☺ Don't be too causal, informal or loud</li> <li>☺ Don't make things personal</li> <li>☺ Don't tell me what to do or make decisions for me</li> </ul>	<ul style="list-style-type: none"> <li>☺ Be structured &amp; predictable</li> <li>☺ Be punctual &amp; hard working</li> <li>☺ Put things in an orderly flow</li> <li>☺ Be specific &amp; systematic in approach</li> <li>☺ Likes to makes lists &amp; schedules with a step-by-step timetable</li> <li>☺ Follows the rules &amp; respects authority</li> <li>☺ Need to see things visually</li> </ul>	<ul style="list-style-type: none"> <li>☺ Don't be disorganized or messy</li> <li>☺ Don't be extravagant or impulsive</li> <li>☺ Don't rush the decision making process</li> <li>☺ Don't be vague or unclear</li> <li>☺ Don't leave things to chance or luck</li> <li>☺ Don't act irresponsibly</li> <li>☺ Don't get too emotional</li> </ul>