

Shadowmatch®

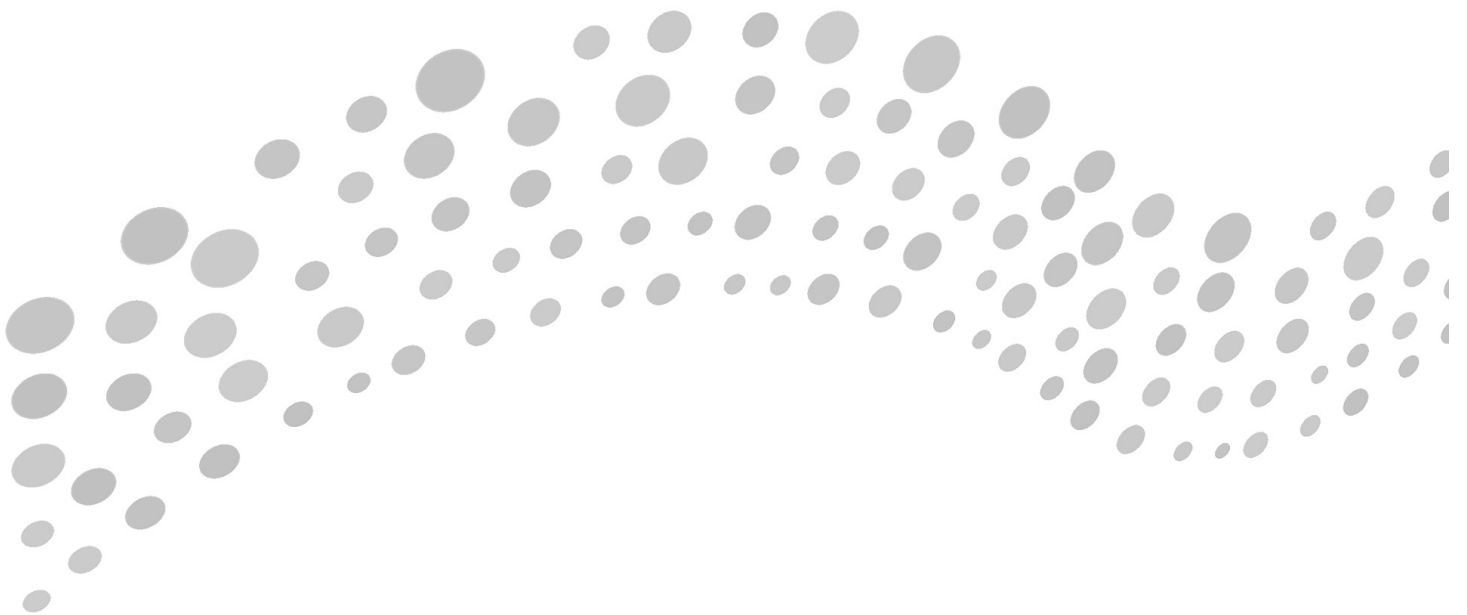
WorkMatch Report for

Amanda Bowman

Date Finished: 2006-12-11

**Compared to the benchmark group of:
Customer Support (Top Performers)**

Benchmark Date: 2020-09-07



[CONFIDENTIAL]

Introduction

Someone once said: "Success is all about being a student for as long as you live". We will always learn new skills, new technologies, new applications and as you are currently doing, new behaviours necessary for success in the workplace. Learning happens all the time. Shadowmatch wants to help you to learn something about yourself that might help you to unlock your full potential. This is how it works. The system creates a unique benchmark by using the behaviour patterns (habits) of top performing employees as an indicator of the behaviours necessary for success in a specific workplace. It then compares the behaviour of the individual - like yourself - to that of the top performing group. By doing this, you can learn about yourself and what changes in your behaviour could help you to build a successful career. Please keep in mind that the system uses a unique and specific benchmark profile. In other words, the benchmarks are different for different companies, jobs, working environments and even work complexities and demands. The benchmark group referred to in the heading of this report indicates the specific top performers group to which you were compared. This report enables you to learn about their behaviour and this in turn could assist you in improving your personal success or maintain your current success with less effort. (Please note that the blue colour on the graph is yours and the grey background is that of the top performers).

This report will primarily focus on those areas where you can learn and develop. Study the graph that compares your behaviour intensities with that of the top performing colleagues doing the same work. Note all the habits where your behaviour intensity is close to that of the top performers. On these behaviours you don't need any learning and development for this job. The reason is simply the fact that you already have the behaviour intensity necessary for success in this job. The report will help you to better understand the differences so that you can work on those behaviours that could help you to optimise your success and work satisfaction.

Overall Match

Your behaviour patterns in general are different to that of the top performers. You might experience some challenges towards optimal success. If you study your graph, you will see that the top performers in this specific job have behaviour patterns that are somewhat different to yours. Shadowmatch will now highlight a few of the behaviours that might help you to work towards optimal personal success.

The habits where you might need to become more active in order to make the most of your working success are the following:

- **Resilience:** This is one of the most powerful habits used by successful people. It is the behaviour of working relentlessly to reach a goal despite challenges. Your habit of Resilience can lead to you giving up too early compared to the top performers.
- **People Positive:** Working with people in a relaxed and collaborative way is something successful people in this job do somewhat easier than you. Their relationships with others seem to be closer and more relaxed. This might be something to be aware of as people around us have a profound impact on the way we perform when doing a job.

Critical Match - Most Active Habits of Top Performers

Successful people use their most active habits to do their work. Top performing employees use these five habits (refer to your graph under the heading "Critical Match") to actively engage with their work content/tasks and thus be successful in what they do. You will see that there is somewhat of a difference between the intensity and repetition of your habits compared to the Critical Habits of the top performers. The one habit that Shadowmatch has a concern with is that of **Resilience**.

On this habit, your behaviour is more active than the top performers. This could result in too much energy being spent on this behaviour with the result of becoming trapped in an energy draining pattern.

Conceptual Fitness

It is important to read this part of your report with attention to the detail. Conceptual Fitness is all about being successful with problems. People tend to be of the opinion that it is about intelligence and talent. Shadowmatch has a different approach. People who work with problems every day are more able to successfully resolve problems than people who do not work with problems often. It is like running. People who run every day can easily run a long distance whilst those who don't can't. This is something we can learn by practising it every day. Sometimes people don't learn the basics of problem solving skills - then they struggle. Not because they do not have the abilities or the intelligence, but because they did not practise it enough and they do not have the necessary skills. They just do not have enough experience and they were not exposed to the challenges often enough to gain the necessary fitness levels.

Your Conceptual Fitness level is in line with that of the top performing fellow employees doing the same work as you are. Use this information to work with confidence and to be motivated for your career challenges.

General Time Utilisation

The time we spend when doing a job provides very valuable information about the way we pace ourselves when doing something important. You will note that the way you spent your time doing Shadowmatch is substantially different to the way top performing colleagues have paced themselves through the Shadowmatch worksheet. This shows that your time management is not in line with those who are very successful in what they do. This is important because the pace at which we work is critical to the success we have with a job, especially when the job at hand is intense and against tight deadlines or when extreme levels of accuracy is needed. Top performers work at a pace that matches the workload, available time and accuracy demands. Being too slow or too quick could pose a challenge.

Those employees that perform well in this job spent on average 42:32 minutes to complete the Shadowmatch worksheet. You did it in 55:10 minutes. You are not that much slower that it should influence your performance. Just be aware of the difference and try to be slightly more time efficient, especially when your workload is heavy and available time is limited. People that are slightly slower tend to spread their energy in such a way that they can work longer.

Time when Working with Problems

The way we work with problems can be very important for the success we have in a job.

The time you've spent on the ten riddles was measured separately. Your top performing colleagues spent on average 15:32 minutes to do the ten riddles. You did it in 28:02 minutes. This might be an area where you can work actively towards being more efficient with the time you spend when working with conceptual challenges. You may be wondering: "What about the number of correct answers?" It is an important factor, however be careful... it sometimes doesn't matter how correct you are, if you are too slow, you didn't finish the race.

Task Efficiency

This measurement helps us to understand how efficient we are when we have to execute a task. The Shadowmatch worksheet is a task of reading through questions and selecting answers. The time utilisation and accuracy with which someone does this, is used to determine how efficient the person is when doing a job. If you would like to see how your efficiencies compare to that of the top performing colleagues, study your graph. No further comments will be made as Shadowmatch has already commented extensively on your time and conceptual match with the top performers.

Attitude

This can best be described as the approach people take towards the world they live in. It defines the way individuals prefer to engage with the environment and the people around them. Shadowmatch identifies four Attitude groups of behaviour. Categories one and two indicate the intensity of involvement with the environment whilst categories three and four measure the intensity of uninvolved behaviour. Categories one and four indicate positive, unaggressive behaviour. Categories two and three indicate assertive, firm behaviour and sometimes even an inclination to be aggressive towards the environment.

Following is the explanation of your Attitude compared to that of the top performing employees.

Category One: The Attitude of Positive, Unaggressive Participation

Your behaviour preference of actively engaging in an unaggressive way with your environment and the people you interact with is less active compared to that of top performers. Be careful, this could create a situation of not actively taking part in your everyday work. Top performers are prone to be more actively involved with their work and world in general. This behaviour energizes people to work very hard. Not because they have to, but because they want to and they enjoy it. Work on this Attitude.

Category Two: The Attitude of Assertive Participation

This Attitude Category indicates the approach of firm, assertive and decisive involvement individuals have towards the world and the people they engage with. Think of it as positive stubbornness. Your behaviour on this Attitude is very similar to that of your top performing colleagues. Well done. This can help to build your personal success.

Category Three: The Attitude of Assertive Uninvolved Behaviour

Category Three represents behaviour of visible frustrations and sometimes an expression of assertiveness without actively working towards solving the issue at hand. Your Category Three behaviour is more active than that of the top performers. Be careful for this. You might from time to time become frustrated and then voice your frustrations with so much energy that you don't act towards a positive solution. Shadowmatch wants to help you. If this happens, pause for a moment and decide to rather spend your energy on actions that will solve the problem instead of spending your energy on the frustration and your inner feelings.

Category Four: The Attitude of Unaggressive and Uninvolved Behaviour

The behaviour indicated by Category Four of the Shadowmatch Attitude indicator is that of an uninvolved and unaggressive approach to the environment of work and play. There is no need to go into any detail about this because your intensity of Category Four behaviour is very similar to that of your fellow employees that are very successful in this job.

Conclusion

Now that you understand some of the critical behaviours for personal success in this workplace, Shadowmatch has a recommendation: Consider doing one of the Shadowmatch Personal Development Programmes. These programmes are designed to help you develop those behaviours necessary for your personal success. The following Personal Development Programmes are recommended:

- Resilience
- People Positive
- Time Management







You can request a Personal Development Programme on your Shadowmatch Portal. Visit <https://www.shadowmatch.co.za> and enter your details in the access frame. Go to the section on Development and follow the process to request one of the recommended Personal Development Programmes.

Shadowmatch wishes you all the best and success with your career. Remember, knowledge is the key to personal fulfilment!

Benchmark: Customer Support (Top Performers)

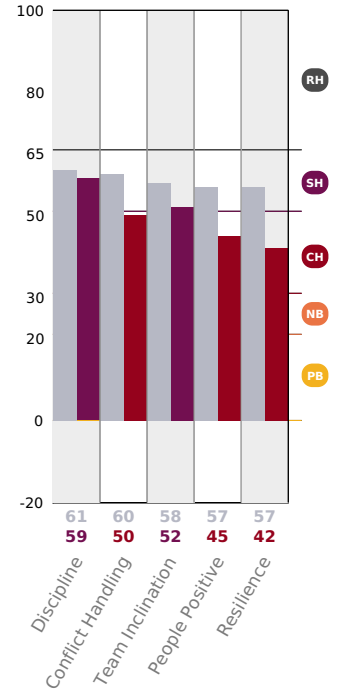
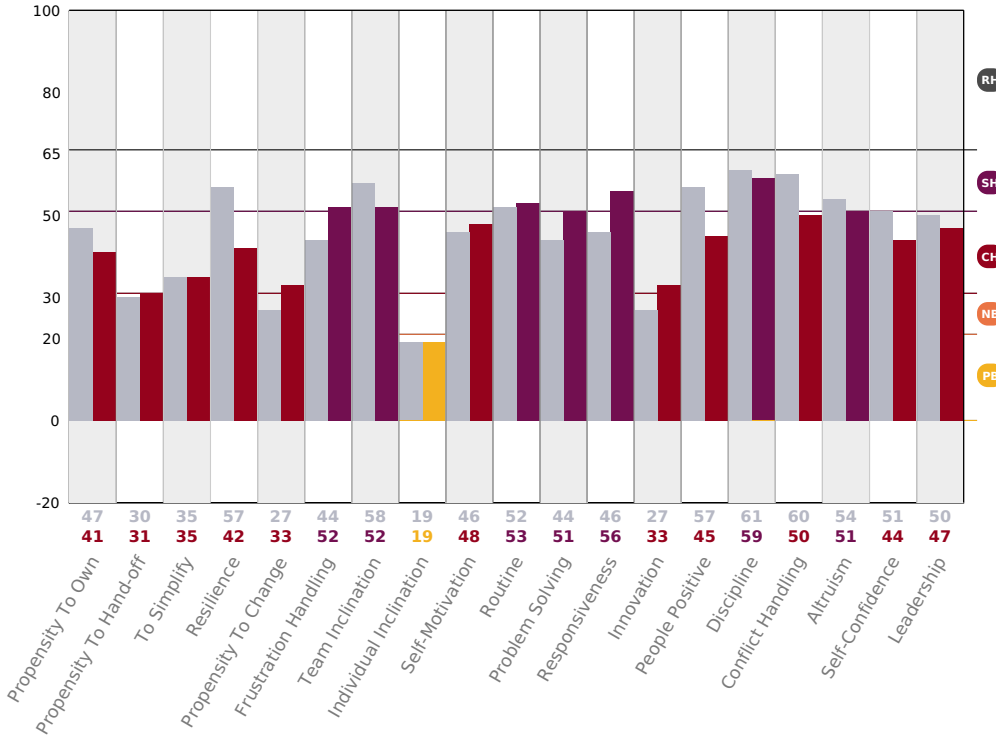
Benchmark Date: 2020-09-07

Legend:

-  Benchmark
-  Planned Behaviours (PB)
-  Necessary Behaviours (NB)
-  Contextual Habits (CH)
-  Strong Habits (SH)
-  Radical Habits (RH)

Benchmark Stability Factor: **90%** Individual's Overall Match: **89%**

Benchmark Stability Factor: **93%** Individual's Critical Match: **84%**



Conceptual Fitness



Task Efficiency



Total Time

Average: **00:42:32**
Individual: **00:55:10**

Conceptual Time

Average: **00:15:32**
Individual: **00:28:02**

Attitude

