



# EXAMPLE.COM

## TEAM SHAPE ANALYSIS

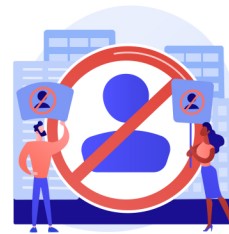
# Before your start

Team Shape Analysis is a tool designed for leaders and managers to gain a deeper understanding of their team dynamics. It conducts personality tests among organization members and uses artificial intelligence to analyze the data, providing concrete insights into personality traits, motivations, and developmental needs. Through this analysis, leaders can better comprehend the primary personality traits, motivations, and developmental needs of employees, enabling more accurate personnel decisions and effective professional development strategies. The integration of artificial intelligence enhances the efficiency and accuracy of data interpretation, resulting in precise recommendations. Thus, Team Shape Analysis is valuable for companies aiming to build an organizational culture based on innovation, awareness, and understanding of employees' unique needs. Moreover, it underscores the importance of estimating certain business insights based on the personality traits of its team.



## How to USE this report?

- Allocate time to analyze the full context of the report, not just its visual elements. Descriptive sections may be crucial.
- Try to ask and note down your questions regarding AI-supported conclusions.
- Engage members of your organization in analyzing the conclusions and invite them to collectively address the questions raised above.
- Accept that the report may contain certain contradictions - the stronger they are, the more you should delve into possible reasons for their occurrence with your team.
- Team Shape Analysis is a supportive tool and is meant to help you establish certain hypotheses or affirm your beliefs in the validity of your previous hypotheses or refute them.



## How NOT TO USE this report?

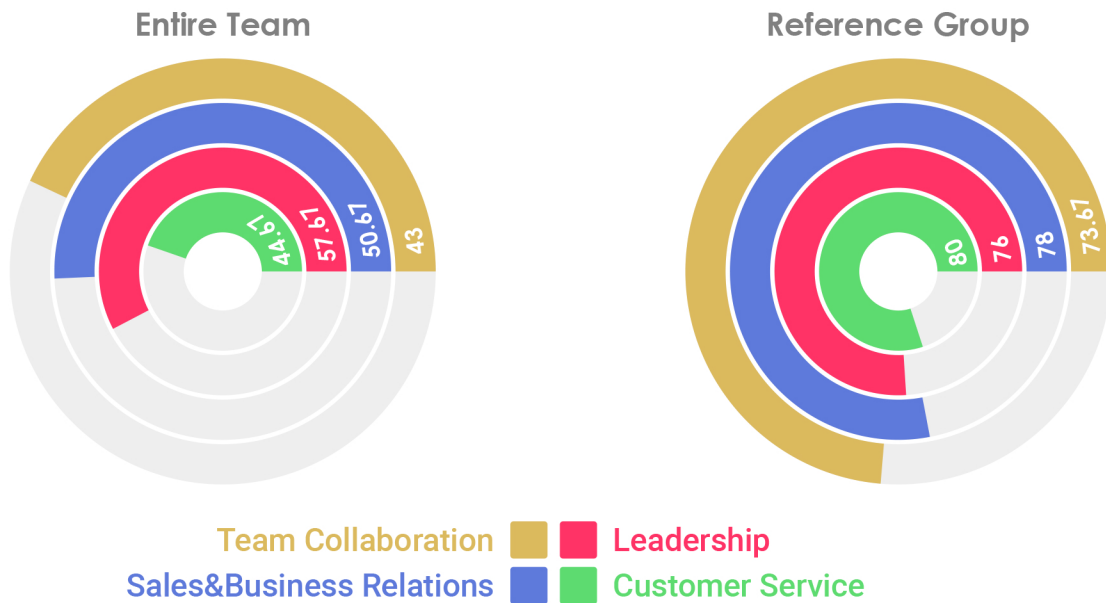
- Do not take all the conclusions from the report for granted. Only in combination with your knowledge about the team will it fulfill its role of showing your organization from an external perspective.
- Try not to take actions based solely on the recommendations in the report. Instead, establish a task force whose expertise aligns with the recommendations in the report.
- When making recruitment decisions based on the report's recommendations, always emphasize verifying the practical competencies of candidates. Elements indicated in the report, combined with such a process, can ensure the desired outcome.



# Unlock Opportunities:

**AI-Powered Description** Powered by  OpenAI

Below we present potential unlocks that are possible to achieve in the  team by implementing appropriate steps presented in the document, resulting from the awareness of the personal characteristics of team members, their preferences and development needs. First, let's look at the results of the studied areas in the context of the Entire Team\* and the Reference Group\*\*.



## Area Unlocks

- 🎯 Potential to be unlocked in the area of **Leadership**: +35%
- 🎯 Potential to be unlocked in the area of **Team Collaboration**: +30%
- 🎯 Potential to be unlocked in the area of **Sales & Business Relations**: +30%
- 🎯 Potential to be unlocked in the area of **Customer Service**: 35%

\* **Entire Team** - The analysis includes the results of all organization members who completed the personality test.

\*\* **Reference Group** - The analysis takes into account the test results of organization members, identified during onboarding as the most effective units in the organization.

# Improvements: Recommendations

 AI-Powered Description

Powered by  OpenAI

## Recommended Order of Implementing Improvements

Section continues from page X...

1

### Start from improving Leadership

**Chance for +35% area effectiveness increase.**

**Why start here:** Develop empathy and emotional awareness among team members. Encourage active listening, empathy training, and fostering a more supportive environment to better understand and manage emotions within the group.

**Impact on other areas:** Improving emotional intelligence is critical because it lays the foundation for better interpersonal dynamics, trust-building, and conflict resolution. It's the weakest area compared to the reference group (3.8 vs. 7.8), and enhancing it will directly impact other areas like collaboration and customer service.

2

### Next improve the area of Team Collaboration

**Chance for +30% area effectiveness increase.**

**Why:** Strengthen positive interpersonal relationships by promoting open communication, team-building activities, and collaborative decision-making. Encourage a culture that values diverse perspectives and mutual respect.

**Impact on other areas:** Improving interpersonal dynamics will enhance team cohesion and morale. It addresses the significant gap with the reference group (3.6 vs. 8.2). Better relationships within the team will reduce turnover and create a more engaged and creative work environment.

3

### Then enhance Sales & Business Relations

**Chance for +30% area effectiveness increase.**

**Why:** Foster deeper, more personalized relationships with clients by incorporating empathy and a relational approach in client interactions. Shift focus from purely transactional interactions to building long-term relationships.

**Impact on other areas:** This area has one of the lowest scores (4.5 vs. 7.4) and is essential for retaining clients and ensuring long-term business growth. Improved client trust-building will directly impact customer loyalty and satisfaction.

4

### Last but not least: Customer Service

**Chance for 35% area effectiveness increase.**

**Why:** Improve the personalization and warmth of client interactions by fostering a more nurturing approach. Provide customer service training to focus on empathy, attentiveness, and active problem-solving.

**Impact on other areas:** Enhancing client interaction quality (3.7 vs. 7.7) will significantly impact customer loyalty and retention. A more personal touch in service will differentiate the organization from competitors.



## Entire Team

How we see your organization

# Team as a Person

We have verified the archetypes of members within your organization and identified which ones are dominant and which are least pronounced. Presenting your team as a person can be crucial in understanding its strengths and tendencies that may require significantly higher energy inputs. Through this model and appropriate definitions of archetypes, we are able to pinpoint the potential as well as possible weaknesses of your team.

## Team Archetypes

By examining the archetypes of your team members and verifying the frequency of their occurrence and ratings, we can identify five most and five least convergent sets of traits present within your team.

### Top 5 Archetypes

71%

#### Critic

Critics freely express their opinions and love debating different perspectives with others. They tend to be direct, assertive and logical, with high standards for themselves and others.

70%

#### Enforcer

Enforcers are driven to engage with the world through reliance on standards, rules, traditions. They tend to be direct and straightforward, traditional and reliable, with high standards for themselves and others.

69%

#### Commander

Commanders are driven to achieve goals through determination and holding themselves and others to high standards of performance. They tend to be driven and demanding leaders who are pragmatic and results-oriented.

68%

#### Protector

Protectors care about traditions, rules and standards, and are driven by a strong sense of personal duty. They tend to be responsible, direct, traditional and composed.

66%

#### Orchestrator

Orchestrators excel at bringing people together, organizing around them, and mobilizing resources to achieve and exceed expectations. They tend to be planful, precise, engaging and people-oriented.

## Bottom 5 Archetypes

### Adventurer

Adventurers are motivated by taking part in fun, exciting, and adventurous activities and pursuits. They tend to be excitement-seeking, fun-loving, energetic, independent, open to new experiences, and spontaneous.

44%

### Peacekeeper

Peacekeepers relish developing positive relationships between people, and seeking harmony, compromise, and cooperation. They tend to be empathetic, agreeable, agile, and diplomatic.

41%

### Helper

Helpers are driven by compassion and care for others, and support of their emotional needs. They tend to be empathetic, nurturing, generous and agreeable.

39%

### Artisan

Artisans are driven to use their creativity to bring life to beautiful and well-crafted ideas. They tend to be imaginative, detail-oriented and attuned to their own and others' emotions.

37%

### Individualist

Individualists walk to the beat of their own drum and find unique ways of expressing themselves and their originality. They tend to be creative, independent, expressive, perceptive and at times sensitive and dramatic.

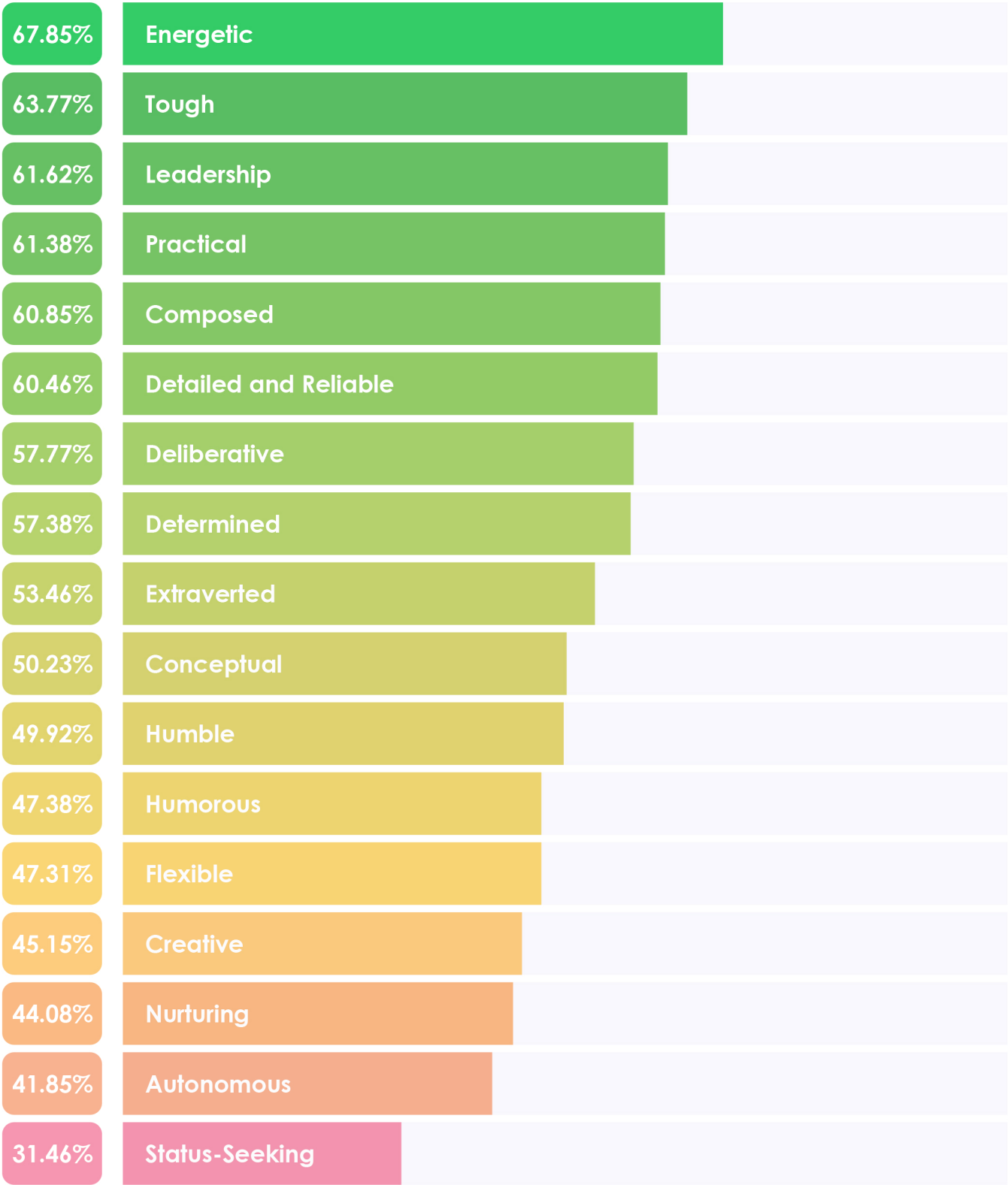
29%

## Additional Information & Definitions

If you're interested in delving deeper into the comprehensive concept of archetypes, exploring their attributes, and understanding their extended definitions, you can explore the personality test provider's website at: <https://principlesyou.com/archetypes>.

# Team Traits - Average Scores

Archetypes consist of numerous components, with one of these components being Traits. Let's examine the distribution of traits within your team and contemplate the potential impact that individual traits may have on shaping your team.





## Team Traits - Description

**i AI-Powered Description** Powered by  OpenAI

To gain a deeper understanding of your team, we enlisted the assistance of artificial intelligence to identify potential opportunities and challenges it may encounter, considering it as a combination of its most prominent and less prominent characteristics.

Your team has a collective personality that is dynamic, determined, and ambitious. They thrive in environments where speed, performance, and strong direction are crucial. With high energy and enthusiasm, they approach tasks with urgency and are quick to take on challenges, displaying resilience and focus under pressure. Their decisiveness and ability to lead give them a clear sense of purpose and drive, making them effective in situations that demand quick action and assertive leadership.

However, these strengths also present challenges. The team's relentless drive can lead to impatience and a lack of consideration for processes that require a more measured approach. This tendency to move fast may sometimes result in overlooking important details or failing to fully engage with different perspectives, creating friction in collaborative settings. Their resilience can also translate into rigidity, limiting their ability to adapt to change or welcome new ideas, potentially stifling innovation.

While they excel at taking charge, their strong focus on leadership might overshadow collaboration, restricting the flow of diverse ideas and creativity. The team's lower emphasis on empathy and emotional support could lead to a less cohesive environment, especially for those who value connection and mutual understanding. This gap might result in communication that feels more functional than supportive, potentially affecting team morale and engagement.

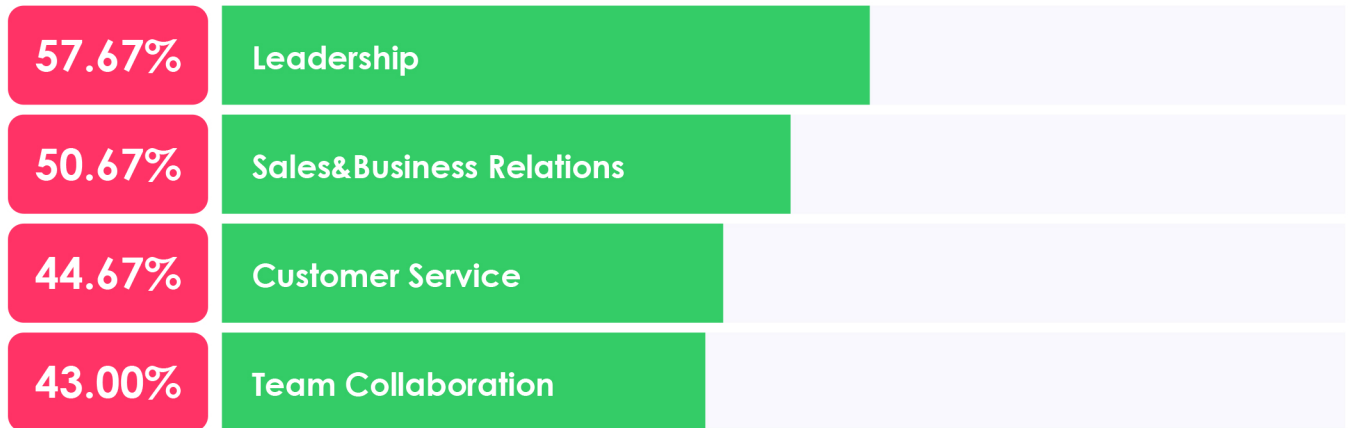
Moreover, the team's lack of interest in external recognition could reduce their competitiveness in situations where visibility and reputation are key. While this can create a more balanced, less status-driven atmosphere, it may also cause the team to underplay their achievements and miss opportunities to shine. Balancing their natural strengths with a greater emphasis on flexibility, empathy, and innovation could help create a more dynamic and effective team environment.



## Key Areas of The Organization | Areas Ratings

**AI-Powered Description** Powered by  OpenAI

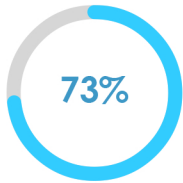
Based on the analysis of archetypes and personality traits, we have prepared an assessment of the potential effectiveness of key areas of the organization. In the following pages, you will find justifications for the ratings prepared with the support of artificial intelligence.



## Key Areas of The Organization | Subareas & Justification

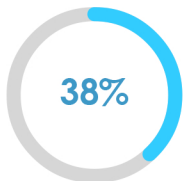
**AI-Powered Description** Powered by  OpenAI

### Leadership | 57.67%



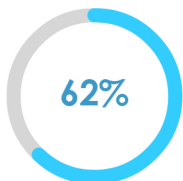
#### Directive Leadership Style

The team excels in decisive leadership and clear direction, but a top-down approach may stifle input and reduce engagement from those who prefer collaboration, potentially limiting team cohesion and motivation.



#### Emotional Intelligence

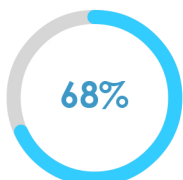
The team's low empathy and emotional awareness may cause conflicts and a lack of support, reducing morale and engagement. Leaders might struggle to inspire those who resist direct approaches.



#### Vision Communication

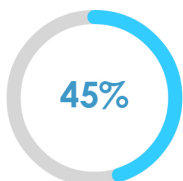
The team's clear goal-setting aids in communicating vision and strategy, but overlooking diverse perspectives and creative thinking can lead to a vision lacking depth and adaptability, hindering alignment in complex situations.

### Sales&Business Relations | 50.67%



#### Negotiation Effectiveness

The team's energy and decisiveness drive quick deals, but impatience and lack of flexibility may lead to missed complex deals and strained relationships with consultative partners.



#### Client Trust Building

The lack of nurturing and empathy challenges the team's ability to build long-term client relationships. Overemphasis on results may seem transactional, leading to dissatisfaction and high churn rates.



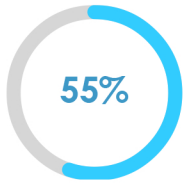
#### Adaptability to Market Changes

The team's resistance to change and limited innovation may slow their response to market shifts, leaving them vulnerable in a rapidly evolving environment.

## Key Areas of The Organization | Subareas & Justification

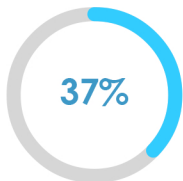
 AI-Powered Description Powered by  OpenAI

### Customer Service | 44.67%



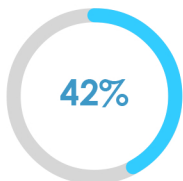
#### Responsiveness to Client Needs

The team's energy ensures quick client responses, but a lack of empathy may result in efficient yet impersonal service, causing dissatisfaction over time.



#### Quality of Client Interaction

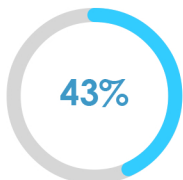
Low nurturing and empathy may make client interactions seem cold or impersonal, causing clients to feel undervalued and affecting loyalty and repeat business.



#### Adaptation to Client Feedback

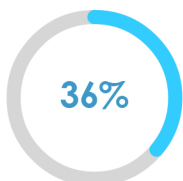
The team's clear goal-setting aids in communicating vision and strategy, but overlooking diverse perspectives and creative thinking can lead to a vision lacking depth and adaptability, hindering alignment in complex situations.

### Team Collaboration | 43.00%



#### Shared Decision-Making

The team's directive leadership and resistance to change limit shared decision-making, making members feel undervalued, reducing engagement, and stifling creativity.



#### Interpersonal Dynamics

The lack of empathy and nurturing may hinder positive relationships, leading to transactional communication, reduced trust, and unresolved conflicts.



#### Conflict Resolution

The team's toughness allows for direct conflict handling, but low emotional intelligence and flexibility may lead to rigidity, escalating tensions and hurting morale and productivity.



## Reference Group

How we see your benchmark

# Reference Group as a Person

To better understand the dynamics of your team, its goals, and priorities, we conduct a reference group analysis. We examine individuals whom you identified as the most effective and efficient in achieving your organization's goals during the feedback session. This will allow us to observe clear differences between the current state of the team and its most productive segment.

## Reference Group Archetypes

### Top 5 Archetypes (Reference Group)

91%

#### Entertainer

+41.68% Compared to Team

Entertainers are driven by creating experiences and engaging with the world and particularly the people in it. They tend to be outgoing, original, agile, energetic, joyful and lighthearted.

90%

#### Shaper

+28.90% Compared to Team

Shapers visualize ambitious goals, set plans in place, and push through relentlessly to make them happen. They tend to be independent, original, driven, demanding, adaptable and at times impatient and single-minded.

88%

#### Impresario

+35.24% Compared to Team

Impresarios love to entertain, engage socially, and facilitate great experiences with others. They tend to be outgoing, inspiring, energetic and adaptable.

87%

#### Inspirer

+33.47% Compared to Team

Inspirers lead through motivating people to get behind a challenging and important idea, project, or business objective. They tend to be motivating, engaging, supportive and leadership-oriented.

86%

#### Adventurer

+42.45% Compared to Team

Adventurers are motivated by taking part in fun, exciting, and adventurous activities and pursuits. They tend to be excitement-seeking, fun-loving, energetic, independent, open to new experiences, and spontaneous.



## Bottom 5 Archetypes

### Problem Solver

-1.41% Compared to Team

Problem Solvers are motivated to support and help others in an industrious and professional manner. They tend to be supportive, conscientious, responsible and proactive.

46%

### Enforcer

-24.75% Compared to Team

Enforcers are driven to engage with the world through reliance on standards, rules, traditions. They tend to be direct and straightforward, traditional and reliable, with high standards for themselves and others.

45%

### Peacekeeper

-0.00% Compared to Team

Peacekeepers relish developing positive relationships between people, and seeking harmony, compromise, and cooperation. They tend to be empathetic, agreeable, agile, and diplomatic.

41%

### Investigator

-24.44% Compared to Team

Investigators are driven to research and analyze information and data to build knowledge and understanding. They tend to be logical and analytical, rigorous, and more reserved and thoughtful than outgoing and expressive.

36%

### Helper

-10.33% Compared to Team

Helpers are driven by compassion and care for others, and support of their emotional needs. They tend to be empathetic, nurturing, generous and agreeable.

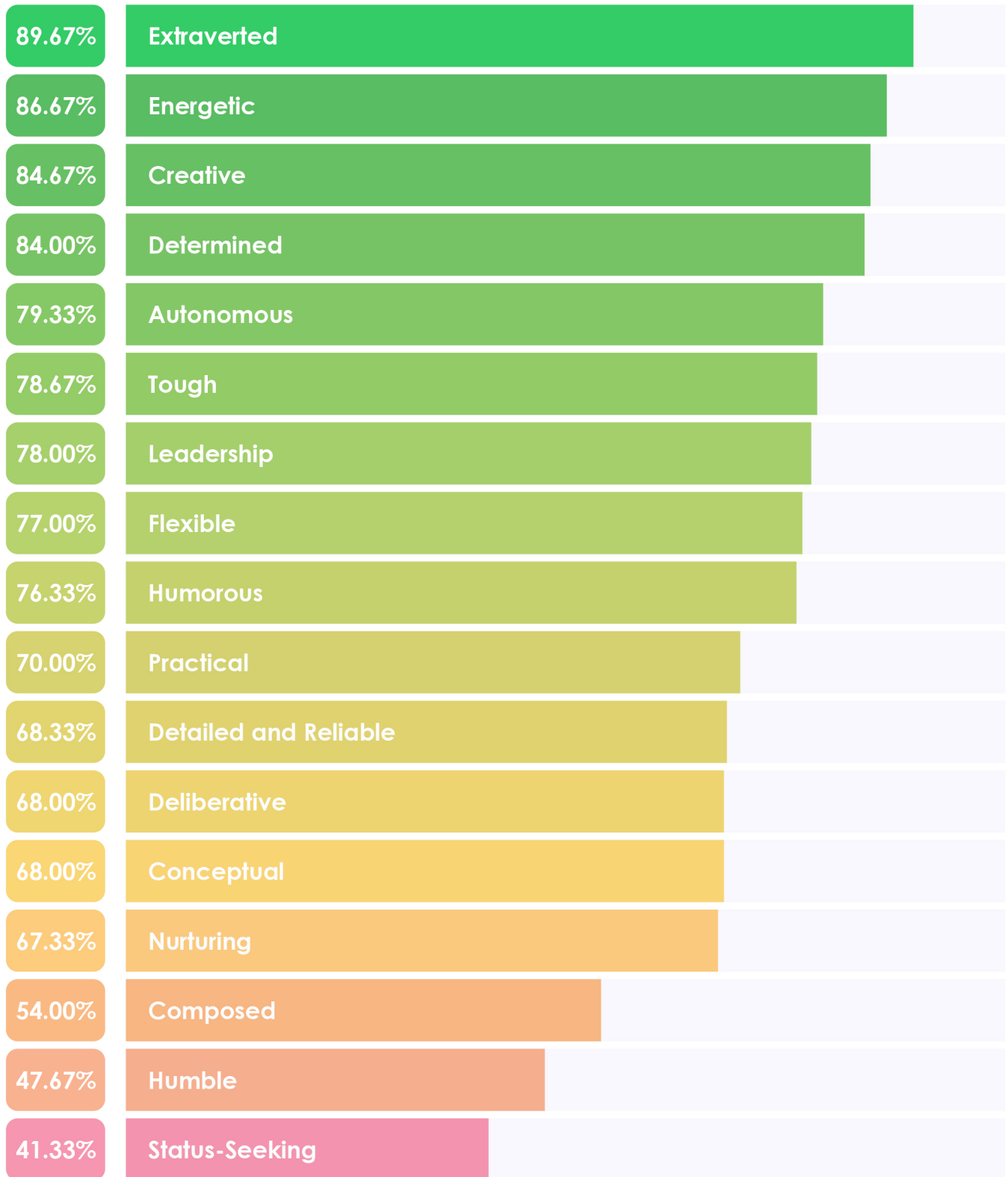
29%

## Additional Information & Definitions

If you're interested in delving deeper into the comprehensive concept of archetypes, exploring their attributes, and understanding their extended definitions, you can explore the personality test provider's website at: <https://principlesyou.com/archetypes>.

## Reference Group Traits - Average Scores

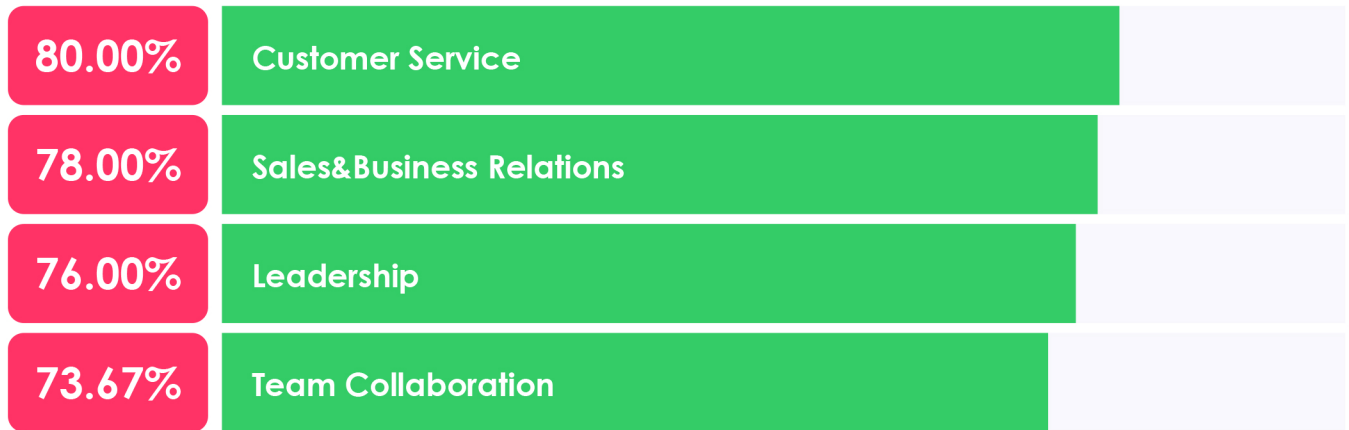
To offer a more comprehensive context for our analysis, we have also opted to assess the strengths of individual traits among the team members you've designated in the reference group. This step affords us the opportunity to draw comparisons between the composition of the team and that of the reference group.



## Key Areas of The Reference Group | Area Ratings

**AI-Powered Description** Powered by  OpenAI

Here, we present the average results of the areas we previously evaluated for the entire organization. This time, we'll examine the results of the reference group.



## Key Areas of The Reference Group | Subareas & Justification

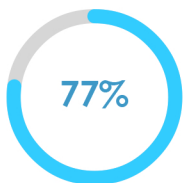
**AI-Powered Description** Powered by  OpenAI

### Customer Service | 80.00%



#### Responsiveness to Client Needs

The team's high energy, extraversion, and nurturing traits make them responsive to clients, but their creative approach may sometimes lead to inconsistent experiences.



#### Quality of Client Interaction

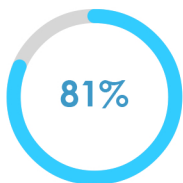
Client interactions are generally positive due to the team's humor, extraversion, and nurturing qualities. However, lower composure and occasional overconfidence might lead to moments of informality or perceived arrogance, affecting the quality of interaction for some clients.



#### Adaptation to Client Feedback

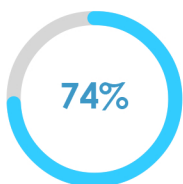
The team's flexibility and creativity help them adapt to client feedback effectively, but their autonomy may sometimes lead to resistance to external input if it conflicts with their own views.

### Sales&Business Relations | 78.00%



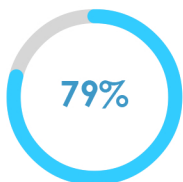
#### Negotiation Effectiveness

The team's extraversion, creativity, and determination make them strong negotiators, but their autonomy and lack of composure can lead to over-aggressiveness or missed cues, risking miscommunication.



#### Client Trust Building

The team's nurturing, humor, and energy foster a friendly client environment, but their moderate humility and high autonomy may sometimes lead to overconfidence, affecting trust with conservative clients.



#### Adaptability to Market Changes

The team's flexibility, creativity, and energy help them adapt and innovate, but their strong independence may sometimes hinder collaboration and limit their ability to seize all opportunities.

## Key Areas of The Reference Group | Subareas & Justification

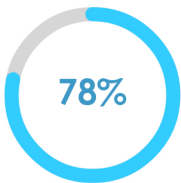
**AI-Powered Description** Powered by  OpenAI

### Leadership | 76.00%



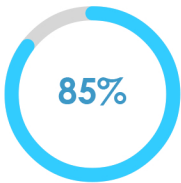
#### Directive Leadership Style

Though the team shows strong leadership and determination, their humor and flexibility can sometimes weaken the perception of authority, and their creativity may lead to less structured, confusing leadership when clear guidance is needed



#### Emotional Intelligence

The team's nurturing, extraverted, and humorous traits reflect strong emotional intelligence, but their lower humility and independence may sometimes limit empathy or relatability with more modest, collective-minded individuals.



#### Vision Communication

The team's flexibility and creativity help them adapt to client feedback effectively, but their autonomy may sometimes lead to resistance to external input if it conflicts with their own views.

### Team Collaboration | 73.67%



#### Shared Decision-Making

The team's extraversion and flexibility encourage collaboration, but their strong autonomy may lead to prioritizing individual decisions over group consensus, potentially causing friction.



#### Interpersonal Dynamics

With high extraversion, humor, and nurturing traits, the team excels in interpersonal dynamics, creating an engaging environment. However, lower composure may lead to impulsive or overly casual interactions, affecting professionalism.



#### Conflict Resolution

The team's toughness and creativity support effective conflict resolution, allowing them to tackle issues directly and think innovatively. However, their independence and lower composure may escalate conflicts if not managed carefully, as they might struggle with patience and staying calm under pressure.



## Entire Team & Reference Group Observations



# Additional Observations

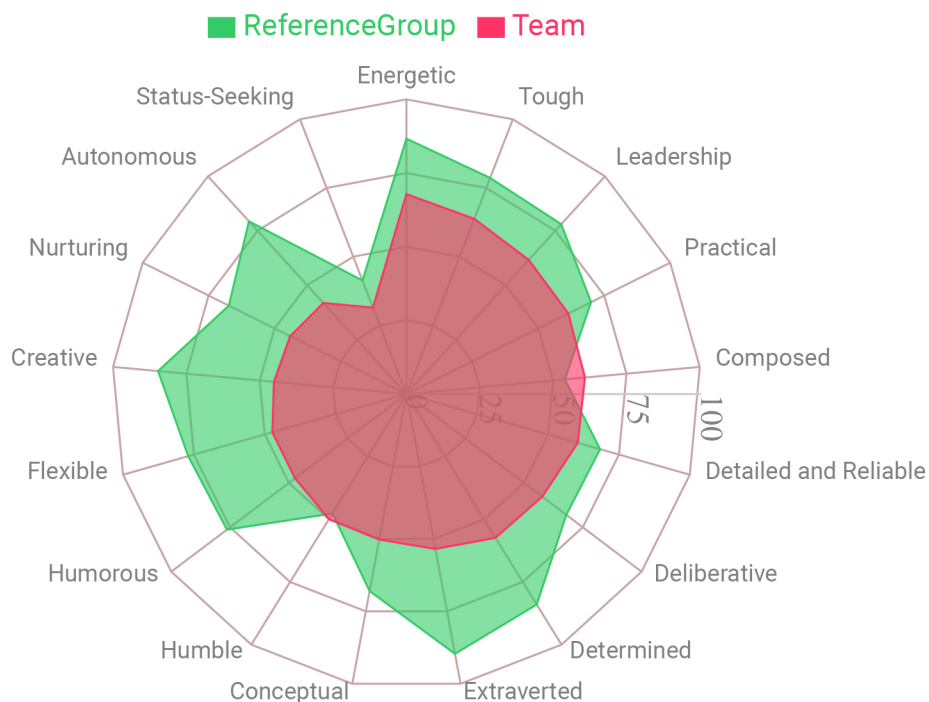
**AI-Powered Description** Powered by  OpenAI

After meticulously dissecting the archetypes and traits that define your team, we've crafted a comprehensive set of insights and suggestions tailored specifically to propel your team towards excellence. Delving deep into the intricacies of your team dynamics, we've unearthed pivotal areas ripe for enhancement. Our findings are not merely observations; they are a roadmap to elevate performance, meticulously justified and fortified with robust analysis.

## Different Mindset, Different Environments

The work environment of the Entire Team is highly driven and results-focused but marked by significant shortcomings that impact its overall performance. Unlike the Reference Group, which shows adaptability, creativity, and emotional intelligence, the Entire Team tends to be rigid and transactional. Its impatience with processes and resistance to change reduce its ability to adapt to market shifts, limiting profit growth and scalability. The lack of empathy and emotional awareness creates a cold, impersonal environment, which may lead to high employee turnover and lower client satisfaction. Top-down leadership and limited collaboration further weaken the team's cohesion and innovation. In contrast to the Reference Group's dynamic and inclusive decision-making, the Entire Team is more prone to conflicts, misunderstandings, and missed opportunities for diverse input, stifling creativity. Their struggles with client trust-building and feedback adaptation could result in losing long-term clients and failing to establish deep relationships. Additionally, the team's emphasis on immediate results over sustainable growth hinders long-term strategic planning. This focus may lead to stagnation in dynamic markets that demand flexibility and quick responses, resulting in challenges such as stagnant growth, declining client loyalty, and a less engaged workforce, ultimately affecting overall market competitiveness.

## Trait Comparison




## Likely Risks - Sales&Business Relations and Leadership


### AI-Powered Description


Powered by  OpenAI

To formulate recommendations concerning the influence of individual personal characteristics on organizational effectiveness, we scrutinized potential threats across various organizational domains. Additionally, we incorporated data pertaining to the likelihood of specific scenarios occurring presently or in the future (measured on a scale of LOW, MODERATE, HIGH).


### Sales&Business Relations

 **High Customer Turnover (HIGH)**  
Due to a lack of nurturing and empathy, customers may feel undervalued, leading to high churn rates.


 **Ineffective Market Adaptation (MODERATE)**  
Resistance to change and limited innovation could result in slow adaptation to market trends, impacting competitiveness.


 **Transactional Client Relationships (HIGH)**  
Focus on quick results over relationship building may cause clients to perceive interactions as purely transactional, reducing loyalty.


 **Missed Partnership Opportunities (MODERATE)**  
Impatience and a lack of flexibility could alienate potential partners who prefer a more consultative or collaborative approach.


 **Limited Market Expansion (MODERATE)**  
The inability to adapt to diverse client needs or market changes could hinder expansion into new markets or demographics.


### Leadership

 **Low Team Engagement (HIGH)**  
A top-down leadership style may stifle input and creativity, reducing overall team engagement and morale.

 **High Conflict Potential (HIGH)**  
Low emotional intelligence and empathy could lead to frequent misunderstandings and unresolved conflicts.

 **Decreased Motivation (MODERATE)**  
Employees may feel undervalued due to limited opportunities for collaboration and shared decision-making.

 **Stagnation in Leadership Development (MODERATE)**  
A rigid approach may inhibit the growth of emerging leaders within the team, limiting leadership diversity.

 **Resistance to Strategic Change (HIGH)**  
A lack of openness to new ideas or diverse perspectives could result in resistance to necessary strategic shifts.

## Likely Risks - Team Collaboration and Customer Service



 **AI-Powered Description**

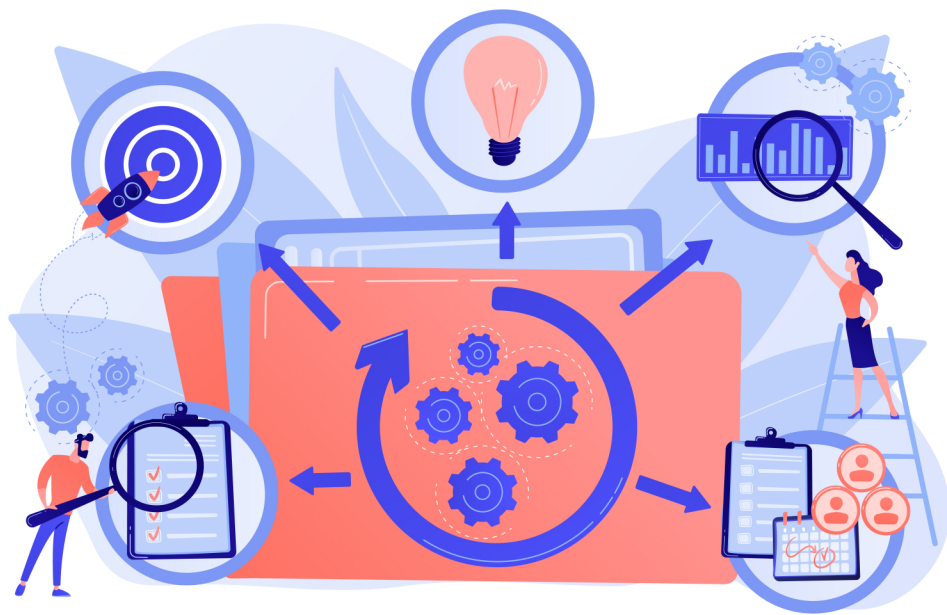
Powered by  OpenAI

### Team Collaboration

-  **Poor Communication (HIGH)**  
Limited empathy and emotional awareness could lead to transactional and ineffective communication, impacting teamwork.
-  **Reduced Innovation (HIGH)**  
A lack of shared decision-making and collaboration stifles creativity and the development of diverse solutions.
-  **High Employee Turnover (HIGH)**  
A tense work environment with frequent conflicts and low emotional support could increase employee dissatisfaction and turnover.
-  **Inefficient Conflict Management (MODERATE)**  
Conflicts are likely to escalate due to rigid handling, reducing productivity and team cohesion.
-  **Low Team Cohesion (HIGH)**  
Weak interpersonal dynamics and limited support could create a fragmented team lacking unity and mutual trust.

### Customer Service

-  **Lack of Customer Retention Skills (HIGH)**  
The team's limited empathy and personalization may lead to customers feeling undervalued, impacting long-term retention.
-  **Poor Customer Satisfaction (HIGH)**  
Efficient but impersonal responses may address immediate needs but fail to create a satisfying customer experience.
-  **Negative Client Feedback Response (HIGH)**  
Resistance to change may hinder effective adaptation to client feedback, causing dissatisfaction and reduced repeat business.
-  **Reputation Damage (MODERATE / LOW)**  
Perceptions of cold or impersonal service could harm the organization's reputation, affecting client acquisition and retention.
-  **Inconsistent Service Quality (MODERATE)**  
Limited flexibility and empathy might lead to varied client experiences, impacting perceived service reliability.



# Recommendations

Some tips and tricks

# Improvements: Recommendations

 AI-Powered Description

Powered by  OpenAI

## Recommended Order of Implementing Improvements

1

### Start from improving Leadership

Chance for +35% area effectiveness increase.

**Why start here:** Develop empathy and emotional awareness among team members. Encourage active listening, empathy training, and fostering a more supportive environment to better understand and manage emotions within the group.

**Impact on other areas:** Improving emotional intelligence is critical because it lays the foundation for better interpersonal dynamics, trust-building, and conflict resolution. It's the weakest area compared to the reference group (3.8 vs. 7.8), and enhancing it will directly impact other areas like collaboration and customer service.

2

### Next improve the area of Team Collaboration

Chance for +30% area effectiveness increase.

**Why:** Strengthen positive interpersonal relationships by promoting open communication, team-building activities, and collaborative decision-making. Encourage a culture that values diverse perspectives and mutual respect.

**Impact on other areas:** Improving interpersonal dynamics will enhance team cohesion and morale. It addresses the significant gap with the reference group (3.6 vs. 8.2). Better relationships within the team will reduce turnover and create a more engaged and creative work environment.

3

### Then enhance Sales & Business Relations

Chance for +30% area effectiveness increase.

**Why:** Foster deeper, more personalized relationships with clients by incorporating empathy and a relational approach in client interactions. Shift focus from purely transactional interactions to building long-term relationships.

**Impact on other areas:** This area has one of the lowest scores (4.5 vs. 7.4) and is essential for retaining clients and ensuring long-term business growth. Improved client trust-building will directly impact customer loyalty and satisfaction.

4

### Last but not least: Customer Service

Chance for 35% area effectiveness increase.

**Why:** Improve the personalization and warmth of client interactions by fostering a more nurturing approach. Provide customer service training to focus on empathy, attentiveness, and active problem-solving.

**Impact on other areas:** Enhancing client interaction quality (3.7 vs. 7.7) will significantly impact customer loyalty and retention. A more personal touch in service will differentiate the organization from competitors.

## How to work on Leadership in Your Team

 **AI-Powered Description** Powered by  OpenAI

### When you recruiting...

- ◆ try to prioritize candidates with strong Emotional Intelligence,
- ◆ try to assess candidates for flexibility and openness to feedback,
- ◆ try to identify candidates with a balanced Leadership style,
- ◆ try to evaluate candidates for their Vision Communication skills,
- ◆ try to verify the candidates' Humility and Ability to Learn,
- ◆ try to avoid candidates who score low in Flexibility,
- ◆ try to avoid candidates with a low score in Emotional Intelligence,
- ◆ try to avoid candidates who are excessively Autonomous,
- ◆ try to avoid candidates with a high inclination towards Status-Seeking,
- ◆ try to avoid candidates with low Nurturing traits,

### If you're looking for team improvements...

- ◆ conduct regular workshops on developing Emotional Intelligence and empathy among team members,
- ◆ implement 360-degree feedback sessions to gather insights from team members about leadership performance,
- ◆ develop a mentorship program where experienced leaders mentor emerging team members,
- ◆ create clear communication channels for sharing the organization's vision and strategic goals,
- ◆ encourage leaders to engage in active listening and regular one-on-one meetings with team members,
- ◆ avoid over-relying on a top-down leadership style,
- ◆ do not neglect the development of soft skills, such as empathy and adaptability,
- ◆ avoid using punitive measures for mistakes,
- ◆ try not to create rigid hierarchies or structures that limit open communication,
- ◆ do not ignore the importance of celebrating team achievements and individual contributions.



## How to work on Team Collaboration in Your Team

 **AI-Powered Description**

Powered by  OpenAI

### When you recruiting...

- ◆ try to prioritize candidates who score high in Flexibility and Openness,
- ◆ try to assess candidates for Nurturing and Empathy traits,
- ◆ try to identify candidates who excel in Communication and Listening skills,
- ◆ try to verify candidates' Humility and Team Orientation,
- ◆ try to assess candidates' Problem-Solving in Team Contexts,
- ◆ try to avoid candidates who show signs of being overly Autonomous,
- ◆ try to avoid candidates who score low in Humorous and Approachable traits,
- ◆ try to avoid candidates with low scores in Empathy,
- ◆ try to avoid candidates who exhibit a high Status-Seeking tendency,
- ◆ try to avoid candidates who are overly rigid or Resistant to Change.

### If you're looking for team improvements...

- ◆ conduct team-building activities that promote trust and open communication,
- ◆ implement regular brainstorming sessions to encourage diverse ideas and shared decision-making,
- ◆ use collaboration tools and platforms to enhance communication and workflow efficiency,
- ◆ create cross-functional teams for projects to foster diversity in thought and teamwork,
- ◆ encourage transparent communication by holding regular feedback meetings and retrospectives,
- ◆ avoid assigning repetitive tasks to the same team members to prevent silos,
- ◆ do not tolerate negative behaviors that undermine team dynamics,
- ◆ avoid excluding quieter team members from discussions, instead encourage all voices to be heard,
- ◆ do not dismiss conflicts without addressing the underlying issues,
- ◆ avoid overloading high-performing team members, which can lead to burnout and resentment.

## How to work on Sales & Business Relations in Your Team

 **AI-Powered Description** Powered by  OpenAI

### When you recruiting...

- ◆ try to prioritize candidates with strong Negotiation Skills and Emotional Intelligence,
- ◆ try to assess candidates for Adaptability and Creativity,
- ◆ try to identify candidates who have a strong Client-Centric Mindset,
- ◆ try to evaluate candidates' Communication and Persuasion abilities,
- ◆ try to verify candidates' Resilience and Determination,
- ◆ try to avoid candidates with low Flexibility scores,
- ◆ try to avoid candidates who are overly Status-Seeking,
- ◆ try to avoid candidates with low scores in Empathy and Nurturing,
- ◆ try to avoid candidates with poor Communication skills,
- ◆ try to avoid candidates with a low Tolerance for Ambiguity.

### If you're looking for team improvements...

- ◆ conduct training sessions on advanced negotiation techniques and relationship management,
- ◆ implement a client feedback loop to continuously improve products and services based on client needs,
- ◆ develop personalized client engagement strategies to build deeper relationships and trust,
- ◆ use CRM tools effectively to track and analyze client interactions and identify opportunities for growth,
- ◆ encourage sales team members to collaborate with other departments to gain insights and share knowledge
- ◆ avoid focusing solely on short-term sales targets without considering long-term relationship building,
- ◆ do not neglect regular follow-ups with clients, which could lead to decreased trust and retention,
- ◆ avoid a one-size-fits-all approach to client management, as each client has unique needs,
- ◆ do not ignore the importance of empathy in sales conversations, as it can build stronger connections,
- ◆ try not to overemphasize aggressive sales tactics that may damage client relationships in the long run.

## How to work on Customer Service in Your Team

 **AI-Powered Description** Powered by  OpenAI

### When you recruiting...

- ◆ try to prioritize candidates with strong Nurturing and Empathy traits,
- ◆ try to assess candidates for strong Communication and Active Listening skills,
- ◆ try to identify candidates with a Positive and Resilient Attitude,
- ◆ try to verify candidates' Problem-Solving and Critical Thinking abilities,
- ◆ try to evaluate candidates' Flexibility and Adaptability,
- ◆ try to avoid candidates with low Empathy scores,
- ◆ try to avoid candidates who are overly Autonomous,
- ◆ try to avoid candidates with a high inclination towards Status-Seeking,
- ◆ try to avoid candidates with poor Communication skills,
- ◆ try to avoid candidates with low scores in Flexibility and Adaptability.

### If you're looking for team improvements...

- ◆ conduct regular customer service training workshops focused on empathy and active listening,
- ◆ implement customer feedback mechanisms such as NPS or satisfaction surveys to identify areas for improvement,
- ◆ use data analytics to monitor customer service performance and adjust strategies accordingly,
- ◆ develop a knowledge base for common customer issues to ensure consistent and efficient responses,
- ◆ encourage a customer-first mindset by recognizing and rewarding outstanding service efforts,
- ◆ avoid creating overly rigid scripts that limit personalization in customer interactions,
- ◆ do not ignore customer complaints or feedback, as they are valuable insights for improvement,
- ◆ avoid isolating customer service teams from other departments, as collaboration can improve issue resolution,
- ◆ do not rely solely on reactive customer service – proactively address potential concerns,
- ◆ try not to underestimate the value of regular training updates to keep skills sharp and relevant.

# Working Groups & Collaboration Dynamics

**AI-Powered Section** Powered by  OpenAI

## Intro

In crafting an effective leadership duo to address the development needs of your team, it's crucial to select two individuals whose traits complement each other. Based on the traits outlined in the documents you provided and the team's current profile, the collaboration should focus on blending strategic vision with interpersonal effectiveness. Here are the suggested roles and requisite traits for each individual:

## Recommended Group for Sales & Business Relations Activities



**The Communicator**

Extraverted

Energetic

Humorous

This person should focus on direct client engagement, relationship-building, and maintaining a strong presence with clients. They will be responsible for nurturing leads, managing client communications, and ensuring a high level of customer satisfaction.



**The Strategist**

Deliberative

Detailed and Reliable

Conceptual

This person will handle the strategic aspects of sales, such as analyzing client data, developing sales strategies, and identifying new business opportunities. They will also be responsible for creating customized solutions for key clients and planning long-term sales initiatives.

## Collaboration Dynamic

The dynamics between The Communicator and The Strategist will be complementary and synergistic. The Communicator will excel in front-facing roles, building rapport with clients, and handling real-time interactions with energy and enthusiasm. Their extraversion and humor will help open doors, initiate conversations, and maintain client engagement, while their energy will drive continuous follow-up and persistence. Meanwhile, The Strategist will provide the necessary strategic backbone to the sales efforts, ensuring that client engagement activities are aligned with broader business objectives and long-term plans. Their detail-oriented and deliberative approach will help refine client proposals, identify growth opportunities, and minimize risks associated with impulsive decisions. The conceptual mindset will add innovative thinking to solve client problems and create unique value propositions. Together, these two roles will create a balanced approach to Sales & Business Relations: The Communicator drives engagement and builds relationships, while The Strategist ensures that these relationships are strategically managed and leveraged for maximum business benefit. Their cooperation will lead to a dynamic sales force that is both proactive in client engagement and thoughtful in strategy execution, ultimately enhancing your team's sales performance and business growth.

## Recommended Group for Leadership Activities

**AI-Powered Section**

Powered by  OpenAI



**The Visionary Leader**

Leadership

Creative

Energetic

This person should focus on setting the overall vision and strategy for the team, driving innovation, and leading the team toward achieving strategic goals. They will be responsible for aligning the team's activities with the broader organizational objectives and inspiring a forward-thinking mindset.



**The Supportive Leader**

Nurturing

Humble

Detailed and Reliable

This person will be responsible for cultivating a positive and inclusive team culture, supporting individual development, and ensuring team cohesion. They will manage interpersonal dynamics, provide mentorship, and facilitate communication across the team.

## Collaboration Dynamic

The cooperation between The Visionary Leader and The Supportive Leader will create a balanced and effective leadership dynamic. The Visionary Leader will provide strategic direction and drive innovation, using their creativity and energy to motivate the team and push forward with ambitious goals. Their strong leadership will help set a clear vision and rally the team toward common objectives. In parallel, The Supportive Leader will ensure that the team's foundation remains strong by fostering a positive and inclusive environment. They will focus on interpersonal relationships, supporting team members, and managing any conflicts that arise. Their nurturing and humble traits will complement the Visionary Leader's more directive approach by ensuring that everyone feels included and valued, which enhances overall team cohesion. Together, these two leaders will create a leadership team that is both dynamic and supportive. The Visionary Leader will ensure the team is always moving forward with innovation and strategy, while The Supportive Leader will make sure that the team is cohesive, motivated, and engaged. This balance will help the team reach its full potential, combining forward-thinking strategy with a strong, inclusive culture.

## Recommended Group for Team Collaboration Activities

**AI-Powered Section** Powered by  OpenAI



**The Facilitator**

Flexible

Extraverted

Humorous

This person should focus on creating opportunities for team members to collaborate, communicate, and engage effectively. They will organize and lead team-building activities, facilitate group discussions, and ensure that all voices are heard during meetings.



**The Mediator**

Nurturing

Composed

Deliberative

This person will handle conflict resolution, manage interpersonal dynamics, and ensure that any disagreements within the team are resolved constructively. They will also be responsible for fostering a culture of empathy and understanding, helping the team navigate challenges smoothly.

## Collaboration Dynamic

The cooperation between The Facilitator and The Mediator will create a balanced and harmonious team environment. The Facilitator will be proactive in driving team engagement, promoting open communication, and ensuring that all team members are actively involved in discussions and decision-making processes. Their flexible and humorous approach will help to keep the atmosphere light and inclusive, encouraging everyone to contribute their ideas without fear of judgment. On the other hand, The Mediator will play a crucial role in maintaining team harmony and managing any conflicts that arise. They will leverage their nurturing and composed nature to address any interpersonal issues calmly and constructively, ensuring that all voices are considered before reaching a resolution. Their deliberative approach will ensure fair decision-making, helping to build trust and respect among team members. Together, these two roles will create a dynamic where The Facilitator fosters a lively and engaged team environment, while The Mediator ensures that this environment remains balanced, respectful, and productive. This cooperation will enhance overall team collaboration by combining proactive engagement with effective conflict management, leading to more innovative solutions and a cohesive, high-performing team.



## Recommended Group for Customer Service Activities

**AI-Powered Section**

Powered by  OpenAI



**The Empathizer**

Nurturing

Humorous

Extraverted

This person should focus on building and maintaining strong customer relationships by providing compassionate and personalized service. They will be responsible for understanding customer needs, handling feedback, and ensuring a positive customer experience.



**The Problem Solver**

Practical

Detailed and Reliable

Composed

This person will be responsible for efficiently resolving customer issues, answering inquiries, and providing practical solutions to customer problems. They will handle more complex or technical issues that require a keen eye for detail and a methodical approach.

## Collaboration Dynamic

The cooperation between The Empathizer and The Problem Solver will create a balanced and effective customer service dynamic. The Empathizer will take the lead in building strong emotional connections with customers, using their nurturing and humorous traits to ensure customers feel valued and understood. Their extraversion will help maintain a friendly and engaging tone during interactions, making customers feel comfortable and heard. Meanwhile, The Problem Solver will focus on efficiently addressing customer concerns and inquiries with a practical and detail-oriented approach. They will handle the technical and complex aspects of customer service, ensuring that all issues are resolved accurately and promptly. Their composed nature will help manage challenging situations or difficult customers with patience and calmness. Together, these two roles will create a dynamic where The Empathizer fosters strong customer relationships and satisfaction, while The Problem Solver ensures that all customer issues are resolved effectively and efficiently. This collaboration will result in a well-rounded customer service approach that combines empathy and personal connection with practical problem-solving, ultimately enhancing overall customer experience and retention.