

# 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 \_\_\_\_\_