

BEST PRACTICE PERSONALITY PROFILING TOOL ANSWERS

Personality Profile Results

This exercise attempts to identify the different personality traits of each team member. It can be carried out on existing team members or in a recruiting interview. This process will help you to recruit the right personality for the job. Your business consists of getting different jobs done by different people. Hiring the right person to do a particular job is essential to how effectively the job gets done.

Scores:	A	B	C	D
	FOCUSER	RELATER	INTEGRATOR	OPERATOR
Description:	“Gets Things Done”	“Get Along”	“Get Appreciation”	“Get it Right”
Likes to:	Focus (What)	Relate (Who)	Integrate (Why)	Operate (How)
Wants to know:	Task at Hand	Big Picture	Significance	Details
Preferred Roles:	Taking Charge Working Independently	Coordinating Facilitating	Problem Solving Diagnosing	Monitoring Analysing
Concerned with:	Practicality	Teamwork	Innovation	Documentation
Manages By:	Directing	Organising	Planning	Controlling
Managing Style:	Authoritative	Democratic	Self-Directed	Systematic
Wants to be:	Productive	Flexible	Self-Reliant	Accountable
Values:	Experience	Participation	Questioning	Compliance
Follows:	Strong Leader	Focus of Group	Personal Reason	Policy
Works well with:	Clear goals	Broad goals	Ideas/Input	Systems
Focus is on:	Outcomes	Involvement	Input	Procedures
Wants to have:	Authority	Influence	Time to Assess	Boundaries
Learns by:	Doing	Observing & Participating	Listening	Repetition

USING THE PERSONALITY PROFILE TO ASSIST SORTING YOUR:

FINDER – MINDER – GRINDER

Focuser – The “gets things done” personality is best suited for a **Grinder**. They typically like to complete a task, and then move on to the next. They are goal-oriented and thrive on finishing jobs. Due to the fact they are so focused on getting the job done, they are prone to making mistakes.

Relater – The “gets along” personality is best for someone in a customer facing role, i.e. the **Finder**. They focus on the broad goals/vision of the company. This personality is also suited for a receptionist role because of their strong people, organisational, and coordination skills.

Integrator – Many self-employed profiles will have a dominant score here. At times this can prove to be very high maintenance and therefore should be in the “don’t hire” category. However, in reading through the list of characteristics, there are a number of features you would want in a salesperson such as the ability to integrate, problem solve and innovate, etc. The important thing is knowing what makes the person tick and using that to motivate them.

Operator – Every business needs someone to make sure they “get it right.” Ideally, you want a **Minder** in this role, creating systems, monitoring the staff, translating the MVV into action and being accountable. They are good in quality control, i.e. reviewing the work done by the Grinder before sending it out to a client, etc.

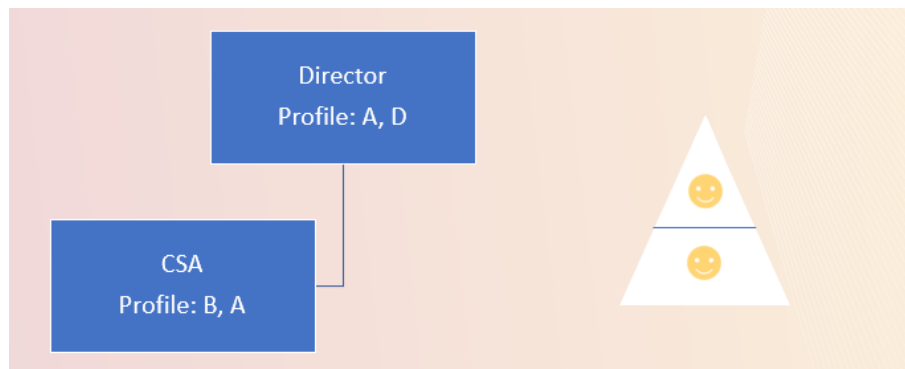
Using Your Own Profile(s) to Your Advantage:

Once you understand your own profile, it makes it easier to build a world-class team that can complement your strengths and weaknesses. The following diagram examples how you can scale your business using this approach.

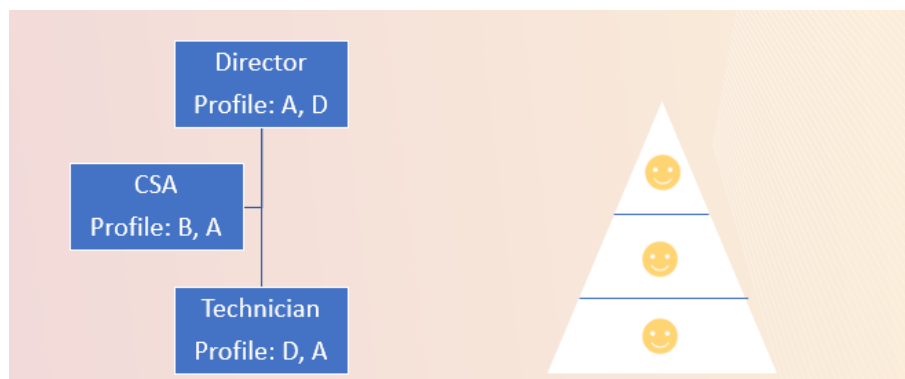
As a director/leader, if your two dominant columns are columns A and D, you are most likely going to struggle to hand your work over to anyone unless you respect both their work ethic and the quality of their work. However, you will also need other attributes to compliment you and ensure your business is well covered in all skill areas.



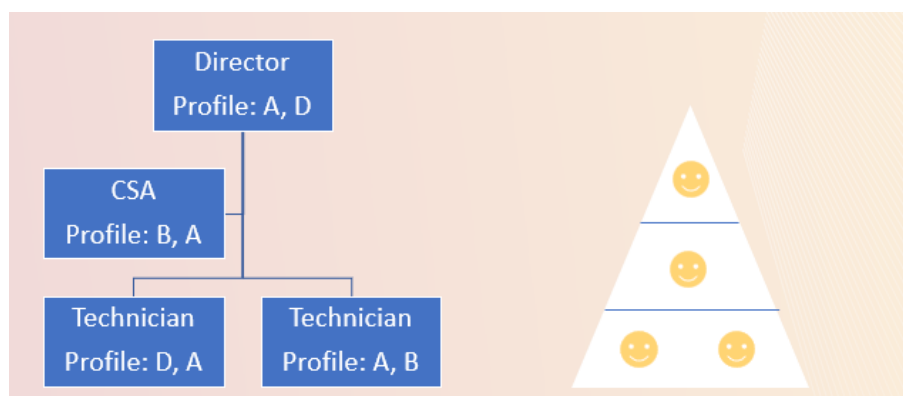
To scale this business, the director needs to recruit a CSA (Client Services Assistant) who is strong in columns A & B. This allows the director to focus on the production and quality of the technical work whilst knowing the personality traits of the CSA can handle project management of the entire customer experience, workflow, work scheduling, and managing client expectations.



With a highly competent CSA on board, recruited through your MVV, the next step is to build scale through another technician, allowing the director to elevate their role into more holistically growing the business, innovating, and improving the products & services set (I.e., the menu of services). A quality “grinder” capable of maintaining the balance between production and quality assurance is the ideal next recruit.



Now, with two excellent team members on board, the director will want another high-volume producer in the engine room to crank out more work. This will allow for even more scale and confidence to grow the business further. Ideally, an A/B profile will also have some natural communication skills and be able to start learning how to manage the client experience as well (trainee client manager). Over time, this young team will have the capacity to scale with confidence.



*Best Practice Financial members have access to additional resources available regarding recruitment & how to build a world class team.

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