

Difficult Customer Diagnostic

Rate each of the following statements based on how well they fit your own style and the style of a specific customer you have in mind. If a statement fits very well, circle "5." If it does not fit at all, circle "1." Or circle a number between these two extremes. Here is the scale:

1 = not at all

2 = not really

3 = maybe, maybe not

4 = usually

5 = definitely

1. Ra scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Throws self into project without a plan	1 2 3 4 5
1 2 3 4 5	Takes unstructured <i>approach</i>	1 2 3 4 5
1 2 3 4 5	Does not like to follow instructions	1 2 3 4 5
1 2 3 4 5	Likes to work on many things at once	1 2 3 4 5
1 2 3 4 5	Does things out of order	1 2 3 4 5
Your Total = ____	"Ra" Scores	Customer's Total = ____

2. Se Scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Likes detailed plans	1 2 3 4 5
1 2 3 4 5	Stays focused on a single goal	1 2 3 4 5
1 2 3 4 5	Does things in proper order	1 2 3 4 5
1 2 3 4 5	Follows instructions	1 2 3 4 5
1 2 3 4 5	Is analytical, not intuitive	1 2 3 4 5
Your Total = ____	"Se" Scores	Customer's Total = ____

3. Di Scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Seeks options and alternatives	1 2 3 4 5
1 2 3 4 5	Seeks new combinations	1 2 3 4 5
1 2 3 4 5	Has many ideas	1 2 3 4 5
1 2 3 4 5	Gets excited about each new thing	1 2 3 4 5
1 2 3 4 5	Asks unusual questions	1 2 3 4 5
Your Total = ____	“Di” Scores	Customer’s Total = ____

4. Co scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Narrows down the choices	1 2 3 4 5
1 2 3 4 5	Organizes projects well	1 2 3 4 5
1 2 3 4 5	Combines projects to get them done	1 2 3 4 5
1 2 3 4 5	Good at finishing things	1 2 3 4 5
1 2 3 4 5	Finds common ground in arguments	1 2 3 4 5
Your Total = ____	“Co” Scores	Customer’s Total = ____

5. Pr scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Likes to work alone	1 2 3 4 5
1 2 3 4 5	Not very social	1 2 3 4 5
1 2 3 4 5	Finds collaboration difficult	1 2 3 4 5
1 2 3 4 5	Distracted by too many people	1 2 3 4 5
1 2 3 4 5	Keeps thoughts to self	1 2 3 4 5
Your Total = ____	“Co” Scores	Customer’s Total = ____

6. Pu scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Enjoys working with others	1 2 3 4 5
1 2 3 4 5	Very social	1 2 3 4 5
1 2 3 4 5	Contributes to groups with confidence	1 2 3 4 5
1 2 3 4 5	Stimulated by other people	1 2 3 4 5
1 2 3 4 5	Likes to share ideas with others	1 2 3 4 5
Your Total = ____	“Pu” Scores	Customer’s Total = ____

7. Re scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Attracts people who want to talk	1 2 3 4 5
1 2 3 4 5	Good at sensing how others feel	1 2 3 4 5
1 2 3 4 5	Open-minded	1 2 3 4 5
1 2 3 4 5	Asks lots of questions	1 2 3 4 5
1 2 3 4 5	Appreciates advice and suggestions	1 2 3 4 5
Your Total = ____	“Re” Scores	Customer’s Total = ____

8. Ex scores

<i>You</i>	<i>How well does statement fit?</i>	<i>Customer</i>
1 2 3 4 5	Shares ideas with others	1 2 3 4 5
1 2 3 4 5	Expresses feelings well	1 2 3 4 5
1 2 3 4 5	Has strong opinions	1 2 3 4 5
1 2 3 4 5	Not afraid to disagree	1 2 3 4 5
1 2 3 4 5	Champions own ideas	1 2 3 4 5
Your Total = ____	“Ex” Scores	Customer’s Total = ____

When you finish the questions, please calculate your scores by adding each set of five questions and entering the totals in the “Total = ____” sections. You’ll get eight scores for yourself, and eight scores for your customer. (Each score should somewhere between 5 to 25.)

Copyright © Alexander Hiam & Associates, 1998, 2000