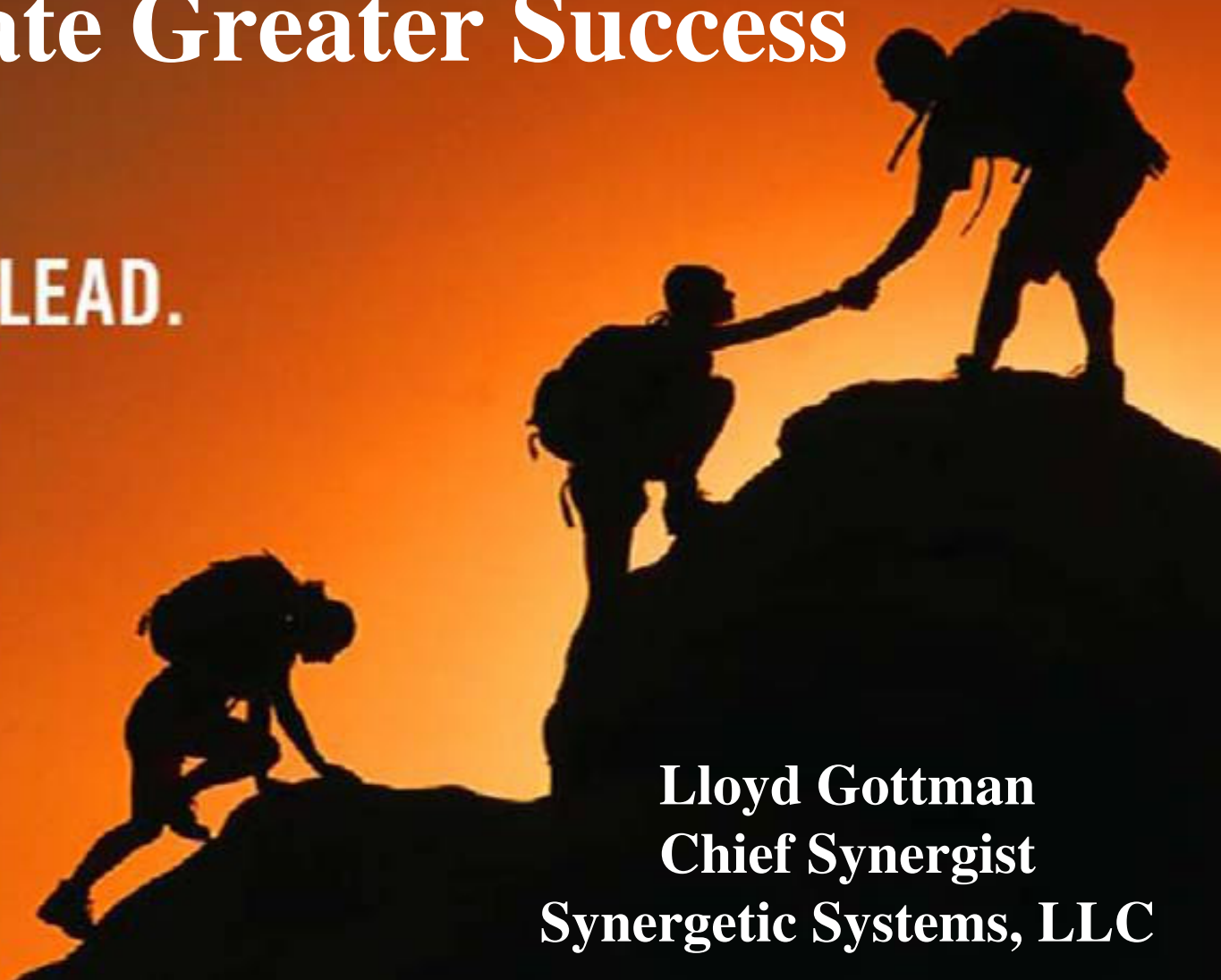# Better People Decisions
Create Greater Success

FOLLOW**OUR**LEAD.

Lloyd Gottman
Chief Synergist
Synergetic Systems, LLC

1. Define Great Performance

	Score (1-10)
Total Score	

Where Success Is Never An Accident

Synergetic SYSTEMS LLC

1. Define Great Performance

Director of Impressions	Score (1-10)
1. 80% of New Phone Inquiries Visit	
2. 95% of Visits Rate Outstanding	
3. Increase Non-Med Revenue 50%	
4. 90% Otstdg Rating – Clients/Staff	
5. 90% Schedule Next Visit	
Total Score	

Where Success Is Never An Accident
Synergetic SYSTEMS LLC

1. Define Great Performance

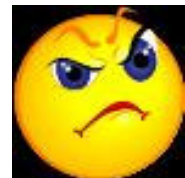| Director of Impressions	Score (1-10)
1. 80% of New Phone Inquiries Visit	8
2. 95% of Visits Rate Outstanding	7
3. Increase Non-Med Revenue 50%	6
4. 90% Otstdg Rating – Clients/Staff	7
5. 90% Schedule Next Visit	8
Total Score	36

>40 =   30-40 =   >30 =

Synergetic
SYSTEMS LLC

Lloyd.Gottman@synsysllc.com

Profit Maker Process

1. Define Great Performance

Avoid Bad Hires

Where Success Is Never An Accident

Synergetic
SYSTEMS LLC

Avoid Bad Hires

27%

- Won't Show Up

- On Drugs

- Lazy

- Steal

- Dishonest

Applicant Pool Character

Where Success Is Never An Accident

Synergetic SYSTEMS LLC
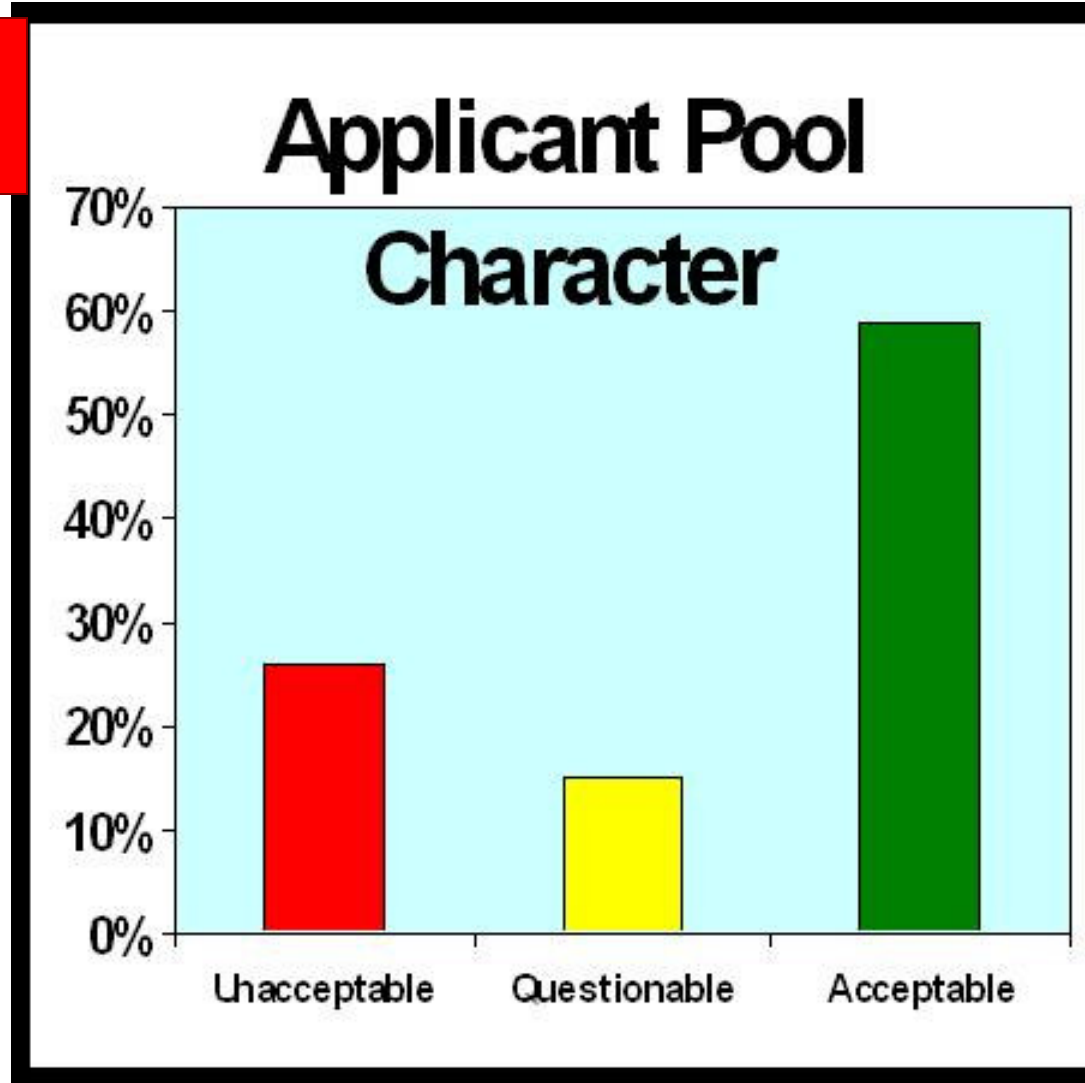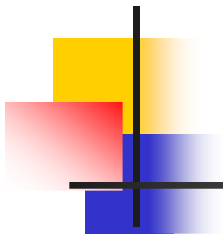
Avoid Bad Hires

General Population

Avg.

3%   3%

Integrity

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |

Substance Abuse

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |

Reliability

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |

Work Ethic

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |

Honesty

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
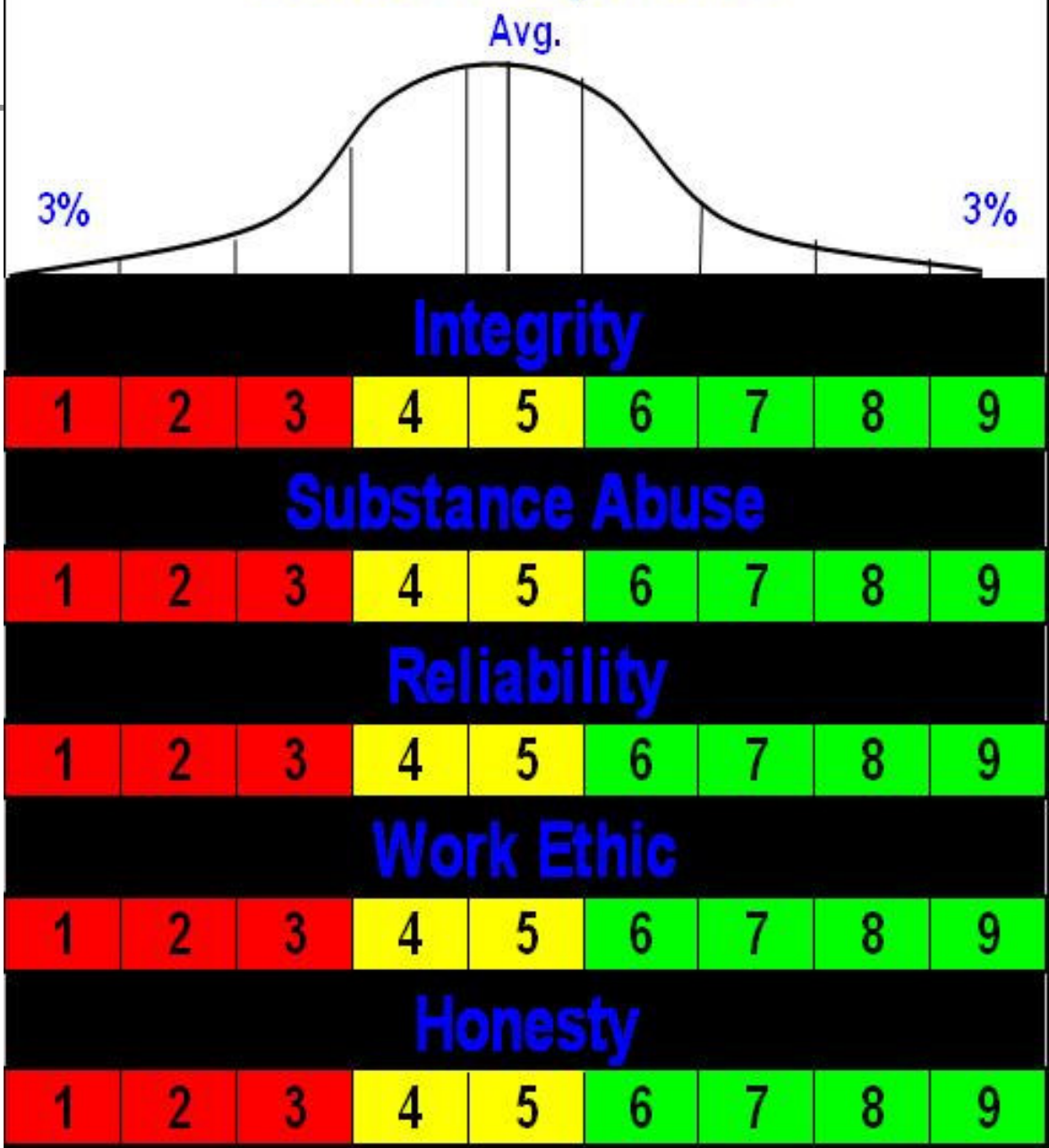
1. Define Great Performance

2. Avoid Bad Hires

3. Make Great Selection

Job Match Exercise

Natural Strength

- Effortless
- Focus on Customer/Task
- Easy to Train
- Great Results
- Job Success & Satisfaction

Natural Limitation

- Tiring
- Focus on Bridging Gap
- Difficult to Train
- Poor Results
- Frustration – Quit/Fired

1. Define Great Performance
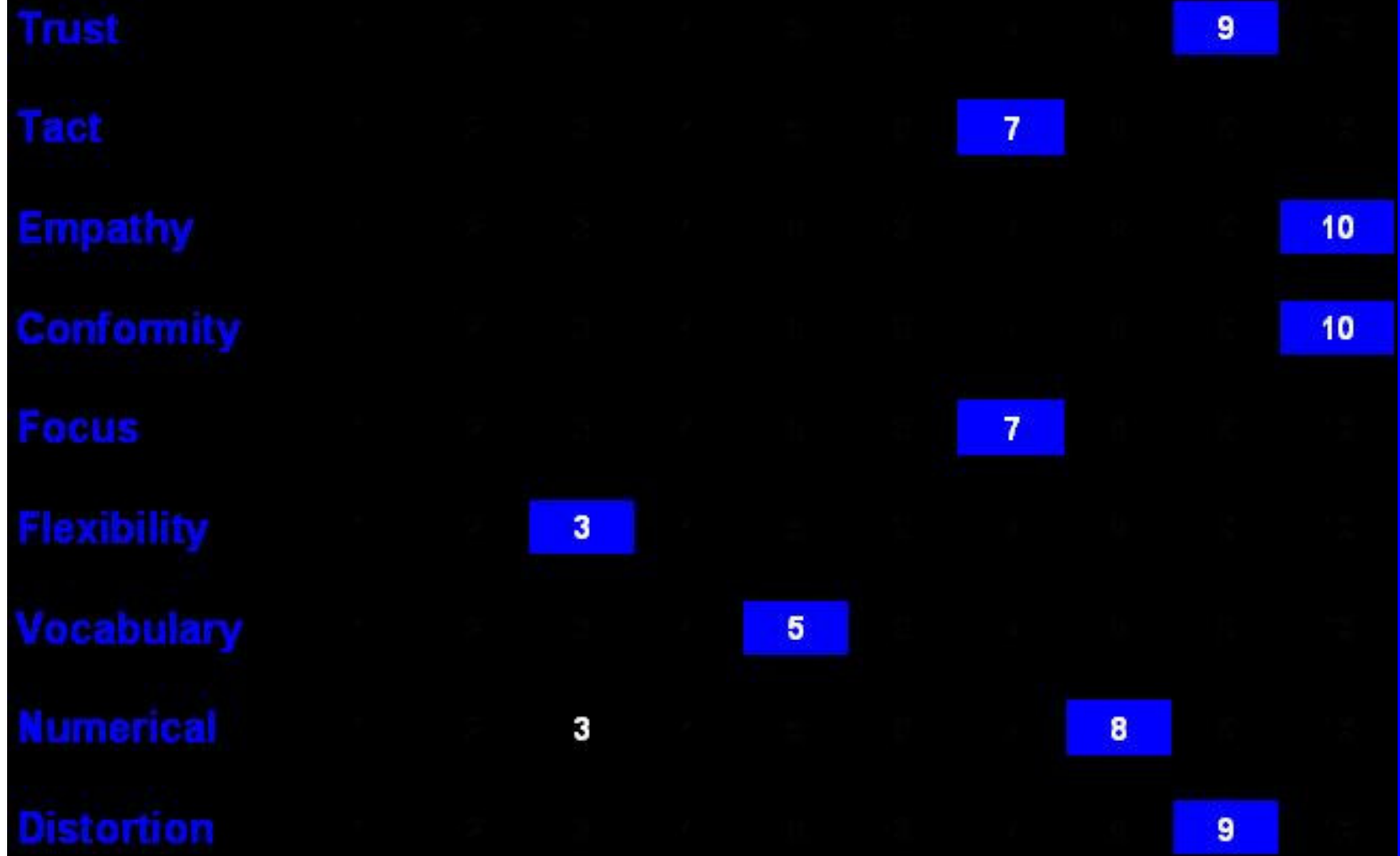
2. Avoid Bad Hires

3. Make Great Selection

Customer Service Excellence

Synergetic SYSTEMS LLC

Define Customer Service Excellence

				3		4	5	6	7	8	9	10
Trust							5	6	7			
Tact								6	7	8		
Empathy								6	7	8		
Conformity						4	5	6	7			
Focus									7	8	9	
Flexibility									7	8	9	
Vocabulary								6	7	8	9	10
Numerical				3				6	7	8	9	10
Distortion								6	7	8	9	10

Measure the Person

Trust								**9**	
Tact						**7**			
Empathy									**10**
Conformity									**10**
Focus						**7**			
Flexibility		**3**							
Vocabulary				**5**					
Numerical		3					**8**		
Distortion								**9**	

Match the Person

Job Match %						**61%**				
Trust				5	6	7		9		
Tact					6	7	8			
Empathy					6	7	8			10
Conformity			4	5	6	7				10
Focus						7	8	9		
Flexibility		3					7	8	9	
Vocabulary				5	6	7	8	9		10
Numerical		3				6	7	8	9	10
Distortion						6	7	8	9	10

1. Define Great Performance

2. Avoid Bad Hires

3. Make Great Selection

Management/ Professional Excellence

Management/ Professional

Strengths
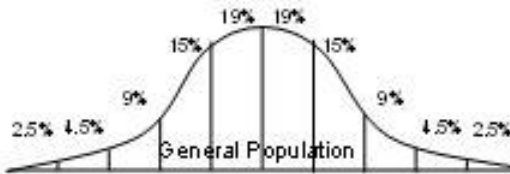
Thinking Style

Learning Index
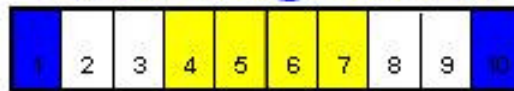
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Learning |

Verbal Skill
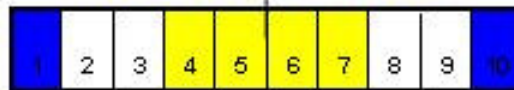
Few Words | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Precise

Verbal Reasoning
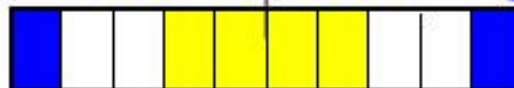
Concrete | Problem Solver

Numerical Ability
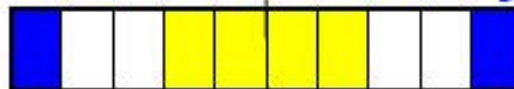
Calculator | Mentally

Numeric Reasoning
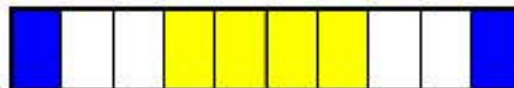
Concrete | Problem Solver

Management/ Professional
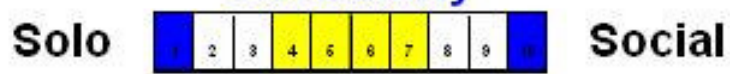
Behavioral Strengths
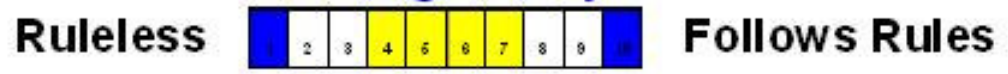
Behavioral Traits
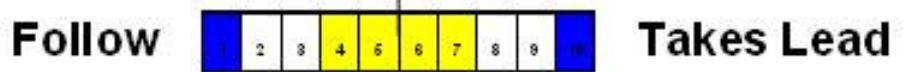
Energy Level
Patient ———————— Self Starter

Assertiveness
Follow ———————— Takes Lead

Sociability
Solo ———————— Social

Manageability
Ruleless ———————— Follows Rules

Attitude
Skeptical ———————— Trusting

Decisiveness
Analyser ———————— Impulsive

Accommodating
Conflict ———————— Harmony
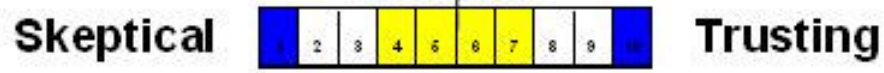
Independence
Structure ———————— Adventerous

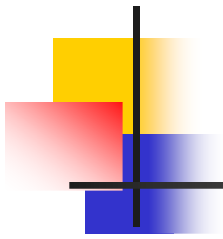### Objective Judgment
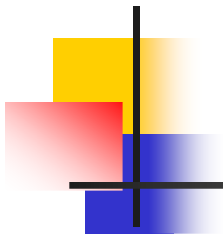Empathetic ———————— Logical
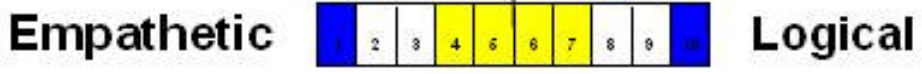
Management/Professional Occupational Interests

Enterprising	☐	Selling / Persuading
Financial/Admin	☐	Organizing / Procedures
People Service	☐	Developing / Managing People
Technical	☐	Scientific/Technical/Research
Mechanical	☐	Tools/Machinery
Creative	☐	Imagination / Artistic

Define Performance Excellence

Thinking Style

Learning Index	4	5	6	7	8
Verbal Skill		5	6	7	8
Verbal Reasoning		5	6	7	8
Numeric Ability	4	5	6	7	
Numeric Reasoning	4	5	6	7	

Behavioral Traits

Energy Level		4	5	6	7
Assertiveness	3	4	5	6	
Sociability			5	6	7	8
Manageability				6	7	8	9
Attitude		4	5	6	7
Decisiveness	3	4	5	6	
Accommodating			5	6	7	8
Independence	2	3	4	5	
Objective Judgement		4	5	6	7

Occupational Interests

Enterprising		6	7	8	9	10
People Service		5	6	7	8	9
Creative	4	5	6	7	8
Financial/Admin					
Technical					
Mechanical					

Synergetic SYSTEMS LLC

Measure the Applicant

Thinking Style

Learning Index	8
Verbal Skill	7
Verbal Reasoning	8
Numeric Ability	6 9
Numeric Reasoning	5 10

Behavioral Traits

Energy Level	6
Assertiveness	7
Sociability	3
Manageability	6
Attitude	2
Decisiveness	4
Accommodating	5
Independence	5
Objective Judgement	7

Occupational Interests

Enterprising	6
People Service	5
Creative	6
Financial/Admin	3
Technical	1
Mechanical	2

Match Applicant to Requirements

Success Job Matching

Overall Job Match = 86%

Thinking Style

	4	5	6	7	8	9	10
Learning Index	4	5	6	7	8		
Verbal Skill		5	6	7	8		
Verbal Reasoning		5	6	7	8		
Numeric Ability	4	5	6	7		9	
Numeric Reasoning	4	5	6	7			10

Job Match 95%

Behavioral Traits

	2	3	4	5	6	7	8	9
Energy Level			4	5	6	7		
Assertiveness		3	4	5	6	7		
Sociability		3		5	6	7	8	
Manageability					6	7	8	9
Attitude	2		4	5	6	7		
Decisiveness		3	4	5	6			
Accommodating				5	6	7	8	
Independence	2	3	4	5				
Objective Judgement			4	5	6	7		

Job Match 80%

Distortion Factor = 9

Occupational Interests

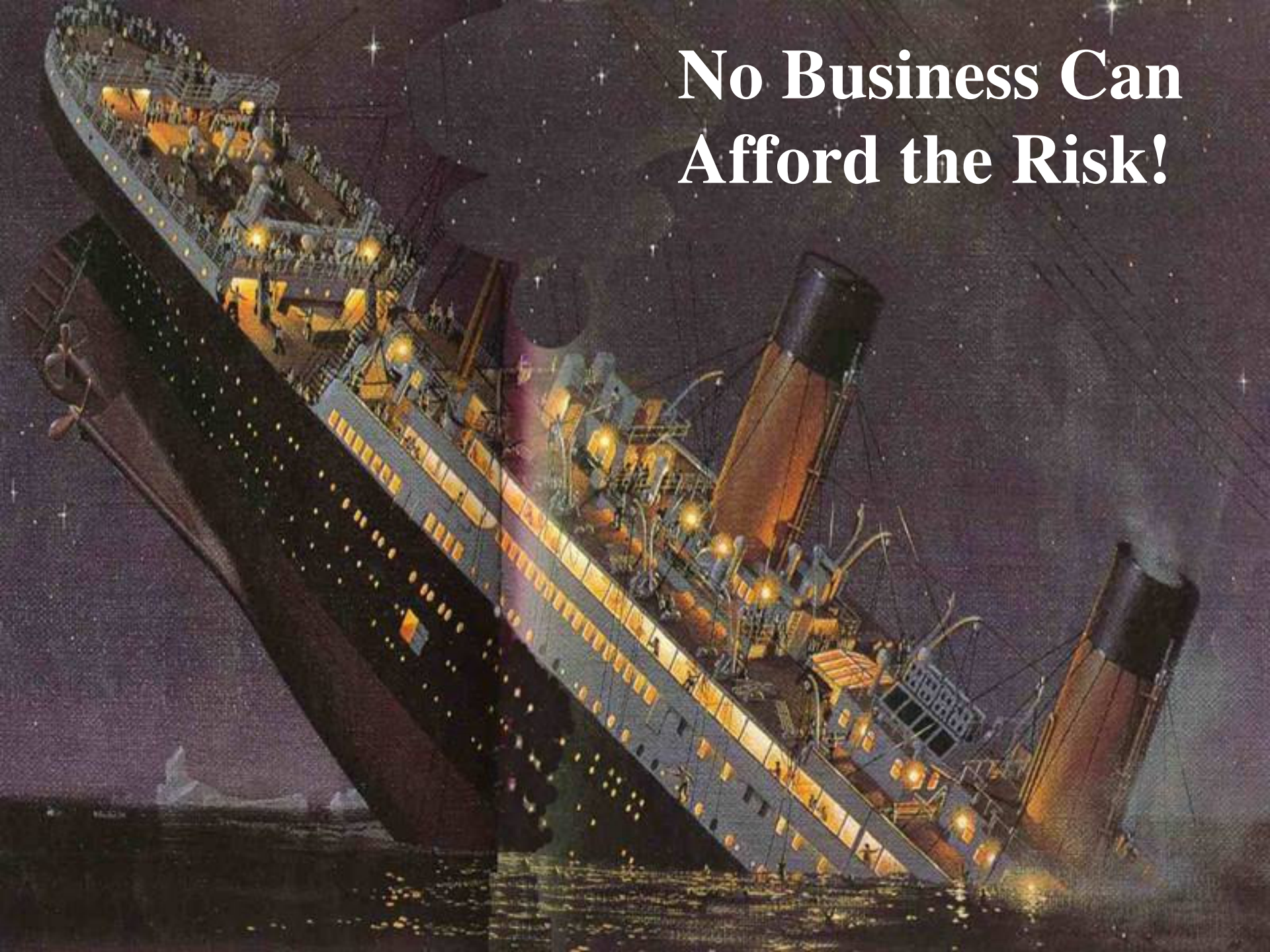|	1	2	3	4	5	6	7	8	9	10
Enterprising						6	7	8	9	10
People Service					5	6	7	8	9	
Creative				4	5	6	7	8		
Financial/Admin			3							
Technical	1									
Mechanical		2								

Job Match 95%

What You See!
10% - Good, But Limited Information:
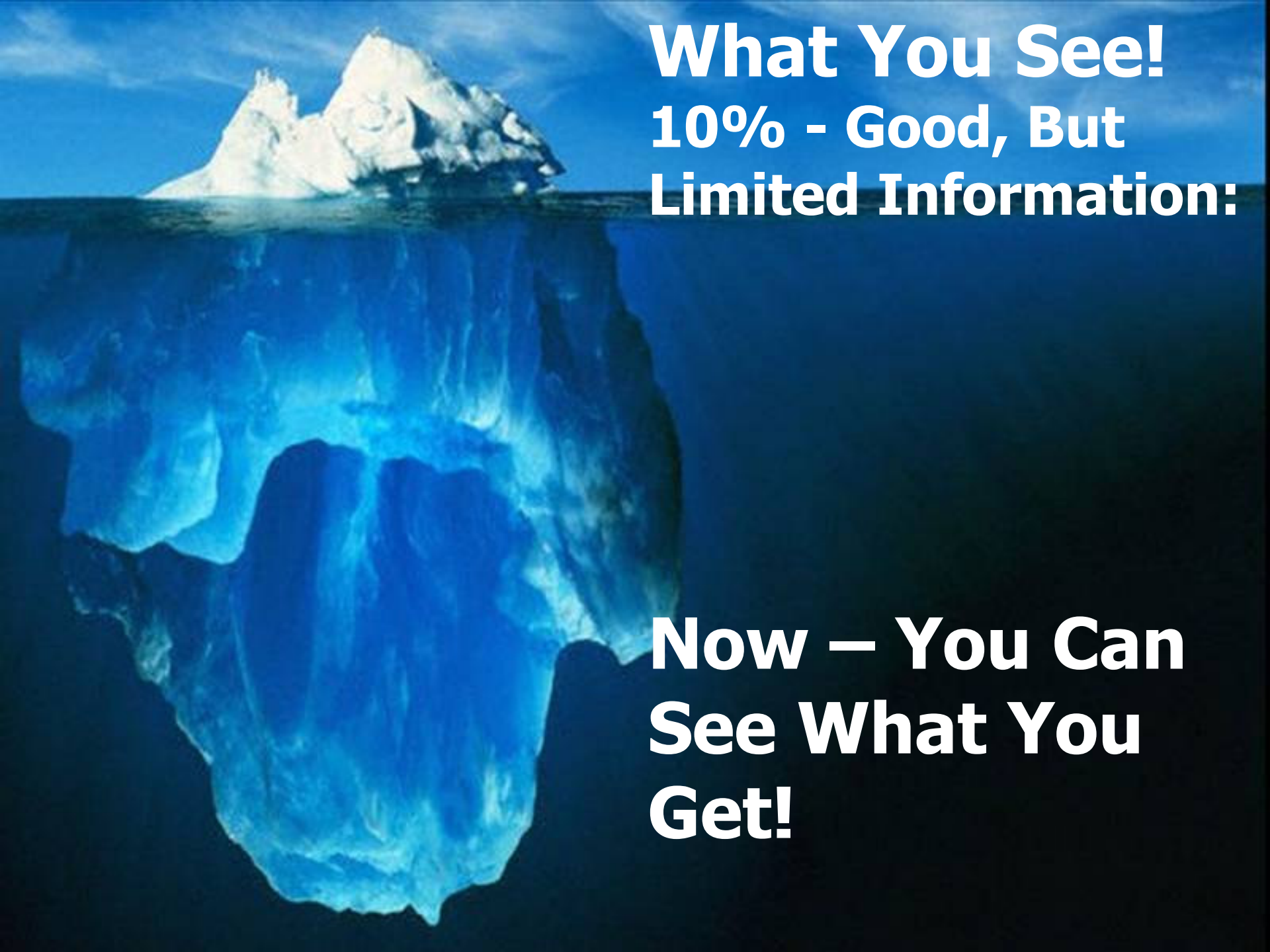
What You See!
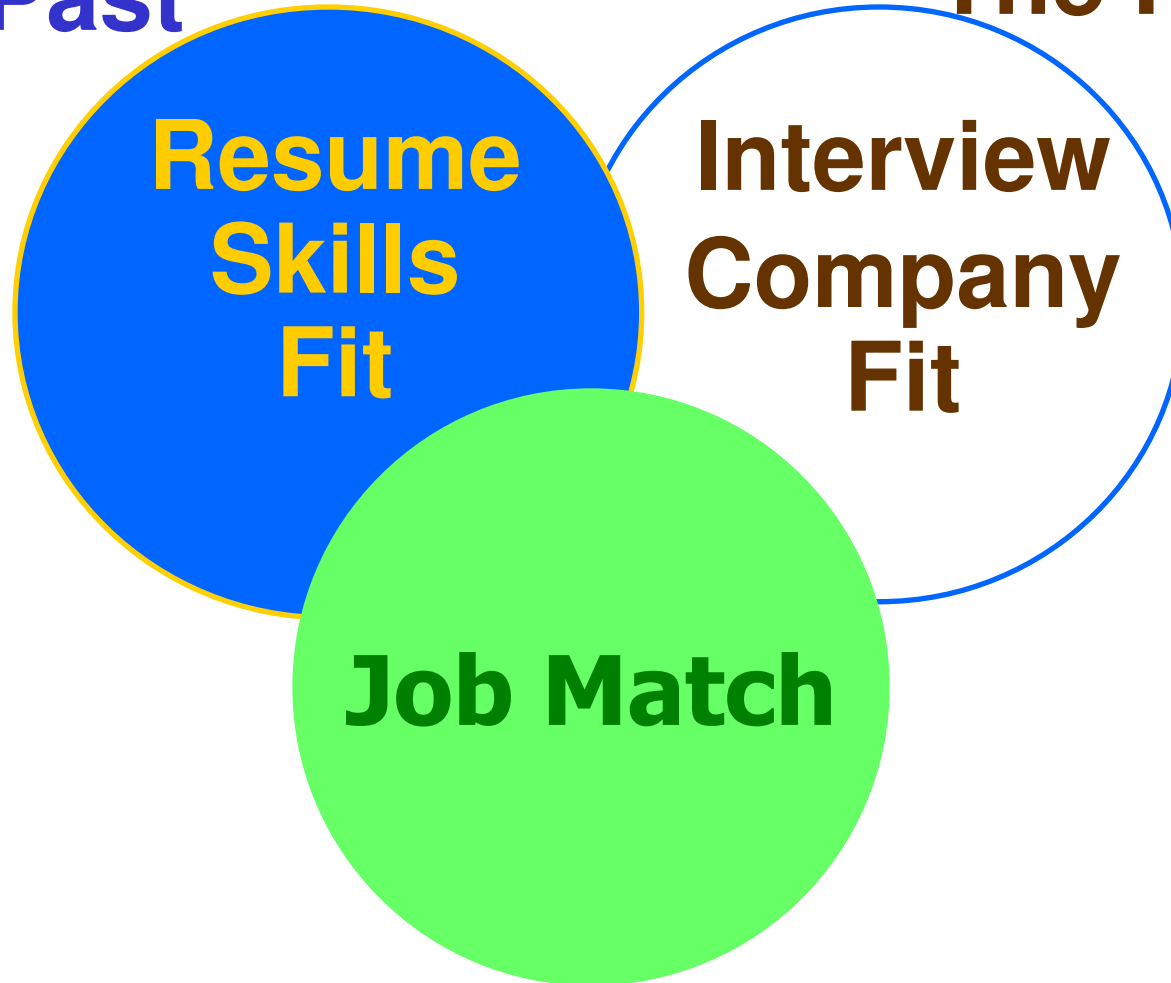10% - Good, But Limited Information:

Now – You Can See What You Get!

No Business Can Afford the Risk!

The Selection Process is...

"The Past"

"The Present"

Resume Skills Fit

Interview Company Fit

Job Match

"The Future"

Case Study

- **3 Years**
  - Assessed 69
  - Hired 24
  - Retained 22
  - Profit Makers 20

Employee Performance
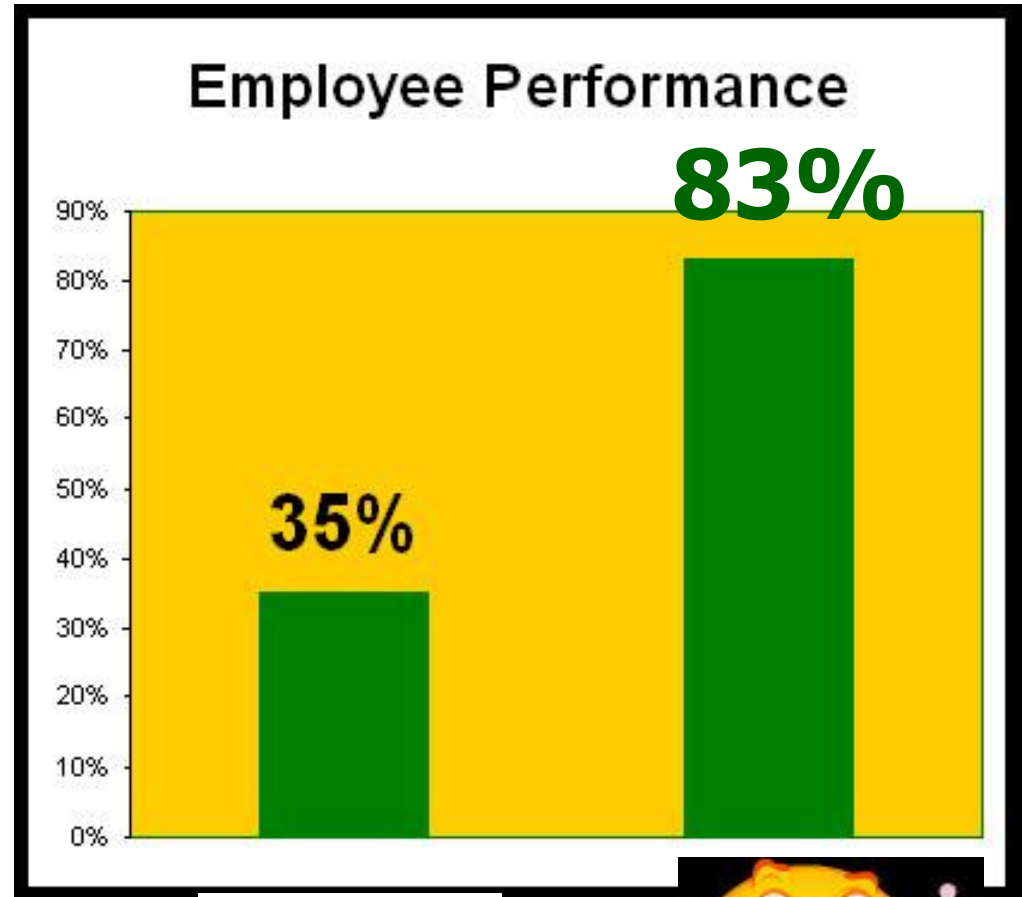
Hired

1. Define Great Performance

2. Avoid Bad Hires

3. Make Great Selection

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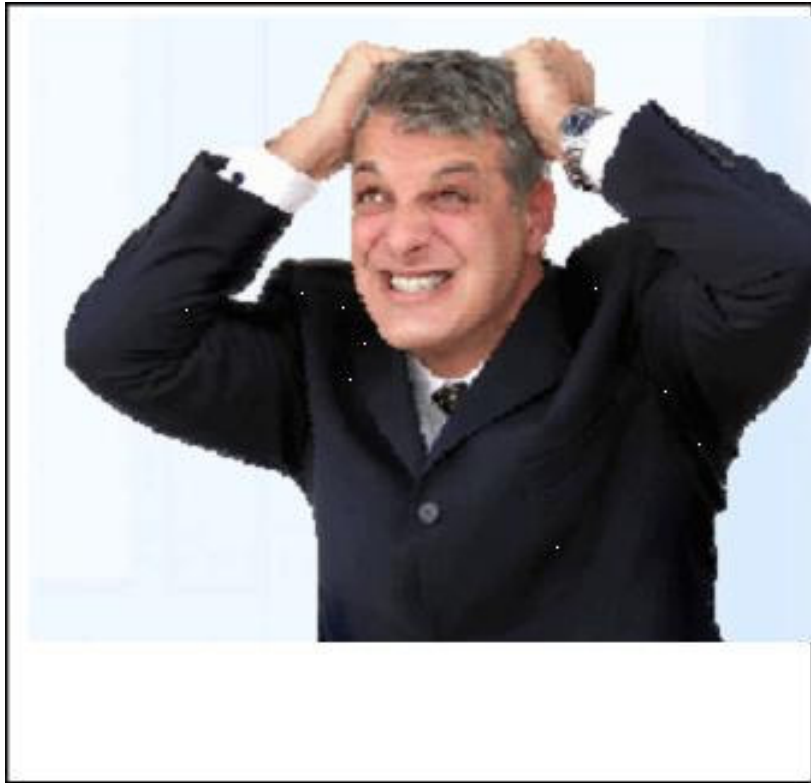
Assessments to Serve Clients

1. Define outstanding performance
2. Go to www.synsysllc.com/AAHA/
3. Order
   1. Character Assessment – Step One Survey $ 30
   2. Customer Service Profile   125
   3. At Special Total Price of (Save $55) $100
4. Receive emailed instructions
5. Have Applicant take assessment
6. Automatically receive reports
7. Call 303-798-8057 to review results

Employees Who…

- Stay Longer
- Provide better care
- Consume Less Mgmt. Resource
- More Profitable

Healthy Practices. Healthier Pets.

Lloyd.Gottman@synsysllc.com

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