

Other-Centered® Assessment

Situation	Self-Centered Focus	Your Assessment	Other-Centered® Focus
This assessment	I got it. Nothing here to explore. Let's move on.	↔	I wonder what I am missing. I can always get better.
Talking	I tend to dominate the conversation. I speak more than 50 percent of the time in most interactions. If I could only ask questions in a meeting, the meeting would be very short. When others start to talk, my interest level wanes.	↔	I believe the most productive meetings, are when others are talking about what is most important to them. When they do talk, I see it as a valuable opportunity to learn more, and I'm sincerely interested in everything they have to say.
Communicating	I focus all my energy on what I am trying to say	↔	I am focused on what the other people are hearing.
Versatile Approach	Pretty much the same meeting, same presentation, the same script every time. Wash, rinse, repeat.	↔	Every interaction is unique. It has to be because every customer is unique.
Demeanor	Tend to be nervous, anxious, needy, and/or aloof.	↔	Typically calm, confident, attentive, and caring.
Customer's level of disclosure	Customers typically stick to their basic business script.	↔	Customers reveal guarded information rarely shared with others.
Feedback	Resist feedback from others. I know what I am doing, so why do I need feedback?	↔	Seeks and embraces feedback. Can always get better. How can I improve without feedback?
Influenced ("When I hear something that doesn't align with my beliefs ...")	I tend to shut off any information that doesn't agree with preconceived ideas. When meeting with people, I rarely learn something new. I am more focused on what I have to say or just satisfied with the current knowledge level.	↔	When faced with new information that may undermine existing beliefs, I am passionate about getting to the truth. I want to learn from everyone and almost all situations. The more I know the better I can help others.
Take responsibility ("When I lose ...")	Someone or something else is typically blamed for failure.	↔	I always explore how I contributed to the loss and how I can avoid the same mistakes in the future. Perfection is not possible.
Care about people – Beyond the business deal	I see people as either an ally to help me or a barrier. My Interest in the personal lives of people I work with is for the sole purpose of winning. If the opportunity disappears, so does the interest in the relationship.	↔	I care about the people I have the opportunity to meet and serve, regardless of the outcome of the opportunity.