Time Management Essentials℠ Report

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Date Completed: 3/7/2018
Years of Career Experience: 2

Column:	A	B	C	D	E	F	G
Customer Service Competency	**% You Got Correct**	**% Your Group Got Correct**	**Highest Possible Score**	**Your Score**	**Avg Score Group Got Correct**	**Avg. Min.to Complete**	**Your Relative Strength**
1 Time Management Attitudes & Beliefs	73%	73%	22	16	16	7	Solid
2 Prioritizing Your Work	80%	80%	25	20	20	3	Strength
3 Time Management Tools & Technology	38%	38%	29	11	11	10	Need
4 Handling Time Management Challenges	56%	56%	36	20	20	9	Need
5 Time Management Habits	68%	68%	19	13	13	5	Solid
Totals for Your Assessment:	**61%**	**61%**	**131**	**80**	**80**	**34**	**Need**

Percentage You Got Correct
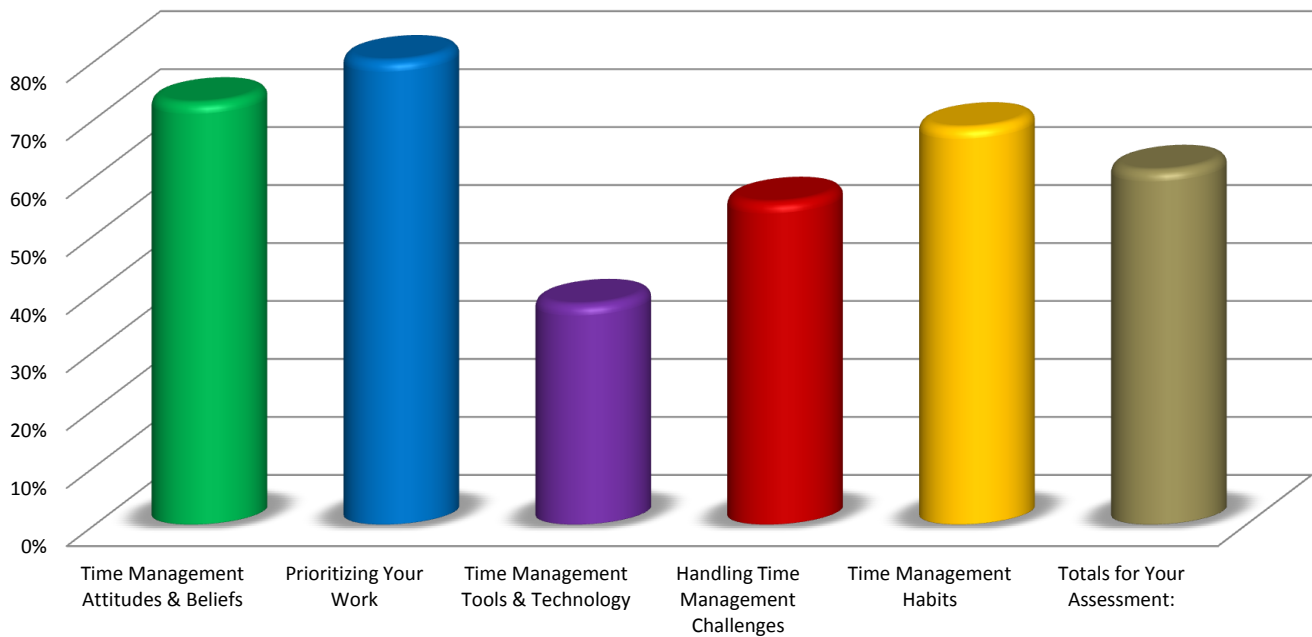
Explanation of the Competencies Measured in the TMEA℠:

1. **Time Management Attitudes & Beliefs** - measures the attitudes and beliefs you hold about managing your time, and your awareness impact your day-to-day efficiency and effectiveness in completing the work and objectives you are assigned to accomplish.

2. **Prioritizing Your Work** - gauges how you go about determining in what order work and tasks should be addressed, and your approach to situations in which your priorities change.

3. **Time Management Tools & Technology -** measures your knowledge of using different types of tools and systems to help organize your work in order to be more efficient and productive .

4. **Handling Time Management Challenges** - assesses your awareness and application of the best practice processes and methods used to address some of the most common time management challenges, such as interruptions, procrastination, and competing priorities.

5. **Customer Handling Soft Skills** -evaluates your awareness and application of the best practice in building a positive customer experience and customer loyalty through effective interpersonal skills and use of key soft skills such as empathy, respect and patience.

Explanation of the Scoring of the TMEA℠:

Column A - the percentage you got correct - keys to the graph below.

Column B - the average percentage people in your group got correct. Column A scores will be repeated for groups of less than 5 persons.

Column C- the highest possible raw score for each Competency measured.

Column D - your raw score for each Competency measured.

Column E - the average raw score people in your group got correct. Column D scores will be repeated for groups of less than 5 persons.

Column F - the number of minutes you took to complete each section of the Assessment.

Column G - indicates your relative strength or need in the Competency measured, with scoring as follows:

    Strength - you scored 80% correct or higher in this Competency

    Solid - you scored between 65.0 and 79.9% correct in this Competency.

    Need - you scored less than 65% correct in this Competency