



Behavioral Glossary of Traits

GO-GETTER

Individual
Motivation

- Seeks independence and enjoys due recognition
- Driven to high levels of accomplishment

CONNECTOR

Individual
Mode of Interacting

- Enjoys sharing expertise and ideas with other professionals
- Enjoys team projects
- Taps into available knowledge and support resources

TACTICIAN

Management
Mode of Acting

- Delegates resources effectively and plans for 'Plan B'
- Concerned with efficiency and streamlining
- Long-range planner, rarely caught by the unexpected

MOXIE

Individual
Mode of Interacting

- Straightforward and direct, not afraid to speak their minds or defend their position
- Their determination opens doors and closes deals
- Sense of drive and aggressiveness

ORATOR

Individual
Mode of Interacting

- Identifies their listeners and adapts to level and interest of others
- Confident public speaker
- Articulate conversationalist, makes information understandable

CONTENDER

Individual
Motivation

- Energized by competition and hates to lose
- Responds to measurable performance goals
- Driven to produce, thrives under pressure

VISIONARY

Management
Mode of Acting

- Has strategic vision and focus on company development
- Aware of company position in the marketplace and mindful of improvement
- Forward-looking and quality conscious

ANALYST

Management
Mode of Thinking

- Thoroughly researches and analyzes decisions
- Aware of parts-to-whole relationship
- Strives to harmonize competing interests

COACH

Management
Mode of Acting

- Makes astute selection decisions and effectively delegates authority and responsibility
- Personal attention to training and coaching employees
- Derives satisfaction from growth and advancement of employees

ASTUTE

Individual
Mode of Thinking

- Skilled in self-appraisal
- Quickly sorts the critical from the superfluous
- Acts appropriately, tactful, knows what not to say

SUPPORTER

Individual
Mode of Interacting

- Sensitive listener
- Recognizes role of human nature in business decisions
- Ready to reach out and comfort

TRENDSETTER

Individual & Management
Mode of Thinking

- Constantly searches for better methods, solutions and new approaches
- Flexible and adaptive
- Encourages new ideas

PASSIONATE

- Confident and self-assured
Individual



Resources for People in the People Business

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Behavioral Glossary of Traits

Mode of Acting

SERVICE CENTRALIZER

Individual & Management

Motivation

INSPIRER

Management

Mode of Interacting

CONVINCER

Individual

Mode of Interacting

SOLUTION ORIENTED

Individual

Mode of Acting

RESULTS DRIVEN

Management

Motivation

MINER

Individual (sales)

Mode of Acting

DIPLOMAT

Individual & Management

Mode of Interacting

INVESTIGATOR

Individual (tech & system)

Mode of Acting

RESPONSIBLE

Individual

Motivation

PLANNER

Individual

Mode of Acting

EXCELLENCE FOCUSED

Individual

Motivation / Mode of Acting

INTEGRITY

Individual

Mode of Thinking

- High stamina and endurance, doesn't count hours on the job

- Maintains focus during work activities
- Active hobbies
- Committed to customer and loyal to company
- Team player and strong service orientation
- Committed to family and community
- Stimulates enthusiasm and appeals to employees' emotions
- Inspires employee job satisfaction and assures them of their importance to the company
- Uses incentives and freely gives generous praise
- Skilled listener who matches benefits of the offer to needs of the person
- Knows the best idea and doesn't like that everyone else has their own opinion
- Broad range of influencing skills for wide variety of situations and people
- Looks for solutions and acts rather than be acted upon
- Initiates change and improvement
- Doesn't blame or shift responsibility
- Results-oriented
- Ongoing awareness of objectives and productivity goals
- Measures performance throughout the unit
- Targets accounts carefully, concentrates on viable targets
- Continually probes and penetrates accounts
- Gathers information through asking questions and sorting out specifics
- Outgoing, congenial and friendly
- Takes time to engage associates on a personal level, rapport builder
- Promotes harmony and positive relationships
- Full range of information gathering techniques before developing solution
- Methodically forms and tests hypothesis in approaching projects
- Skilled troubleshooter and sees problems as interesting challenges
- Conscientious, dependable and accountable
- Good attendance and punctuality
- Committed to delivery of tasks on time and as specified
- Well-organized, skilled in prioritizing and multi-tasking
- Well-developed planning skills and detail oriented
- Brings tasks to closure, does not leave loose ends
- Committed to continual self-education and growth
- Large store of industry knowledge and intrigued by new developments
- Strives for excellence, does not rest on status quo
- Integrity and honesty are hallmarks
- Refuses to cut corners or over-promise
- Represents company judiciously



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