



# JOB BEHAVIOR BLUEPRINT In Seven Steps

**Step 1** Give a short description of the job to benchmark?

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**Step 2** If this job could solve a critical problem for you, what would it be?

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**Step 3** Who are the stakeholders (people, groups, inside or outside the company) who have an interest in the success of this job?

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**Step 4**      **List, in order of importance, the tasks and key accountabilities of this job.**

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**Step 5**      **Prioritize these skill activities in order of importance 1-20**

- \_\_\_\_\_ Taking care of customers
- \_\_\_\_\_ Meeting deadlines
- \_\_\_\_\_ Supporting internal customers
- \_\_\_\_\_ Closing sales
- \_\_\_\_\_ Prioritizing tasks
- \_\_\_\_\_ Working without supervision
- \_\_\_\_\_ Taking direction
- \_\_\_\_\_ Working under pressure
- \_\_\_\_\_ Meeting goals
- \_\_\_\_\_ Creating results
- \_\_\_\_\_ Managing others
- \_\_\_\_\_ Working under supervision
- \_\_\_\_\_ Attention to detail
- \_\_\_\_\_ Making decisions
- \_\_\_\_\_ Working well within a team
- \_\_\_\_\_ Handling repetitive tasks
- \_\_\_\_\_ Excellent verbal communication
- \_\_\_\_\_ Excellent written communication
- \_\_\_\_\_ Working with frequent interruption
- \_\_\_\_\_ Soothing emotional customers

**Step 6** Divide by 100 the time spent in the following behaviors (Use a zero where appropriate.)

- \_\_\_\_\_ Mentor/Facilitator
- \_\_\_\_\_ Cooperative Team Player
- \_\_\_\_\_ Inquisitive Problem Solver
- \_\_\_\_\_ Imaginative Creator
- \_\_\_\_\_ Structured Organizer
- \_\_\_\_\_ Speaker / Presenter
- \_\_\_\_\_ Certain Decision Maker
- \_\_\_\_\_ Resilient / Courageous
- \_\_\_\_\_ Writer / Editor
- \_\_\_\_\_ Curious Learner
- \_\_\_\_\_ Convincing Persuader
- \_\_\_\_\_ Tactful Diplomacy
- \_\_\_\_\_ Caring/ Compassionate
- \_\_\_\_\_ Tenacious /Motivated
- \_\_\_\_\_ Helpful / Supportive
- \_\_\_\_\_ Take Charge / Controlling
- \_\_\_\_\_ Visionary / Entrepreneurial
- \_\_\_\_\_ Personable / Charismatic
- \_\_\_\_\_ Adaptable /Open Minded
- \_\_\_\_\_ Self Controlled / Composed
- \_\_\_\_\_ Charismatic

**Step 7** Rate from most important to least important the attitudes that best fit this job and your company culture:

- \_\_\_\_\_ Keeping a consistent belief
- \_\_\_\_\_ Focusing on return on investment
- \_\_\_\_\_ Winning prizes and moving up the ladder
- \_\_\_\_\_ Learning, researching and gaining knowledge
- \_\_\_\_\_ Helping other people
- \_\_\_\_\_ Creating an experience or environment

The profile of this position:

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