

## Admin/Tech Audit

### Features

An analysis of one's ability to organize work flow, meet deadlines, manage time efficiently, and provide information or service as required. Focuses on quality, accuracy, and problem solving.

### Uses

Highlights and assess the administrative and technical skills of an individual. Also appropriate to identify and develop behaviors applicable to Supervisors and Team Leaders.



## ADMIN/TECH AUDIT: Tom Sample

Private &  
Confidential

### ORGANIZING WORK FLOW

Tom Sample strives to maintain a friendly work environment. He dislikes confrontations or antagonistic situations and tends to use his outgoing, positive nature to overcome them. He is detail oriented and concerned with delivering accurate, high quality work, but he may have difficulty concentrating on routine, repetitive tasks on a regular basis. He lacks tenacity and follow through, especially if he has to work alone or against tough odds. If it were a team-effort, he would happily contribute and attempt to make it a pleasurable experience for everyone.

He likes both variety of tasks and the opportunity to deal with a wide circle of people. His plans tend to be of a short-term nature and he resists attempts to control him rigidly. Though he likes to know where his responsibility begins and ends, as well as exactly what is expected of him, he dislikes a formal environment.

Tom Sample seldom assumes authority, though will speak confidently and persuasively in his area of expertise. While he enjoys the opportunity to persuade and influence others, he is not strongly goal-oriented and has difficulty implementing plans without support.

### MEETING DEADLINES AND TIME MANAGEMENT

In his eagerness to please and desire to deliver work of a high standard, this person tries hard to meet deadlines. He may, however, have difficulty in doing so if there is insufficient time to attend to the detail and to satisfy himself that the work is accurate. Similarly, his frequent interactions with others may result in time being spent with people rather than on deadline related tasks.

He may need guidance from his manager in prioritizing areas and planning his time and resources.

### MEETING INFORMATION/SERVICE NEEDS

Tom Sample has strong communication skills and a considerate nature which equip him well for supporting others. He enjoys dealing with people and has the ability to change negative interactions into positive ones with his friendly, non-aggressive, factual style. He also has the ability to absorb and impart information of both a general and specialist nature, describing technical facts in terms others can understand.

He can be analytical and critical of information, generally taking care that it is well-researched and accurate. He prefers to communicate verbally, but will use written communication comfortably and effectively when more appropriate. He could have a tendency to be overly detailed and technical which can frustrate those who are impatient to get to the point. He may avoid stating strong personal opinions or conclusions before he has an idea of those of others.

In his desire to please and the enthusiasm of the moment, he may over-commit himself or his team and then have difficulty delivering.

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## ENSURING QUALITY AND ACCURACY

Tom Sample tries hard to always ensure that work is accurate and meets the required standards. He likes to have precedents or standard operating procedures and guidelines to which he can refer, both in the process of generating work and to defend any criticisms. He attempts to persuade others to follow systems voluntarily, but may find it difficult to enforce their compliance or discipline offenders.

He likes to retain control over the quality of work and may hesitate to delegate to those who have not proved their competence.

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## PROBLEM SOLVING

Tom Sample is often impatient to resolve problems in order to return the environment to a friendly, hassle-free one. However, he may seem to procrastinate in a desire to avoid treading on anyone's toes and making a mistake. He will act more confidently in his area of expertise, relying on his intuition in those instances where he feels secure, or relying on precedents, guidelines and the support of higher authority in tough situations.

He is often shrewd in his judgment of people and will generally deal competently with people-related problems which do not require discipline or tough action to be taken.

He generally invites opinions in an attempt to achieve a democratic solution and to avoid committing himself before he understands the potential areas of conflict thoroughly. He can have difficulty remaining objective and is often influenced by emotional issues and the reactions of others and may compromise his stand if aggressively challenged.