



Retail Staff Profiler Profile Chart

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Introduction to the RSP Profile

This profile chart provides graphical representations of:

- * Core personality traits that are relevant to performance at work
- * These traits relate to interpersonal style, approach to tasks, and resilience

Feedback Guidelines

When exploring the profile with the respondent:

- * Emphasise that RSP is a self-report questionnaire
- * Remind them it is not about ability - there are no rights or wrongs
- * Explain that no questionnaire is infallible - it is alright to disagree
- * Encourage a full, open two-way dialogue
- * Explain that their responses have been compared with a large sample of similar people



Retail Staff Profiler Core Traits

1 2 3 4 5 6 7 8 9 10

Shy and reticent. Unable to disguise apprehension in social situations. Reluctant to speak up. Finds social mixing difficult. Dislikes being centre of attention.	•	◆	•	•	•	•	•	•	•	•	•	Confident Projects a confident image. Finds it easy to overcome shyness. Mixes well. Eager to speak up and contribute.
Less empathetic. May find it difficult to understand others. Can appear less tolerant and sympathetic. Prefers not to involve self in others problems.	•	•	•	•	•	◆	•	•	•	•	•	Empathetic Patient, tolerant of others. Likely to be a good listener. Enjoys helping others. More perceptive about people and their needs.
Disorderly approach to work. Avoids rigid systems. Unstructured, crisis driven. Tends not to plan ahead. Muddles through.	•	•	•	◆	•	•	•	•	•	•	•	Systematic Organised, methodical approach to work. Maps out what needs to be done in advance. Uses systems and priorities to
Loses interest in tasks. Leaves things unfinished. Less concerned about meeting deadlines. Frustrated by routine. Seeks	•	•	•	◆	•	•	•	•	•	•	•	Reliable Perseveres with tasks. Sees things through. Conscientious about deadlines. Avoids distractions.
Tends not to check work. Overlooks mistakes and errors. May lose things. Has an untidy approach to work.	•	•	•	•	•	•	•	◆	•	•	•	Detailed Likes to get the details right. checks work. Spots errors. Likes work to be tidy and up to date.
Easily upset. Finds it hard to ignore criticism. Takes things personally. Concerned about what others think. More emotionally affected by events. Strongly moved by feelings. Tends to worry.	•	•	•	•	•	◆	•	•	•	•	•	Resilient Thick-skinned. Not concerned about what others think. Able to shrug off criticism. Rarely feels strong emotions. Difficult to provoke or upset. Calm and relaxed.
May lack energy. Becomes tired more quickly than others. Prefers to take things quietly. Generally less active.	•	◆	•	•	•	•	•	•	•	•	•	Energetic Has energy. Likes to be active. Becomes restless with nothing to do. Keeps going.