

HATS Functions Guide

ADMINISTRATIVE – GENERAL

This position is specifically designed for a general administration role. It focuses on being organized and detail oriented. In addition, it screens for a lack of interpersonal skills necessary for interacting with coworkers.

Essential Traits: Precise, Organized, and Takes Initiative.

Desirable Traits: Optimistic, Tolerance of Structure, Clerical (enjoyment), Systematic, Wants Challenge, and Enthusiastic.

Traits to avoid: Defensive, Dogmatic, Fast but Imprecise, Rebellious Autonomy, Blunt, and Harsh

CUSTOMER SERVICE – FRIENDLY

This template is for a position in which the primary requirement is friendliness (not necessarily efficiency). It focuses on a variety of interpersonal skills related to serving customers. It also screens for personal honesty and at least a moderate level of motivation.

Essential Traits: Warmth/Empathy, Helpful, Diplomatic, Optimistic, Outgoing, and Self-improvement.

Desirable Traits: Tolerance of Bluntness, Self-acceptance, Enthusiastic, and Takes Initiative. Dominating, and Rebellious autonomy (want autonomy without taking sufficient initiative).

Traits to avoid: Blunt, Defensive, Harsh, Pay minus motivation (in the high risk group for theft), Dogmatic, dominating, and rebellious autonomy (want autonomy without taking sufficient initiative).

MANAGEMENT – MIDDLE

This template is designed for a position that has the responsibilities of middle management. It focuses on achievement, self-motivation, leadership and decision-making. It also screens for a lack of interpersonal skills necessary for management.

Essential Traits: Takes Initiative, Wants Challenge, Persistent (when encountering obstacles), Authoritative (has a willingness to make decisions), Wants to lead, analytical (enjoys analyzing problems and decisions), effective enforcing, enlists co-operation, and judgment (strategic).

Desirable Traits: Optimistic, Enthusiastic, Organized, Warmth/Empathy, Collaborative, Diplomatic, Helpful, Manages Stress Well, Pressure Tolerance, Self-acceptance, Handles Conflict, and Precise.

Traits to Avoid: Defensive, Blindly Optimistic, Blunt, Dogmatic, Impulsive, Permissive, RebelliousAutonomy, Skeptical, Forceful Enforcing, and Harsh.

MANAGEMENT – UPPER:

This template is designed for a senior management position. It focuses on leadership, achievement, self-motivation, decision-making and various interpersonal skills that relate to leadership.

Essential Traits: Takes Initiative, Judgment (strategic), Wants Challenge, Finance / Business, Wants to lead, Persistent, Analytical, Authoritative, and Planning.

Desirable Traits: Optimistic, Influencing, Pressure Tolerance, Enthusiastic, Diplomatic, Collaborative, Enlists Co-operation, Handles Conflict, Helpful, Manages Stress Well, Self-acceptance, Systematic, Warmth/Empathy, and Precise.

Management Upper Cont'd

Traits to Avoid: Defensive, Blindly Optimistic, Impulsive, Skeptical, Dogmatic, Forceful Enforcing, Harsh, Blunt, and Permissive.

SALES – COLD CALLING

This position relates to sales in general but is oriented toward sales positions that require prospecting for new clients with mostly cold calling. It focuses on achievement, self-motivation, and various interpersonal skills related to persuasion.

Essential Traits: Wants Challenge, Persistent (when encountering obstacles), Takes Initiative, Enthusiastic, Optimistic, Self-improvement, Influencing, Outgoing, and Self-acceptance.

Desirable Traits: Certain, Assertive, and Tolerance of Bluntness.

Traits to Avoid: Dogmatic, Self-critical, and Blunt.

SUPERVISORY

This template is designed for a position that has supervisory responsibilities. It focuses on self-motivation and organization. It also screens for a lack of interpersonal skills necessary to be a supervisor.

Essential Traits: Persistent (when encountering obstacles), Takes Initiative, Wants Challenge, Enlists Cooperation, Optimistic, Organized, Analytical (enjoys analyzing problems and decisions), and Self-acceptance.

Desirable Traits: Authoritative, Self-improvement, Wants to Lead, Team (wants), Helpful, Frank, Handles Conflict, Pressure Tolerance, Diplomatic, Assertive, Enthusiastic, Influencing, and Warmth/Empathy.

Traits to Avoid: Defensive, Blunt, Dogmatic, Dominating, Forceful Enforcing, Harsh, Rebellious Autonomy and Permissive.

TECHNICAL

This template is specifically designed for a technical position. It focuses on analytical tendencies, organizational skills, and self-motivation. It also screens for a lack of interpersonal skills necessary for interacting with co-workers.

Essential Traits: Analytical, Precise, Organized, Science, Computers (enjoys), Systematic, Takes Initiative, and Wants Challenge.

Desirable Traits: Optimistic, Tolerance of Structure, and Enthusiastic.

Traits to Avoid: Defensive, Dogmatic, Blunt, and Harsh.