

## Recognizing Your Unique Qualities

To help in relating to others, take a few minutes to discover or acknowledge things about yourself. How do you describe "you"?

Height (tall, short, average) \_\_\_\_\_

Weight (thin, stocky, overweight, underweight) \_\_\_\_\_

Age (old, young, middle age) \_\_\_\_\_

Place of birth \_\_\_\_\_

National and/or cultural origin of your ancestors \_\_\_\_\_

Gender \_\_\_\_\_

Color of skin (white, black, olive) \_\_\_\_\_

Sibling birth order (oldest, youngest, middle, only child) \_\_\_\_\_

Favorite type of pet (cat, dog, bird) \_\_\_\_\_

Religious affinity (Catholic, Protestant, atheist) \_\_\_\_\_

Values (what's important to you) \_\_\_\_\_

Lifestyle (eclectic, modest, extravagant) \_\_\_\_\_

Beliefs (what you trust or hold as true) \_\_\_\_\_

Economic status (affluent, middle-class, poor) \_\_\_\_\_

Profession (salesperson, mechanic, nurse) \_\_\_\_\_

Political affiliation (Republican, Democrat, Liberal) \_\_\_\_\_

Education (high school, college, trade school) \_\_\_\_\_

Marital status (single, married, divorced, separated) \_\_\_\_\_

Number of children \_\_\_\_\_

Review your answers. Could any of them create barriers to quality customer service? Which ones? \_\_\_\_\_

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