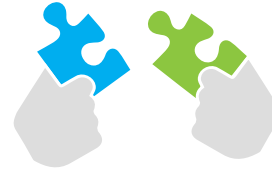




### Leading Strengths

These traits emerged as behavioral strengths for this individual. Review the "Key Insights" tab for more details on these.



### Potential Weaknesses

These traits emerged as behavioral limitations for this individual. Review the "Key Insights" tab for more details on these.

**Process-Focused:** The extent to which individuals prefer to be organized and structured in the way they work, rather than taking a less methodical approach.

**Work Intensity:** The extent to which individuals work hard to accomplish many things quickly as opposed to working methodically or at a less hurried pace.

**Accommodation:** The extent to which individuals place more emphasis on accommodating the needs of others as opposed to prioritizing their personal needs.

**Work Ethic:** The extent to which individuals have a positive attitude towards work and organizations as opposed to a negative one.

**Social Restraint:** The extent to which individuals are highly self-controlled when engaging with others as opposed to being less restrained and carefree.

**Work Independence:** The extent to which individuals prefer to rely on themselves as opposed to a preference for collaborating and seeking support from others.

For more information:

Select, Assess & Train

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## Key Insights

### Job Match



**3.6**

**STRONG**

Relevance 100.00 %

### BEHAVIORAL MATCH

A measure of the critical behavioral traits that lead to success in this role

Match Area =

### Relating

#### Accommodation

Unyielding



Cooperative

#### The Definition

The extent to which individuals place more emphasis on accommodating the needs of others as opposed to prioritizing their personal needs.

#### Key Insight Narrative

Emphasizes being liked by others and having friendly and cooperative work relationships.

#### Social Restraint

Expressive



Reserved

#### The Definition

The extent to which individuals are highly self-controlled when engaging with others as opposed to being less restrained and carefree.

#### Key Insight Narrative

Capable of balancing expressiveness and restraint in social situations, and is likely to come across as professional.

### Working

#### Process-Focused

Unstructured



Structured

#### The Definition

The extent to which individuals prefer to be organized and structured in the way they work, rather than taking a less methodical approach.

#### Key Insight Narrative

Enjoys planning and organizing projects, and should emphasize this in work approach.

### Work Ethic



#### The Definition

The extent to which individuals have a positive attitude towards work and organizations as opposed to a negative one.

#### Key Insight Narrative

Similar to others in terms of work ethic, should display the commitment needed for this role.

### Work Independence



#### The Definition

The extent to which individuals prefer to rely on themselves as opposed to a preference for collaborating and seeking support from others.

#### Key Insight Narrative

May over-rely on asking others for input and advice rather than making independent decisions or taking action.

### Work Intensity



#### The Definition

The extent to which individuals work hard to accomplish many things quickly as opposed to working methodically or at a less hurried pace.

#### Key Insight Narrative

Likely to be comfortable in situations requiring extended periods of thinking or sedentary work.

## VANESSA SAMPLE

Leasing Agent

Interview Date: \_\_\_\_\_

### OPENING QUESTIONS

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1. Please tell me about your work history. How has your previous work experience prepared you to take on the challenges of this role?
  
  
  
  
  
  
  
  
  
  
2. Tell me about what attracted you most to this position. What prompted you to apply for this job?
  
  
  
  
  
  
  
  
  
  
3. Describe your ideal work environment. In what type of work culture do you feel you perform best?
  
  
  
  
  
  
  
  
  
  
4. We all have preferences when it comes to supervisory style and the type of manager with whom we work most effectively. What type of oversight and interaction do you prefer from a manager? Why do you feel this helps you work most effectively?

### COMPETENCY QUESTIONS

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#### MAKING SOUND DECISIONS

Describe a time when you had an important decision to make, but had several alternatives to choose from. What criteria went into your decision? What was the result?

ANSWER:

Tell me about a time when you implemented a solution to a problem and then discovered later that the problem was not fixed. What actions did you take? What was the result?

ANSWER:

## COMMUNICATING EFFECTIVELY

Tell me about a time when you needed to adapt your communication style to meet the needs of a particular person or audience. What was your approach? What was the outcome?

ANSWER:

Tell me about a time when you had a miscommunication with someone. What happened? How did you become aware of the miscommunication? What was the final outcome?

ANSWER:

## DELIVERING RESULTS

Tell me about a time when you were assigned an important task at work. How did you hold yourself accountable to ensure the task was completed on-time and up to standards? How did you approach the task? What was the result?

ANSWER:

Tell me about a time when you were assigned responsibility for a work project, and you did not achieve your desired objective. What was the project? What did you do to accomplish it? Why do you think the project was not completed or fell short?

ANSWER:

## RESILIENCE

Describe a stressful situation at work that you experienced. What was the situation? How did you react to it? How did this impact your work performance?

ANSWER:

Tell me about the last significant setback you had at work. What was the situation? What happened? How did you react?

ANSWER:

## WORK ORGANIZATION

Tell me about a recent time when you had to plan a project or some work you had been assigned. What was the assignment or project? Describe your approach.

ANSWER:

Tell me about a project that you were responsible for planning that did not go as smoothly as you would have liked. What did you do? If you could redo the planning of the project, what would you do differently?

ANSWER:

## TEAMWORK AND COLLABORATION

Describe the last assignment in which you were part of a team. What was your role? What aspects of working as part of a team did you do well? Where could you have improved? Why?

ANSWER:

In what types of situations do you prefer to work independently and in what types of situations do you prefer to work as part of a team? Why?

ANSWER:

## CUSTOMER SERVICE

Give a specific example of a time when you had to address an angry customer. What was the problem? What action did you take to resolve the issue? What was the customer outcome? How would you assess your role in diffusing the situation?

ANSWER:

Describe to me several situations where you delivered high quality service to a customer. What did you do? What was the customer's response?

ANSWER:

## INFLUENCING

Have you ever had to persuade a coworker or manager to accept an idea that you knew they would not like? What was the issue? How did you go about convincing them? How successful were you in getting them to change their mind?

ANSWER:

Tell me about a recent work experience when you tried to persuade a colleague or customer of something and were unsuccessful. What was the situation? What did you do? What would you do differently next time?

ANSWER:

## FOLLOW UPS

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For the following scale: **Work Independence**, the individual scored **below** the match area.

Give me an example of a work situation in which you asked others for assistance and another in which you could have asked for assistance but did not. In each case, why or why not?

*(Listen for a tendency to rely on others too much.)*