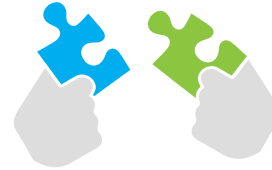




Leading Strengths

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.

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.

Follow Through: The extent to which individuals can be relied on to follow through and demonstrate commitment rather than being flexible with priorities.

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.

Multitasking: The extent to which individuals prefer variety and handling multiple tasks, as opposed to predictability and focusing on one thing at a time.

Frustration Tolerance: The extent to which individuals have a resilient and positive outlook under most work circumstances as opposed to being concerned about what could go wrong.

Assertiveness: The extent to which individuals take the initiative with people or situations, rather than allowing others to take the lead.

Preference for Structure: The extent to which individuals prefer to be provided with direction and structure in their work environment as opposed to a more loosely defined work setting.

For more information:
 Select, Assess & Train
 Tel: 919-787-8395
 Email: info@selectassesstrain.com

Key Insights

Job Match



3.2

GOOD

Relevance 100.00 %

BEHAVIORAL MATCH

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

Match Area =

Relating

Accommodation



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.

Assertiveness



The Definition

The extent to which individuals take the initiative with people or situations, rather than allowing others to take the lead.

Key Insight Narrative

Highly assertive nature may lead to dominating situations and conversations.

Sociability



The Definition

The extent to which individuals seek out and enjoy social interactions as opposed to a preference for being alone or one-on-one interactions.

Key Insight Narrative

Is likely to feel comfortable in social situations and group settings.

Follow Through



The Definition

The extent to which individuals can be relied on to follow through and demonstrate commitment rather than being flexible with priorities.

Key Insight Narrative

Naturally inclined to follow through on committed tasks and finish whatever is started.

Frustration Tolerance



The Definition

The extent to which individuals have a resilient and positive outlook under most work circumstances as opposed to being concerned about what could go wrong.

Key Insight Narrative

May be concerned about or anticipate potential problems before they arise, which could help to prevent them.

Multitasking



The Definition

The extent to which individuals prefer variety and handling multiple tasks, as opposed to predictability and focusing on one thing at a time.

Key Insight Narrative

Enjoys working in unpredictable, changing environments.

Preference for Structure



The Definition

The extent to which individuals prefer to be provided with direction and structure in their work environment as opposed to a more loosely defined work setting.

Key Insight Narrative

Has a desire for freedom and may have difficulty working in situations with defined rules, regulations, or policies.

Process-Focused

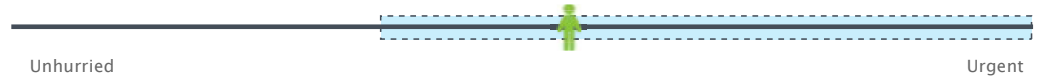


The Definition

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.



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

Is likely to work with a sense of urgency when needed.

LINDA EXAMPLE

Call Center - Sales

Interview Date: _____

OPENING QUESTIONS

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

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:

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:

FOLLOW-UPS

For the following scale: **Assertiveness**, the individual scored **above** the match area.

When you are working as part of a team, what is your style in interacting with others? Do you try to 'go with the flow' or take the lead? How do you think your approach impacts the team dynamics? Have you received any positive or constructive feedback on your interpersonal style?

(Listen for an ability to get along smoothly with others, and to exert influence without coming across as a poor listener.)

For the following scale: **Preference for Structure**, the individual scored **below** the match area.

Describe a situation when you took the initiative to make a decision without direction or guidance from your supervisor. What happened?

What was the outcome?

(Listen for an ability to balance initiative with appropriate guidance seeking and input from others.)