



4.2
STRONGEST MATCH



4.2
SCORE

Strongest Match

- The Overall Match Score highlights the fit between the individual and the job.
- On the left, view the components of the assessments and their specific scores.
- Scores can range from 0.5 (lowest score) to 5 (highest score).



Leading Strengths

These traits emerged as behavioral strengths 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.

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

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.

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



Potential Weaknesses

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

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

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:

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4.2
STRONGEST MATCH

Key Insights

Job Match



3.9

STRONG

Relevance 75.00 %

BEHAVIORAL MATCH

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



5.0

STRONGEST

Relevance 12.50 %

LOGICAL REASONING

A measure of an individual's ability to demonstrate logical reasoning skills



5.0

STRONGEST

Relevance 12.50 %

READING COMPREHENSION

A measure of an individual's ability to demonstrate reading comprehension skills

Match Area =

LOGICAL REASONING

Logical Reasoning Ability



Low

High

READING COMPREHENSION

Reading Comprehension



Low

High

BEHAVIORAL MATCH

Relating

Accommodation



Unyielding

Cooperative

Social Restraint



Expressive

Reserved

Working

Process-Focused



Unstructured

Structured



Low

High



Relies on others

Relies on self



Unhurried

Urgent

VIOLA Sample

Insurance Policy Processing Clerk

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

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

For the following scale: **Accommodation**, the candidate scored **above** the match area.

Tell me about a time when you took an unpopular position at work. What was the situation? What was most challenging for you?

(Listen for an ability to be direct and speak up when needed.)

For the following scale: **Work Independence**, the candidate scored **above** the match area.

Describe a recent situation in which you assumed personal responsibility for making a decision or taking action. Who did you involve? How did you decide what resources (if any) to bring in?

(Listen for the tendency not to involve others and preference for working alone.)