



Joe Sample

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To ensure you are obtaining the full benefits available to you from the use of this assessment, please read the information contained in this report carefully. By using the information provided in this report, you are acknowledging that you understand the general guidelines for interpreting the assessment results.

While this assessment was designed to help assess various aspects of personality and/or skills, the report results are presented in terms of probabilities. False Positives and False Negatives are expected. PsyMetrics and the test developer are not liable for test taker behaviors.

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What the Elite Call Center Sales Profile Measures

Call Center sales positions are perhaps the most difficult kind of sales jobs. These individuals must close the sale without the advantage of eye contact, personal appearance, or body language. The only tools they have are their voices, personalities, and strong ability to persuade. In addition, because of the high pressure to meet projected selling goals and to overcome frequent rejection, these candidates must have a positive attitude and the driving desire to succeed.

PsyMetrics' Elite Call Center - Sales Profile is designed to help your business succeed by identifying which candidates have these essential personality traits and abilities.

The areas assessed by this Profile are:

Achievement Drive	Achievement Drive measures the degree to which the individual is motivated, has a strong desire to meet his/her sales goals and has a desire to be the best.
Assertiveness	Assertiveness measures the degree to which the individual can lead a conversation, is able to maintain control of the interaction. Enjoys taking a leadership role.
Positive Attitude	Positive Attitude measures the degree to which the individual has a positive outlook and can bounce back from negative outcomes quickly. Is open to change and is flexible.
Reliability	Reliability measures the degree to which the individual can be counted on to get the job done, is organized, punctual and dependable.
Self Confidence	Self Confidence measures the degree to which the individual believes in self, is not bothered by rejection and is confident in his/her decision making.
Service Ability	Service Ability measures the degree to which the individual is service oriented and enjoys socializing and helping others with a smile.

Candidness of the Elite Call Center - Sales Results

This Profile includes a candidness check to determine the degree to which the individual may have exaggerated his/her responses in order to present themselves more favorably. The results of this validity check with interpretation is presented on the following page.

Interpreting the Elite Call Center - Sales Profile Results

The following page also presents the Total Score Summary and Total Score Interpretation. This is followed by the Score Profile. The Score Profile includes the scores for all of the scales. The scores are presented in terms of percentiles. The percentile indicates how the candidate scored relative to all other individuals who have taken the assessment. For example, if a candidate's score on a particular scale shows as the 75th percentile, this indicates he/she scored better than 75% of all other people who have completed that scale.

The pages that follow the Score Profile provide detailed interpretations for each of the scales, as well as, management strategies and follow-up interview questions one can ask the candidate to obtain more insight with respect to areas needing development.



Total Score Summary



Total Score Interpretation

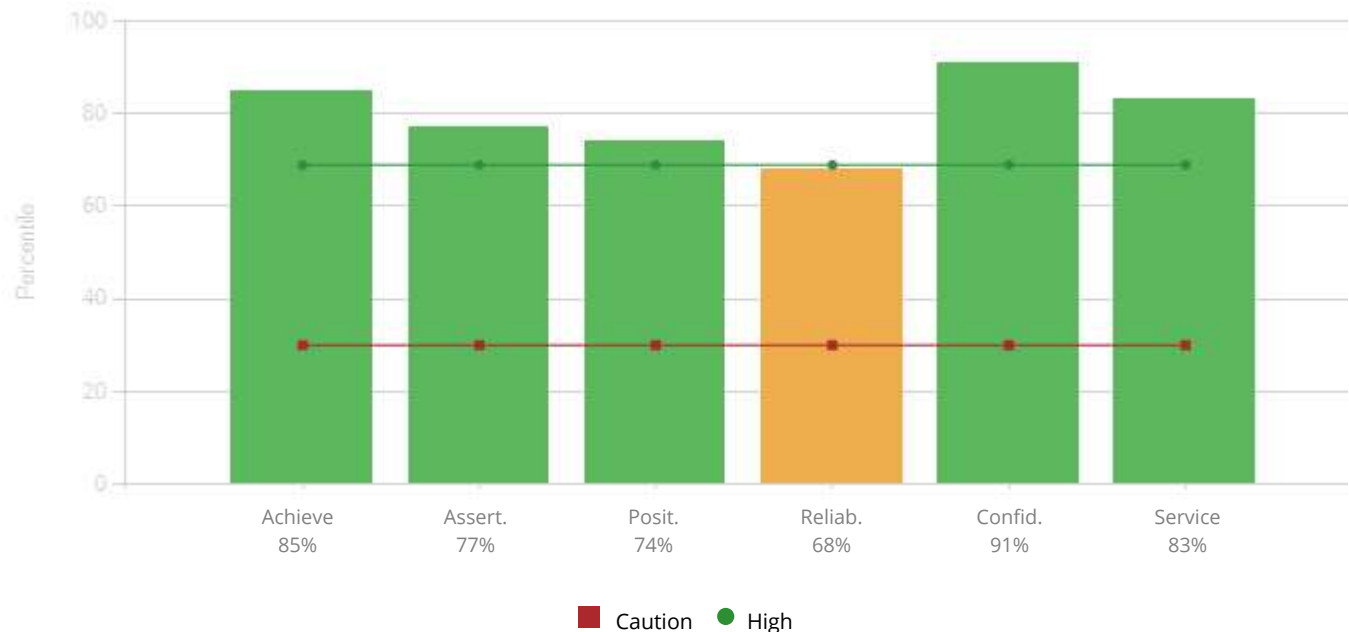
This candidate's total Elite Call Center - Sales Profile score falls within the High range. This candidate generally demonstrates the sales ability needed to succeed in a sales focused call center environment. This is definitely an area of strength for this individual. Review individual scale details to better understand strengths and potential shortcomings.

Score Validity

Candidness: High: The candidate's responses are likely to be an accurate representation of his/her attitudes and behaviors.



Score Profile



The bar graph above shows the candidate's score pattern across all the dimensions assessed by this profile. The pages that follow offer detailed insight into each dimension score.



Achievement Drive



Score Details

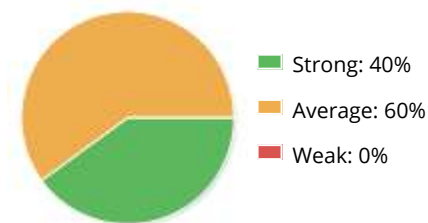
Achievement Drive measures the degree to which the individual is motivated, has a strong desire to meet his/her sales goals and has a desire to be the best.

Joe Sample scored in the 85th percentile on Achievement Drive (High), meaning Joe scored better than 85 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Achievement Drive behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Achievement Drive.



Expected Job Behaviors

- This individual is competitive.
- Is constantly trying to surpass set goals.
- He/she is driven to be the best at whatever he/she does.
- Is likely to create competitive situations with coworkers.



Assertiveness



Score Details

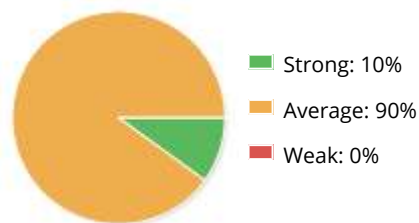
Assertiveness measures the degree to which the individual can lead a conversation, is able to maintain control of the interaction. Enjoys taking a leadership role.

Joe Sample scored in the 77th percentile on Assertiveness (High), meaning Joe scored better than 77 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Assertiveness behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Assertiveness.



Expected Job Behaviors

- This individual will assert him or herself when necessary.
- Will take control of situations and interactions.
- He/she will speak his/her mind.
- Will be outgoing with a strong personality.



Positive Attitude



Score Details

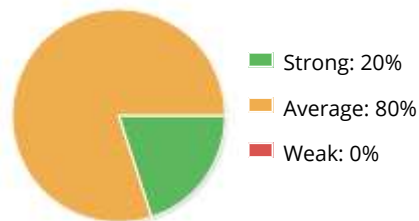
Positive Attitude measures the degree to which the individual has a positive outlook and can bounce back from negative outcomes quickly. Is open to change and is flexible.

Joe Sample scored in the 74th percentile on Positive Attitude (High), meaning Joe scored better than 74 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Positive Attitude behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Positive Attitude.



Expected Job Behaviors

- Bounces back from criticism or setbacks.
- Does not let stressful or negative events overshadow positive accomplishments.
- Always exhibits a positive demeanor.
- Is consistently recognized for having a very positive outlook.



Reliability



Average

Score Details

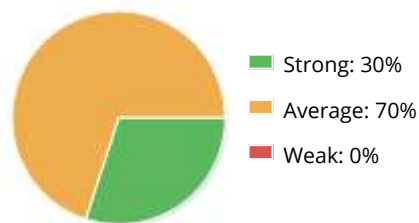
Reliability measures the degree to which the individual can be counted on to get the job done, is organized, punctual and dependable.

Joe Sample scored in the 68th percentile on Reliability (Average), meaning Joe scored better than 68 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Reliability behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Reliability.



Expected Job Behaviors

- This individual is generally dependable and plans ahead from time to time.
- On occasion, work responsibilities may require some follow-up
- This individual's reliability score is consistent with most other candidates.
- The quality of his/her work is satisfactory.
- Is moderately organized.



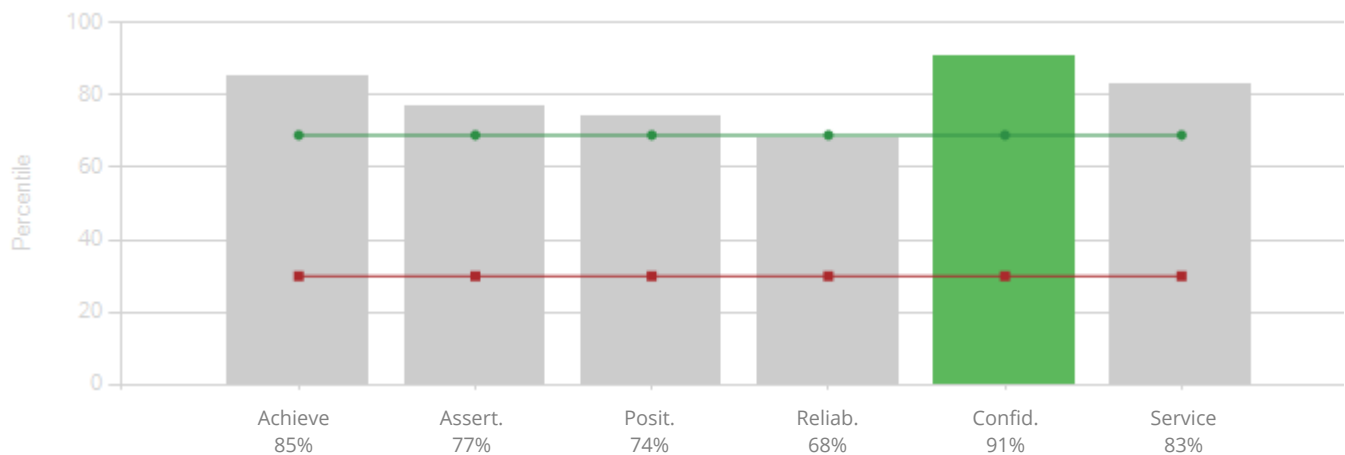
Self Confidence



Score Details

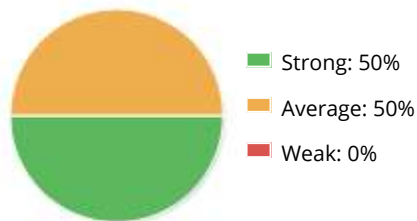
Self Confidence measures the degree to which the individual believes in self, is not bothered by rejection and is confident in his/her decision making.

Joe Sample scored in the 91st percentile on Self Confidence (High), meaning Joe scored better than 91 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Self Confidence behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Self Confidence.



Expected Job Behaviors

- Is self-assured.
- Is confident in his/her decisions and actions.
- Is not overly affected by what others think of him/her.
- Tends to bounce back from disappointments because he/she knows inside that he/she can overcome difficult situations.



Service Ability



Score Details

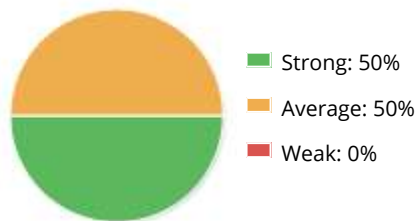
Service Ability measures the degree to which the individual is service oriented and enjoys socializing and helping others with a smile.

Joe Sample scored in the 83rd percentile on Service Ability (High), meaning Joe scored better than 83 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Service Ability behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Service Ability.



Expected Job Behaviors

- Deals effectively with customers.
- Is patient with customers.
- Listens to customer needs.
- Is able to handle difficult customer situations.



Management Strategies

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses. The diagram below also offers a graphical representation of the areas covered by the Profile. The smaller the area, the more coaching/development might be required.

Achievement Drive

- To maintain the candidate's drive and motivation, reward their winning attitude.
- Work with the individual to develop challenging goals and reward goal accomplishment.
- While this characteristic is important for business success, care must be taken to make sure the individual's high level of competitiveness does not affect team performance or relationships.
- This individual's competitive energy needs to be focused on being the best he/she can be within the overall business plans and strategies.



- Achievement Drive 85%
- Assertiveness 77%
- Positive Attitude 74%
- Reliability 68%
- Self Confidence 91%
- Service Ability 83%

Assertiveness

- This individual's level of assertiveness is higher than most. To maintain the candidate's assertiveness drive, reward their assertive disposition when they exhibit it in appropriate settings.
- Work with the candidate to determine what aspects of their job requires assertive behaviors and role-play those situations.
- While this characteristic is important for business success in various jobs, care must be taken to make sure the individual's high level of assertiveness does not cross the line with customers and coworkers.
- This individual's assertive disposition needs to be kept in check and used only when the job calls for it. Overly assertive candidates can distance others if they allow this characteristic to take over appropriate interpersonal communications.



- Achievement Drive 85%
- Assertiveness 77%
- Positive Attitude 74%
- Reliability 68%
- Self Confidence 91%
- Service Ability 83%

Positive Attitude

- Reinforce signs of resilience when he/she bounces back from a setback or improves behavior after being critiqued.
- Continue to praise and reinforce positive behaviors and accomplishments.
- Make sure their overly positive demeanor does not get in the way of rational analysis and thought with decision making responsibilities.
- Give the candidate an opportunity to interact with others in team building situations. Their positive demeanor can be contagious and can result in maintaining or boosting morale.



- Achievement Drive 85%
- Assertiveness 77%
- Positive Attitude 74%
- Reliability 68%
- Self Confidence 91%
- Service Ability 83%



Reliability

- This individual may need some supervision and an occasional push to be more organized, and thoughtful about his/her work.
- He/she should be guided when developing training plans and setting goals.
- The importance of consistency, punctuality and reliability to be successful need to be stressed and tied into his/her daily routines.
- When he/she exhibits reliable, conscientious behaviors, reinforce them through praise and appreciation and other rewards that may motivate the individual.



- Achievement Drive 85%
- Assertiveness 77%
- Positive Attitude 74%
- Reliability 68%
- Self Confidence 91%
- Service Ability 83%

Self Confidence

- Maintaining high levels of confidence require continuing to build self-esteem levels. Continue to point out and reinforce the candidate's positive decisions, behaviors and performance through praise and appreciation.
- Minimize negative comments and criticisms. Focus on the positives. High levels of self-confidence sometimes come with a stubborn demeanor that may be exaggerated by negative comments.
- While being self-confident is important for business success, care must be taken to make sure the individual's high level of confidence does not diminish the importance of considering the advice of others, including managers.
- While this individual's level of confidence and perceived control is a definite strength, be aware that at times it may also raise some difficulties associated with over confident behaviors.



- Achievement Drive 85%
- Assertiveness 77%
- Positive Attitude 74%
- Reliability 68%
- Self Confidence 91%
- Service Ability 83%

Service Ability

- This individual is most effective interacting with and assisting customers.
- Reinforce excellent customer service through praise or awards programs.
- This individual may be a good mentor or trainer in the area of how to best service customers.



- Achievement Drive 85%
- Assertiveness 77%
- Positive Attitude 74%
- Reliability 68%
- Self Confidence 91%
- Service Ability 83%



Interview Guide

This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies.

Achievement Drive

Question:

Tell me about work situations when you have had to work with others. How much effort did you put into the project when compared to if you had worked on your own? Explain your answer.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

Question:

What tends to keep you from achieving goals you set for yourself? Are there limits to what you feel you can accomplish?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

Assertiveness

Question:

Tell me about a time when you had a tough decision to make with respect to work. What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee



Question:

What behaviors do you exhibit at work that would cause someone to say that you are more passive than aggressive?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

When engaged in conversation, who usually is in control of the discussion, you or the person you are interacting with?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

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Question:

Tell me about a work situation when you were more reserved than you should have been. How difficult is it for you to be assertive at times?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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7

Question:

How comfortable are you when put in situations when you need to be assertive? Please give examples of when you have needed to be assertive during work.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Describe a situation when you have disagreed with your manager. What did you do?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Positive Attitude

Question:

Tell me how you sometimes focus on negative work events rather than your positive accomplishments.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Describe changes at work you have had to adapt to. How did you feel going through those changes?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Describe situations when your work has been rejected. Explain how you felt and what you did next.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

How much importance would you place on having a positive attitude when it comes to being successful? How would you compare it to having the ability to do the work? Which is more important to you?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Reliability

Question:

How important is it for you to be punctual? Tell me about past situations where you have been late and the consequences you experienced.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

In your past jobs, what opportunities have you had to analyze and solve complex problems? Please discuss these situations.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

What level of perfection do you expect of yourself with respect to your work? Tell me about situations where your work has not been perfect and how you felt about that.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Tell me about a work deadline you did not meet and the consequences of not meeting it.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

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Self Confidence

Question:

Tell me about a time when your work has been criticized or was questioned. How did you handle this situation?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

6

7

Question:

How have you dealt with pressure situations at work? Please give examples.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Tell me about a the most challenging work situation you have faced and how you handled it?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

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5

Response Expected of an
Excellent Employee

6

7



Question:

What work related decisions have you made that you have questioned afterwards?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Service Ability

Question:

How important is it for you to be well liked and accepted to perform your best?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe for me behaviors you engage in at work that you would consider reserved rather than outgoing.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

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Question:

How difficult is it for you to start a conversation with someone you just met? When you meet someone for the first time, who usually speaks first?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

From a service perspective, how differently should coworkers be treated when compared to customers?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

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Sum of Ratings

Number of Questions Rated

Average Rating

(Sum of all ratings divided by the number of questions rated.)

