



Sam Sample

Date: 04/13/2017

Time: 12:38 PM

Candidate ID: 61467

Email: success@super-solutions.com

Job Title Applying For: Manager

Organization: Success Performance Solutions
800-803-4303

To ensure you are obtaining the full benefits available to you from the use of this Profile, 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 Profile results.

While this Profile was designed to help assess various aspects of personality, 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 EQ Profile Measures

The EQ Profile is a general indicator of the individual's ability to recognize and regulate emotions within themselves and in others. These abilities have been found to be of great importance in various aspects of career success. The Emotional Intelligence literature, including the pioneering work of Dr. Daniel Goleman, suggests that Emotional Intelligence can be broken down into four domains: Self-Awareness, Social-Awareness, Self Management and Relationship Management. The EQ Profile is a reliable measure of these four characteristics.

The areas assessed by this Profile are:

Relationship Management	Relationship Management measures the degree to which the individual is likely to manage people relationships effectively. The degree to which he/she is team oriented and collaborative in all aspects of his or her relationships, including working cooperatively with coworkers and customers.
Self-Awareness	Self-Awareness measures the degree to which the individual is self confident and feels secure of self. The degree to which he/she uses this demeanor to remain calm and cool under pressure.
Self-Management	Self-Management measures the degree to which the individual manages self properly. The degree to which he/she is likely to be hardworking, reliable, organized and plans ahead.
Social Awareness	Social Awareness measures the degree to which the individual is caring, empathetic and is service oriented.

Candidness of the EQ Profile 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 EQ 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

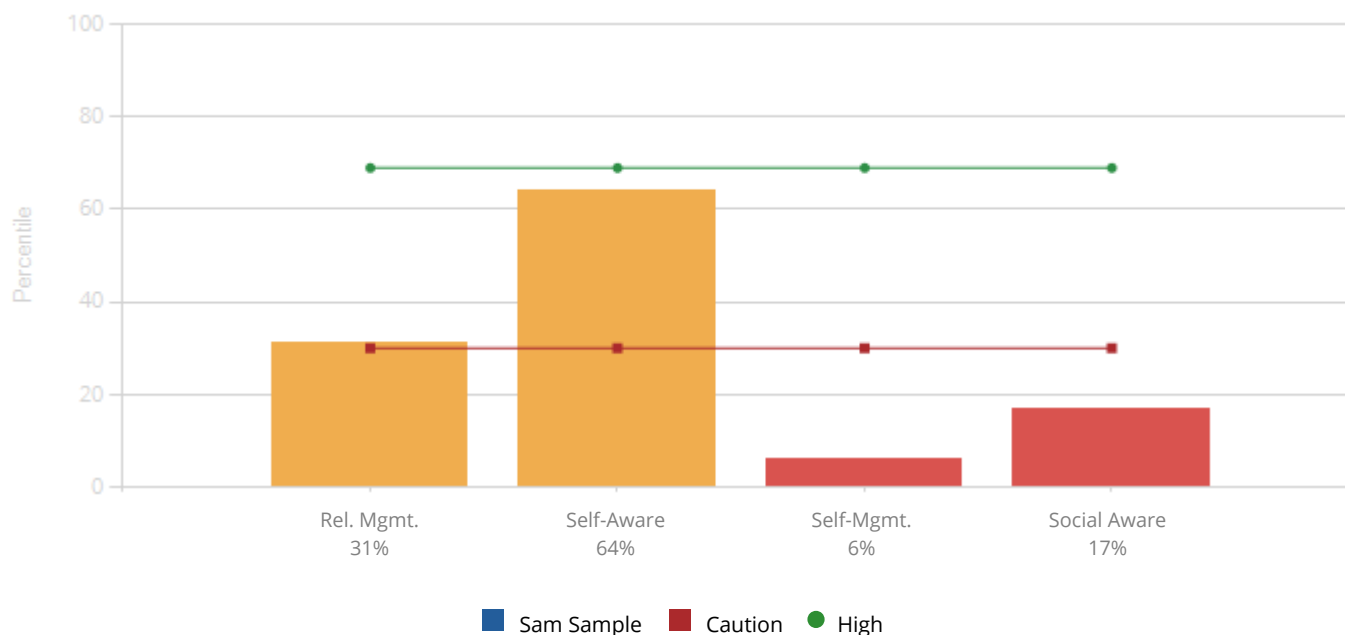
This candidate's total EQ Profile score falls within the Average range. This candidate generally demonstrates moderate to average levels of emotional intelligence and maturity. If the candidate is to be exceptional in those jobs where these qualities are critical, he/she needs to focus more on exhibiting these behaviors. Review individual scale details to better understand strengths and potential shortcomings. This individual's level of emotional intelligence is consistent with that of most other candidates.

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.

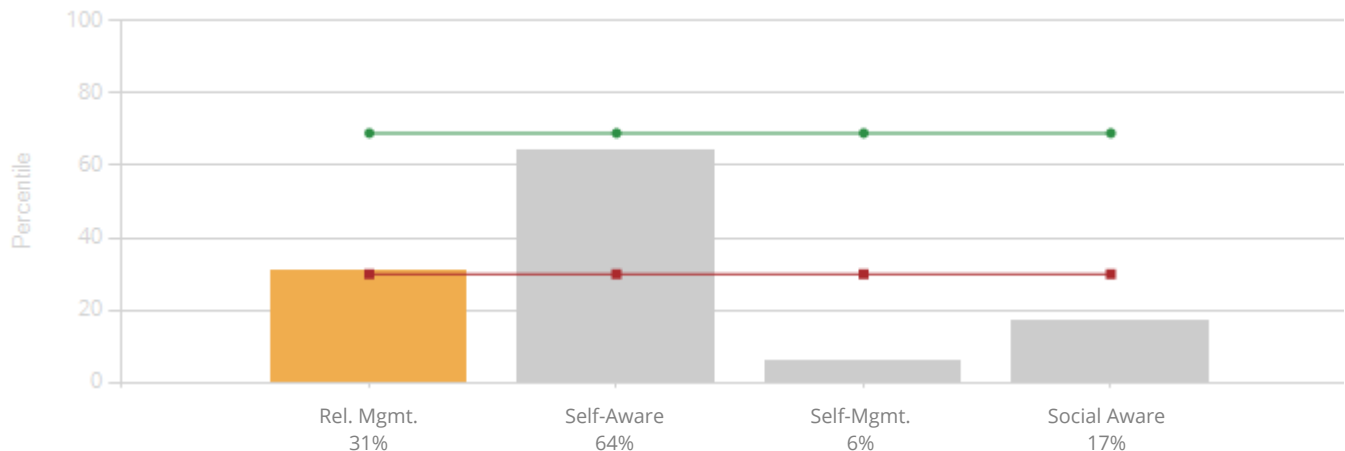
Relationship Management



Score Details

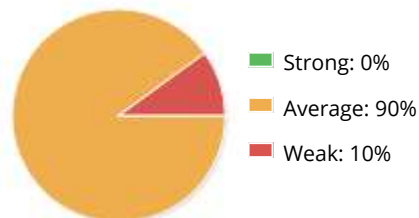
Relationship Management measures the degree to which the individual is likely to manage people relationships effectively. The degree to which he/she is team oriented and collaborative in all aspects of his or her relationships, including working cooperatively with coworkers and customers.

Sam Sample scored in the 31st percentile on Relationship Management (Average), meaning Sam scored lower than 69 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 Relationship Management behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Relationship Management.



Expected Job Behaviors

- Typically works well within a team; but at times may take a more individualistic approach.
- Team success is of moderate priority.
- Generally gets along with others.
- This score is consistent with most other candidates.

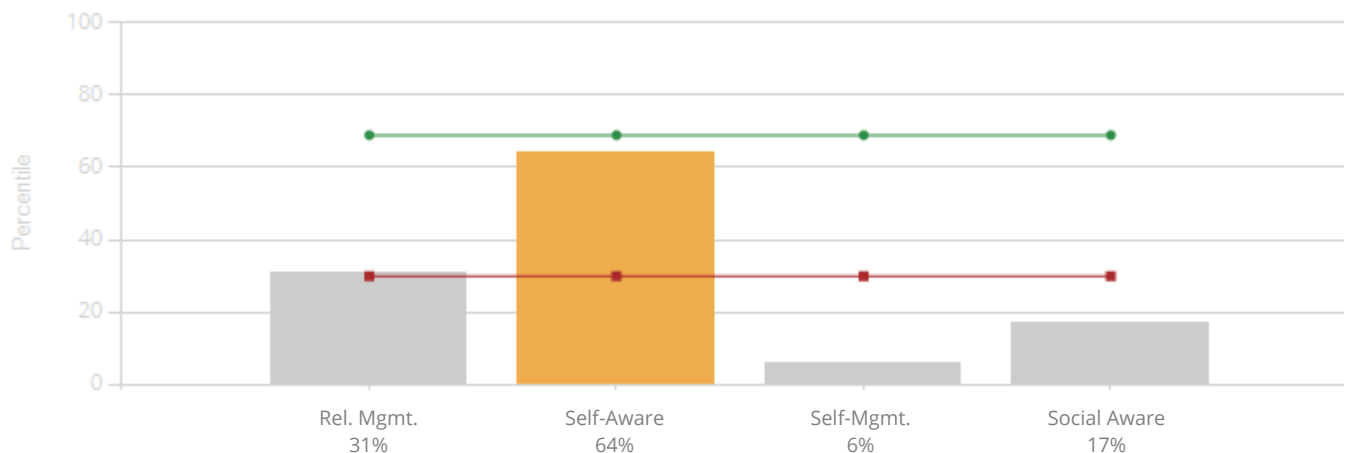
Self-Awareness



Score Details

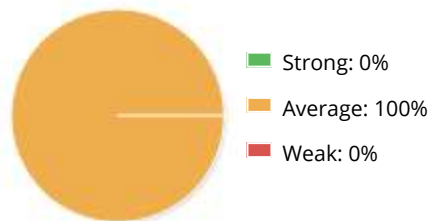
Self-Awareness measures the degree to which the individual is self confident and feels secure of self. The degree to which he/she uses this demeanor to remain calm and cool under pressure.

Sam Sample scored in the 64th percentile on Self-Awareness (Average), meaning Sam scored better than 64 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-Awareness behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Self-Awareness.



Expected Job Behaviors

- Exhibits some degree of self-awareness and confidence but at times has self doubt.
- Sometimes questions his/her decisions, but will try not to show it.
- This individual's self awareness score is consistent with most other candidates.
- Takes criticism well at times, but tends to personalize some of it.
- Bouncing back from disappointing situations can be challenging but if he/she is pushed, it can generally be achieved.

Self-Management

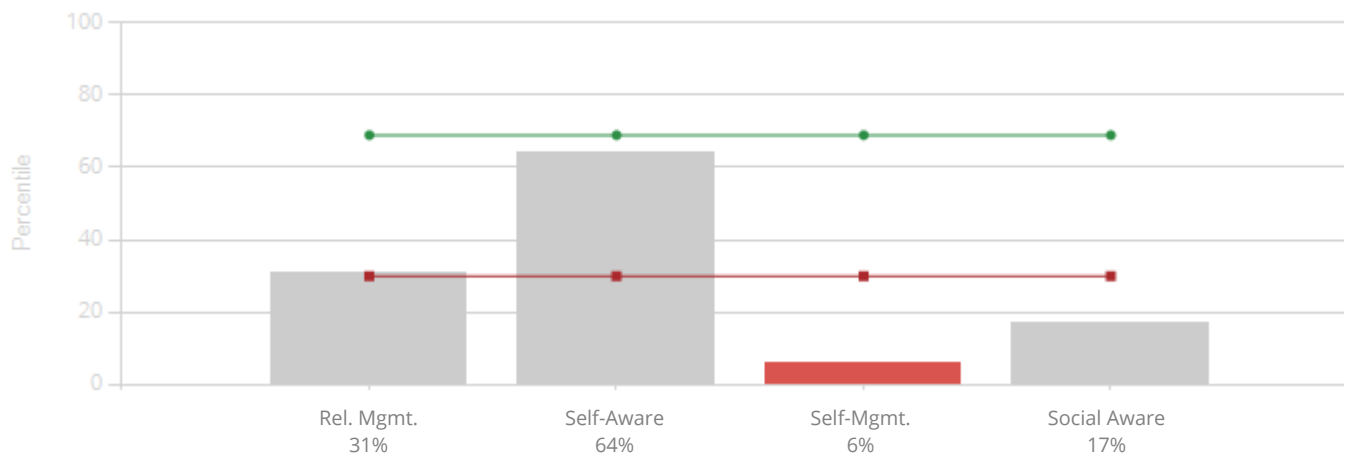


Caution

Score Details

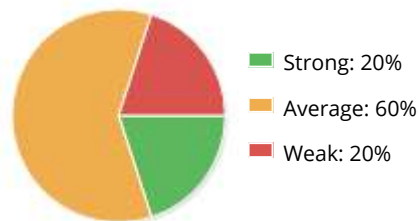
Self-Management measures the degree to which the individual manages self properly. The degree to which he/she is likely to be hardworking, reliable, organized and plans ahead.

Sam Sample scored in the 6th percentile on Self-Management (Caution), meaning Sam scored lower than 94 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-Management behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Self-Management.



Expected Job Behaviors

- This individual may experience difficulty showing up to work on time consistently, and may lack attention to detail when performing assigned tasks.
- This employee tends not to be quality focused.
- This employee may struggle to meet work deadlines.
- This is an area of concern with this individual and additional interviewing and reference checks are strongly encouraged.

Social Awareness

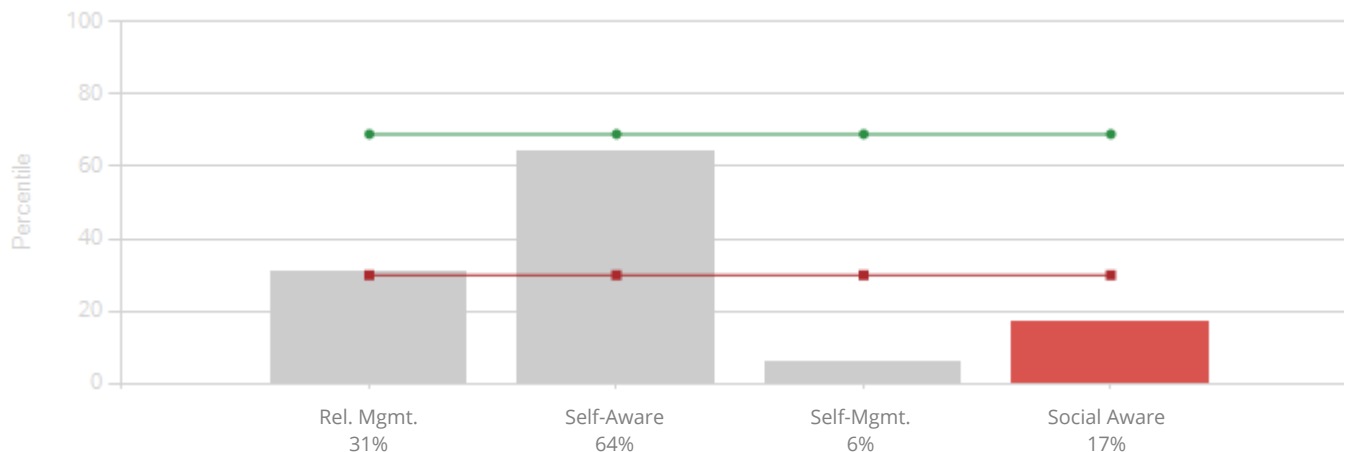


Caution

Score Details

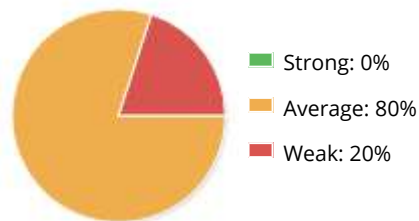
Social Awareness measures the degree to which the individual is caring, empathetic and is service oriented.

Sam Sample scored in the 17th percentile on Social Awareness (Caution), meaning Sam scored lower 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 Social Awareness behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Social Awareness.



Expected Job Behaviors

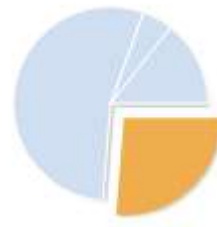
- Tends to demonstrate little interest in sociable behaviors.
- Finds it difficult to be empathetic.
- Is more focused on tasks than on helping others.
- Does not demonstrate generous attitudes.

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.

Relationship Management

- Make sure this individual understands the tasks of each team member and the overall team expectations and objectives.
- When placing this individual in situations that require teamwork, reiterate appropriate behaviors and expectations.
- Monitor this employee periodically in team situations to ensure they are engaging in team behaviors.
- Emphasize the importance of teamwork over self interested behaviors.



- Relationship Management 31%
- Self-Awareness 64%
- Self-Management 6%
- Social Awareness 17%

Self-Awareness

- Candidates who score in this range from time to time may exhibit low levels of self-awareness and confidence. They need to be reassured and should not be overly criticized.
- They should be praised when they make the right decisions.
- They should be offered assistance and support when they show weakness.
- There should be consistency in positive reinforcement when goals are met to build self-confidence.



- Relationship Management 31%
- Self-Awareness 64%
- Self-Management 6%
- Social Awareness 17%

Self-Management

- Monitor this employee's attendance and punctuality closely. Establish clear guidelines on attendance and task completion and consequences for not following through.
- Clearly explain work deadlines and hold him/her accountable.
- Establish a system of consequences for unreliable behaviors. Reinforce these consequences. When the individual demonstrates steady, dependable behaviors, be sure to recognize and encourage these actions.



- Relationship Management 31%
- Self-Awareness 64%
- Self-Management 6%
- Social Awareness 17%

Social Awareness

- This candidate's supervisor will need to monitor behaviors closely as this individual may not fit a service oriented environment and may not be seen as overly caring by others.
- Be alert for non service related attitudes. Provide detailed instructions about expected behaviors.
- Offer customer service training if feasible.
- Reward service related behaviors to reinforce such behaviors.



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.

Relationship Management

Question:

Provide an example of a time when you became frustrated while working as part of a team. What do you think caused this frustration?

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:

Tell me about previous experiences you have had where it was not easy for you to get along with someone.

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

Self-Awareness

Question:

Tell me about how confident you feel when having to make an important decision. Tell me about a recent decision you had to make and how you felt at the time.

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:

Before you make an important decision, do you seek the advice of others or do you take matters into your own hands? Please give work-related examples.

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

Self-Management

Question:

Describe for me a time when your supervisor was telling you what to do or was correcting your work and you began to get defensive. What happened? How did you manage the situation?

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:

Give an example of a time when you reacted spontaneously as opposed to strategically. How did this affect your work performance?

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:

Describe a time when you felt overwhelmed at work. How did this affect your work performance? How can you motivate yourself when you are feeling overwhelmed?

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:

Tell me about the last time you worked really hard at something and were not successful. What did you do?

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:

Describe a time when you felt you were treated unfairly by a supervisor. What actions did you take after this?

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:

Describe the last time you experienced a problem with a supervisor. Why was this working relationship difficult?

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

Social Awareness

Question:

Tell me about a time when you lost your patience with a coworker, staff member or customer.

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:

Give examples from your past work history where you have lost your patience.

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:

Do you feel you are about as flexible as the typical employee? Or are you more or less flexible than most?

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

Sum of Ratings

Number of Questions Rated

Average Rating

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