



Sam Sample

Date: 02/26/2017

Time: 2:09 PM

Candidate ID: 58253

Email: success@super-solutions.com

Job Title Applying For: Boss

Organization: SPS

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 Personality Profile Measures

The Elite Personality Profile is a general indicator of the individual's strength or weakness on ten personality dimensions generally perceived to be important for a wide range of occupations. The individual scale scores offer detailed insights with respect to the applicant's personality and potential job fit.

The areas assessed by this Profile are:

Achievement Drive	Achievement Drive measures the degree to which the individual is likely to be competitive and driven to be the best. This characteristic is important for jobs where the attainment of established goals and benchmarks are important (e.g., sales jobs). It is also important for jobs where there may be competition within departments or between coworkers and positions where the individual is expected to grow and advance to higher levels within the organization.
Assertiveness	Assertiveness measures the degree to which the individual is likely to assert him/herself, speak his/her mind and enjoy taking control or the lead in group situations. This characteristic is important for jobs where a strong personality is a plus (e.g., most sales jobs and managerial positions).
Flexibility	Flexibility measures the degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.
Helping Disposition	Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his or her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.
Leadership	Leadership measures the degree to which the individual has the necessary interest, ability and disposition necessary to perform in a leadership capacity. Leadership is important for jobs that require the management of others and/or the coordination of the work of others to accomplish the organization's goals. Supervisors, managers and team or group leaders need leadership characteristics to be successful.
Reliability	The Reliability scale measures the degree to which an individual is likely to be dependable, hardworking, performance and goal oriented and conscientious about the quality of his or her work.
Self Confidence	The Self Confidence scale measures the degree to which the individual is likely to be self-assured, independent and is confident in his or her decisions and actions.
Stress Management	Stress Management measures the degree to which the individual is likely to demonstrate patience and stress tolerance during challenging work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multitasking and jobs in fast paced organizations to name a few examples.
Team Player	Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among coworkers.
Trustworthiness	Trustworthiness measures the degree to which the individual is likely to be honest and trusting of others. This characteristic is important for most, if not all jobs with



special emphasis on cash handling jobs and jobs involving confidential or sensitive information.

Candidness of the Elite Personality 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 Elite Personality Profile

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 individual's Elite Personality Profile score is within the Average range, indicating either Moderate performance in all personality areas or possibly High performance in some areas and Moderate or Low performance in others. Since some personality traits are more important than others when applied to different jobs, it is recommended that you carefully review the scale scores below to determine job relevant areas of strength and weakness for this individual. Scales in which the candidate scored Moderate (particularly at the low end of this range) or Low can be useful areas for further exploration during the interview process.

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



Caution

Score Details

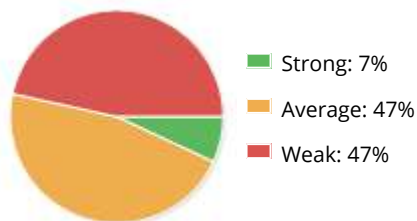
Achievement Drive measures the degree to which the individual is likely to be competitive and driven to be the best. This characteristic is important for jobs where the attainment of established goals and benchmarks are important (e.g., sales jobs). It is also important for jobs where there may be competition within departments or between coworkers and positions where the individual is expected to grow and advance to higher levels within the organization.

Ira Wolfe scored in the 29th percentile on Achievement Drive (Caution), meaning Ira scored lower than 71 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

- Individuals who score in this range will demonstrate few competitive behaviors.
- They are generally not motivated by monetary gain.
- They tend to be content regardless of performance level.
- They are likely to be cooperative and will compromise.



Assertiveness



Score Details

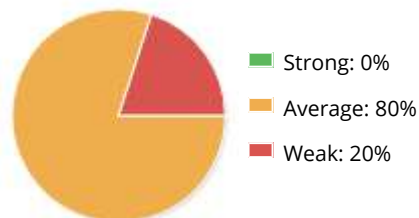
Assertiveness measures the degree to which the individual is likely to assert him/herself, speak his/her mind and enjoy taking control or the lead in group situations. This characteristic is important for jobs where a strong personality is a plus (e.g., most sales jobs and managerial positions).

Ira Wolfe scored in the 63rd percentile on Assertiveness (Average), meaning Ira scored better than 63 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

- Does not normally engage in overly controlling behaviors.
- Is not overly persistent with other people.
- This individual's assertiveness score is consistent with most other candidates.
- Tends to show an even-tempered demeanor when it comes to assertiveness.
- On occasion can be expected to speak his/her mind.



Flexibility



Caution

Score Details

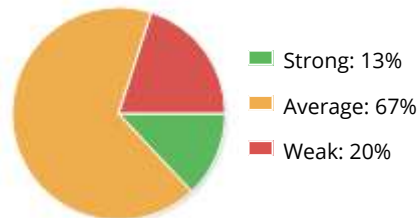
Flexibility measures the degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.

Ira Wolfe scored in the 13th percentile on Flexibility (Caution), meaning Ira scored lower than 87 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 Flexibility behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Flexibility.



Expected Job Behaviors

- Individuals who score in this range are less willing or find it more difficult to adapt to change.
- Generally has difficulty changing his/her schedule or plans to help others.
- Tends to have issues with having to change assigned priorities.
- Tends to be stubborn.



Helping Disposition



Average

Score Details

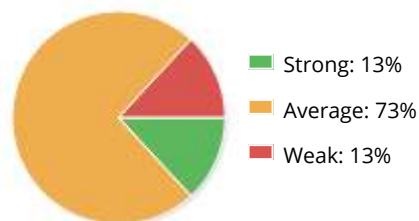
Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his or her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.

Ira Wolfe scored in the 67th percentile on Helping Disposition (Average), meaning Ira scored better than 67 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 Helping Disposition behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Helping Disposition.



Expected Job Behaviors

- This individual is generally friendly.
- He/she will sacrifice some things to help others but will do so only if their work or time is not jeopardized.
- This individual's helping disposition score is consistent with most other candidates.
- He/she is helpful and often exhibits caring behaviors, but may be a little more reserved in demonstrating empathy than those scoring higher.
- His/her level of customer service is satisfactory.



Leadership



Score Details

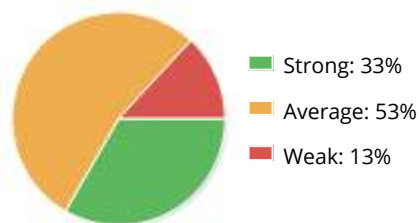
Leadership measures the degree to which the individual has the necessary interest, ability and disposition necessary to perform in a leadership capacity. Leadership is important for jobs that require the management of others and/or the coordination of the work of others to accomplish the organization's goals. Supervisors, managers and team or group leaders need leadership characteristics to be successful.

Ira Wolfe scored in the 70th percentile on Leadership (High), meaning Ira scored better than 70 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 Leadership behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Leadership.



Expected Job Behaviors

- This individual has the interest, ability, and disposition necessary to be effective in a leadership role.
- Is able to coordinate the work of others.
- He/she has the ability to influence others.
- Enjoys being in a leadership role and the responsibilities that come with it.



Reliability



Score Details

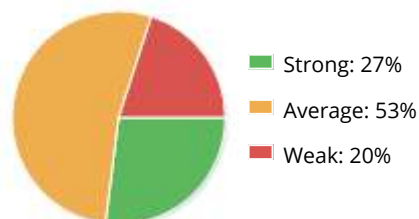
The Reliability scale measures the degree to which an individual is likely to be dependable, hardworking, performance and goal oriented and conscientious about the quality of his or her work.

Ira Wolfe scored in the 26th percentile on Reliability (Average), meaning Ira scored lower 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 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



Caution

Score Details

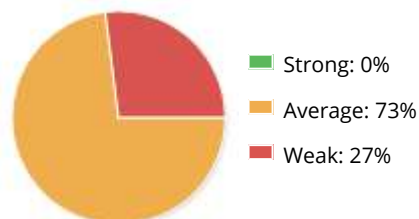
The Self Confidence scale measures the degree to which the individual is likely to be self-assured, independent and is confident in his or her decisions and actions.

Ira Wolfe scored in the 15th percentile on Self Confidence (Caution), meaning Ira scored lower 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 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

- Has trouble being self-assured.
- May not demonstrate self-confidence in their decisions.
- Is generally overly affected by what others think of him/her.
- Bouncing back from negative situations is difficult for him/her due to their lack of belief in self.



Stress Management



Caution

Score Details

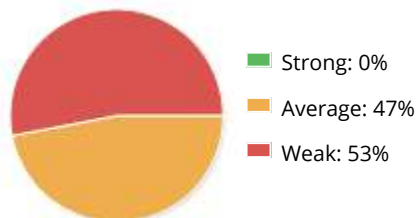
Stress Management measures the degree to which the individual is likely to demonstrate patience and stress tolerance during challenging work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multitasking and jobs in fast paced organizations to name a few examples.

Ira Wolfe scored in the 1st percentile on Stress Management (Caution), meaning Ira scored lower than 99 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 Stress Management behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Stress Management.



Expected Job Behaviors

- This individual has some trouble demonstrating patience and managing stress during times of conflict.
- Tends to resist change and may seem inflexible.
- He/she has difficulty dealing with change.
- High pressure situations frustrate him/her and therefore he/she tends to avoid them.



Team Player



Score Details

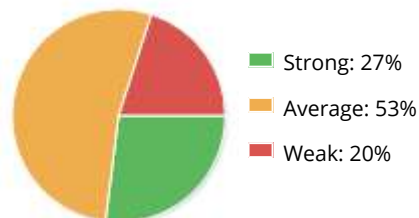
Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among coworkers.

Ira Wolfe scored in the 28th percentile on Team Player (Average), meaning Ira scored lower than 72 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 Team Player behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Team Player.



Expected Job Behaviors

- He/she often shows the ability to work in harmony with others to achieve a common goal.
- This individual's team player score is consistent with most other candidates.
- This individual will generally demonstrate team player behaviors, but at times may take a more individualistic approach.
- He/she tends to value interpersonal relationships and on occasion will help others when necessary.



Trustworthiness



Score Details

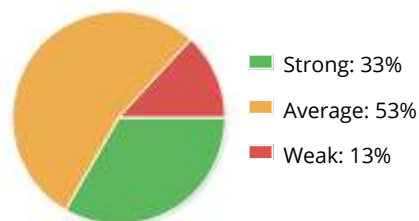
Trustworthiness measures the degree to which the individual is likely to be honest and trusting of others. This characteristic is important for most, if not all jobs with special emphasis on cash handling jobs and jobs involving confidential or sensitive information.

Ira Wolfe scored in the 47th percentile on Trustworthiness (High), meaning Ira scored lower than 53 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 Trustworthiness behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Trustworthiness.



Expected Job Behaviors

- This individual is likely to be candid and trustworthy.
- Is not likely to steal from his/her employer.
- Is trusting of others.
- Can be trusted with confidential information.

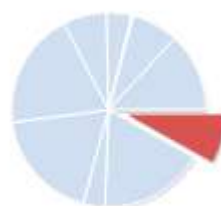


Management Strategies

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

- This candidate's training needs to focus extensively on building a competitive spirit within self and when competing to achieve business results.
- Competitive situations need to be built into his/her training.
- These need to include setting and reaching personal goals as well as broader company goals.
- Goal attainment and success in competitive exercises and events need to be rewarded.
- This individual is ideal for team-oriented tasks as their lack of competitiveness lends itself to cooperative situations.



- Achievement Drive 29%
- Assertiveness 63%
- Flexibility 13%
- Helping Disposition 67%
- Leadership 70%
- Reliability 26%
- Self Confidence 15%
- Stress Management 1%
- Team Player 28%
- Trustworthiness 47%

Assertiveness

- Candidates who score in this range from time to time may not be as assertive as they should be for certain positions. Past situations when they lacked assertiveness should be brought to their attention.
- Develop a specific action plan to enhance assertiveness.
- Develop strategies during training, focusing on specific instances where he/she can improve and giving them the tools to do so.
- May want to consider assigning the individual to job responsibilities where assertiveness is not a priority.



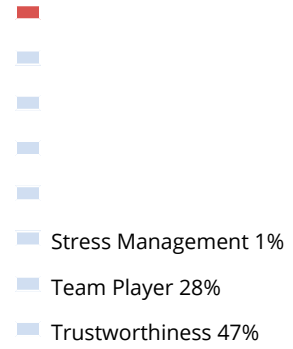
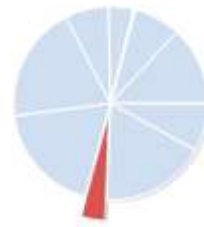
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- Team Player 28%
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Flexibility

- Outline specific expectations with respect to being flexible and closely monitor his/her behavior.
- Consistently reprimand behaviors that are inflexible and stubborn in nature.
- Consider the individual for positions where flexibility is not critical.
- May be ideal for jobs requiring focused thinking with little room for creativity or open-mindedness.

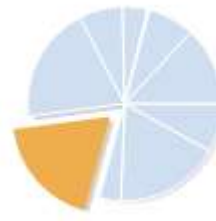
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Helping Disposition

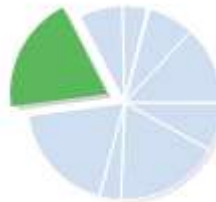
- This individual's average level of helpful demeanor is best suited for jobs that might require some customer service or interaction with others, but not at an extremely empathetic level.
- If the job he/she is performing requires high levels of empathy, point out specific behaviors they are not exhibiting and offer praise when they do.
- Attending a training course that focuses on how to treat customers and coworkers is recommended if their level of helping behavior is affecting their work or their work relationships.



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Leadership

- Give the individual the opportunity to take a leadership role. Recognize and praise positive performance in this area.
- This individual's ability to influence others is one of his/her strengths. Engage the individual in work that requires influencing tactics.
- He/she should be considered for taking the lead in team exercises/projects.
- Sometimes these individuals use their influencing abilities for self-gain rather than for the benefit of the organization. If this occurs, take appropriate corrective action.



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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.

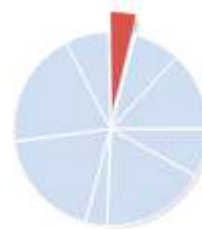


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Self Confidence

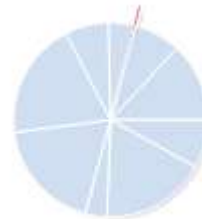
- Having confidence and feeling one is in control of situations is critical for all aspects of work and life in general. This candidate needs to be positively reinforced consistently.
- Criticism should be avoided. Instead, reinforce positive behaviors through praise and acknowledgment.
- Training should focus on repetition of specific tasks that require decision-making. This will build confidence.
- The key with these individuals is building their self-esteem and self-confidence so that they feel they are in control during their day-to-day activities.



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Stress Management

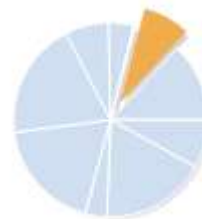
- Significant training should be offered to this individual focusing on specific work situations that are considered stressful.
- These stressful situations should be role-played with the individual and appropriate behaviors need to be identified. And practiced.
- This candidate requires extensive monitoring and coaching during high-pressure job responsibilities.
- Consider placing the candidate in jobs where stress and work pressures are minimal.



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Team Player

- Candidates who score in this range need to be guided into being team players when appropriate or to be competitive individuals when the situation calls for it.
- He/she needs clear direction in terms of what the team expects if the individual performs within a team.
- Cooperation between individual and manager are also critical. Therefore, make sure the individual feels he/she is in a trusting environment, as these candidates may, at times, question the motives of others.



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Trustworthiness

- Continue to build trust by offering an open, supportive, trusting environment.
- Assign tasks that involve confidential information when appropriate.
- Utilize the individual in team building activities, as their trusting nature and ability to be trusted are ideal for team rapport.
- Their trusting nature may cause him/her not to be vigilant of others' potential manipulative behaviors. If this is an issue, discuss it with them. The emphasis should not be on reducing trust but on increasing awareness of the reasoning behind the behaviors of others.



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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:

Give past work examples of situations where you have felt uncomfortable being competitive.

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 work situations when you were not able to take a risk when others did? Why did you hold back?

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 work history when you have "lost" or an outcome was not what you were striving for? What did you learn from it?

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:

Please give examples from your experience of employees or coworkers you felt were overly competitive. Please describe their behavior and how it differed from yours.

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 tend to strive for perfection or are you more relaxed and easy going? Give examples from your work to support your response.

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:

Would you rather compete or compromise? Give work-related examples of when you would do one over the other.

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:

How important is it for you to win? What have been the consequences for losing? In your opinion, what is more important, the journey or the outcome of your trip?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

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6

7



Question:

What level of performance are you generally satisfied in achieving? How does this fit in with what is generally expected of you?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

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Excellent Employee

6

7

Question:

What percentage of the work objectives or goals that you and your supervisor have established for yourself do you feel are appropriate to achieve? What percentage of your goals do you normally achieve?

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 set realistic goals or do you like to "shoot for the stars?" What determines what we achieve, yourself or factors outside of your control?

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

Assertiveness

Question:

Describe for me instances when you wished you had been more assertive? 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



Question:

Why is it difficult for you to be assertive? Looking back, what work situations should you have been more assertive in?

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:

What do you do when you don't agree with your supervisor or manager? Do you let him/her know? Describe previous work situations when you did not speak up.

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:

Have there been times when you wished you could have stated what you were thinking? What keeps you from expressing your true opinion?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Question:

Describe your comfort level when you have to be assertive with a customer or coworker? How have you handled these situations in the past? Give specific work examples.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

6

7



Question:

Describe a work experience when you had to take charge but found it difficult to do so. Does this happen often?.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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3

Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

6

7

Question:

Describe how being less assertive than most people has benefitted you in work situations?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Flexibility

Question:

Describe negative experiences you have had with respect to having to adapt to a changing work environment?

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

6

7

Question:

Tell me about a time when you were negatively affected by change that took place at work? What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7



Question:

Why do you find it difficult to adapt to changing situations? What work-related experiences have you had that causes you to feel this way?

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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7

Question:

Tell me about a time when you were not as flexible as you could have been with a work situation. What caused you to behave this way?

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:

Give work-related examples of when you have resisted some form of change.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Question:

What would it take to change your opinion about something? How easy or difficult is it to do that?

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



Question:

Why might you associate change with negative outcomes? Please explain your response based on your experience.

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

Question:

Why might your coworkers describe you as "hard headed?"

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:

Would you describe yourself as pretty much "set in your ways?" Is it somewhat difficult for you to change your point of view? Give work examples when you behaved more stubbornly than you should have.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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3

Response Expected of a
Satisfactory Employee

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5

Response Expected of an
Excellent Employee

6

7

Helping Disposition

Question:

How do you compare to your coworkers with respect to how you service customers? Do you sometimes go above and beyond what you should, or is the level of service you provide consistent with what is considered normal?

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:

How do you get along with customers? Explain some difficult situations you have had.

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:

Give work-related examples of both good and bad customer experiences you have had.

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:

Describe for me a work-related situation where you wish you had been a bit more helpful?

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

6

7

Question:

Do you find that sometimes you just have to say "no" when someone requests your assistance? Can you explain these situations?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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7



Leadership

Question:

Tell me about a time when you were in a group situation and you ended up leading the discussion or project. How did that feel?

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:

Give examples of when you have chosen to work on your own rather than managing or leading others. Why did you take that decision?

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:

Tell me about situations when you have had to manage the work of others that caused you to feel overwhelmed.

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:

What is it that you enjoy most about managing others versus working alone? Base your response on specific work examples.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7



Question:

Explain situations you have faced where you have had to tell co-workers or staff members what to do. What was difficult about those situations?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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3

Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Reliability

Question:

What percentage of your objectives must you complete before you consider yourself successful? Give examples from your past work history.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Question:

Give work related examples of when you were more impulsive than predictable?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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5

Response Expected of an
Excellent Employee

6

7

Question:

Describe for me occasions when you have not been as dependable or reliable as you should have been.

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

6

7



Question:

With respect to your work, what brings you satisfaction? How important is it for you to be perfect in your work in order for you to be satisfied? Use examples from your work history.

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

Self Confidence

Question:

How have you dealt with managers who have criticized your work?

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

6

7

Question:

What situations have made you feel the most confident and which ones have made you feel least confident?

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:

Tell me why sometimes it is not best to always think positive? Describe a work situation that influenced you to think this way.

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:

When has thinking positive about a work situation led you to being disappointed? How did you handle this situation? What effects has it had on you?

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:

Tell me about a time when you took a criticism personally. What led to the incident? How was it resolved?

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:

Tell me about a time when you had to make an important work-related decision. Did you seek the advice of others or did you take matters into your own hands? What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Question:

Tell me about a time when you were worried that you would not be able to perform your work as expected? What was the outcome? Do these thoughts occur often?

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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7



Question:

What would you say are your strengths and weaknesses? Describe how these have affected your past work performance.

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

6

7

Question:

Describe for me times when you have thought about the possibility of failure when taking on something new? Describe work situations when your confidence has not been at its peak.

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

Stress Management

Question:

How do you handle overly demanding people? Give an example from your work experience.

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 have work pressures affected your work? How often does your workload seem overwhelming?

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:

Explain how insults or criticisms from you supervisors or coworkers have affected you?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

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Question:

When you feel stressed over work-related matters, how do you cope? What do you do?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

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Question:

What stresses you out most at work? And how do you handle it?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

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Question:

Give examples from your experience of changes that have taken place at your place of work that significantly impacted you. How did you handle this?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

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7



Question:

Describe work-related pressures you have experienced. Please be specific and discuss how you felt and what the outcome was.

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:

Describe situations when customers have been angry with you even though you were doing everything possible to solve their issue.

Please explain how you handled these hostile situations. What was the outcome?

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:

How would you describe yourself when it comes to dealing with stressful work-related situations? Do you get anxious or remain calm?

Please give work-related 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:

Do you prefer to work in a steady work environment with little day-to-day surprises or would you prefer an environment that is in constant change, where you are not always sure what tomorrow will bring? Describe the past several work environments you worked in and what you liked most and least of each.

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:

What is it that you do that might make your coworkers describe you as "tense?"

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

Team Player

Question:

How much of an issue for you is trust when working in a team environment? Is it difficult for you to trust others? Please provide examples for your work history.

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 would you handle a situation when a team does not perform well? Do you signal out one or two poor performers within the team or is the whole team at fault? How would you address the situation?

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:

Have you had negative work-related experiences with respect to trust? Please explain the circumstances or situation.

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



Question:

Describe for me frustrating experiences you have had when working in a team environment?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Question:

Should team members serve to motivate each other or should they criticize each other with the goal of improving?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

6

7

Question:

How would you handle a situation where one team member performed poorly and that affected the team's performance? How would you address the individual? How would you address the team?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

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Response Expected of a
Satisfactory Employee

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5

Response Expected of an
Excellent Employee

6

7

Question:

Explain your experiences when working as part of a team.

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

6

7



Question:

Do you prefer to create harmony or a little conflict within the team? Please explain your rationale and when you have done this in the past?

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:

Tell me about your working relationships with past coworkers? Do you generally remain distant from team members or develop close working relationships?

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

Trustworthiness

Question:

Should employers expect that their employees will steal from them? Please explain your answer.

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:

Is acceptable to steal at least once in your life? Have you ever stolen something from your employer?

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.)

