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Prevue HR Systems

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**John Johnson**  
**Customer Service Representative**



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## Report Design Options Selected for this Report

Report Family: Screening & Selection

Type: Selection Report

Scope: Abilities, Interests & Personality (WNSIP)

Format: Comprehensive (from choice of Comprehensive, Summary, Interview or Graph)

Style: Other (from choice of Management, Sales, Customer Service or Other)

### **Prevue Assessments presented in this report:**

- ▶ Prevue Abilities Assessments that examine four cognitive Abilities scales
- ▶ Prevue Interests Assessment that examines three scales of occupational Interests/Motivations
- ▶ Prevue Personality Assessment that provides information on thirteen Personality scales

For more information about Prevue Assessments and design options for Prevue reports see [www.prevuehr.com](http://www.prevuehr.com)

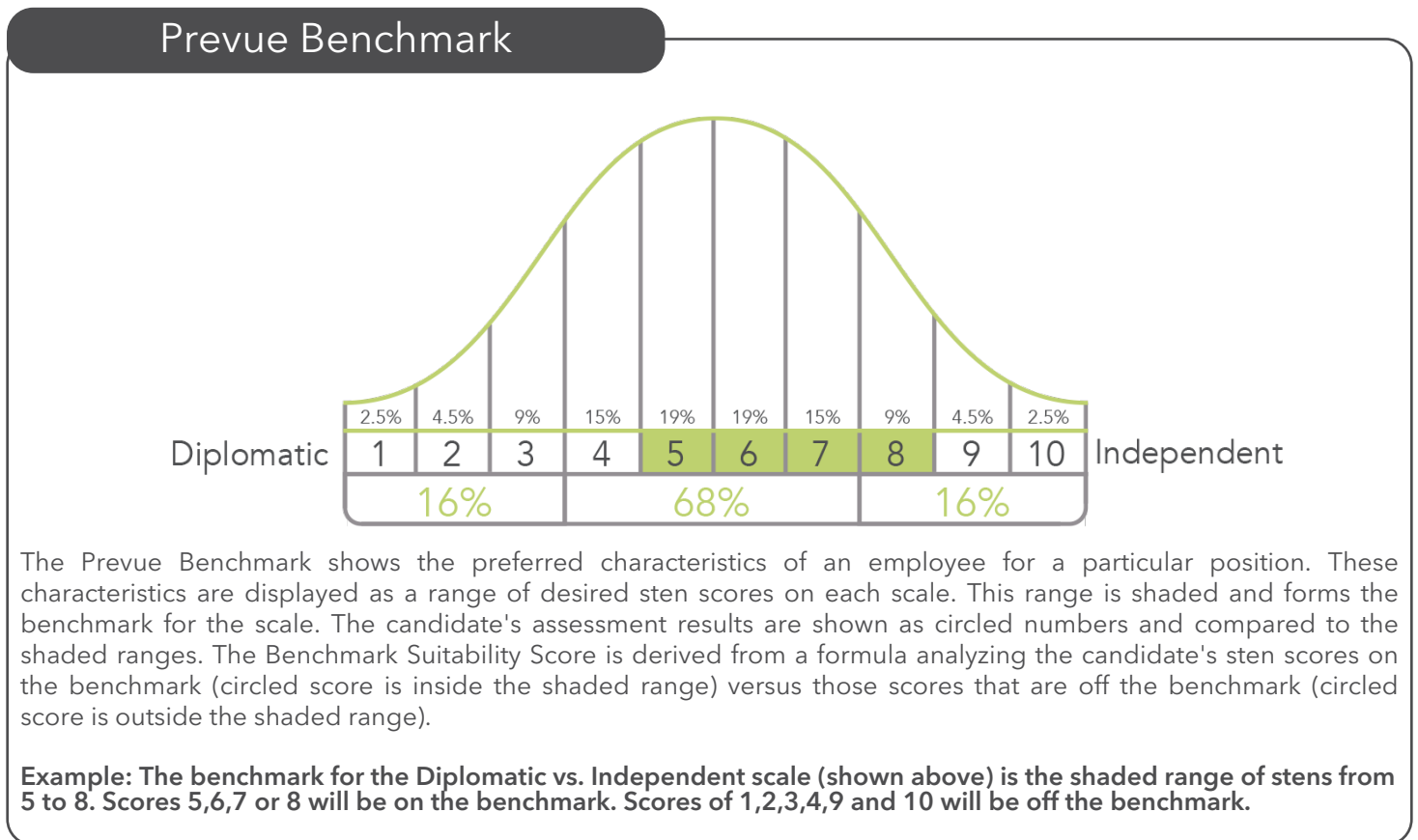
# Part 1 - Understanding this Report

## Introduction

This Selection Report describes John Johnson's suitability for the Customer Service Representative position at Selwyn's Master Account. The information in this report comes first from reviewing the scores on each of the scales of the Prevue Assessments that were completed by John Johnson and second from comparing those scores to the Prevue Benchmark for the position. Both the scores on the Prevue Assessments and the comparison of those scores to the Prevue Benchmark are exhibited graphically in the Prevue Results Graph in Part 2.

## Prevue Assessments

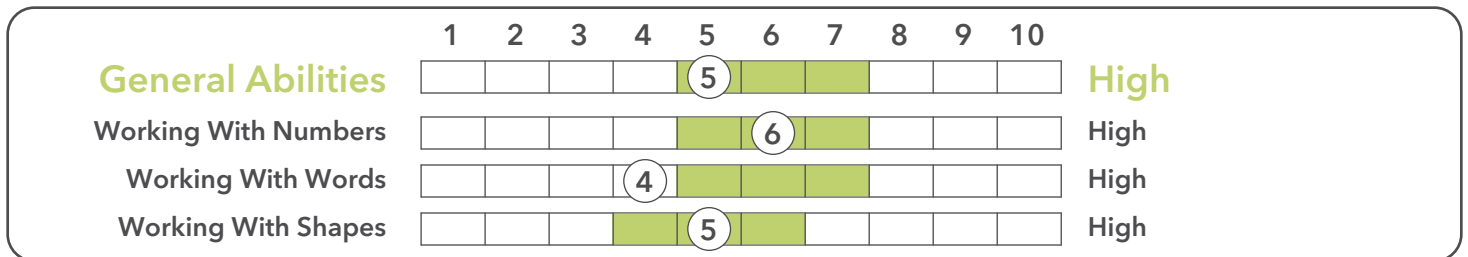
The Prevue Results Graph shows John Johnson's 'sten' score on each of the Prevue Assessments scales considered in the report. A sten score is a candidate's score on a normal bell-shaped curve representing the general working population. The diagram below shows the normal bell curve divided into standard tenths ('standard tenths' is shortened to 'sten') for the Diplomatic vs. Independent Personality Scale. The diagram also shows the percentage of the general working population that will typically score in each sten.



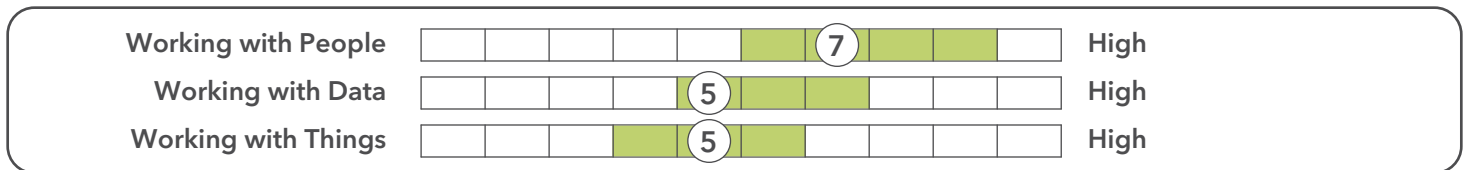
# Part 2 - Prevue Results Graph

John Johnson's scores are shown in the circled numbers on each of the Prevue scales presented below. The Prevue Benchmark for the Customer Service Representative position is indicated by the green shaded ranges on each scale, which are preferred scores for this position. A score inside a shaded range is on the benchmark. A score outside a shaded range is off the benchmark.

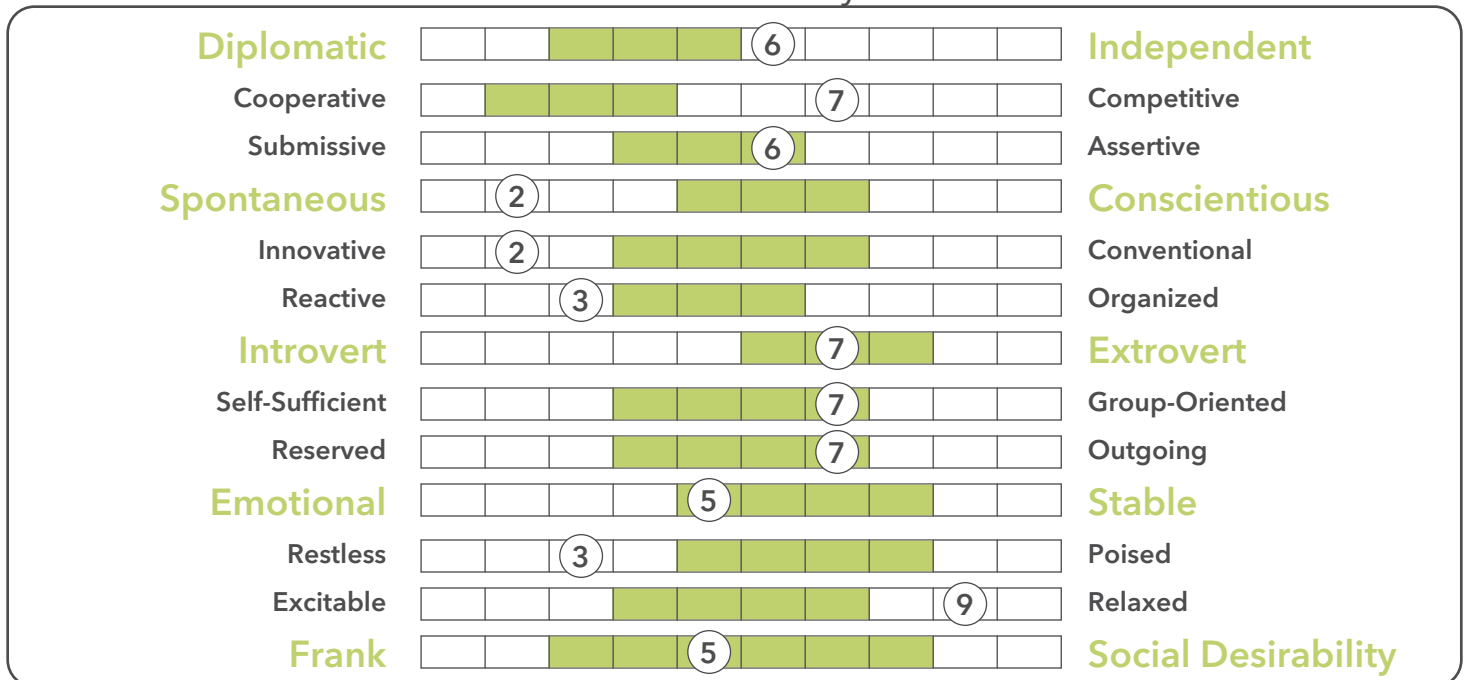
## Abilities



## Motivation/Interests



## Personality



## Benchmark Suitability Score

The Benchmark Suitability Score quantifies John Johnson's overall fit to the benchmark for the Customer Service Representative position.

Note: John Johnson's Prevue Assessments results, including the Benchmark Suitability Score should comprise no more than one-third of the selection decision process. Refer to Best Practice Information for details.

**78%**

## Part 3 - Total Person Description

**The Total Person Description provides an overview of John Johnson compared to the general working population. This profile is derived from the scores shown on the Prevue Results Graph.**

John Johnson has above average numeric skills combined with moderate verbal and spatial skills. John is well equipped for challenging numeric assignments and is able to work with complex spreadsheets and data tables. The candidate's average ability with words means that common paperwork, most office duties, and written material are within their scope. Similarly, because this individual is reasonably proficient in tasks that require mental manipulation of shapes and objects, they will be able to follow simple diagrams, estimate space requirements, and read blueprints. John should not require extra instruction, guidance, or time to achieve competence in routine work. Overall, the candidate will perform best when the environment and work practices change slowly.

John Johnson is strongly interested in people and will be most happy in a job that involves contact with others. The candidate is moderately motivated to work with data and things. This means that John can process abstract information and use technology so long as opportunities for social interaction still exist. The candidate will perform best where they can take advantage of their preference for interpersonal activity. In a computer context, John will prefer direct communication with others via social media, e-mail, and word processing.

John Johnson is competitive and assertive. While this individual may be a strong team player, they are likely to want to lead, as they enjoy individual recognition. The candidate's leadership style is marked by persuasion and encouragement, but they are unafraid of argument and sometimes are willing to take on even controversial issues. In non-threatening situations and with people the candidate knows well, they will be outspoken and will vigorously promote their own ideas. On occasion, John will use tact and diplomacy to maintain harmony in the workplace.

John Johnson is innovative and flexible, believing that rules can be interpreted loosely. This individual often seeks new ways to solve problems rather than following traditional methods. Being creative and spontaneous, John prefers to react to situations as they develop rather than to make detailed plans. The candidate sees the overall picture rather than focusing on the details, and they are more concerned with getting the job done than how they do it. This individual's workspace is likely to be cluttered and untidy, and they would have to go against their own nature to do well in a structured organization with many rules, tight deadlines, and strict codes of behavior. John enjoys change and a shifting and unpredictable environment.

John Johnson enjoys the company of other people and can be troubled by extended periods of solitude. Most people will find this individual to be friendly and personable. John is quick to talk to others and enjoys their attention. While the candidate can listen effectively when concentrating, their instinct is to be the one doing the talking. John's enthusiasm is a tremendous advantage when presenting ideas. Though conversational and outgoing, John is also self-reliant and does not require constant social interaction. In a group setting, the candidate will occasionally command attention, but John is also comfortable as a quiet observer.

Outwardly, John Johnson will appear relaxed and easygoing and seems to cope well with most of life's pressures. However, John can be easily pushed from this equilibrium. This individual has a high degree of emotional sensitivity, and while this quality makes them aware of others' feelings and able to interpret their motives well, it also makes them more vulnerable to negative feedback. John is readily embarrassed. For the most part, however, the candidate will be able to keep their troubles in proportion and will not worry unduly. John can cope fairly well with a demanding job, as long as there is an opportunity to work with others whom the candidate has grown to trust.

# Interview Guide

## Part 4 - Suggested Interview Questions

### Planning the Interview

Planning the interview requires identifying concerns about the candidate's work history, references, and scores off the Prevue Benchmark for the Customer Service Representative position. Use the available candidate information in addition to this report to structure the interview and make the best possible hiring decision.

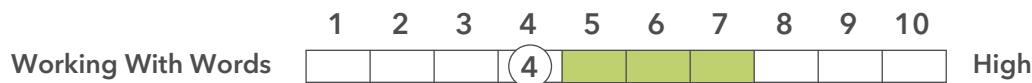
This section provides suggested interview questions to address the following:

- ▶ First to examine those areas where John Johnson's score did not fall on the benchmark for the position.

You should customize the interview questions as needed for this position at Prevue. **You may wish to take a copy of Part 4 to have it available for the interview.**

### Scores off the Benchmark

John's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale, the more important it is for you to probe these areas.



With below-average ability for Working with Words, John Johnson falls below the given benchmark, but may still be reasonably competent for many verbal tasks. This level of ability usually translates to moderate performance on word recognition tasks, such as finding or recording customer names and correcting common spelling errors. However, more time is necessary for processing written information. Advanced tasks, such as handling correspondence or complicated paperwork, require training and support.

1. When sending a note to a client, how do you make sure that spelling and grammar are correct?
2. Consider a new, multipart form to be used on the job. If no training was provided, how would you teach yourself to use the new form?
3. Describe how you would read a manual for safety procedures at work.

#### Your Comments:

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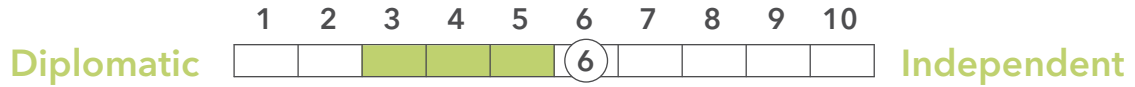
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John Johnson is usually forthright and plays hard to win.

1. Give me an example of how you have succeeded at getting people to work together.
2. Describe how you convince someone of your point of view.
3. Tell me about the last time you refused to change your mind.

Your Comments:

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John Johnson is an effective competitor who can also maintain helpful relationships with others.

1. Describe a recent successful project that gave you a lot of satisfaction.
2. How do other people help you get what you want?
3. What work-related goals have you set for yourself?

Your Comments:

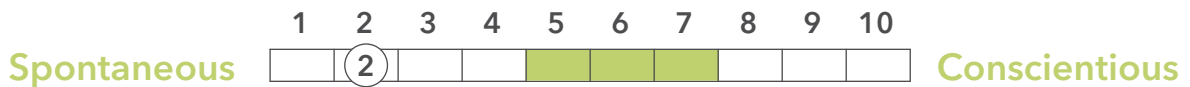
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John Johnson is likely to be flexible and responsive to situations as they arise, and may produce creative and radical solutions to situations.

1. Describe what you have done in the past to make your job easier.
2. Explain the circumstances in which you have felt it necessary to overlook some policies or procedures because they got in the way of reaching a goal.
3. Your preference is to reach a solution in the quickest possible way. Describe a situation where this has been ineffective in meeting your goals.

Your Comments:

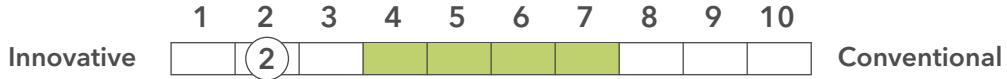
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The candidate sees themselves as innovative and flexible.

1. Do you see yourself seeking new ways to solve work-related problems rather than following the traditional methods? Describe how your experiences have shown this approach to be more productive.
2. Please explain what you do to make sure things don't get overlooked.
3. You describe yourself as creative and impulsive. Provide an example of the most unique solution that you have developed for a problem.

Your Comments:

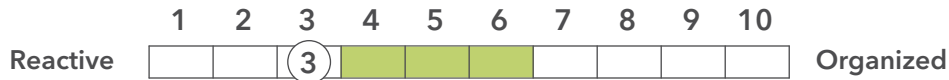
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The candidate regards themselves as a creative, spontaneous person.

1. You feel you think best 'on your feet'. Describe a day that was totally chaotic and how you managed to get through it.
2. Explain your system of ensuring that things do not get lost or overlooked.
3. Describe how much time you spend on planning and handling the small details in your work.

Your Comments:

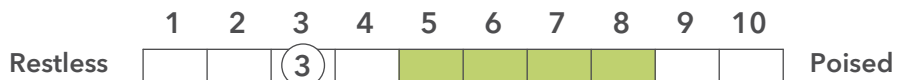
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John Johnson appears to be someone who is fairly easily upset and irritated.

1. Explain, by example, the type of workplace situations that irritate you the most.
2. What one recent project gave you the most satisfaction? What gave you the least satisfaction?
3. Describe the activities or things that your coworkers do that cause you to get angry.

Your Comments:

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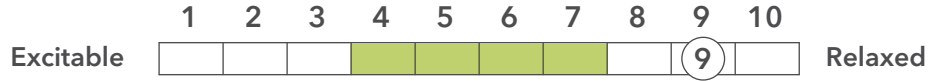


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The candidate see themselves as very relaxed, untroubled, and well able to cope with life's pressures.

1. Can you explain the activities that you use to control stress.
2. Getting started on projects, particularly if things are busy, is often difficult. Describe the last situation where your manager thought you did not get started on a project quickly enough, and how you handled this.
3. When working with others there always will be adverse situations. How did you manage when such occasions occurred?

**Your Comments:**

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## Part 5 - Individual Characteristics

The Individual Characteristics descriptions provide more information about John Johnson’s scores in comparison to those of the general working population. Scores on the Prevue Benchmark for each scale highlight John’s strengths for the Customer Service Representative position. Scores that are two or more stens off the Prevue Benchmark for any scale highlight prospective areas of challenge for John and should be addressed in the interview.

### General Abilities

John has an average level of speed and accuracy in reasoning and problem solving, and can learn and absorb new information without too much difficulty. John is as able as most, and therefore will be efficient when working in an environment that makes reasonable demands. However, should this Customer Service Representative position demand very high levels of mental work load, the candidate may find it difficult to cope.



### Working With Numbers

John has an average capacity for Numerical Reasoning. This indicates that the candidate is as able as most adult workers to deal with information derived from simple numbers.



### Working With Words

A sten score of four indicates a low-average ability for working with words. People with this capacity are likely to be reasonably competent in dealing with written material, and their learning speed could be acceptable. When under time pressure, they are more likely to make mistakes.



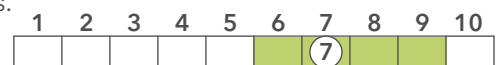
### Working With Shapes

John's speed and accuracy in using spatial material indicates an ability comparable to most adult workers in dealing with information that involves manipulating shapes and objects.



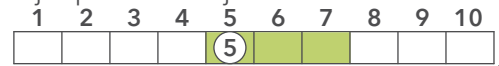
### Working With People

John shows a high-average interest in work that involves dealing with people. The candidate is likely to prefer employment that involves a reasonable degree of contact with others and would not be happy working on their own. John will enjoy work that requires difficult and demanding interpersonal skills.



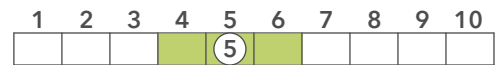
**Working With Data**

John has some interest in working with data. Such a person should be able to relate and balance this limited interest in data to those tasks in the job that require working with people or working with machinery and equipment. The candidate would not necessarily feel the need for work with data to form the major part of their job.



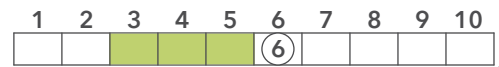
**Working With Things**

John expresses an average level of interest in work that deals with inanimate objects, such as machinery, tools, or equipment. Such people are likely to be comfortable in handling goods or equipment, but would not see that interest being central to their work.



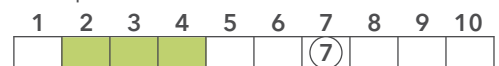
**Diplomatic / Independent**

John shows balance between a desire to compete and win and a wish to coordinate team goals. The candidate may occasionally be controversial and argumentative when advancing their own point of view, but in other circumstances they will be more concerned with maintaining team spirit and team effort. Such people are good at getting things done while respecting the needs of those around them.



**Cooperative / Competitive**

The candidate describes themselves as a competitive person who plays hard to win. Such individuals can accept compromise between their own achievements and the need to maintain relationships with others.



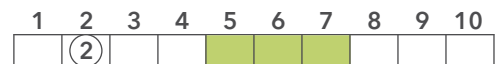
**Submissive / Assertive**

You will find that, depending on the situation or the people involved, John can be assertive and outspoken. In groups the candidate may promote themselves as the leader.



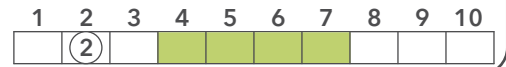
**Spontaneous / Conscientious**

John is a spontaneous and innovative individual who works well in changing situations. The candidate is adaptable and responsive to circumstances as they arise, and will provide creative and yet sometimes radical solutions. John may appear disorganized at times.



**Innovative / Conventional**

People such as John are likely to see new ways to solve problems and are not bound by traditional methods. An unconcerned attitude toward rules and guidelines allows them to be very flexible when reaching solutions. They are innovative and enjoy change.



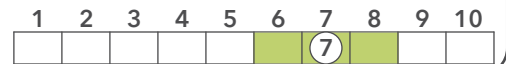
**Reactive / Organized**

The candidate regards themselves as a spontaneous person who prefers to react to situations as they arise rather than to plan everything in advance. John likes to focus on the overall picture rather than deal with the fine details, and is more concerned with getting things done. To others, the candidate may appear somewhat disorganized.



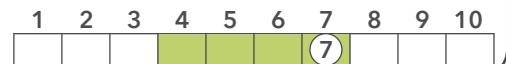
**Introvert / Extrovert**

As an extrovert, John will seek out others rather than be alone. However, this is unlikely to be behavior that is extreme, as the candidate will seek out only the stimulation and excitement they require. Others will view John as moderately high-spirited, talkative, lively, and at times, impulsive.



**Self-Sufficient / Group-Oriented**

John is happiest working in situations where there is a reasonable amount of contact with others. The candidate enjoys company and a group environment, but occasionally requires time for quiet reflection.



**Reserved / Outgoing**

Although generally enjoying being the center of attention, there will be times when John may avoid the spotlight. Individuals like John are happy with a moderately exciting life. The candidate prefers variety in their work, and can be a risk taker at times.



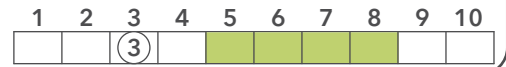
**Emotional / Stable**

John is stable and calm under normal situations, but may become apprehensive and emotional when conditions become unsettled. The candidate is generally accepting of people, but with a degree of caution. Such people are usually stable under moderate stress.



### Restless / Poised

John has a degree of sensitivity to feelings and emotions. A person like this may become easily unsettled and irritated, taking criticism personally. However, any irritation and upset is usually short-lived.



### Excitable / Relaxed

John is a relaxed and trusting person who remains calm under stress. The candidate copes well in high-pressure jobs.



### Social Desirability

Individuals like John are aware of social rules and expectations, although do not always conform to them. There is no indication that the candidate has not presented a reasonably frank picture of themselves on the other scales.



## Part 6 - Best Practice Information

**Assessment Administration:** Best Human Resources practice recommends that assessments be administered to candidates in a controlled environment under the supervision of a proctor to ensure that:

- ▶ The person who completes the assessment is in fact the candidate.
- ▶ A candidate's responses to the assessment questions are not affected by collusion with others or by other actions that would invalidate the assessment.
- ▶ The supervisor is able to address unexpected conditions or problems affecting a candidate and to provide reasonable accommodation for candidates where required.

Where a candidate completes the assessments without supervision the accuracy of the results cannot be guaranteed. In such circumstances you may wish to have the candidate retake the Prevue Assessments in a controlled environment at the time they attend your offices for an interview. For more information on the administration of the Prevue Assessment, please see "Administering the Prevue Assessments" in the Prevue How To Guides posted at [www.prevueonline.com](http://www.prevueonline.com).

**Assessment Weighting:** The weight given to the Prevue Assessments in any human resource selection or other high stakes decision should not exceed one-third of the total decision making process. The remainder of the process, including the candidate's work history, interview, background checks, etc., should be considered together with the results of this report.

**Ensuring Fairness:** When properly administered, the use of the Prevue Assessments will help to ensure that job applicants are treated fairly without regard to race, colour, religion, sex or national origin. The Prevue Assessments have been designed and developed to conform to the human rights legislative and best practice requirements prevailing in the various countries where the Prevue Assessments are distributed. This includes the EEOC Guidelines, the Americans With Disabilities Act, and the standards for test development published by the American Psychological Association, the British Psychological Society, and the Association of Test Publishers.