



prevue™
personal development

Hiring Solutions

Assessment Taken:
3/17/2016

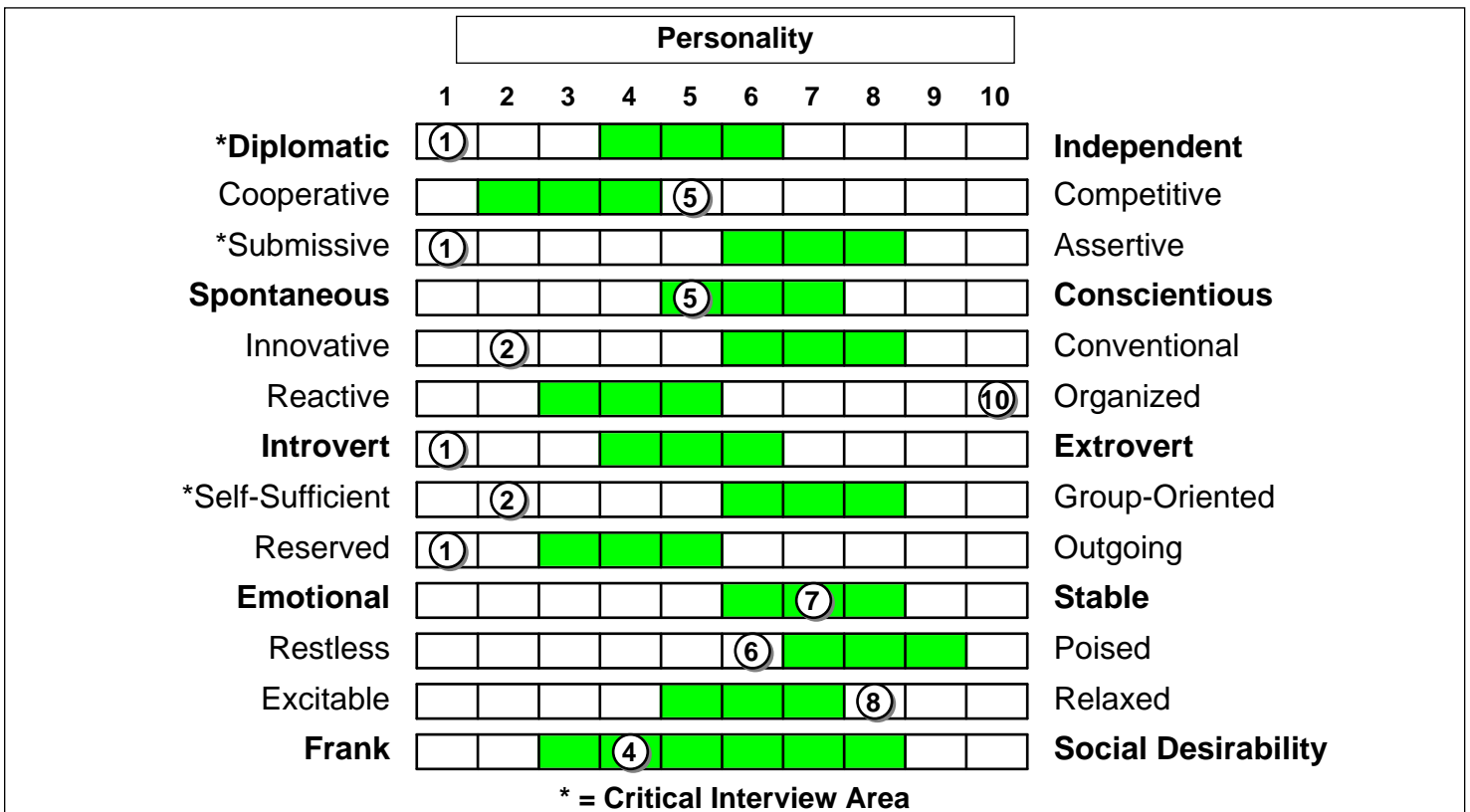
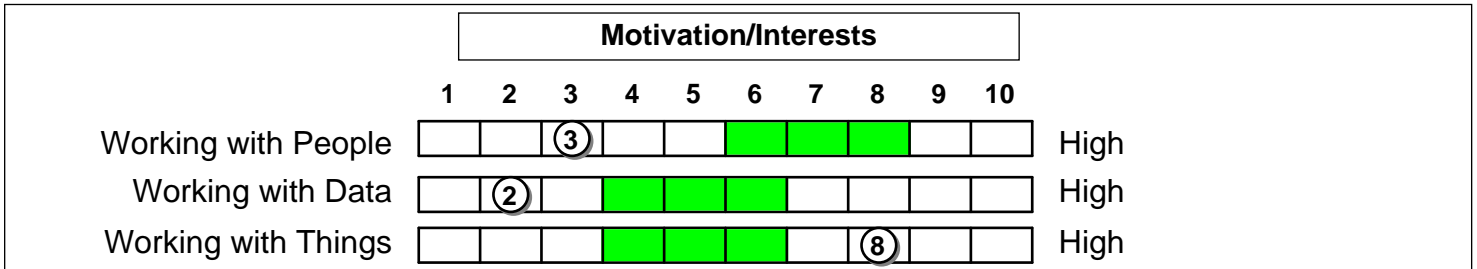
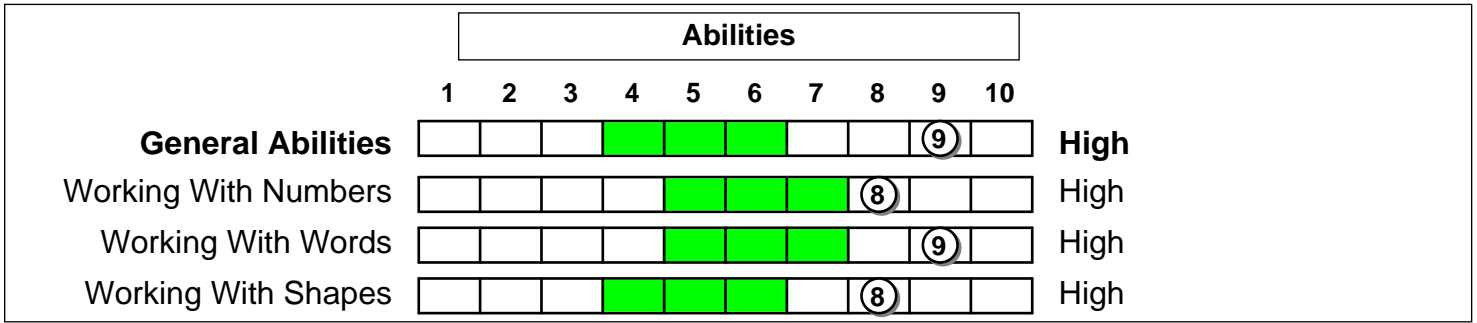
Assessment Printed:
8/28/2017

Aaron Sample
Customer Service Sample

Prevue Benchmark

Aaron Sample

Customer Service Sample



A Prevue benchmark illustrates the required characteristics of various jobs as decided by management. The shadowed areas above graphically represent the benchmark for this Customer Service Sample position. The number on each scale is Aaron Sample's actual score.

How to Use the Prevue Assessment in the Coaching / Training Process

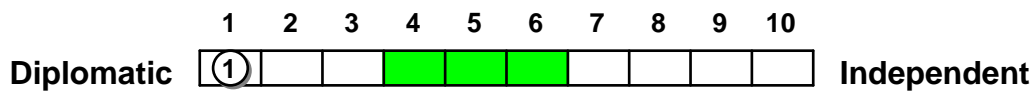
One of the challenges management faces in coaching and training individuals is the process of correctly identifying developmental needs. The Prevue Personal Training Report provides specific coaching and training information by simply matching Mr. Sample's assessment to this Customer Service Sample benchmark. For each particular requirement in the benchmark the manager or training professional is provided with a starting point that identifies the appropriate skills or competencies required for the Customer Service Sample position.

Critical Coaching Topics

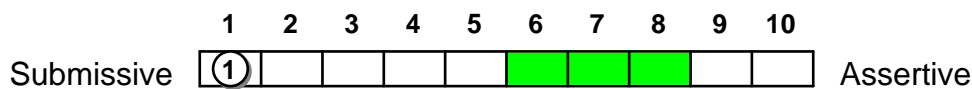
As part of this benchmark's design process, management resolved that certain **critical coaching or training topics** in relation to the Prevue sten graph are of significant importance to successful job performance. The benchmark suitability percentage score on the graph page has been modified accordingly.

The (*) adjacent to the percentage score on the graph indicates that Mr. Sample's score on this particular benchmark has identified a critical coaching or training area. As a result the other factors that contribute to Mr. Sample's personal development, including specific coaching needs or a particular training requirement, should bear more importance.

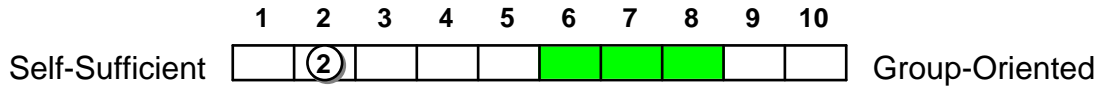
The following identify the relationship between these areas and the Prevue score.



Mr. Sample tends to be considerate and helpful, but he may be evasive about important issues if these could generate conflict. His diplomatic approach might be impractical when dealing with customer complaints or adhering to company policy. Mr. Sample would benefit from assertiveness training. Also, if he is leading a team, training in conflict resolution would increase his effectiveness.



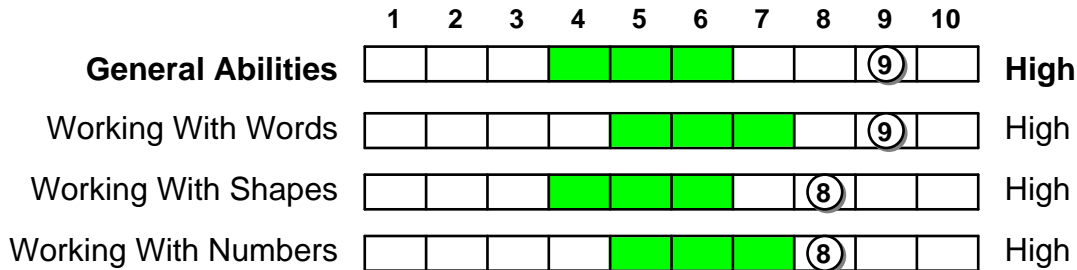
Mr. Sample is particularly tactful and compliant. While these are excellent qualities for getting along with co-workers and clients, a Customer Service Sample should be able to assert himself when necessary. Consequently, assertiveness training is recommended. Similarly, if Mr. Sample has trouble expressing his opinions, a public speaking course would teach him to put forward his ideas without detracting from his natural diplomacy.



Preferring to work quietly on his own, Aaron Sample will tend to avoid group activity in a busy environment. While he can work with others, he does not feel a need to do so. To be fully productive as a Customer Service Sample, however, he will often need to interact with others. Mr. Sample could learn more about group dynamics and motivation from books, videotapes, or interactive computer programs. To build his confidence as a member of a group in a lively setting, Mr. Sample would benefit from a course in public speaking and/or debating. He could also be encouraged to join business-related organizations to expose him to a variety of group activities.

Coaching Areas Off the Benchmark

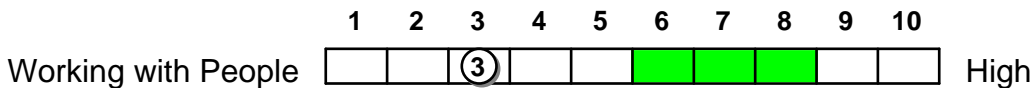
The following are areas where Mr. Sample did not match this benchmark. A brief explanation of the benchmark and score result is followed by suggestions and statements which may assist you in coaching his future performance as a Customer Service Sample.



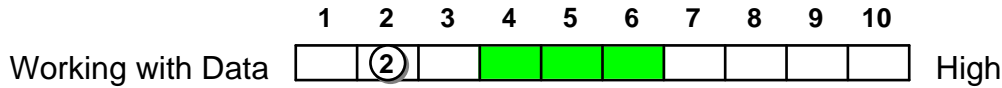
It will be evident that Mr. Sample does not fall within the Benchmarks for all of the dimensions of Abilities for this Customer Service Sample position.

A score above any of the Abilities Benchmarks will not generally be detrimental to overall performance. If this is the case for Mr. Sample, consideration should be given to whether the position provides him with sufficient challenge, stimulation and opportunity.

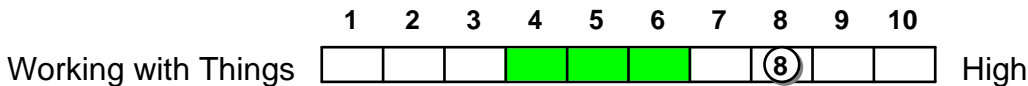
A score below any of the Abilities Benchmarks suggests Mr. Sample may have difficulty in quickly and effectively addressing and completing those aspects of the job where he is below the Benchmark. Courses at local colleges coupled with tutoring in the subject areas where Mr. Sample has scored below the Benchmark should be considered.



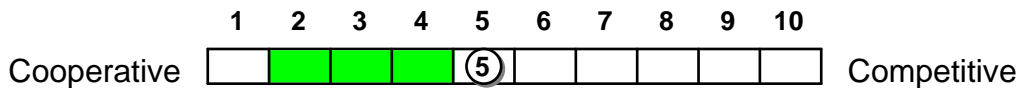
Aaron Sample has little interest in working with people. In areas of business, which require minimal or indirect social contact, his lack of interest in others could be advantageous. He will be most comfortable with administrative tasks or paperwork, which can be done in solitude. However, if this Customer Service Sample is required to work closely with clients or others, he will require coaching to develop more interest in people. This motivation could be stimulated through study of group dynamics, responding to body signals, etc., as well as participation in discussion groups, workshops, or seminars.



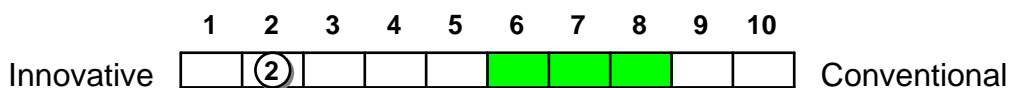
Mr. Sample is disinclined to work with data or abstract symbols. He may regard organizing appointments, time management, and maintaining records or ledgers to be tedious chores. A Customer Service Sample should be reasonably interested in data management. A course in logic (possibly a night school program) might remedy this problem. Similarly, training in file management and data structures would help him to keep orderly statistics and accounts. Coaching should encourage attention to administrative duties and paperwork. With appropriate training, Mr. Sample could develop an interest in working with data.



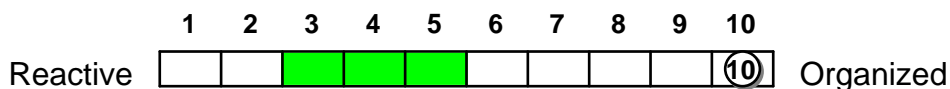
With a strong preference for work with objects such as electronic devices, machinery, and tools, Aaron Sample will be interested in tasks such as organizing and managing inventory or equipment. Given any new technology, he will likely apply himself whole-heartedly. Although his interest in working with tools and equipment may be advantageous in many situations, few people who are in this Customer Service Sample position are as enthusiastic as Mr. Sample. Coaching should ensure that he does not distance himself from his peers by using gadgets in place of communication.



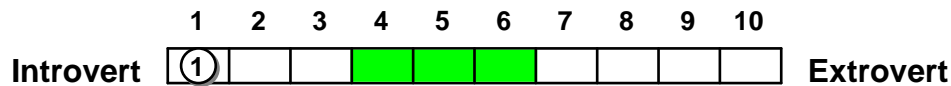
Depending on the situation, Aaron Sample is a Customer Service Sample who can compromise or compete. He enjoys being cooperative so he can work well on a team, but his desire to be a front runner has the potential to interfere with corporate goals. A seminar on goal setting and a personality profile to make him more aware of his competitive traits may be all that is necessary. If his tendency to help others disrupts his own schedule, a time management course is recommended.



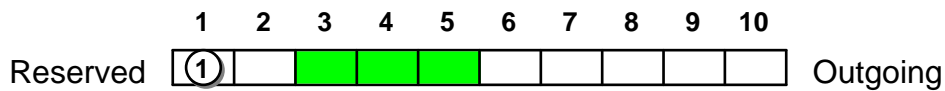
Mr. Sample is innovative and flexible, believing that rules can be interpreted loosely. He will often seek new solutions to problems rather than following traditional methods. Coaching may be required if Mr. Sample works in a highly structured rather than a changing environment. Coaching should emphasize the value of due process and reinforce the importance of company procedures and policies.



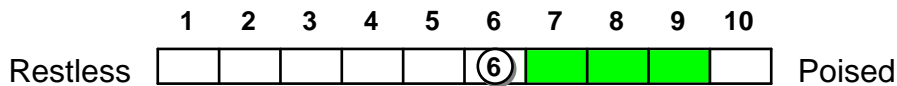
Being highly organized, Aaron Sample likes to plan thoroughly before beginning any job. While meticulous behavior is good for routine tasks, this Customer Service Sample may be frustrated when spontaneous events or less methodical people disrupt his schedule. He will be irritated by co-workers who are unprepared or overlook details. To promote quick reactions, coaching for Mr. Sample should emphasize flexible planning and goal setting with variable priorities. A seminar in social psychology might also help him to deal more effectively with those who are not as systematic as he is.



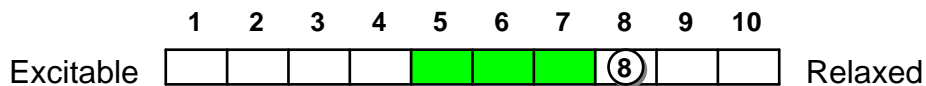
Mr. Sample probably prefers to associate with a small number of people in a quiet, calm environment. Business dynamics require meeting and working with others so Mr. Sample would benefit from experiences that develop social and verbal skills. A public speaking course would be helpful, as would joining business-related social or sports groups.



Quiet and reserved, Aaron Sample rarely seeks excitement in his work-related activities. While he will usually do well with routine or repetitive tasks (such as most paperwork), he may be uncomfortable when a more dynamic approach is required. Coaching should focus on motivation. A public speaking course or a public relations seminar might encourage Mr. Sample to "take the spotlight" when necessary. Furthermore, simply adding more professional social events such as working lunches and informal meetings to his schedule will encourage him to be more outgoing.



Being optimistic and sensible, Aaron Sample copes well with both challenges and setbacks. He is aware of stress but not deterred by it. Co-workers will appreciate his poise in all but the most trying circumstances. A Customer Service Sample, however, must maintain a high degree of self-control and Mr. Sample might benefit from stress and anger management courses to take him to this ultimate level of composure.



Mr. Sample is relaxed, untroubled, and well able to cope with pressure. Less scrupulous people may attempt to exploit his easy trust and remarkable patience. Coaching should encourage a little more fervor and vigilance. Trust exercises would also help Mr. Sample to determine when it is and is not appropriate to trust.

Total Person Description

Aaron Sample

Customer Service Sample

Note:

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

Mr. Aaron Sample has superior verbal, numeric, and spatial skills. Assignments that involve reading and writing will be easy for him. He should excel at any kind of paperwork and written material. He is also well able to do challenging numeric assignments such as creating complex spreadsheets and advanced data tables. He is equally proficient in tasks that require mental manipulation of shapes and objects. He will have no difficulty doing any work requiring visual imagery. He would also be quick to interpret and create multi-use graphs, to follow intricate diagrams, to read blueprints, and to estimate space requirements. These tasks would allow Mr. Sample to make the most of his superb spatial reasoning.

Overall, Aaron Sample has distinguished, versatile skills. He should learn quickly and perform well at almost any task in the workplace.

Mr. Sample's interests lie in the physical world of objects and materials. Although he may well be capable of working with others, he prefers to have as little interaction with them as possible. He also has little desire to do mathematics or to engage in abstract thought. Aaron Sample likes operating tools and machinery. Although he prefers the mechanical, he could also use electronic machines quite effectively. Left to his own devices, Aaron Sample would likely enjoy repairing or tinkering with equipment.

Mr. Sample has well-balanced desires to compete and to cooperate. He will put himself forward in some situations but not so far as to compromise team spirit. He will balance his own need for achievement against the need to maintain good relations with others. Although he will usually submit to the will of the group or more assertive opponents, he will occasionally defend his ideas and promote his own ambitions, particularly if he feels secure within the group or knows the other people well. On the whole, he prefers to avoid rather than confront conflict. Aaron Sample will use tact and diplomacy to maintain harmony in the workplace.

Although innovative and flexible, Aaron Sample works in an organized, rational way. This dichotomy in personality often produces creative and original ideas. Given to planning and meticulous organization, he can prepare for and deal with new developments effectively. He welcomes some change in his work environment and prefers not to be hemmed in with rules. Whenever possible, Mr. Sample likes to think carefully before acting. He may be impatient with those who engage in unstructured debate or who react haphazardly to change.

Mr. Sample is self-sufficient, quiet, and reserved. He only occasionally solicits companionship. He is courteous to other people who seek him out, but he will rarely initiate conversation or other social contact. In the workplace, he will not need a great deal of interaction with others. He will be content to deal with the routine, either on his own or in a small group.

Total Person Description

Aaron Sample

Customer Service Sample

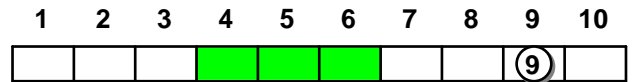
Aaron Sample is generally positive, rational, and calm. He takes criticism well and he strives to be objective. He is usually able to shrug off rejection and continue with his work. He is so relaxed and copes so well with pressure that some might misinterpret his lack of excitability as indifference. Less scrupulous people may attempt to exploit his easy trust and remarkable patience. Ideally, he should work on demanding, high pressure, long-term projects that require dealing with people openly and objectively. Whether he is required to give a fast response to a crisis or methodical attention to a routine task, Mr. Sample will work effectively under pressure.

Individual Characteristics

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

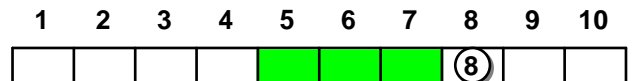
General Abilities

Aaron Sample is quicker and more accurate in reasoning skills than the majority of others. He is generally quick to learn and can absorb new information much faster than most. He is likely to be very efficient and able to deal well with change in his working requirements and under conditions of high mental workload.



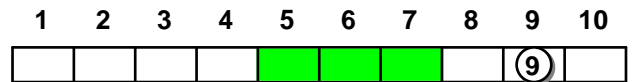
Working With Numbers

Aaron Sample has a high capacity for numerical reasoning. This indicates that he can reason with both speed and accuracy when dealing with information derived from simple numbers.



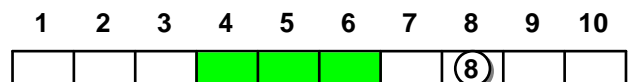
Working With Words

This indicates a well above average level of ability to use language as a vehicle for reasoning and problem solving. When compared with other adults in the general working population, Aaron Sample is extremely quick and accurate in his language skills.



Working With Shapes

Mr. Sample has excellent reasoning abilities when dealing with information that involves mentally manipulating shapes and objects. He will feel at ease working with plans and diagrams and be able to relate working drawings and schematics to actual objects and products.



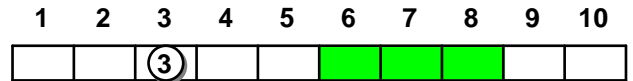
Individual Traits

Aaron Sample

Customer Service Sample

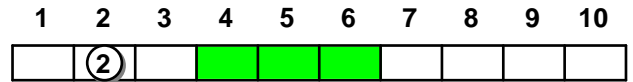
Working With People

Mr. Sample will be content to work in a job in which there is little or no contact with people. While he would not necessarily avoid contact with other people, he would not want interpersonal relations to be a key function of his responsibility.



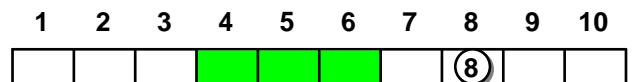
Working With Data

Aaron Sample indicates he is a person who has a below average level of interest in working with data. Individuals like Mr. Sample usually avoid jobs where they spend time analyzing or compiling and computing figures, symbols, statistics, and accounts.



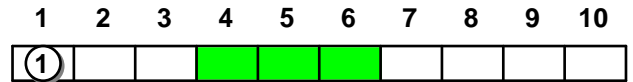
Working With Things

Aaron Sample has a high level of interest in work that involves inanimate objects such as machinery, tools and equipment. Such people are likely to be interested in a hands-on approach to designing, managing or working with things.



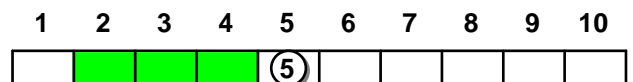
Diplomatic / Independent

Mr. Sample is very cooperative, non-competitive, compassionate, careful of relationships and sensitive to the feelings of others. He will put others before himself and gain satisfaction from being a team player and a keeper of the peace. Individuals like Aaron Sample are likable, diplomatic and good-natured, and are good at pulling people together. His dislike of conflict can result in the avoidance of some important issues.



Cooperative / Competitive

He describes himself as a person who is both competitive and team-minded. He can work quite well motivating himself, while building team spirit and cooperation. He compromises his need to achieve with the need to maintain relationships.



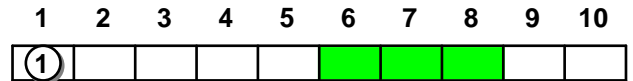
Individual Traits

Aaron Sample

Customer Service Sample

Submissive / Assertive

Aaron Sample is a very submissive and non-confrontational person and will avoid conflict if at all possible. Aaron Sample will be reluctant to express his ideas and opinions.



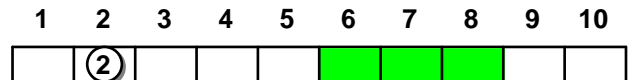
Spontaneous / Conscientious

He balances the need to do things well in the quickest possible way within the rules. This leads to solutions that are innovative without implementing radical changes. Such people are quite dependable, adaptive and innovative.



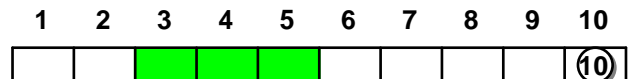
Innovative / Conventional

Such people 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.



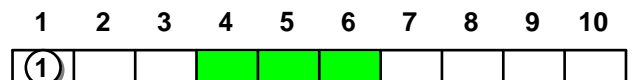
Reactive / Organized

This is a very well organized person who works well in a controlled and rational environment. He plans ahead and thinks through all the possibilities before acting. Such people are intolerant of others who do not share these qualities. They are dependable and predictable, and find it hard to cope in situations for which they are not prepared.



Introvert / Extrovert

Mr. Aaron Sample avoids large social gatherings and group activities. He is most comfortable in a quiet environment where the surroundings are familiar. He is quite content to be alone, reflecting on his own thoughts and ideas. Individuals like Aaron Sample prefer the company of a few close friends. He is very reserved and introverted.



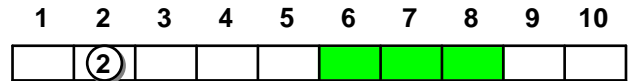
Individual Traits

Aaron Sample

Customer Service Sample

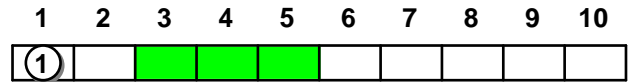
Self-Sufficient / Group-Oriented

As a self-sufficient individual, he will not feel the need for a great deal of contact with others in the workplace. Such people are happy to work on their own and in quiet places, and tend to avoid noisy situations and group activities.



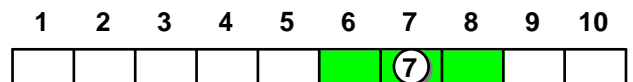
Reserved / Outgoing

Mr. Sample is an extremely reserved person who prefers his work to be familiar, safe and secure. He would not like being the center of attention, and may therefore keep in the background at social or business gatherings, or avoid them altogether.



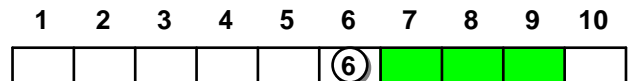
Emotional / Stable

As a relaxed and easygoing person, he is able to face most setbacks with calmness and ease. He rarely gets irritable or upset, as he is fairly secure in himself, and self-assured even under normal stress.



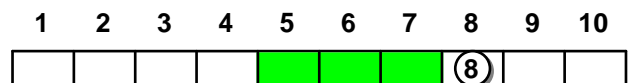
Restless / Poised

In the face of difficult situations, Mr. Sample has an average balance between calm objectivity and any tendency to be upset and take things personally.



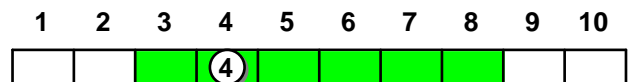
Excitable / Relaxed

He is a relaxed, easygoing individual who copes well with most work related pressures. He is likely to be accepting of most people and to be generally trusting. For the most part, people like Mr. Sample are able to keep their troubles in proportion and not worry unduly.



Social Desirability

Given this level of score, there is reason to believe that Mr. Sample has presented a reasonably frank picture of himself on the other scales.



VALIDITY INTRODUCTION:

- The rules for identifying patterns of responses in the Personality Section of the Prevue Assessment which might be "invalid" include systematic, but non-meaningful response patterns, omissions and excessive use of the "B" answer option. Systematic, but non-meaningful response patterns occur when the distribution of the responses differ from the norm and are considered unusual. The omission rule occurs if more than three responses are omitted in a given scale, making the results appear more average than they are. The "B" answer rule is affected by the total number of "B" responses selected. The candidate had the choice of an "A", "B", or "C" for every question in the Personality Section of the Prevue Assessment. The second option, the "B" choice, is always an unsure or in-between answer.

VALIDITY COMMENTARY:

- The total number of "B" responses chosen by the candidate in the course of completing the Prevue Assessment Questionnaire, including questions that were not answered, was 0.
- This number of "B" choices is within acceptable levels and the results of the Personality section of this report had meaningful response patterns. Therefore the data presented in this Prevue Assessment can be considered accurate and reliable.

BEST PRACTICE RECOMMENDATIONS:

- **Assessment Administration:** Best practice protocol 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 an Assessment is administered without the recommended supervision, the accuracy of the report cannot be guaranteed. If the report is a significant consideration in any final selection or other high stakes decision, you might wish to have the candidate retake the Prevue Assessment in a controlled environment;

For more information on the administration of the Prevue Assessment, please see "Administering the Prevue Assessment" in the Prevue User Guide posted at www.prevueassessments.com.

- **Assessment Weighting:** The weight given to the Prevue Assessment in any human resource selection or other high stakes decision should not exceed one-third of the total process. The remainder of the process, including the candidate's work history, interview, background checks, etc., should be considered in association with the results of this report.
- **Ensure Fairness:** When properly administered, the use of the Prevue Assessment will help to ensure that applicants are treated fairly without regard to race, colour, religion, sex or national origin. The Prevue Assessment was designed and developed to conform with the human rights legislative and best practice requirements prevailing in the various countries where the Prevue Assessment is distributed. This includes the EEOC Guidelines, the Americans for Disabilities Act and the standards for test development and administration published by the American Psychological Association, the British Psychological Society and the Association of Test Publishers.