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## Hiring Solutions

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**Aaron Sample**  
**Customer Service Sample**



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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: Customer Service (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)

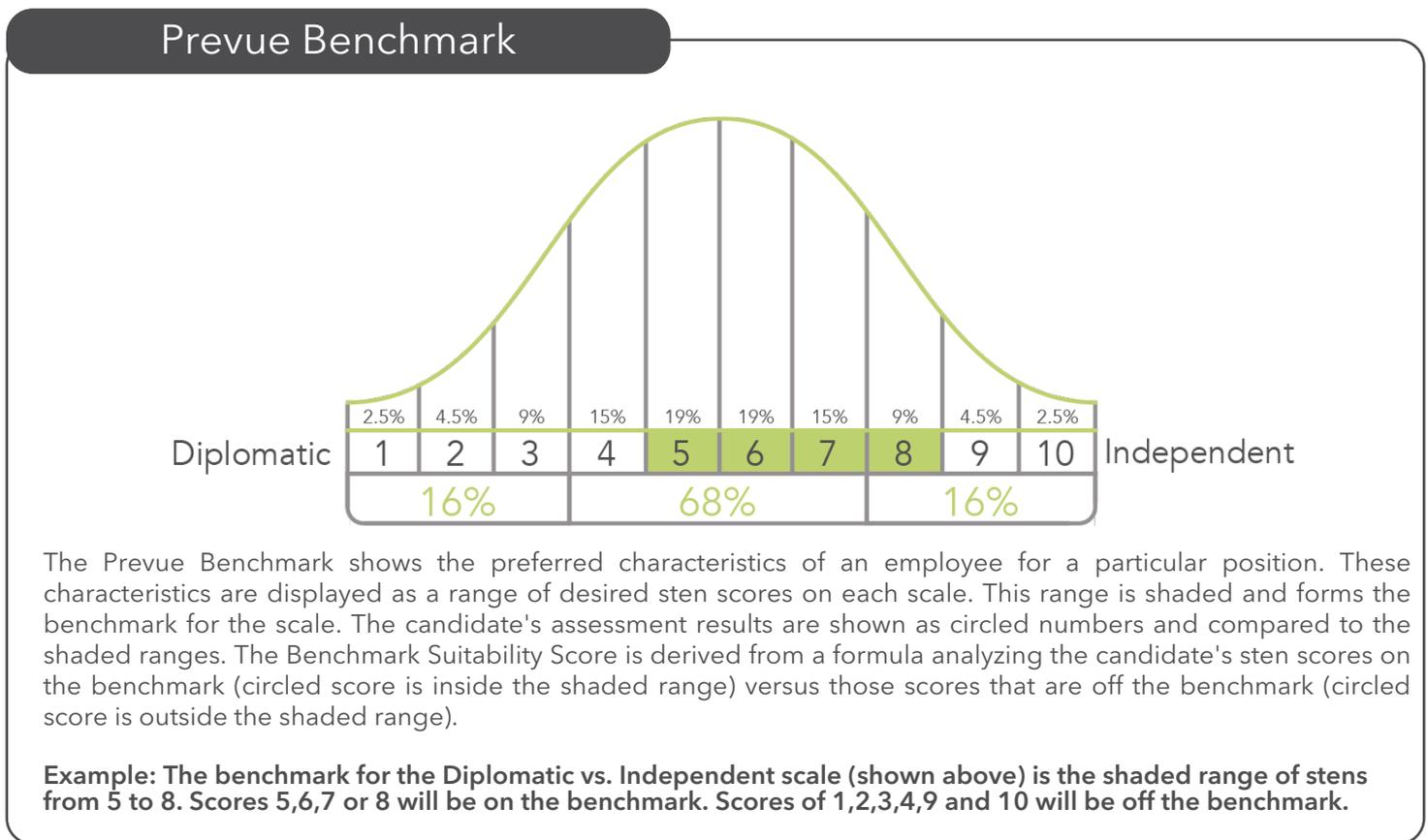
# Part 1 - Understanding this Report

## Introduction

This Selection Report describes Aaron Sample's suitability for the Customer Service Sample position at Hiring Solutions. The information in this report comes first from reviewing the scores on each of the scales of the Prevue Assessments that were completed by Aaron Sample 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

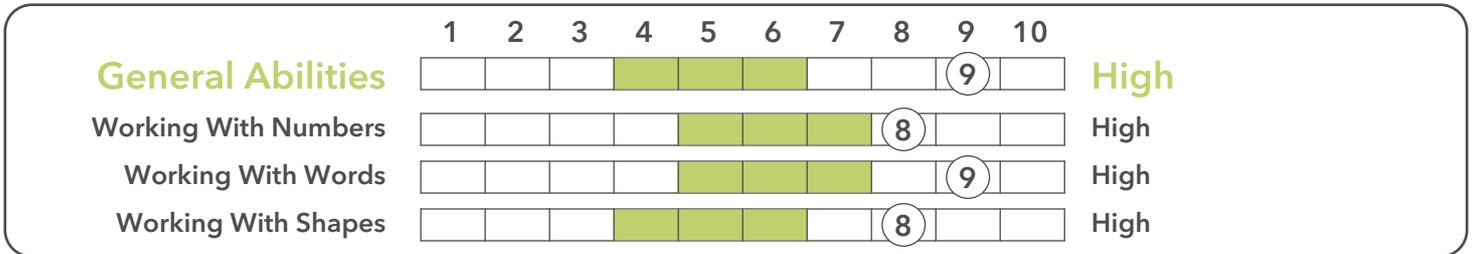
The Prevue Results Graph shows Aaron Sample's 'sten' score on each of the Prevue Assessments scales considered in the report. A sten score is a candidate's score on a normal bell-shaped curve representing the general working population. The diagram below shows the normal bell curve divided into standard 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.



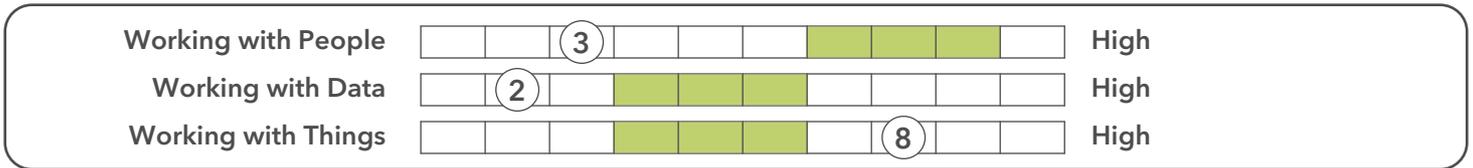
# Part 2 - Prevue Results Graph

Aaron Sample's scores are shown in the circled numbers on each of the Prevue scales presented below. The Prevue Benchmark for the Customer Service Sample 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.

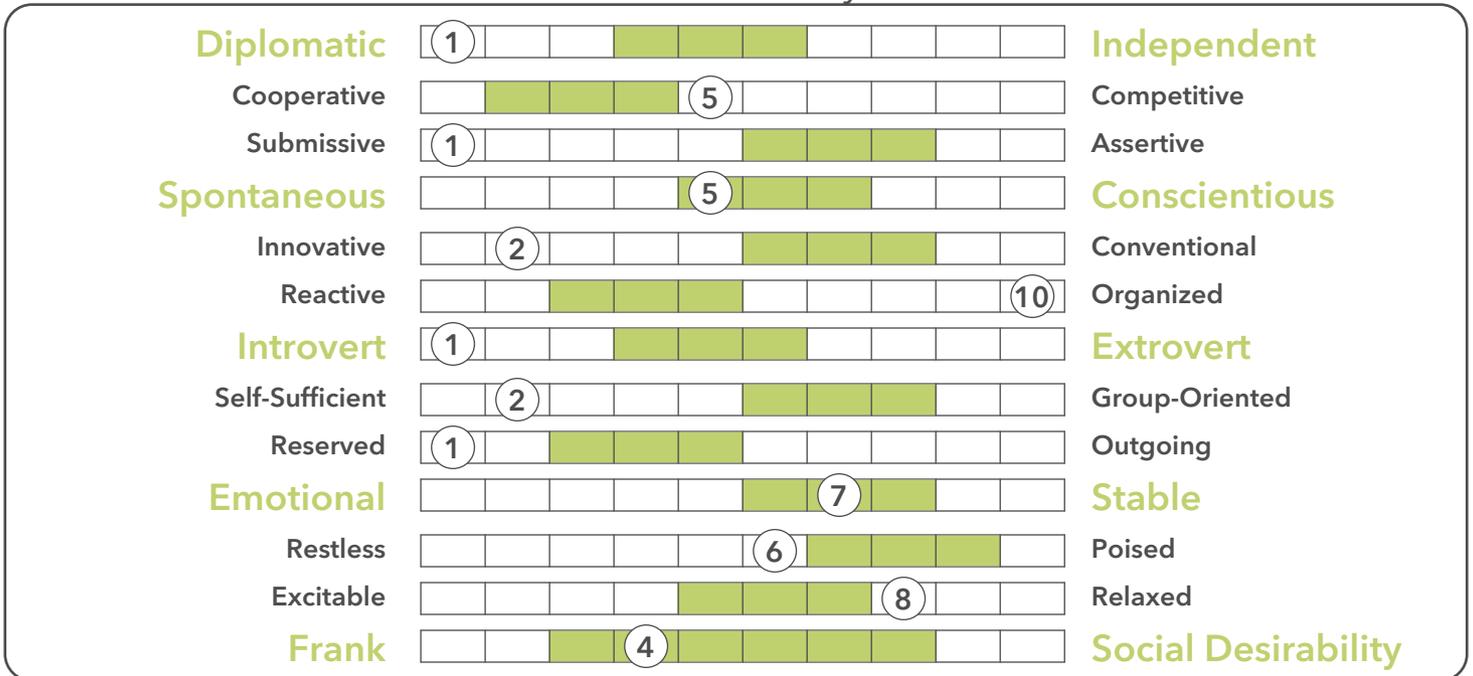
## Abilities



## Motivation/Interests



## Personality



## Benchmark Suitability Score

The Benchmark Suitability Score quantifies Aaron Sample's overall fit to the benchmark for the Customer Service Sample position. Note: Aaron Sample'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.

**34%**

## Part 3 - Total Person Description

**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.

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.

# 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 Sample position. Use the available candidate information plus this report to structure the interview and make the best hiring decision.

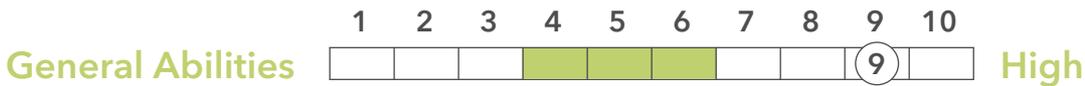
This section provides suggested interview questions to address the following:

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

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

### Scores off the Benchmark

Aaron Sample'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.



Aaron Sample's very high score is above the benchmark for General Ability. This implies fast, accurate learning with easy acquisition of new skills, prompt reaction to changing service issues, and first-rate processing of customer information. Challenging work that requires ongoing training, decision-making, and advanced skills is suggested.

1. The Customer Service Sample position currently offers limited application for your exceptional General Ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with shapes on the job?
2. Because challenging tasks will be few or infrequent, how will you apply your excellent General Ability?

**Your Comments:**

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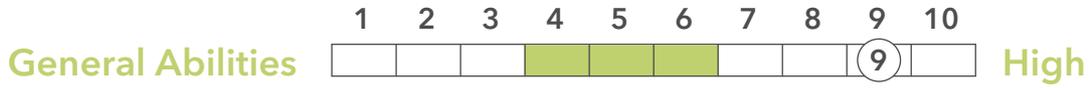
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Aaron Sample’s score is very high and is on the given benchmark for General Ability. This implies fast, accurate learning with easy acquisition of new skills, prompt reaction to changing service issues, and first-rate processing of customer information. Challenging work that requires ongoing training, decision-making, and advanced skills is strongly suggested.

Your Comments:

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Aaron Sample is above the given benchmark and shows a good ability for Working with Numbers. This likely translates to above-average performance with arithmetic skills and number recognition. Tasks could include providing “on the spot” estimates, using customer statistics or demographic data, and recording or searching for numeric data. This candidate should be reliable and competent for numerical work in the Customer Service Sample position. Support may only be required for exceptionally challenging tasks.

1. The Customer Service Sample position currently offers limited application for your good numerical ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with numbers on the job?
2. If number tasks are infrequent or not challenging, how will you apply your above average numerical ability?

Your Comments:

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Aaron Sample is above the given benchmark and has outstanding ability for Working with Words. In the top rank of service employees for verbal accuracy and learning speed; this candidate is likely to work well with complex written procedures and tasks requiring advanced language skills. This level of ability supports very good proficiency for verbal tasks in the Customer Service Sample position.

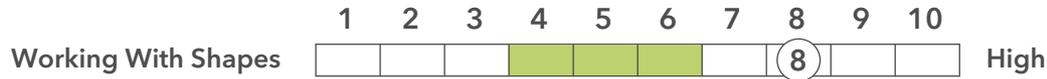
1. The Customer Service Sample position currently offers limited application for your outstanding verbal ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with words on the job?
2. If written work is infrequent or not challenging, how will you apply your superior verbal ability?

Your Comments:

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Aaron Sample is above the given benchmark and shows above-average ability for Working with Shapes. This frequently means fast and accurate shape recognition in tasks such as visualizing objects or relating symbols or diagrams to operations. Efficient arrangement of physical objects may also be expected. Exceptional spatial challenges such as using or creating complex diagrams might require training and support.

1. The Customer Service Sample position currently offers limited application for your good spatial ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with shapes on the job?
2. If work with shapes is infrequent or not challenging, how will you apply your above average spatial ability?

Your Comments:

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Mr. Sample shows little interest in working with people, tending to be self-contained and to prefer working alongside others rather than choosing a job where interacting with them would be a major activity.

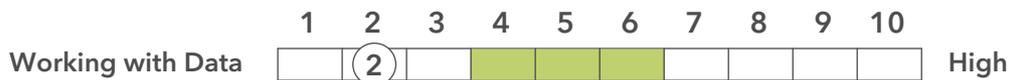
1. There are some situations where working by yourself is unavoidable. Could you describe when this has been a preferred circumstance?
2. Describe the most recent situation where you had to deal with a group of customers.
3. Describe what you found to be the most difficult part of working with others.

Your Comments:

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People like Mr. Sample usually avoid jobs where they have to spend a lot of time dealing with figures, statistics or accounts.

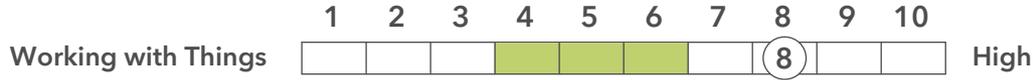
1. What types of problems are difficult for you?
2. How many customer contacts did you have in a typical day?
3. Describe the systems you have introduced into your job.

Your Comments:

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Mr. Sample expresses a high level of interest in work which deals with inanimate objects such as electronic devices, machinery, tools and equipment.

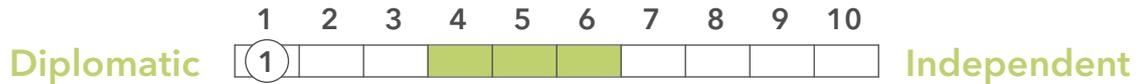
1. Describe those aspects of dealing with equipment in this Customer Service Sample job that are of particular interest to you.
2. Explain, by example, how you have used technology to make your previous job easier.
3. Describe the most complicated piece of machinery that you have operated.

Your Comments:

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Mr. Sample is likely to be a considerate and cooperative person.

1. Describe a situation when you had to become the team leader. What did you think of that role?
2. Illustrate how you resolved the last customer dilemma you encountered.
3. Describe the customer service situations where you are the most comfortable when it comes to asserting policy.

Your Comments:

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Mr. Sample can be best described as a Customer Service Sample who will work well within a team environment.

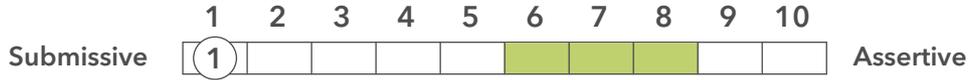
1. Describe the last situation where you felt it necessary to ask your supervisor for help with a customer.
2. Other than your supervisor, describe a circumstance where you would work with someone else when solving a customer problem.
3. Please relate how you would typically contribute to the overall success of a marketing, sales, or customer support situation.

Your Comments:

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Mr. Sample appears to be a fairly modest and non-controversial person.

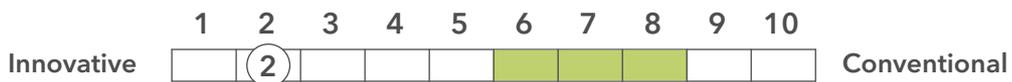
1. There have been occasions when you have had to get your point across. Explain how you accomplished this.
2. When you feel strongly about something, how do you go about getting your ideas accepted?
3. Discuss the outcome of your last situation involving conflict with a customer?

Your Comments:

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Mr. Sample sees himself as innovative and flexible.

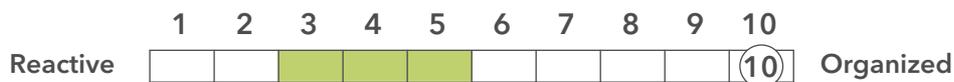
1. Do you see yourself seeking new ways to solve customer problems rather than following the traditional methods? Describe how your experiences have shown this approach to be more productive.
2. Please explain what you do to make sure things don't get overlooked.
3. You describe yourself as creative and impulsive. Provide an example of where you used this creativity to solve a customer complaint.

Your Comments:

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Mr. Sample regards himself as being a very well-organized, tidy person who and works from a controlled and rational base.

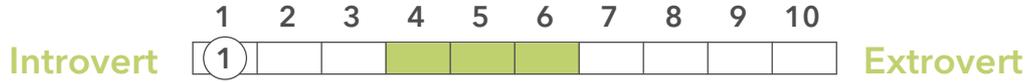
1. Describe how you keep track of ongoing projects.
2. Explain how you service a customer when you have not had enough time to prepare properly.
3. What customer situation do you recall where an emergency upset your normal, planned routine?

Your Comments:

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Mr. Sample is likely to prefer his own company and to work in a quiet, calm environment, seeking out involvement when he chooses.

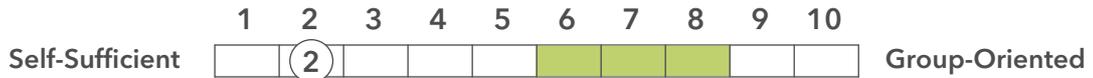
1. Describe the role you typically take in a team meeting. Why?
2. Describe the surroundings in which you will work best with your customers.
3. Describe your fundamental service philosophy, and how this approach enhanced relations with your customers.

Your Comments:

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Occasionally Aaron Sample will seek the company of others or a stimulating social environment, but in general, he prefers his own company to that of others.

1. Describe your level of tolerance of coworkers who like to talk and interact with you while you're trying to do your job.
2. Describe the type of customer service calls in which you felt the most need of assistance.
3. Can you expand on the role you like to take during team meetings or company/customer functions?

Your Comments:

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Mr. Sample describes himself as someone who is quiet and reserved and who feels that life is stimulating enough without seeking out exciting activities.

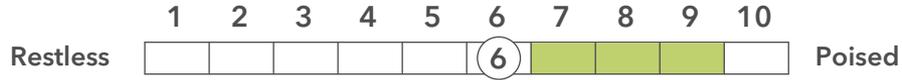
1. Describe the customer service situations in which are likely to initiate contact and conversation.
2. What do you feel is the most difficult part of servicing your customers?
3. Could you explain how you usually develop rapport while servicing your customers?

**Your Comments:**

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Mr. Sample is someone who is usually calm and unruffled.

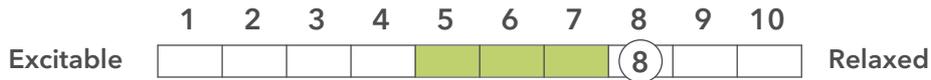
1. Describe, how you go about maintaining your objectivity when you find your self in a difficult customer situation.
2. What was the last criticism you received? Describe how that affected you.
3. Describe how you usually handle abusive customers.

**Your Comments:**

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Mr. Sample sees himself as very relaxed, untroubled, and well able to cope with life's pressures.

1. Can you explain the means by which you 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. How did you handle this?
3. When serving customers there will always be unpleasant situations. How do you manage difficult customers?

**Your Comments:**

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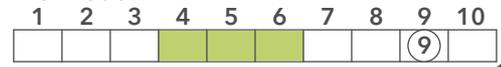
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# Part 5 - Individual Characteristics

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.

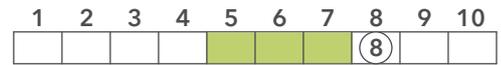
## General Abilities

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.



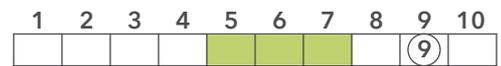
## Working With Numbers

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.



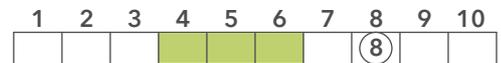
## Working With Words

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.



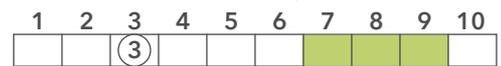
## Working With Shapes

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.



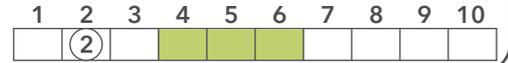
## Working With People

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.



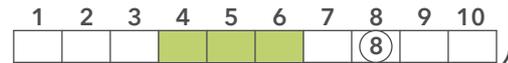
**Working With Data**

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.



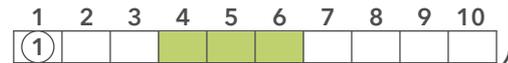
**Working With Things**

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.



**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.



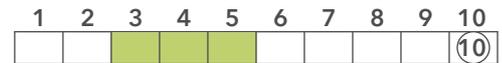
**Innovative / Conventional**

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.



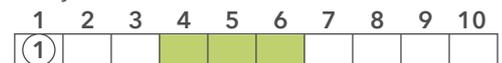
**Reactive / Organized**

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.



**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.



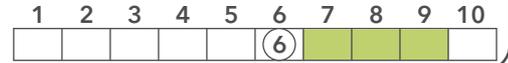
**Emotional / Stable**

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.



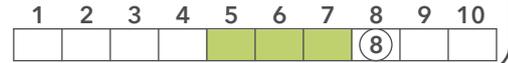
Restless / Poised

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.



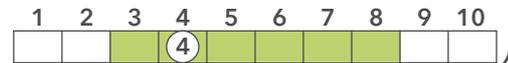
Excitable / Relaxed

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.



# Part 6 - Approach to Work

## Introduction

This section of the Prevue Selection Report provides information on Aaron Sample's approach to a number of work related subjects that can significantly impact job performance. A manager can use this information to better understand this candidate's natural response to these important work requirements or situations and overall suitability for the Customer Service Sample position.

Each of the Approach to Work scales addressed in this section is derived from one or a composite of the Prevue Personality scales reviewed in the Total Person and Individual Characteristics sections of this report.

There are no Prevue Benchmarks developed to identify the preferred score ranges on the Approach to Work scales. It is expected the hiring manager will have sufficient understanding of the Customer Service Sample Benchmark position to know what the position and the company culture requires.



\* See Aspects of Assertiveness

### Focus on Work

**WORKS TO LIVE (1) vs. LIVES TO WORK (10):**

The Focus on Work scale provides information on the importance of work to Mr. Sample.

Some see work as a means to an end while others define themselves by their work. Work is very important to Aaron Sample but not at the expense of home or family. If conflicts arise between home and work, his personal life will sometimes take priority. Long or irregular working hours could be inconvenient for him. Leading a full social and business life, he may sometimes be overextended but the social skills he develops in his leisure activities should translate well to business.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |   |   |   |   | 6 |   |   |   |    |

### Compliance

**QUESTIONS RULES (1) vs. ADHERES TO RULES (10):**

The Compliance scale identifies an individual's inclination to adhere to rules set by an employer and resist the temptation of intentionally engaging in behaviors that are considered to be detrimental to an organization's productivity or workforce attitudes.

Aaron Sample likes variety and challenge, and often prefers a minimally structured work environment. If rules and procedures seem to hinder expediency, this person may question or even disregard some guidelines to achieve goals. Aaron Sample seeks new experiences and will be inclined to tackle work in a personal way rather than following a set protocol or established practice. Completing frequent routine or repetitive tasks may be difficult to tolerate for this person. They tend to improvise, be impulsive, and take risks. Aaron Sample could resent long working hours and may react negatively to heavy pressure. This could include carelessness, moodiness, or disruptive behavior such as finding fault in others. Under heavy stress, Aaron Sample could be less attentive and less motivated to follow the rules than more compliant employees.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1 |   |   |   |   |   |   |   |   |    |

### Compensation Preference

**FIXED SALARY (1) vs. COMMISSION/BONUS (10):**

The Compensation Preference scale identifies whether Aaron Sample is more motivated to work by a secure salary or by performance based remuneration.

Aaron Sample usually prefers a secure income over the excitement of striving for greater but less certain rewards. He is reluctant to rely on profit-sharing or stock options because he is not comfortable with the uncertainty of performance-based earnings. If he must accept a blended package of compensation, he will likely require some support to see the benefits of this. His careful, meticulous approach may cause him to miss some opportunities, but it makes him "a safe pair of hands" for projects requiring smooth stewardship.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |   | 3 |   |   |   |   |   |   |    |

### Approach to Risk Taking

**CAREFUL (1) vs. DARING (10):**

This Approach to Risk scale is measured from 1 for avoidance of risky behavior to 10 for willingness to engage in risk.

Aaron Sample might admire boldness, but he is more inclined to weigh all options and take the safest course. He will not readily indulge in risk and prefers to consider possible complications of a proposed action before committing to it. His careful approach will appeal to those who value steadiness, but could be a liability when dealing with others who want quick answers and fast actions.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |   |   | 4 |   |   |   |   |   |    |

### Preference for Change

**LIKES ROUTINE (1) vs. LIKES CHANGE (10):**

This scale identifies where Mr. Sample fits in the continuum between a structured environment with a fixed routine and a dynamic fast changing working environment.

Routine work with a tested system suits Aaron Sample fairly well. He tends to be a little formal and usually likes to do things "by the book." Frequent change will be mildly disagreeable for him and he may have some difficulty coping with personnel replacements, reorganization, downsizing, or expansion. He will probably adapt old methods to new demands rather than devise new procedures.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |   | 3 |   |   |   |   |   |   |    |

### Approach to New Ventures

**CAUTIOUS (1) vs. OPTIMISTIC (10):**

This scale distinguishes those who approach new ventures or issues with caution from those who approach new ventures with optimism. Aaron Sample may be reluctant to join in new ventures because he tends to focus on possible flaws rather than potential success. To assess risk, he much prefers hard, objective data such as sample studies or pilot projects over theory-based forecasts. Although he believes in his own opinions, he might have difficulty telling others about his more negative or unpopular views. Despite his tendency toward pessimism, he strives to be sociable and is usually at ease in the business world.

|     |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|----|
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| (1) |   |   |   |   |   |   |   |   |    |

### Task vs. Person Focused

**TASK FOCUSED (1) vs. PERSON FOCUSED (10):**

This team characteristic scale distinguishes those who focus on the needs of the task or project in hand from those who are focused on their own and their team members' needs.

In the workplace, Aaron Sample tends to be quiet, discreet, and fully focused on the task in hand. This person is attentive to detail but getting the job done is more important than the niceties of social communication. Social interaction may sometimes be awkward and Aaron Sample will be inclined to avoid personal topics. Generally uneasy with communication, employees with high task focus often describe themselves and others by what they do ("I sell air time; she does the accounts.") rather than discussing who they are. Aaron Sample's best asset for a team is exceptional effort to complete tasks.

|     |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|----|
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| (1) |   |   |   |   |   |   |   |   |    |

### Self vs. Relationship Focused

**SELF FOCUSED (1) vs. RELATIONSHIP FOCUSED (10):**

This team characteristic scale distinguishes those who are self focused from those who are inclined to focus on others on the team.

With balanced focus on both relationships and self, Aaron Sample is equally productive working with people and working alone. This person will collaborate and take an interest in others' views yet still compete to reach an individual goal. Forthright and generally self-aware, this person is moderately assured in company and readily accepted by most people. If necessary for team spirit and collaboration, Aaron will usually adjust personal plans. Aaron Sample tends to perform best when there is room for compromise as well as some recognition for individual achievement.

|   |   |   |   |     |   |   |   |   |    |
|---|---|---|---|-----|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5   | 6 | 7 | 8 | 9 | 10 |
|   |   |   |   | (5) |   |   |   |   |    |

### Aspects of Assertiveness

**SUBMISSIVE (1) vs. ASSERTIVE (10):**

This personality scale influences a person's response to the following important work situations or circumstances:

|     |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|----|
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| (1) |   |   |   |   |   |   |   |   |    |

**LEADERSHIP STYLE - DEMOCRATIC (1) vs. COMMANDING (10):**

Leadership Style is measured from 1 for those who prefer a nurturing style of leadership to 10 for those who are naturally inclined to a more demanding Leadership Style.

Aaron Sample greatly prefers a nurturing, caring approach to leadership and this is very productive when the team has shared and predictable goals. If his work merits a gentle touch, Mr. Sample's pliant style will be highly successful. Most businesses, however, experience some transition, even crisis, and these situations demand more hard-edged leadership. Although it may be somewhat out-of-character for him, in an emergency, Aaron Sample may need to take command.

**APPROACH TO LISTENING - SYMPATHETIC (1) vs. CONTROLLING (10):**

The Approach to Listening scale is measured from 1 for a person who is an exceptionally sympathetic listener to 10 for a person who tends to dominate a conversation.

Aaron Sample may well provide a sympathetic ear but this could be more passive hearing than complete listening. Real listening requires active involvement, questioning, paraphrasing, probing for complete understanding and Aaron Sample may be very reluctant to be so assertive. Because he is exceptionally willing to accept other points of view, he may not achieve goals unless he can manoeuvre others into discussing difficult issues. A review of active listening skills is recommended.

**APPROACH TO CONFLICT - ACCOMMODATING (1) vs. FORCEFUL (10):**

This scale distinguishes those who avoid conflict by being accommodating from those who are forceful in their approach to conflict.

Aaron Sample will make every effort to avoid conflict. His approach will be subtle, accommodating, and truly representative of the best that soft skills have to offer. Unfortunately, in some instances, a harder, more vigorous approach would get faster, more lasting results. If passive acceptance is inappropriate, he may have to remind himself that honest disagreement can be worthwhile and effective.

## Part 7 - 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.