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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: Summary (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:

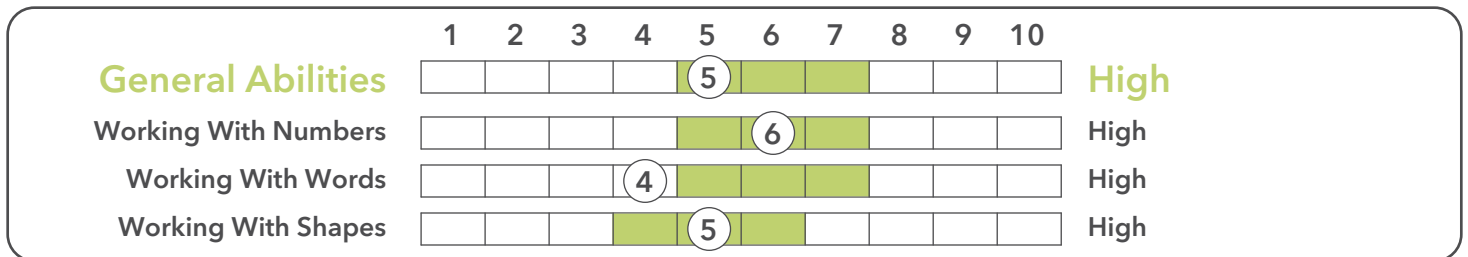
- ▶ Prevue Abilities Assessments that examine four cognitive Abilities scales
- ▶ Prevue Interests Assessment that examines three scales of occupational Interests/Motivations
- ▶ Prevue Personality Assessment that provides information on thirteen Personality scales

For more information about Prevue Assessments and design options for Prevue reports see www.prevuehr.com

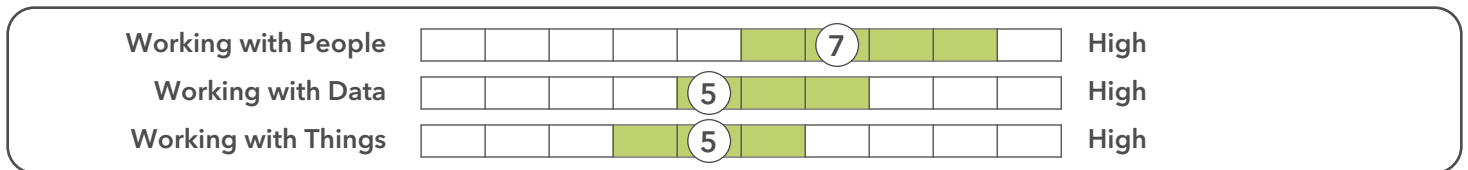
Part 2 - Prevue Results Graph

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.

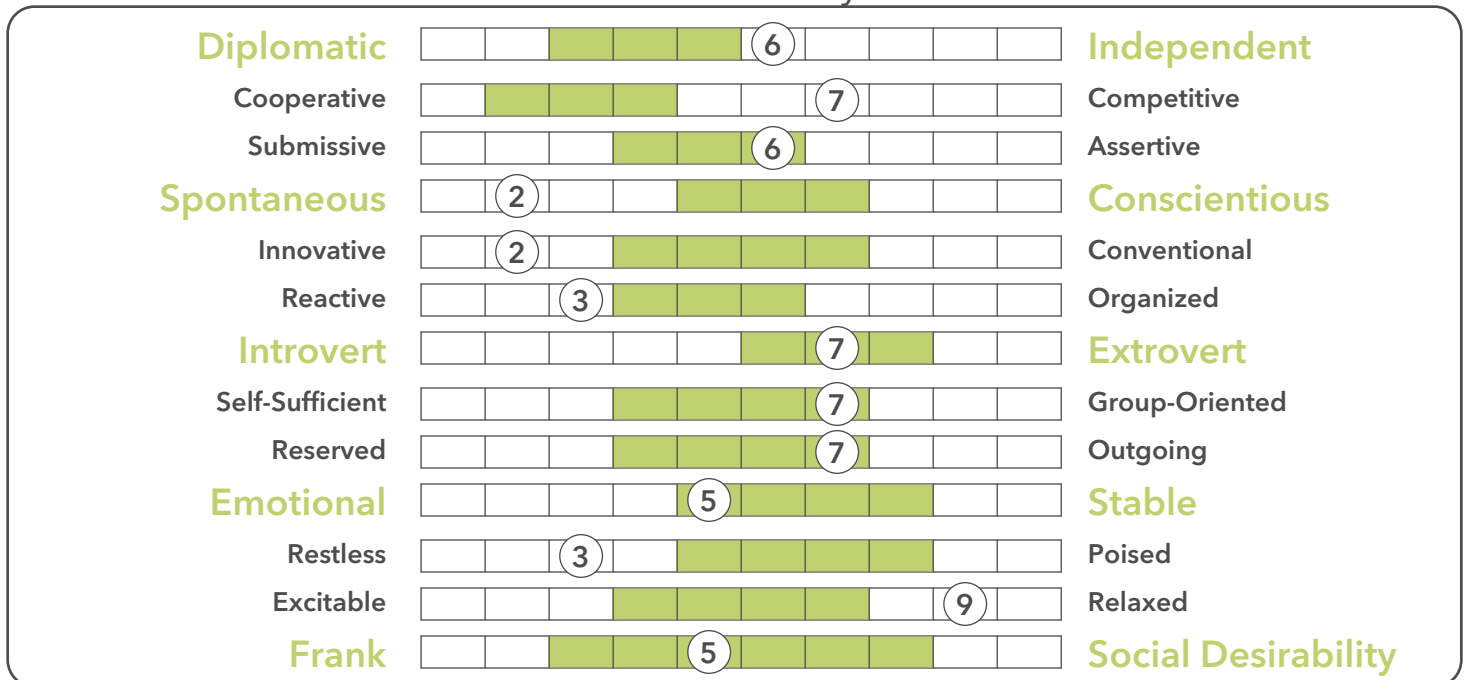
Abilities



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 Selwyn's Master Account. **You may wish to take a copy of Part 4 to have it available for the interview.**

Scores off the Benchmark

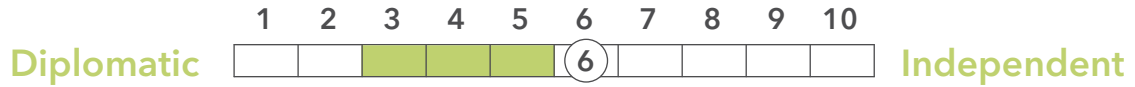
John's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale, the more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



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.

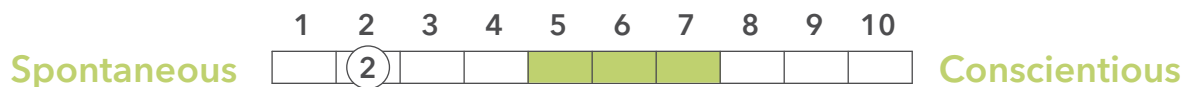
Your Comments:



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?

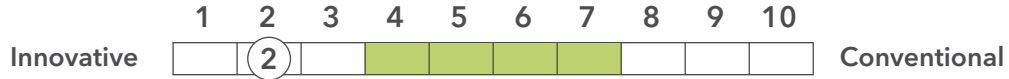
Your Comments:



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.

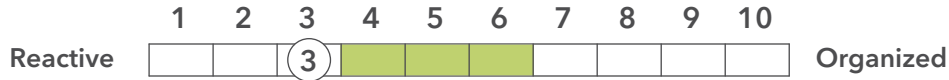
Your Comments:



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:



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.

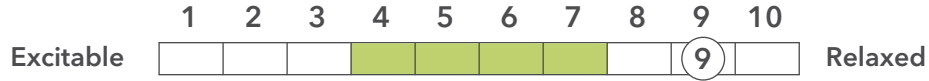
Your Comments:



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:



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:

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.

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.