

HIRinc

Prevue Report

Selection
- Personal Development
Individual
Succession Planning
Working Characteristics

on

Mr. John Sample

regarding the position of

Sample Customer Service

Tuesday, October 01, 2013

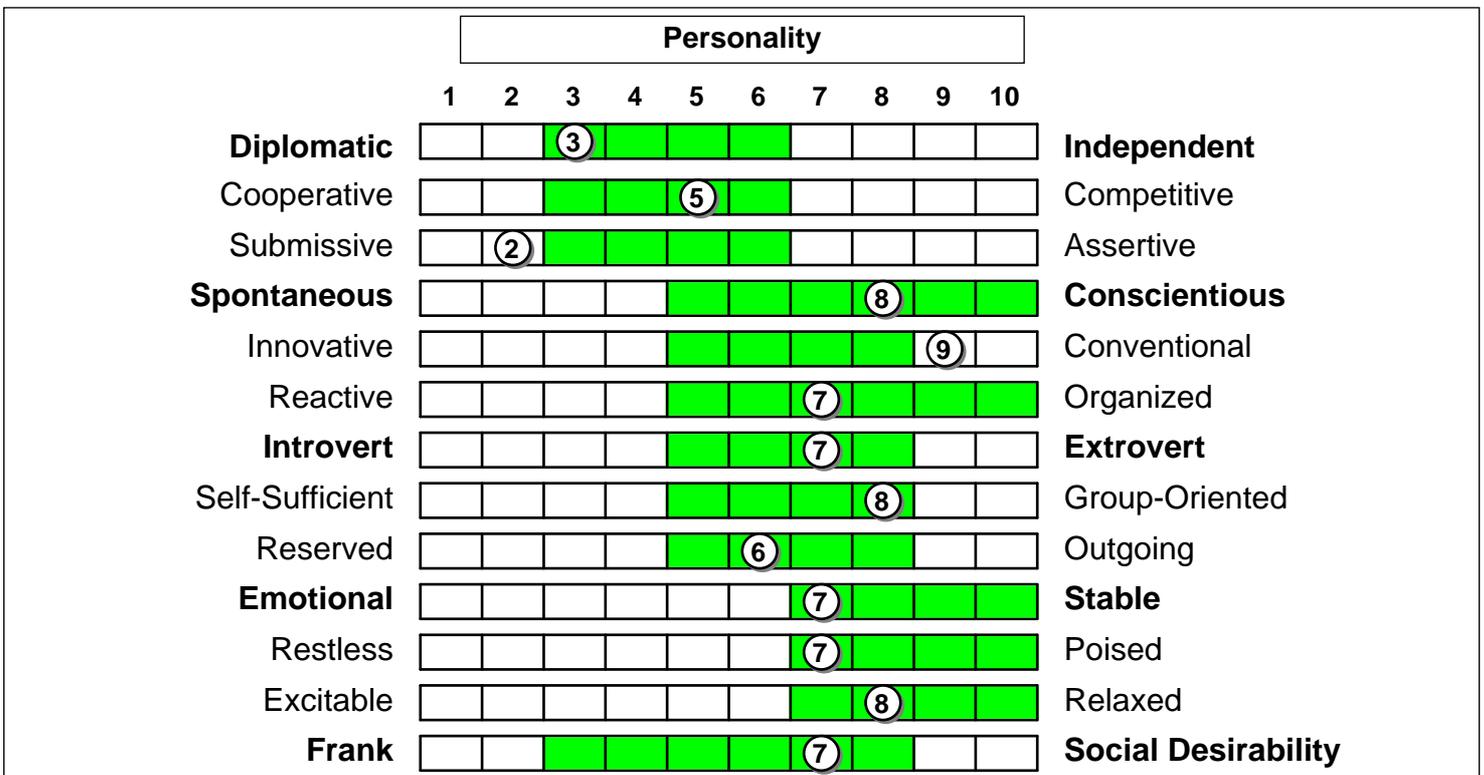
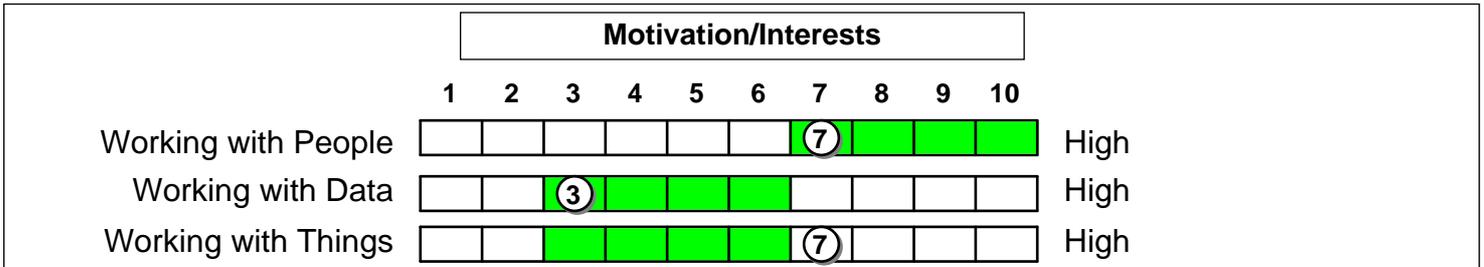
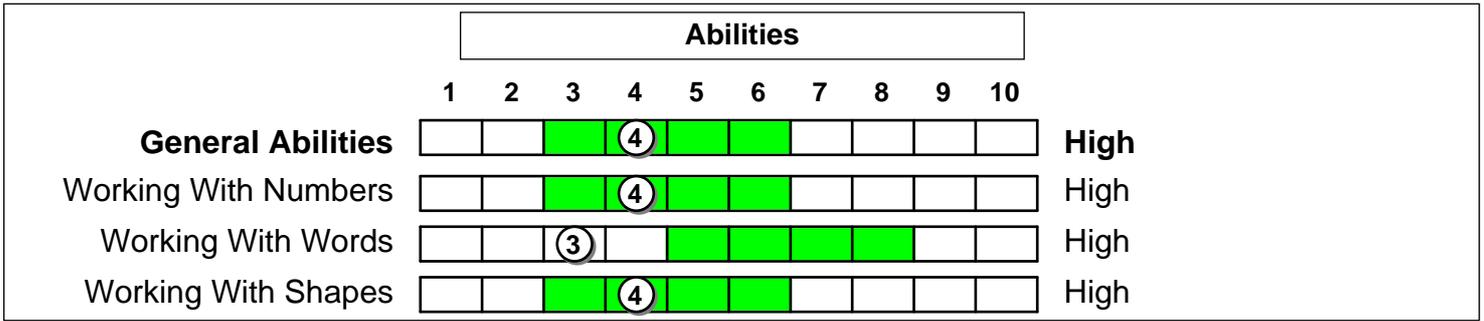
Serviced By:



Prevue Benchmark

John Sample

Sample Customer Service



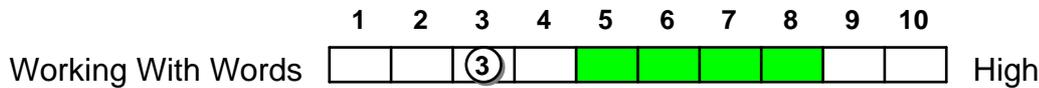
A Prevue benchmark illustrates the required characteristics of various jobs as decided by management. The shadowed areas above graphically represent the benchmark for this Sample Customer Service position. The number on each scale is John Sample's actual score.

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 Sample Customer Service 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 Sample Customer Service position.

Coaching Areas Off the Benchmark

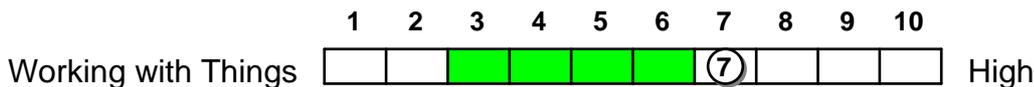
The following are areas where Mr. Sample did not match this benchmark. A brief explanation of the benchmark and score result is followed by suggestions and statements which may assist you in coaching his future performance as a Sample Customer Service.



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



Along with machinery, tools, and equipment, John Sample will probably like working with electronic devices. If training in new technology is provided, he will apply himself vigorously and should do well. Although his interest in working with tools and equipment is advantageous in many situations, most people who are in this Sample Customer Service position are not as enthusiastic as Mr. Sample. Coaching should ensure that he puts his mechanical faculty to good use without letting this motivation unduly influence his business goals.



Mr. Sample is particularly tactful and compliant. While these are excellent qualities for getting along with co-workers and clients, a Sample Customer Service 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.

Coaching / Training

John Sample

Sample Customer Service



Mr. Sample is conventional and reliable, and often meticulous in his attention to details. He likes to do things "by the book" and prefers a structured work environment with a definite work plan. Accordingly, coaching for John Sample should begin with a review of his job description to identify issues which require flexibility or innovation. Because he tends to be time conscious and traditional, he may find it difficult to adapt to delays, new technology, personnel changes, or emotional upheaval in the workplace. Coaching for Mr. Sample should include a flexible time management plan so that he will have more latitude to deal with disruptions.

Total Person Description

John Sample

Sample Customer Service

Note:

The Total Person is a combination of all the elements Mr. John Sample completed in his Prevue Assessment.

This person has average ability to work with numbers and shapes, but he has lower than average verbal skills. This means that he will be competent for many numeric assignments and spatial tasks, but any work requiring skill with words will be very challenging for him. Mr. Sample will be able to do simple arithmetic and to work with routine spreadsheets, data tables, etc. Because he can mentally manipulate shapes and objects reasonably well, he will be able to follow ordinary diagrams, to arrange displays, and to estimate space requirements. For any written work, he will require more instruction and more time. Similarly, when faced with major changes in the workplace, Mr. Sample will need additional time to adapt.

Mr. Sample is interested in people and would probably be most happy in a job that involves contact with others. He has little interest in abstract information, but he is well motivated to work with tools or machinery. Although he can work with technology, he would perform best where he can take advantage of his preference for interpersonal activity. In a computer context, he would do best in direct communication with others via Internet connections, E-mail, and word processing.

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. John Sample will use tact and diplomacy to maintain harmony in the workplace.

Mr. Sample prefers to have a well-thought-out plan before beginning any project. In an organized, structured environment, he is careful and reliable and may produce his best work. When the situation is less clear and disorderly, he will cope by imposing his own structure. Mr. Sample recognizes the value of planning, and has good time management skills. He may have some difficulty reacting to unpredictable events but with a bit of patience, he can cope with these situations.

John Sample prefers to work in the company of others. He believes that the more people involved the better the outcome. Extended periods of solitude will be frustrating for him. Often wanting to be in the spotlight, he will usually lead any discussion. He enjoys meeting new people and exploring new ideas. He often acts impulsively and long-term assignments must include variety or else he will lose interest. Mr. Sample will not tolerate a great deal of monotony and he will thrive on challenging assignments, particularly if these contain an element of risk.

John 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 Traits

John Sample

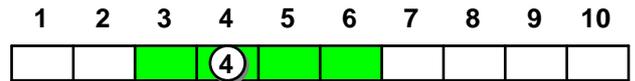
Sample Customer Service

NOTE:

The individual traits on the following pages are descriptions of Mr. Sample's characteristics as determined by the Prevue Assessment. The 1 - 10 scoring scale used throughout the Prevue Assessment is called a sten scale. Sten simply means the standard tenth of a normal bell curve. Approximately 16% of the population would have sten scores in the 1 - 3, and 16% in the 8 - 10 ranges. The other 68% of the population will score in the middle ranges 4 - 7.

General Abilities

Mr. Sample is likely to be reasonably competent, but tends to learn slightly more slowly than the average person, finding it hard at times to absorb new information. He may have difficulty coping with problems that require mental reasoning combined with time pressures. Mr. Sample is likely to be very efficient working within a structured environment, where there are opportunities to develop his skills at his own pace.



Working With Numbers

John Sample is in the low average range for Numerical Reasoning. This indicates that his speed and accuracy is typical of the lower third of his fellow employees in the ability to work with information derived from simple numbers.



Working With Words

A sten score of three is below the average range of many workers. With this limited capacity, Mr. Sample is likely to be somewhat lacking in many written language skills. This could affect his learning speed. When under time pressure he is more likely to make mistakes in tasks requiring reasoning with expression or presentation of written communication.



Working With Shapes

Mr. Sample is likely to be reasonably competent in mentally manipulating or visualizing shapes, but may need more time while working in this medium. When under time pressure he is likely to make more mistakes than average.



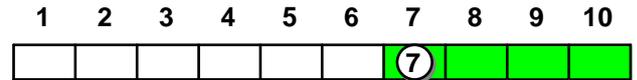
Individual Traits

John Sample

Sample Customer Service

Working With People

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



Working With Data

John 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

John Sample expresses an above average level of interest in work that deals with inanimate objects such as machinery, tools or equipment. Such people are likely to be interested in a hands-on approach to designing, managing or working with things.



Diplomatic / Independent

Individuals like Mr. Sample are generally likable, diplomatic and good-natured. John Sample is a considerate and cooperative person, and is capable of pulling people together. He gets his way by encouraging and persuading others, rather than forcefully asserting his own views. He may skirt important issues to avoid conflict.



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.



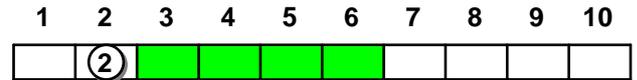
Individual Traits

John Sample

Sample Customer Service

Submissive / Assertive

Mr. Sample is a submissive and non-confrontational person. He is likely to be valued for his service-orientated approach.



Spontaneous / Conscientious

This individual has a strong moral code plus an adherence to traditional methods and values. Thus, he is careful to obey rules. A Sample Customer Service of this type is very dependable, and often meticulous in his attention to detail. Preferring to be well prepared, he is likely to be a good adapter, rather than an innovator.



Innovative / Conventional

Enjoying the rules and structure, Mr. Sample conducts himself in a conventional manner. His rigid attitude makes adapting to change somewhat difficult. Mr. Sample will be at his best working as a Sample Customer Service in a structured environment with clearly defined rules and guidelines.



Reactive / Organized

Although he usually regards himself as organized and able to work in a controlled manner, these qualities can be altered in some situations. For the most part, he will be reliable, working best in a planned environment.



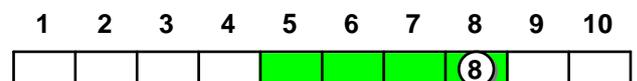
Introvert / Extrovert

As an extrovert, Mr. Sample will seek out others rather than be alone. However, this is unlikely to be behavior that is extreme, as he will seek out the stimulation and excitement he requires. Others will view him as moderately high-spirited, talkative, lively, and at times, impulsive.



Self-Sufficient / Group-Oriented

He is a sociable person who desires to be supported by others in a lively environment. A quiet time alone to reflect and recover is the exception rather than the rule. He is also happiest in work situations where he has considerable contact with others.



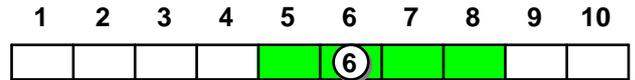
Individual Traits

John Sample

Sample Customer Service

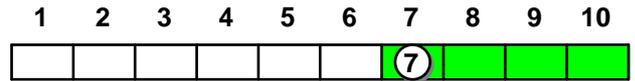
Reserved / Outgoing

He can be talkative and outgoing. He would prefer some variety in his work. These people like to choose the situations in which they will take center stage, as they are comfortable in the company of others, but they do not seek constant attention from others.



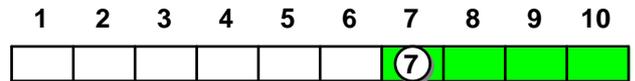
Emotional / Stable

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.



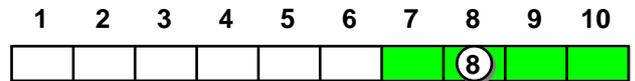
Restless / Poised

John Sample is fairly calm and unruffled. A Sample Customer Service like this will remain objective in all but the most difficult work related situations.



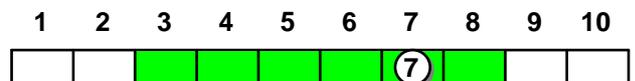
Excitable / Relaxed

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

This level of score, suggests that John Sample has presented a moderately 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 8.
- 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.