



INDIVIDUAL ASSESSMENT REPORT - STRICTLY CONFIDENTIAL

The purpose of the assessment has been to provide further information to assist with the recruitment of

Ms. Jane Smith

On: Monday, 29th August 2011

for a Call Centre role

Prepared by
Psych Press - Talent Management Psychologists

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Confidentiality

This highly confidential document is provided to the client on the candidate named on the cover sheet on the basis that the need for this confidentiality is recognised, accepted and that such confidentiality will be strictly maintained.

It should therefore only be read by staff specifically involved with the selection, promotion or development of the person named, and stored securely with minimum access.

Should a report be required at a later date, it can be obtained without further cost, from Psych Press archives.

Objectives

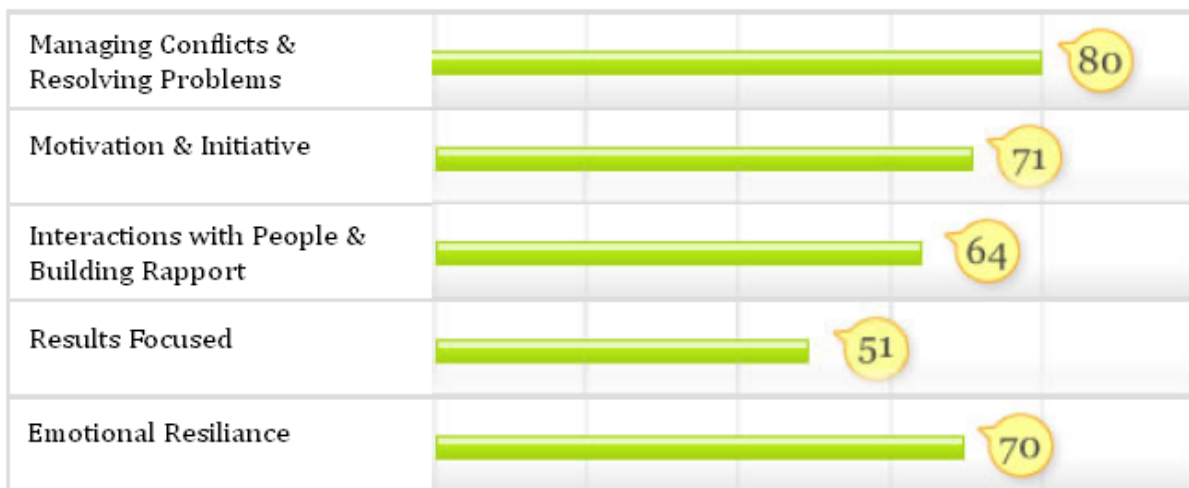
The report on the candidate's capabilities has been done based on several assessment materials used to provide objective information about the competencies which might be required for the specific position.

Cross validation of Outcomes

This report provides objective information on candidate's capabilities. We recommend supplementing it with other information obtained from other sources like interviews or other reports.

The following report has been based on a scientifically validated profile, providing elements of insight or understanding into Ms. Smith’s behavioural style. The profile is intended to provide you with a point of reference from which you can objectively assess Ms. Smith’s suitability for a call centre role.

The assessment results indicate the following potential strengths and weaknesses with regards to the most important competencies of an inbound call centre role:



Overall Suitability for a Call Centre Role:



Based on the assessment’s results, Ms. Smith’s overall fit for a call centre role is GOOD.

COMPETENCY INTERPRETATIONS

Managing Conflicts & Resolving Problems

This scale reflects a person’s level of comfort in taking independent initiative. It involves being able to integrate complex and sometimes conflicting information to solve customers’ problems or requests.

Ms. Smith obtained a high score on this scale indicating that when confronted with a problem, she will be quick to get into the heart of the issue and come up with alternative solutions. She is likely to be comfortable utilising ‘well-tried’ and new methods in problem

solving. She is likely to be inventive and resourceful when solving problems. She will also remain professional and focused when confronted with a problem, to avoid it from escalating.

Motivation & Initiative

This scale score is intended to represent the person's inner drive, sense of work-optimism and commitment to tasks or goals encountered in a call centre role.

Ms. Smith obtained a relatively high score on this scale indicating that she is driven to perform well at her job. She is likely to persist in attaining her targets despite hurdles and setbacks such as managing difficult clients over the telephone. Although her motivation and drive may decrease at times, she generally has the ability to utilise goals as a source of motivation and work until they have been reached.

Interactions with People & Building Rapport

This scale score is intended to represent the person's level of comfort, confidence and ability to engage with customers and team members in a call centre role.

Ms. Smith obtained an average score on this scale indicating that she is likely to be confident interacting with people of all levels. She is likely to actively seek taking control over her conversations with clients. Her friendly style and social confidence will assist her in quickly building rapport over the telephone and gaining clients' cooperation. However, when surprised, she may feel embarrassed.

Results Focused#

This scale score reflects the extent to which a person will follow through and complete tasks or achieve goals to the best of their ability.

Ms. Smith obtained an average score on this scale. This implies that she will be driven to attain outcomes and complete tasks. She will acknowledge the importance of following through on projects. She will demonstrate an ability to consistently meet targets and to improve overall standard of delivery.

Emotional Resilience

This scale score reflects a person's inner resources that he or she brings to the call centre work environment. It describes the person's ability to remain calm and composed in the face of stress, effectively cope with frustration encountered in completing tasks or in conflict-laden situations and the level of confidence in one's ability to overcome challenges.

Ms. Smith obtained a relatively high score on this scale. This implies that she will be capable of effectively managing her emotions. She will rarely experience anxiety, stress or depression when managing clients' rejections. Others' are likely to regard her as dependable and capable of coping with knock-backs or criticisms.

General Information for Interpreting Report findings

Objective Information	This report provides objective information on the candidate's abilities.
Educated Decision Making	The candidate's performance is compared with a relevant population group to assist in achieving effective Human Capital decision making.
Interpreting Results	The results are presented in terms of a percentile (%) score for each test administered. A percentile is a score equal to or below which a certain percentage of the members of a selected sample group fall. Percentile scores can be misleading if small differences between individuals' scores are interpreted as implying significant differences in work performance.
Population Norms	Candidate's specific scores can be compared to a relevant Australian adult sample as a reference group or to a relevant sample from ones organisation.
Score Ranges	Psych Press uses a basic score range for ability percentile scores: 91st - 99th percentile – Superior performance 63rd - 90th percentile – Above Average performance 37th - 62nd percentile – Average performance 10th - 36th percentile – Below Average performance 1st - 9th percentile – Poor performance