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Report Narratives

Mental Aptitudes

The Achiever Performance Assessment correlates three cognitive learning skills to create a comprehensive, multi-faceted profile for your candidate or employee to better assist you in determining job fit, training and development needs, and leadership ability with a better coaching tool to improve performance.

Mental Acuity

5-8

- How an Individual Learns
- Learning Speed
- Ability to Critically Think and Solve Problems

MENTAL ACUITY - How quickly an individual comprehends information and is able to reason through and solve problems -- Extremely quick learner with excellent problem-solving skills.

9

Numerical Perception

6-9

- Visual Acuity Dealing with Numbers and Symbols
- Skill with Detail Work

NUMERICAL PERCEPTION measures an individual's accuracy in handling numeric and alphabetic data. Ms. Sample's above-average Numerical Perception score indicates she can process data quickly and carefully.

7 Fit

Math

- Understanding of Basic Arithmetic
- Ability to Perform Simple Calculations

MATH SKILLS measures the general knowledge of arithmetic an individual possesses. Ms. Sample's knowledge of general arithmetic is average. She should be able to add, subtract or multiply with some speed and a general degree of accuracy. This score is acceptable for a position requiring an average knowledge of arithmetic.

5

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Report Narratives

Performance Scales

Performance Scales are the values and behaviors that are consistent with successful on job performance in the specific job being assessed. These key values and behaviors not only determine job fit, but also identify areas of need for training, development and coaching to engage employees more effectively for better overall job performance.

Energy

4-7

- Energy Level
- Level of Internalized Tension
- Physical Activity

ENERGY - Energy and drive to get the job done -- Extremely "laidback"; could procrastinate on work assignments. Can handle long periods of sitting still without stress.

9

Flexibility

3-6

- Adherence to Precedent, Rules, and Policies
- Adaptability to Change
- Reliability and Consistency

FLEXIBILITY - Level of flexibility, creativity, integrity and adaptability to change -- Likes having structured guidelines and rules to follow; not flexible, adaptive to change or creative, but very loyal to her company and honest and straightforward with people.

8

Organization

5-9

- Planning and Organizational Habits
- Time Management
- Ability to Multi-task

ORGANIZATION - Desire to organize assignments to better utilize time and resources -- Generally well enough organized to stay abreast of priorities. Can work from structured schedule or improvise, as necessary.

5 Fit

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Communication

3-6

- Need for Social Interaction
- Ability to Focus on Listening
- Communication Style

COMMUNICATION - Ability to communicate and willingness to share knowledge with others to achieve common goals -- Gregarious; enjoys interacting with people, but may need to also develop better listening skills for enhanced communication. Best suited to a position where she has a lot of people contact.

8

Emotional Development

4-7

- Sense of Urgency
- Ability to Adjust to Emotional Stress
- Level of Self-esteem

EMOTIONAL DEVELOPMENT - Level of ego and confidence -- Good degree of self-confidence; desire to handle work in a timely manner, but realistic in her expectations of situations and people.

5 Fit

Assertiveness

- Desire for Authority and Control
- Decision Making Style
- Attitude Towards Confrontation

ASSERTIVENESS - Cooperativeness versus the tendency to be opinionated -- Can deal firmly with matters to a moderate degree, but will generally respect authority and accept directives without argument. Can direct those with equal or less dominance, but could have difficulty controlling highly assertive people.

4

Competitiveness

4-8

- Need for Individual Achievement
- Team Compatibility
- Response to Incentives

COMPETITIVENESS - Desire to compete against others and win vs. desire to work as part of a team -- Can compete when necessary, but prefers working through team-oriented endeavors.

5 Fit

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Report Narratives

Mental Toughness

4-8

- Attitude Towards Criticism
- Level of Empathy
- Stamina and Endurance Levels

MENTAL TOUGHNESS - Ability to handle negative aspects of job as well as ability to exhibit empathy towards others -- Sensitive and empathetic to people's needs, but can take criticism and other negative aspects of job too personally and become unduly discouraged.

Question/Probing

- Willingness to Ask Questions
- Degree of Shrewdness
- Level of Trust in Others

QUESTIONING/PROBING - Desire to question and probe, rather than accepting things at face value -- Moderate questioning skills; will accept most things at face value, but will do a moderate amount of probing to better understand matters.

Motivation

1-6

- Motivated by Security vs. Recognition
- Willingness to Take Risks
- Desire for Change

MOTIVATION - Achievement orientation and internal motivation to initiate changes and take risks in order to advance -- Needs some security in a position, but always has the urge to achieve more. Will respond well to added incentives such as commissions and bonuses.

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Report Narratives

Validity

Distortion 1-6

- Willingness to be Candid About Strengths and Weaknesses
- Desire for Social Conformity

DISTORTION - Proper vs. improper reporting -- Moderately candid representations by respondent. Statistical accuracy is acceptable.

6 Fit

Equivocation 1-6

- Ability to Follow Instructions
- Indicates the Ability to Commit to an Opinion or Viewpoint

EQUIVOCATION - Certainty of personal response -- Accurate; represented self clearly and consistently.

5 Fit

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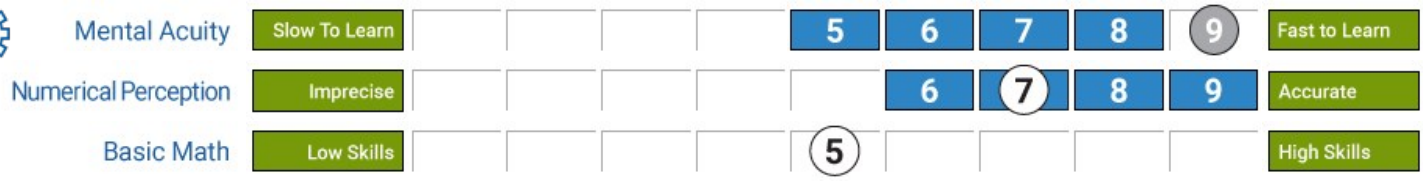
Scoresheet
Dispatcher

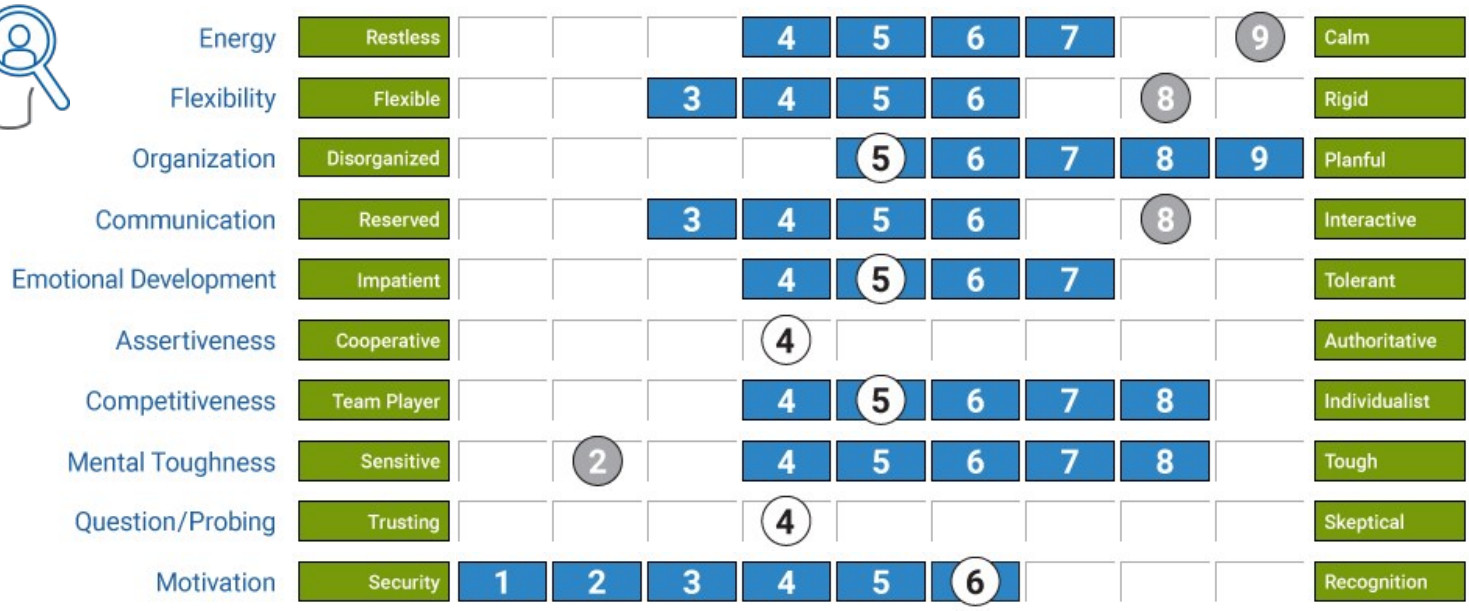
Mental Aptitudes

Provides distinct measurements of cognitive ability assessing how an individual will approach job functions from a mental standpoint.



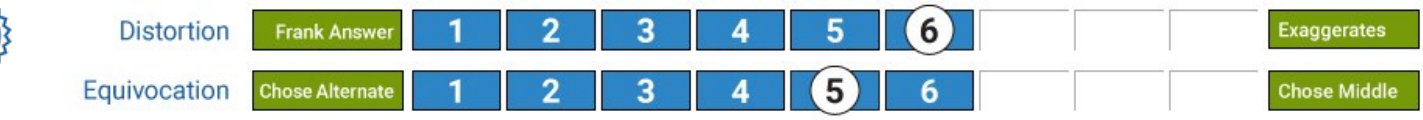
Performance Scales

Provides measurements of behavior representing an individual's primary personality traits and how they typically behave.



Validity Scales

Provides measurements of internal validity providing insight into the accuracy of the individual's responses to the Performance Scales.



STANINE: The STANINE is a system of measurements which divides the population into nine parts.

AREAS OF CONCERN: Scores of 1 OR 2 in any of the following dimensions: *Energy, Flexibility, Emotional Development OR Mental Toughness.*

NOTE: Blue blocks are of primary importance as they represent the desired range for that characteristic. Scores within that range, or with no range identified, have a white circle. Scores outside the desired range will have a gray circle.

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*** NO SIGNIFICANT HISTORY OF STEALING**

*** NO SIGNIFICANT HISTORY OF DRUG OR ALCOHOL ABUSE**

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Interview Questions

Introduction

Success in any business will largely be determined by how wisely an organization invests in its Human Capital Infrastructure.

When hiring a new employee or promoting a current employee, investing in a well thought out interviewing process is a critical point of action in terms of impacting the productivity and profitability of your organization!

Utilizing these assessment results enables all who are involved in the interviewing process to better evaluate the candidate's cognitive traits and knowledge, as well as their performance traits to more effectively determine job and cultural fit, as well as training and development needs.

In hiring the right person, success hinges on determining the FIT with the job. Therefore, it is recommended that a majority of the interviewer's time be spent on probing key behaviors and values that drive successful performance in the specific job being assessed. When using a behavioral interviewing methodology, a candidate's past behavior is the best predictor of current and future behavior.

Following are the interview questions which an interviewer may choose to use in the candidate interview process. These interview questions are generated to assist the interviewer to probe the aptitude and performance traits that are consistent with successful job performance. You will note that the questions are written in a way that probe past behaviors in previous employment experiences to better determine job fit.

NOTE: In the event the candidate does not have prior work experience, the questions may need to be modified by the interviewer to fit the situation. Rather than pursuing behaviors that are rooted in past work experience, the interviewer can probe life experiences that may enable them to probe relevant behaviors and values in performing the job.

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Interview Questions

Mental Acuity

Measurement of how quickly an individual comprehends information and is able to reason through and solve problems.

Describe your most challenging job. What made the job so challenging?

Interpretive Guide: Did the candidate describe circumstances which are likely to occur in this position? Does the candidate appear to accept responsibility and find ways to keep him/herself motivated?

Give me an example of a time you were faced with a problem for which there appeared to be no solution. What steps did you take to resolve the issue?

Interpretive Guide: Does the candidate appear to have good reasoning skills and the ability to resolve problems? Does it appear the candidate takes calculated risks in order to resolve crises? Is the candidate willing to admit limitations and ask for the input of others?

All jobs, over time, can become monotonous and routine. Tell me how you keep yourself challenged, motivated and enthusiastic about a job once you've learned and become proficient at it.

Interpretive Guide: Does the candidate have a way to deal with boredom and keep him or herself challenged? Are there other activities the candidate enters into in order to obtain mental challenge? Is the candidate willing to take the initiative to learn new things without being directed to do so by management?

What was the last major skill or course of study you accomplished? Did you learn this skill or gain this knowledge on the job, or on your own?

Interpretive Guide: Is the candidate willing to keep skills and knowledge honed? Does it appear the candidate functions below his or her level of capability? Does it appear the candidate realizes his or her high mental ability and uses it to full advantage?

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Interview Questions

Energy

Measurement of the individual's energy and drive as it relates to handling assignments and projects.

Tell me about a time, in your former job, when you procrastinated and failed to complete a project on time. What were the circumstances and what was the outcome? What did you learn from this situation?

Interpretive Guide: Did the candidate admit to ever having a problem due to procrastinating? Was the candidate able to resolve the issue without serious ramifications occuring? Does it appear the candidate learned from his or her mistake?

Describe for me a stressful situation in your last job which you handled better than others. Why do you feel you handled the pressure better? Do you tend to handle most stress and pressure in this manner?

Interpretive Guide: Did the candidate disclose coping skills he or she possesses in order to deal with pressure? Does the candidate claim to typically handle pressure better than most? Regarding the situation the candidate described, was it a good example of exemplary stress-coping skills? Did the candidate mention that he or she is involved in action-oriented activities such as sports, exercise, etc., which would help control stress?

How much of the time, in your former job, did you move around versus the amount of time you spent sitting still, perhaps behind a desk? Which do you prefer?

Interpretive Guide: Will the candidate typically work behind a desk or in a stationary position, or does the position call for an extremely high energy level? Did the candidate mention that he or she can handle either type of job responsibilities?

Tell me how you were best motivated to complete tasks in a timely manner in your previous position. Are you usually able to discipline yourself to reach deadlines, or do you appreciate outside pressure?

Interpretive Guide: Does the candidate require pressure from others in order to complete work on time? Is the candidate able to set personal deadlines and reach them. Does the candidate appear to be "laidback?"

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Interview Questions

Flexibility

Measurement of the individual's level of flexibility, creativity, integrity and adaptability to change.

Tell me about a time you found yourself in a set of circumstances in which you had to make a decision on a matter with no guidelines or precedents to follow. Describe the circumstances and how you dealt with them.

Interpretive Guide: Did the candidate exhibit good judgment in his or her decision-making? Was the decision based on facts or emotions? Did the final decision exhibit good leadership skills?

Tell me about a time in a previous job when your employer or supervisor asked you to do something unethical. How did you handle the matter?

Interpretive Guide: Did the candidate take a firm stand on personal values and principles? Did the candidate take appropriate, mature action? Did the candidate exhibit good judgment in the method in which he or she handled the situation? Was there any indecision on the part of the candidate?

Describe how you handled an assignment which you were expected to complete on an expedient basis with little or no direction.

Interpretive Guide: Did the candidate become anxious without specific guidelines to follow? Does the candidate exhibit the ability to make decisions independently? Did the candidate show indecisiveness or was the candidate hesitant to act on his or her own?

Give me an example of a time you were given an impossible deadline to meet on a project. What steps did you take to resolve the problem?

Interpretive Guide: Did the candidate meet the deadline in an appropriate manner? If the candidate cut corners to achieve the deadline, did the actions he or she took show sound, good judgment? Does it appear the candidate can make decisions or take quick action in crisis situations?

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Interview Questions

Communication

Measurement of the individual's ability to communicate and willingness to share knowledge and team with others to achieve common goals.

Describe a circumstance in a prior job when you or a team member failed to listen attentively and problems arose due to misunderstandings.

Interpretive Guide: Does the candidate have a firm understanding of the importance of listening? During the interview, did the candidate interrupt or appear to not listen to what you were saying? Does the candidate appear enthusiastic and positive, or just loud and boisterous?

Tell me about the most difficult person you've ever dealt with in trying to build rapport. How did you finally break through and get to know that person?

Interpretive Guide: Does the candidate appear to have a skill in developing rapport with strangers? Is the candidate interesting and someone who exhibits interest in others?

Give me an example of a time when someone warned you not to talk so much. How have you learned to control your high level of sociability?

Interpretive Guide: Is the candidate willing to admit that at some time in the past, he or she has been cautioned about talking too much? Does it appear that this is still a problem with the candidate?

Tell me about your communication style. How have you made it serve you? Would you change or improve on your ability to communicate if it were possible?

Interpretive Guide: Does the candidate understand his or her own communication style? Does this style fit into the corporate culture of the company? Does the candidate feel any need to change or improve on his or her communication skills? Are these desired changes logical, mature and do they show good judgment?

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Interview Questions

Mental Toughness

Measurement of the individual's ability to work long hours in a high-pressure environment meeting critical deadlines, as well as the individual's sensitivity and ability to exhibit empathy towards others.

Tell me about a time you became very disappointed or discouraged in your past job. What caused these feelings and how did you get past them?

Interpretive Guide: Does it appear the candidate is easily discouraged or disappointed? What coping skills did the candidate exhibit in order to deal with this situation? Is this type of scenario likely to occur in the position for which the candidate is applying?

Describe a time, in a prior job, when you were unjustly criticized. What were the circumstances and how did you react?

Interpretive Guide: Can the candidate handle criticism appropriately? Were the steps the candidate took when unjustly criticized mature and appropriate? Does the candidate appear to understand the difference between constructive criticism and non-constructive criticism?

Tell me about the most unpleasant work environment you've been in thus far. What made the working environment so unpleasant?

Interpretive Guide: Was the work environment unpleasant because of certain people, or because of surroundings, i.e., temperature, lack of privacy, etc.? Are these environmental factors present in this position? Is the candidate capable of dealing with a moderate amount of unpleasantries?

Tell me about a time when you allowed emotions to play too large a part in a decision you made at work. What was the outcome of the decision? What did you learn from this experience?

Interpretive Guide: Does it appear the candidate is overly emotional? Does the candidate understand the problems associated with making decisions based too much on emotion? Was the candidate able to resolve the problem and if so, were the steps he or she took appropriate, logical and mature?

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