



Field Sales II Assessment Report

Candidate:
Jack Sampleuser

Date:
03/20/2020

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The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Closing Ability			◆		
Competitiveness					◆
Customer Service				◆	
Dependability				◆	
Emotional Stability			◆		
Extroversion				◆	
Image Management			◆		
Integrity				◆	
Money Motivation			◆		
Optimism		◆			
Passion for Work				◆	
Relationship Sales			◆		
Self-Directed Learning				◆	
Selling Confidence			◆		
Travel Tolerance				◆	
Work Drive				◆	
Overall Cognitive Aptitude					◆

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Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Jack's overall level of general intellectual aptitude to be in the **80-89 percentile** range. His individual aptitude levels are:

Abstract Reasoning Top 5%ile

Numeric Reasoning 80-89%ile

Verbal Reasoning 50-59%ile

Jack has a high level of general cognitive aptitude. He can learn new information quickly, solve complex problems efficiently, and be able to handle a heavy information-processing load on this job.

Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.

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Narrative Responses Provided by This Candidate

In reading through the candidate's responses, you should look for general themes that reflect the person's attitudes, values, and beliefs about work. Insights can help you generate probing interview questions. From another perspective, the way in which candidate responses are constructed demonstrate sophistication of communication skills.

Conscientiousness	Mr. Sampleuser's Responses
<i>Responsibility at work...</i>	Answer not included in public website samples.
<i>Most of the official rules at work...</i>	Answer not included in public website samples.
<i>I get annoyed at work when...</i>	Answer not included in public website samples.
<i>Sometimes employers can place too much emphasis on...</i>	Answer not included in public website samples.
<i>When I make a mistake and someone criticizes me for it, I...</i>	Answer not included in public website samples.

Customer Service	Mr. Sampleuser's Responses
<i>My approach to customer service is...</i>	Answer not included in public website samples.
<i>Dealing with difficult customers...</i>	Answer not included in public website samples.
<i>What customers really want from me is...</i>	Answer not included in public website samples.
<i>When I am training a new staff on customer service, I emphasize...</i>	Answer not included in public website samples.
<i>I am least effective with certain customers...</i>	Answer not included in public website samples.
<i>Compared to other types of job tasks I enjoy, customer service is...</i>	Answer not included in public website samples.

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Demotivators	Mr. Sampleuser's Responses
<i>What annoys most workers...</i>	Answer not included in public website samples.
<i>I would quit my job if...</i>	Answer not included in public website samples.
<i>At work I feel tense when...</i>	Answer not included in public website samples.
<i>I don't like to work with people who...</i>	Answer not included in public website samples.
<i>My work performance suffers when...</i>	Answer not included in public website samples.
<i>I would really dislike a supervisor who...</i>	Answer not included in public website samples.

Job Satisfaction	Mr. Sampleuser's Responses
<i>The kind of assignment I like best is...</i>	Answer not included in public website samples.
<i>I enjoy working with people who...</i>	Answer not included in public website samples.
<i>I would turn down a job if...</i>	Answer not included in public website samples.
<i>The best way to get ahead in an organization...</i>	Answer not included in public website samples.
<i>The most fulfilling job I had...</i>	Answer not included in public website samples.
<i>My greatest satisfaction in a job...</i>	Answer not included in public website samples.
<i>A boss deserves loyalty if...</i>	Answer not included in public website samples.
<i>What I want most from a job is...</i>	Answer not included in public website samples.
<i>The best type of supervisor for me would be someone who...</i>	Answer not included in public website samples.
<i>Working closely with other people...</i>	Answer not included in public website samples.

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Sales	Mr. Sampleuser's Responses
<i>The most common ethical decisions I make in sales involve...</i>	Answer not included in public website samples.
<i>Being effective at sales in a particular industry is based on...</i>	Answer not included in public website samples.
<i>The reason I will be successful in a sales role is...</i>	Answer not included in public website samples.
<i>People say that I am a successful salesperson because of my...</i>	Answer not included in public website samples..
<i>My sales style is best described as...</i>	Answer not included in public website samples.

Teamwork	Mr. Sampleuser's Responses
<i>To me, being a good team player means...</i>	Answer not included in public website samples.
<i>I enjoy teamwork when...</i>	Answer not included in public website samples.
<i>The optimal split between team and independent work is...</i>	Answer not included in public website samples.
<i>Most team meetings are...</i>	Answer not included in public website samples.
<i>My experiences with being on a team...</i>	Answer not included in public website samples.
<i>In most companies teams are...</i>	Answer not included in public website samples.

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Work Drive	Mr. Sampleuser's Responses
<i>I will take on extra responsibilities in my job if and when...</i>	Answer not included in public website samples.
<i>Working long hours every week...</i>	Answer not included in public website samples.
<i>It's hard to do good work when...</i>	Answer not included in public website samples.
<i>When my suggestions at work are turned down I...</i>	Answer not included in public website samples.
<i>Having to work on the weekend...</i>	Answer not included in public website samples.
<i>Overnight travel...</i>	Answer not included in public website samples.

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Personality Assessment

Strengths:

- Jack can usually assert himself when he feels it will not interfere with making a successful sale. He is not, however, overbearing or aggressive and can be counted on to approach customers in a respectful, low-key manner.
- Jack is very results-oriented for himself and motivated to do better than others in similar sales roles. His competitive nature motivates him to perform at a high level and to want flattering feedback that compares his performance to that of his peers.
- Jack registers as having a solid customer service orientation. He can be counted on to engage customers regularly on several levels to discover how your product best meets the customer's needs .
- Jack typically performs his job in a reliable and conscientious manner. Jack generally makes good on his work obligations. Jack will keep his promises and honor his commitments to customers and his employer.
- He is about average in terms of emotional stability and skills in coping with difficult customers and situations. Jack can deal effectively with many normal sales hassles and stressors .
- Jack registers as being relatively outgoing, warmhearted, and expressive. He should have pretty good communication skills with customers and coworkers and display an awareness of interpersonal dynamics in sales situations.
- Jack can balance the ability to make a good selling impression with his desire to be sincere and candid with the customer. He acts appropriately in most sales situations and strives to promote a favorable image to customers. Jack will not, however, act in a phony or misleading manner.
- Jack is above-average in terms of honesty and integrity on the job. He can be trusted to perform his job in a rule-following manner, consistent with company rules, ethical codes, and values.
- He is fairly wary and observant. Jack is usually on the lookout for potential problems and keeps a watchful eye on what goes on in sales situations so that he is not blindsided.
- Jack is not averse to using personalized customer relationships as a main-stay of his sales approach. Where he feels it fits that situation, he will spend time getting to know each customer and learning about their attitudes, values, preferences, and concerns in order to adjust his sales approach.
- He is fairly dedicated to taking personal responsibility for his own work-related training and development. Jack usually takes the initiative to seek out, engage in, and benefit from learning new knowledge and skills for job mastery and career development.
- Jack is usually energized by travel and comfortable with the demands it makes on a person. He will be fairly willing to engage in overnight travel for his job.
- Jack has a modest work drive. He will exert the effort with customers to meet job demands and attain most sales goals, but not at the expense of compromising his non-work life.

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Developmental Concerns:

- Jack could sometimes be more assertive in a sales role. He may need help in learning how to exert more influence in selling settings and be more persuasive in presenting his product and service to customers.
- Jack can become so preoccupied with outperforming others in gross sales that he alienates the people he works with and lowers morale in the workplace. He may, at times, need to think more in terms of group-based sales goals that require cooperation rather than personal achievements and accomplishments.
- When confronted with high sales pressure or prolonged job strain, Jack may have difficulty keeping his emotions under control. He may become stressed out by difficult customers or hectic sales situations that more resilient salespeople can take in stride.
- Jack could be more optimistic in his outlook and more inclined toward positive selling expectations. He can sometimes be too prone to look for potential problems and to see the downside of sales situations.
- Because Jack has an average work drive, you will need to step up his work intensity and invest a bit more time and energy into his performance goals, especially during highly demanding situations.

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INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?
- * How would you handle it differently in the future?

COMPETITIVENESS

- Describe a time when you won a sales contest or competition.
- Tell me about how you typically respond to sales competitions and contests. Are they more motivating or demotivating for you?
- To what extent do you prefer your sales earnings to be based on commission versus salary?

EMOTIONAL STABILITY

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

IMAGE MANAGEMENT

- In what ways (if any) do you adjust the way you present yourself to the particular customer you are calling on?
- Describe your techniques for building rapport with coworkers and customers.
- Talk about the ways you tailor yourself and your presentations to fit the needs, resources, and interest levels of the people you are interacting with.

MONEY MOTIVATION

- Describe your earnings goals for the next five years.

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- Tell me which what factors define success for you in a job.
- Describe how your feelings of self-worth are affected by how much money you make.
- Describe the kind of lifestyle you want to achieve.

OPTIMISM

- Sometimes it helps to prepare for the worst and try to anticipate potential problems at work. Describe a time when your concerns about possible future problems were justified.
- What would you say to a coworker whom you felt was being naïve or gullible about some new job they were considering? If asked, what advice would you give?
- How do you personally guard against unrealistically high expectations at work or being blindsided by unanticipated problems?

SALES BOLDNESS

- Describe how you establish your personal credibility and credentials with potential customers.
- Tell me how you let the customer know about the value of your product.
- Tell me about a time when you were successful in turning around an initially negative or difficult prospect to make a sale.

SELLING CONFIDENCE

- Describe your typical frame of mind or mindset when cold-calling.
- Tell me how you deal with the loss of a big sale you were expecting to get.
- How does customer resistance affect your confidence about making a sale?

WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?

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