

NAME: John Joe  
 CANDIDATE ID: #001485  
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 JOB APPLYING FOR: SE  
 INVITED BY: Reyan Dela Cruz (reyan@mailinator.com)  
 ORGANIZATION: Pepsi  
 TESTING TIME: 1 min 5 seconds  
 TEST VERSION: (v1)

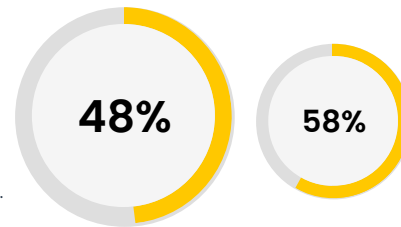


ELITE PROFILING SYSTEM  
 SERVICE

STARTED: 03/12/21 09:13 PM  
 COMPLETED: 03/12/21 09:14 PM

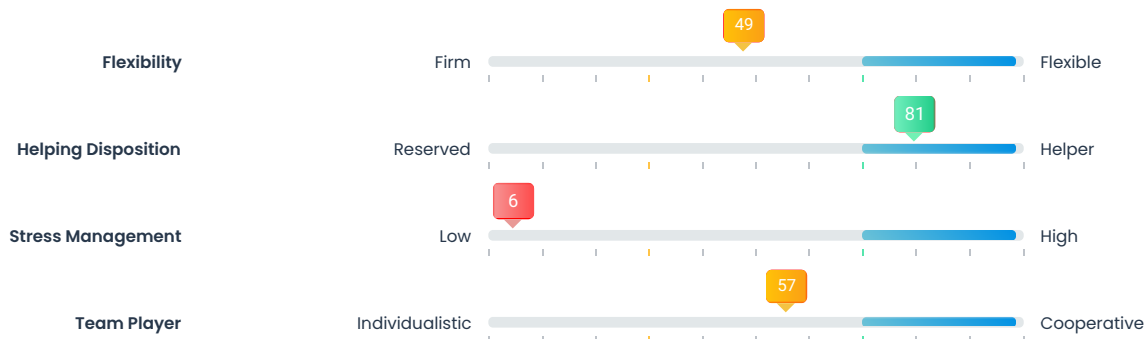
TOTAL SCORE SUMMARY

The large circle represents the average of the scale scores included in this profile. Scores are presented in terms of percentiles and indicate where the candidate falls relative to everyone else who has completed this profile. The smaller circle is the percent match against your Star Profile. Review individual scale details to understand strengths and potential areas for improvement.



The candidate may have attempted to answer the questions in a socially desirable manner. Follow-up interview questions are recommended to corroborate high scores.

SCORE DETAILS



## SCALE SCORE INTERPRETATIONS

The information that follows offers detailed interpretations for each scale included in this profile. The Strength of Responses graphic below shows the candidate's response pattern for a particular scale. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with the behavioral dimensions assessed in this profile.

**FLEXIBILITY**

Firm 49 Flexible

The degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.

John Joe scored in the 49th percentile on Flexibility (Moderate), meaning John scored lower than 51 percent of other candidates who have completed this assessment.

**Strength of Responses**

- Strong: 67%
- Above Average: 0%
- Average: 6%
- Below Average: 0%
- Weak: 27%

**Expected Behaviors**

- Is generally able to adapt to change.
- Tends to be cooperative when necessary.
- Demonstrates a satisfactory level of flexibility.
- When asked to change priorities, does so but not without questioning.
- This score is consistent with most other candidates.

Average Time to Complete Each Question **1.0 seconds**

**HELPING DISPOSITION**

Reserved 81 Helper

The degree to which an individual is friendly and is likely to go out of his or her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.

John Joe scored in the 81st percentile on Helping Disposition (High), meaning John scored higher than 81 percent of other candidates who have completed this assessment.

**Strength of Responses**

- Strong: 73%
- Above Average: 0%
- Average: 0%
- Below Average: 0%
- Weak: 27%

**Expected Behaviors**

- Is friendly.
- Will go out of his or her way to assist or help customers and/or co-workers.
- Is empathetic and cares about the needs of others.
- Will sacrifice self to help others out.

Average Time to Complete Each Question **1.0 seconds**

## STRESS MANAGEMENT



The degree to which the individual is likely to demonstrate patience and stress tolerance during challenging work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multitasking and jobs in fast paced organizations.

John Joe scored in the 6th percentile on Stress Management (Caution), meaning John scored lower than 94 percent of other candidates who have completed this assessment.

### Strength of Responses



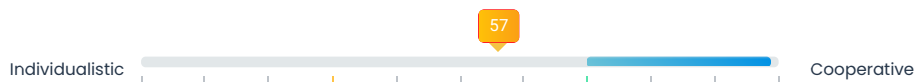
Strong: 53%
Above Average: 0%
Average: 0%
Below Average: 0%
Weak: 47%

### Expected Behaviors

- Has some trouble demonstrating patience and managing stress during times of conflict.
- May have difficulty dealing with change.
- Tends to resist change and may seem inflexible.
- High pressure situations may frustrate them and therefore they tend to avoid them.

Average Time to Complete Each Question **1.0 seconds**

## TEAM PLAYER



The degree to which the individual is likely to cooperate in all aspects of their work relationships including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among coworkers.

John Joe scored in the 57th percentile on Team Player (Moderate), meaning John scored higher than 57 percent of other candidates who have completed this assessment.

### Strength of Responses



Strong: 67%
Above Average: 0%
Average: 6%
Below Average: 0%
Weak: 27%

### Expected Behaviors

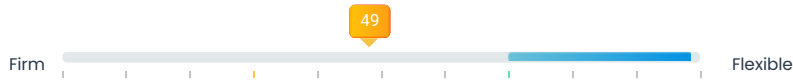
- Often shows the ability to work in harmony with others to achieve a common goal.
- Will generally demonstrate team player behaviors, but at times may take a more individualistic approach.
- Tends to value interpersonal relationships and on occasion will help others when necessary.
- This score is consistent with most other candidates.

Average Time to Complete Each Question **1.0 seconds**

## MANAGEMENT STRATEGIES

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses.

### FLEXIBILITY



- Praise and recognize this candidate when they demonstrate the ability to adapt to change or to an unexpected situation.
- Explain expectations with respect to their ability to be flexible.
- Monitor their ability to compromise or adapt to others.
- Inflexibility could lead to interpersonal issues with coworkers.

### HELPING DISPOSITION



- This candidate is ideal for working environments where empathy and caring behaviors are important.
- This individual tends to be caring and sensitive. Their feelings tend to be hurt easier than most. Harsh criticism should be avoided.
- Their willingness to help sometimes results in them taking on the work of others or being overly generous with customers.
- Work with the individual to find a balance between being overly helpful and being productive.

### STRESS MANAGEMENT



- Significant training should be offered to this individual focusing on specific work situations that are considered stressful.
- These stressful situations should be role-played with the individual and appropriate behaviors need to be identified. And practiced.
- This candidate requires extensive monitoring and coaching during high-pressure job responsibilities.
- Consider placing the candidate in jobs where stress and work pressures are minimal.

## TEAM PLAYER



- Candidates who score in this range need to be guided into being team players when appropriate or to be competitive individuals when the situation calls for it.
- They need clear direction in terms of what the team expects if the individual performs within a team.

- Cooperation between individual and manager are also critical. Therefore, make sure the individual feels they are in a trusting environment, as these candidates may, at times, question the motives of others.

## INTERVIEW GUIDE

This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies

### FLEXIBILITY

#### QUESTION

How difficult is it for you to "go with the flow?"

#### RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

#### QUESTION

Why might you associate change with negative outcomes? Please explain your response based on your experience.

#### RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

#### QUESTION

Tell me about work experiences you have had that required significant change. How did you manage to handle these situations?

#### RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

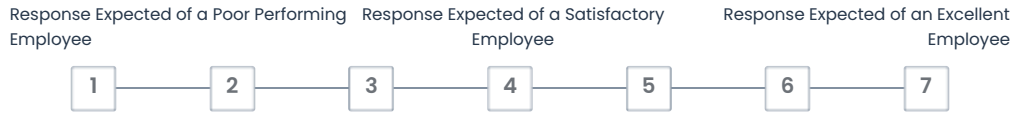
Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

**QUESTION**

Describe negative experiences you have had with respect to having to adapt to a changing work environment?

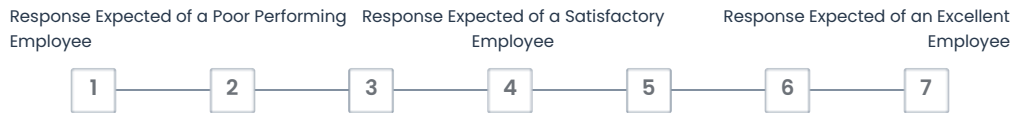
**RESPONSE NOTE:**



**QUESTION**

From your work experience, what situations have you found it difficult to adapt to?

**RESPONSE NOTE:**

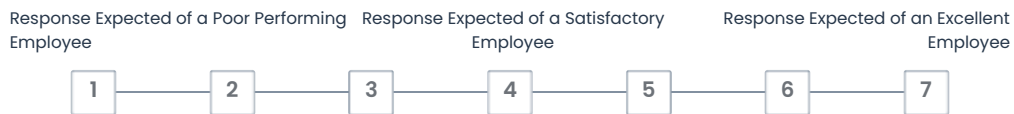


**HELPING DISPOSITION**

**QUESTION**

Explain how you handle angry customers? Give some examples from your work experience.

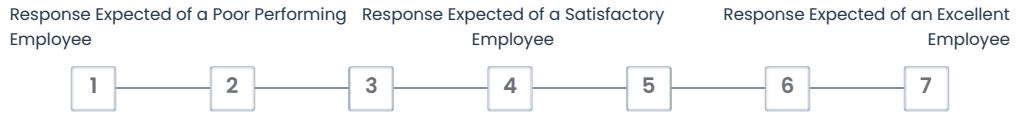
**RESPONSE NOTE:**



**QUESTION**

Do you find that sometimes you just have to say no when someone requests your assistance? Can you explain these situations?

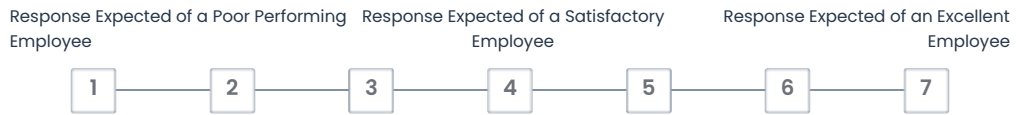
**RESPONSE NOTE:**



**QUESTION**

Describe for me how you might treat a coworker differently than a customer from a service perspective.

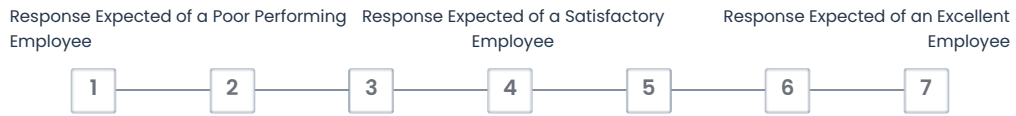
**RESPONSE NOTE:**



**QUESTION**

Describe a situation where because of your generosity, you were taken advantage of. How did this affect you?

**RESPONSE NOTE:**





**QUESTION**

Explain how insults or criticisms from your supervisors or coworkers have affected you?

**RESPONSE NOTE:**


Response Expected of a Poor Performing Employee      Response Expected of a Satisfactory Employee      Response Expected of an Excellent Employee

1 — 2 — 3 — 4 — 5 — 6 — 7

**QUESTION**

How would you describe yourself when it comes to dealing with stressful work-related situations? Do you get anxious or remain calm? Please give work-related examples.

**RESPONSE NOTE:**


Response Expected of a Poor Performing Employee      Response Expected of a Satisfactory Employee      Response Expected of an Excellent Employee

1 — 2 — 3 — 4 — 5 — 6 — 7

**QUESTION**

Describe situations when customers have been angry with you even though you were doing everything possible to solve their issue. Please explain how you handled these hostile situations. What was the outcome?

**RESPONSE NOTE:**

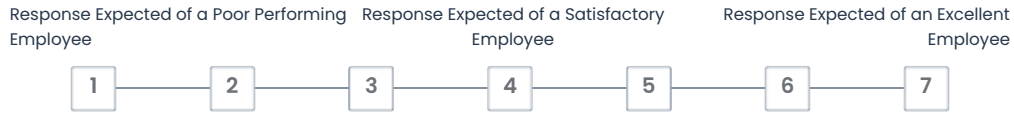

Response Expected of a Poor Performing Employee      Response Expected of a Satisfactory Employee      Response Expected of an Excellent Employee

1 — 2 — 3 — 4 — 5 — 6 — 7

**QUESTION**

Tell me about a time when you were not as flexible as you could have been with a work situation. What caused you to behave this way?

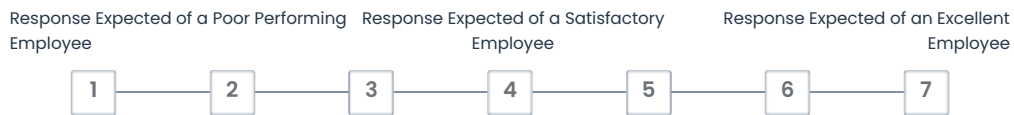
**RESPONSE NOTE:**



**QUESTION**

What stresses you out most at work? And how do you handle it?

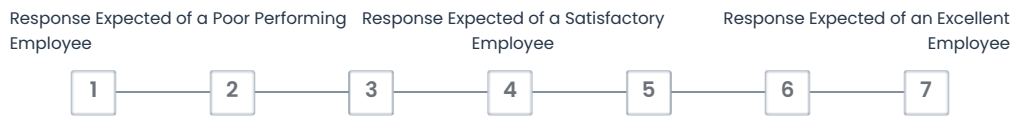
**RESPONSE NOTE:**



**QUESTION**

Describe work-related pressures you have experienced. Please be specific and discuss how you felt and what the outcome was.

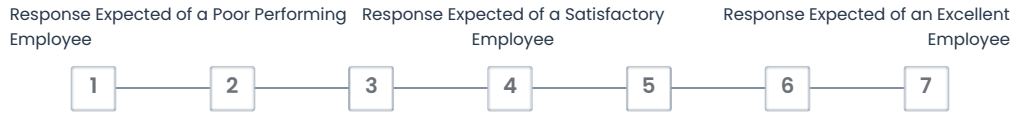
**RESPONSE NOTE:**



**QUESTION**

Describe for me situations where you have had to deal with an angry customer or coworker. Tell me what you felt and what you did.

**RESPONSE NOTE:**

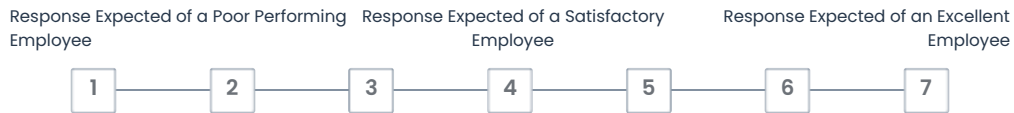


**TEAM PLAYER**

**QUESTION**

When do you feel it is appropriate to create a little conflict among team members? What type of conflict do you create?

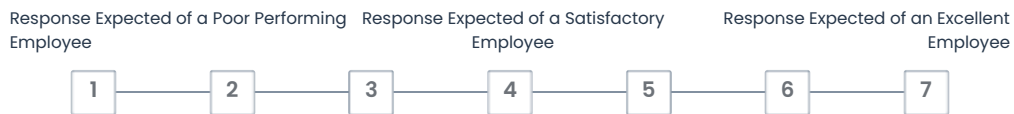
**RESPONSE NOTE:**



**QUESTION**

Have you had negative work-related experiences with respect to trust? Please explain the circumstances or situation.

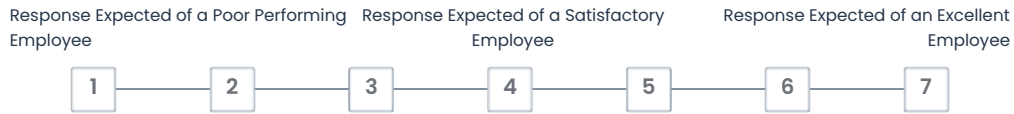
**RESPONSE NOTE:**



**QUESTION**

From your experience, is being part of a team as rewarding as working independently? Describe experiences you have had working within a team or work group?

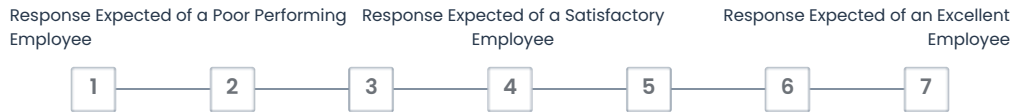
**RESPONSE NOTE:**



**QUESTION**

How would you handle a situation when a team does not perform well? Do you signal out one or two poor performers within the team or is the whole team at fault? How would you address the situation?

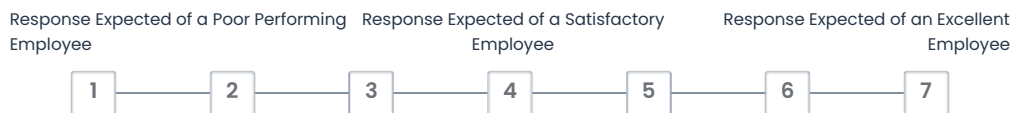
**RESPONSE NOTE:**



**QUESTION**

Describe work situations when you have been frustrated by coworkers or team members? What were the outcomes?

**RESPONSE NOTE:**



SUM OF RATINGS :

NUMBER OF QUESTIONS RATED:

AVERAGE RATING :

(Sum of all ratings divided by the number of questions rated.)