

Apprentice 8.0+ Candidate Report

Candidate name:

Sample Candidate

Disclaimer:

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorised individuals.

You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.

Instructions

This report is designed to give you information about your relative strengths and weaknesses on the competencies known to be important for success in this type of job. In addition, the report provides valuable on-the-job tips and suggestions to help you excel in the workplace.

The score that you receive describes how your responses compared against our database of responses consisting of your peers. The assessment that you have taken has been scientifically validated by up to 30 years of statistical data collection and analysis. People who score higher on the dimensions tend to perform better on the job in the key areas outlined in the report.

The developmental tips that you receive are intended to help you improve your skills for each specific competency. All of us, regardless of our scores, can improve our job performance by following appropriate developmental solutions and strategically focusing on areas that may require improvement. A commitment to personal improvement signifies initiative and developmental planning, both of which are important to job performance. Try using this feedback to formulate specific development plans that relate to your work goals and objectives. Don't try to do everything at once, as personal development does not happen overnight. If you score in the 'Purple Zone', this may be an area where you want to focus your developmental efforts. Even if you score well it is still important for you to use the developmental tips to leverage your strength in this competency.

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behaviour. Please note that the assessment components included in this solution report are not weighted equally. Some of the components are broad measures of behaviour and some are more narrow. Competencies denoted by an asterisk (*) are measures of narrow behaviours. While these behaviours are important to the overall score, they are not weighted as heavily when compared to other components in this solution. Our research indicates this weighting best predicts job performance. If you would like more information about this report (including scoring) or other products that SHL offers, please contact your account representative.

Relevant Experiences



This is a measure of potential for success in an apprentice role based on previous experiences or activities, most likely outside of the workplace, (e.g. school or teams). This is an individual scale and not influenced by scores from the other assessments within this report.

Please note: The Relevant Experiences scale predicts the likelihood that someone will engage in a desired behaviour based on previous experiences or activities. The other behavioural components in this report indicate if the candidate currently engages in those desired behaviours, so it is possible to have a low or high Relevant Experiences score irrelevant of the other scores.

Your score suggests that you are likely to be very comfortable with experiences that are important for success in this role, such as: reflecting on your actions in order to learn from your experiences; quickly responding to problem situations; making sure you understand the needs of others; and being willing to work towards goals. Below are some tips to help you think about how you could develop even further in these areas.

- **Understanding others' needs may come naturally to you. It may be useful to take time to seek feedback at the end of a piece of work or project, to learn whether others felt you had understood and taken their needs into account.**
- **Continue to develop your comfort level for promptly solving problems, identifying any strategies which may help you even more (e.g. creating a plan to help you remain positive in the face of setbacks).**
- **Set increasingly difficult goals for yourself and reward yourself when you achieve them.**
- **You may already take time to reflect after completing assignments and tasks, and it will be useful to continue to do this. Every so often, look back at a longer period of time to see whether you've been able to address things that you had identified as wanting to improve, or if there are any recurring themes you'd like to focus on.**

Listens Attentively*

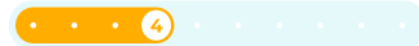


This measures the extent to which the candidate listens patiently and attentively.

You may interrupt others at inappropriate times, preferring to be the one doing the talking. You may be too quick to form an opinion.

- **Encourage friends and acquaintances to tell you about things they have on their mind. Listen carefully, and make minimal interruptions. Try to summarise for them what their situation is and how they feel about it. Get feedback from them on how accurate you have been in picking up their feelings and thoughts.**
- **When you are listening to someone, face the person who is speaking and make eye contact. Do not interrupt them; wait for the person to stop speaking and then ask any questions you have. You may find it helpful to write questions down as the person is speaking.**

Accepts Others*



This measures the extent to which the candidate is non-judgemental and appreciates different viewpoints.

You may feel uncomfortable with people who have differing viewpoints and may make judgements about others based on their appearance or background.

- **Try to imagine yourself in other people's circumstances so that you can better understand their perspectives. Think about why they might hold particular views and how these views might be important to them.**
- **Remember a time when you found it difficult to work alongside someone who held different viewpoints. The next time you find yourself in a similar situation, ask questions to gain a better understanding of the person's views rather than dismissing the value of their perspective.**

Shows Courtesy*



This measures the extent to which the candidate is patient, polite and respectful.

You are likely to treat almost everyone with courtesy, patience, politeness and respect.

- **Try not to judge others. Work on paying attention to your inner thoughts and feelings to catch yourself whenever you are being judgemental. Instead of judging someone, try to understand the person instead. Think of a time when you've been in a similar situation and how you reacted.**
- **Use positive language when you disagree with someone. Rather than saying "you are wrong" or "how could you think that?" say "I understand your point, but I do not agree." Work to speak positively on issues even when you personally disagree with them.**

Creates a Positive Impression*



This measures the extent to which the candidate manages own behaviour to create a positive impression.

You are likely to be concerned about your appearance and make a good impression.

- **Learn from someone else. Identify a colleague or a friend who appears to be effective in maintaining a professional demeanour with all types of people. Watch how this person works with others. How can you enhance your own behaviours based on what you learned?**
- **Maintain a positive attitude. Especially when speaking with customers, it is important to remain positive. Whenever you are starting to feel frustrated or impatient, learn to calm down, think about your body language and tone of voice, and aim to compose yourself.**

Learns Quickly*



This measures the extent to which the candidate picks up new information and techniques easily.

This score is a composite that includes the scores from both the behavioral assessment and the cognitive ability test.

You may have difficulty absorbing new information, and need time for contemplation before fully understanding it.

- **Take notes when you are learning something new. If you don't understand something, ask for it to be explained so that you don't get lost. Keep referring back to your notes, ensuring that your notes are clear and concise.**
- **After learning new work procedures and processes, try writing a bullet-point summary of what you have learned. Learn how to skim documents quickly to extract the key information.**

Uses Time Efficiently*



This measures the extent to which the candidate manages own time and delivers work on schedule.

You are likely to struggle managing your own time, often procrastinating and wasting time to the point of missing deadlines.

- **Examine your time management carefully. Ask your manager to help prioritise tasks that are both meaningful and can be completed quickly. If you become overwhelmed, work towards bringing your current tasks to completion before taking on any new ones.**
- **Next time you are given a task with a specific deadline, get started on it right away. Set a personal deadline to finish the project a few days early. If you find you are struggling with the task, ask your manager or a co-worker how they would complete it.**

Works to High Quality Standards*



This measures the extent to which the candidate completes every task with a high degree of quality.

You are likely to complete tasks with a high degree of quality.

- **Choose a project which did not achieve a quality result. Do an in-depth review and use what you learned to create a process for detailed checking and sign-off for future projects. Make sure to reference this process before starting a new project so you plan the work accordingly.**
- **Discuss with your manager a project which you feel did not achieve a quality result. In particular, consider the level of detailed checking and sign-off that were built into the project. Next review an on-going project and identify processes that can be implemented to ensure that these issues do not recur.**

Attends to Multiple Tasks*



This measures the extent to which the candidate works on several tasks simultaneously.

You may be challenged by handling multiple tasks, which may affect the quality of your work when trying to handle multiple tasks at once.

- **Try to be aware of how long it takes you to complete various tasks. Use that information when planning how you will schedule those work tasks into your day.**
- **Practise performing various activities at the same time (e.g. watching the news and reading a book). Try to retain as much information from both as possible.**

Attends Work Reliably*



This measures the extent to which the candidate attends work and meetings on time.

You are likely to attend work reliably and arrive at work and meetings on time, and notify others when you are going to be late or absent.

- **Think back to the last time you were late for work or an important meeting. What were the circumstances that led to you being late? Were you satisfied with how you handled the situation, or do you think there are areas for improvement? How did it impact others around you?**
- **If you are going to be late for work, think of how this will impact your current projects and let the relevant people know that there may be delays. Ask a colleague to deal with any urgent problems in your absence.**