

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

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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 may have challenges with experiences you may encounter in this role, such as: how you reflect on your actions in order to learn from your experiences; how quickly you respond to problem situations; how you make sure you understand the needs of others; and how willing you are to work towards goals. Below are some tips to help you think about how you could develop in these areas.

- **When working on a group project, identify who your key contacts are and try to determine what they will need. Think through the impact of your work for them and speak with them to understand what is important to them.**
- **Think about a problem that you recently faced. How quickly were you able to notice and solve the problem? Are there ways that you could have sped this up? Ask those who you were working with for suggestions, too.**
- **After completing an assignment or task, spend some time thinking about your approach and how it turned out. Use these reflections to guide how you approach future activities.**
- **Be aware that you may be less drawn to situations that stretch and challenge your abilities than some others. Think about how this may affect your willingness to tackle a difficult goal. Break the goal down into manageable tasks and reward yourself for making progress towards achieving it.**

Listens attentively*



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

You tend to listen to others with minimal interruption. You try to understand others' points of view before forming an opinion.

- **Get a co-worker who has seen you in a situation that required that you listen to others to comment on your listening tendencies. Were there times where you interrupted, jumped in too quickly with your own ideas, finished others' sentences or generally dominated the conversation? Think about how you had shown others that you were listening.**
- **Practise listening to others. Try to avoid interrupting people while they are talking. Wait until they have finished before forming an opinion. When you are practising new techniques, pay close attention to how others react. Do they seem like they are responding positively to you, or does it seem like you are having a negative impact? Consider what you are doing well and what you could improve on and focus on those behaviours.**

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.

You are likely to absorb and understand new information.

- **When someone is showing you how to do something, take notes so that you have something to refer back to. If you have trouble understanding, ask the person to try explaining it to you in a different way.**
- **Set extra time aside for learning particularly difficult procedures and processes. Practise these when you have time. Read through the documentation provided a few times. Highlight or add sticky notes to key information you are likely to need later.**

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 are likely to work on multiple tasks without compromising on quality.

- **Focus on improving the accuracy with which you can complete multiple work activities with overlapping time demands.**
- **Become aware of the tasks you find difficult to work on simultaneously and practise switching between these tasks.**

Attends work reliably*



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

You are likely to attend work and meetings on time and be reliable and punctual.

- **Think of the times you have arrived at work late. If lateness is common for you, think of the factors within your control that caused you to be late. What measures can you take to meet expectations for punctuality in the future?**
- **Sometimes unexpected or unavoidable personal commitments may interfere with work. If a personal commitment interferes with your work hours, consider the impact on your co-workers, and make sure you let them know you are going to be late as proactively as possible.**