SHL.

Candidate Information

Candidate : Sample Candidate

Assessment Profile:

Completion Date: 11-12-2018

Email : candidate_email@mail.com

Project Name: Help Desk Analyst - Entry Level Technical Support

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

Entry Level Technical Support

Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.
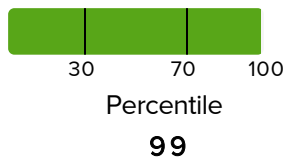
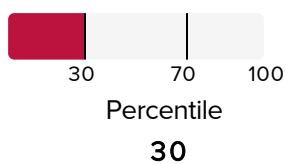| Overall Score		Percentile	Recommended
	30 70 100	86	✔ Recommended

Details

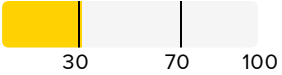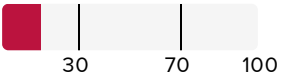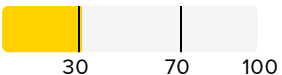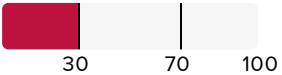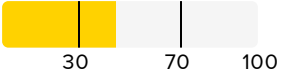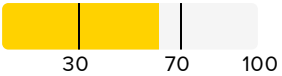| Customer Focus	This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.
30 70 100 Percentile **99**	**The candidate is likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. The candidate is also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.**

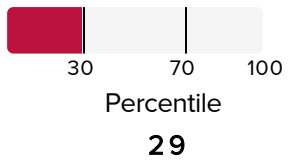| Works autonomously	This measures the extent to which the candidate works well without supervision or engaging others.
30 70 100 Percentile **30**	**This candidate may rely on others more frequently and ask for help as soon as they come across an issue, rather than try to derive a solution on their own.**

Understands others

This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.

30   70   100
Percentile
57

This candidate is likely to try and understand the behavior of others and show some awareness of others' points of view.

Demonstrates empathy

This measures the extent to which the candidate is aware of others' needs and extends a helping hand.

30   70   100
Percentile
31

This candidate is likely to recognize when people need support and make an effort to provide some support to others when needed.

Maintains good working relationships

This measures the extent to which the candidate puts effort into developing good relationships with others.

30   70   100
Percentile
15

This candidate may not place a high value on their work relationships and may be less likely to act in ways that strengthen these relationships over time.

Generates new ideas

This measures the extent to which the candidate creates innovative approaches.

30   70   100
Percentile
31

This candidate is likely to suggest some novel and imaginative ideas when presented the opportunity to do so.

Copes with uncertainty

This measures the extent to which the candidate is productive when roles and situations are not clearly defined.

30   70   100
Percentile
30

This candidate may feel uncomfortable and insecure without definite information and clear direction. Their productivity might suffer as a result.

Thrives under pressure

This measures the extent to which the candidate keeps things in perspective and stays calm and focused when under pressure.

30   70   100
Percentile
44

This candidate may have some loss in productivity when work pressures increase, and find it challenging to remain calm when under pressure.

Controls emotions

This measures the extent to which the candidate keeps negative emotions under control.

30   70   100
Percentile
61

As with most candidates, this candidate will likely be challenged by difficult situations and may at times have to work hard to hide their negative reactions.

Strives to achieve	This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.
30　　　70　　100 Percentile **29**	**This candidate may prefer to set easily achievable goals over ones that may be more demanding. They may also exhibit little effort to meet their goals.**