

Candidate Information

Candidate : Sample Candidate

Email : candidate_email@mail.com

Assessment Profile:

Project Name: Help Desk Analyst - Entry Level Technical Support

Completion Date: 11-12-2018

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 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 'Red 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.

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.
	You are likely to be competent and courteous while finding solutions for customer problems, and you are also likely to tolerate rude customers calmly.

Works autonomously	This measures the extent to which the candidate works well without supervision or engaging others.
	<p>You may rely on others more frequently and ask for help as soon as you come across an issue, rather than try to derive a solution on your own.</p> <ul style="list-style-type: none"> • The next time you encounter an issue at work, try to solve it yourself before turning to others for help. When you feel like asking someone for help with an issue, first ask yourself if you have explored every possible cause and solution? • Speak to your manager about how much autonomy you can take with your work. Ask for examples of the kinds of decisions you should make on your own. Ensure you make these decisions when it's reasonable to do so.
Understands others	This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.
	<p>You are likely to try and understand the behavior of others and show some awareness of others' points of view.</p> <ul style="list-style-type: none"> • When interacting with someone else in a difficult situation, pay close attention to the behaviors they display. Think about how the situation the person is facing is leading to their behavior. Show you understand by listening to what they have to say. • When you are trying to understand another's behavior, try to think of a similar situation in the past that you've experienced and how you reacted. If you are struggling to come up with a similar experience, it's okay to just listen and say you are trying to understand.
Demonstrates empathy	This measures the extent to which the candidate is aware of others' needs and extends a helping hand.
	<p>You are likely to recognize when people need support and make an effort to provide some support to others when needed.</p> <ul style="list-style-type: none"> • Reflect on how you deal with other people's emotions, even when their concerns appear minor to you. Think about how you can assist someone to overcome or manage their concerns more effectively. Remember that by giving them time to talk while you listen, you are demonstrating empathy. • List all the signs that help you recognize when others are experiencing problems; think of both verbal and non-verbal clues. Look for these cues when interacting with others.
Maintains good working relationships	This measures the extent to which the candidate puts effort into developing good relationships with others.
	<p>You may not place a high value on your work relationships and may be less likely to act in ways that strengthen these relationships over time.</p> <ul style="list-style-type: none"> • Try to establish a more personal relationship with your colleagues. Take time to discuss non-work topics. Make note of what helped you establish these relationships and continue using those behaviors when creating new connections. • Seek opportunities to assist your colleagues even if they are small tasks. Allow others to return the favor and assist you even if you don't need it. Continue to offer your assistance to different colleagues both inside and outside your team and leverage these relationships when appropriate.

Generates new ideas	This measures the extent to which the candidate creates innovative approaches.
	<p>You are likely to suggest some novel and imaginative ideas when presented the opportunity to do so.</p> <ul style="list-style-type: none"> • Evaluate several work activities that you could complete more effectively. Come up with new and innovative approaches to completing them. Consider the pros and cons of each approach. Bring your ideas to your manager and be ready to explain why you believe your new approaches will be more effective. • Identify several issues you and your team solve using established methods. Consider how well these methods work and brainstorm novel solutions for addressing these issues. Experiment using the different approaches and introduce your ideas to your team once you have determined what works best.
Copes with uncertainty	This measures the extent to which the candidate is productive when roles and situations are not clearly defined.
	<p>You may feel uncomfortable and insecure without definite information and clear direction, and your productivity might suffer as a result.</p> <ul style="list-style-type: none"> • Think about a time recently when things were uncertain. How did you cope? What did you find most challenging? Find someone you believe copes well in challenging situations, and discuss with them a few strategies you might try next time you are faced with a similar situation. • If you feel worried about uncertainty in your work environment, think about using your close friendships and hobbies in order to relax. Consider finding out more about relaxation strategies that could help you in uncertain times.
Thrives under pressure	This measures the extent to which the candidate keeps things in perspective and stays calm and focused when under pressure.
	<p>You are able to stay productive when work pressures increase.</p> <ul style="list-style-type: none"> • Find a magazine or book that has an article or chapter on handling stress. One that has a questionnaire as well as some actionable tips for handling stress would be the best. Look for advice that seems to resonate best with you, and aim to write it down and put it in a place where you can access it and refer to when needed. • Reflect on times when you have felt under pressure at work. Consider what you did to manage these situations successfully and think of things you could have done differently to ease the pressure. Reinforce your self-confidence at working through stressful times by listing the strengths you bring to your job.
Controls emotions	This measures the extent to which the candidate keeps negative emotions under control.
	<p>You will likely be challenged by difficult situations and may at times have to work hard to hide your reactions.</p> <ul style="list-style-type: none"> • Consider what strategies you use to manage your emotions. For example, if someone has said something which has made you angry, take an internal time-out. Internally count to 10 before you respond. Take time to gather your thoughts and express yourself without displaying your emotions. • In order to develop skills in managing emotions, next time you are faced with a challenging situation, think of how you can turn around the situation rather than just accepting that bad things happen. Assume that you have some control over the situation and think of things you can do to turn it into a positive outcome.

Strives to achieve	This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.
	<p>You are not likely to set very demanding goals but instead focus on easily achievable goals that require less effort.</p> <ul style="list-style-type: none">• Identify a mentor who can offer encouragement and guidance to help you develop goals. Share ideas and concerns with your mentor and ask him/her to work with you on identifying areas you want to develop that are challenging but also achievable.• Identify one task each month that will require extra effort to accomplish, encouraging you to push yourself in reaching goals. Then, evaluate your misses and celebrate your successes. This will help you highlight where your strengths are and where you need to develop further.