



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

Prepare for the Interview:

In order to conduct an effective interview, appropriate preparation needs to take place. It is important to complete the following before interviewing an applicant:

- Become familiar with the competencies associated with the job and choose one or two questions from each competency to ask the interviewee.
- Review the candidate's application or resume and make note of any issues that you need to follow-up on. Some examples of potential issues are gaps in employment or working at a job for less than a year.

Greeting and Introduction:

Now you are ready to meet the applicant. When greeting the applicant introduce yourself and provide him/her some background information about yourself. Explain the purpose of the interview, for example, 'The purpose of the interview is to determine if there is a match between your interests and qualifications and the position.' Provide the interviewee with a brief overview of the interview structure so that he/she knows what to expect. Here are some tips for structuring the interview:

- Take notes. It will make it easier to evaluate the applicants afterward without forgetting the specific details.
- Tell the applicant that there will be time at the end of the interview for any questions that he/she may have.
- At the end of the interview tell the applicant about the company and the specific job that he/she is applying for.

Ask Competency-based Interview Questions:

Now you are ready to begin asking questions. Begin with questions that you have about the interviewee's application or resume. Ask questions about his/her previous work history or any potential issues that you noticed from the resume. When these are complete, transition into the structured part of the interview by asking questions associated with competencies for the job. Probe the applicant to give you a complete answer by asking Situation, Behavior, Outcome probes.

Bring the Interview to a Close:

When all of the questions are asked, you need to close the interview. Give the applicant specific details including the job duties, hours worked, compensation, and information about the company. Sell the position and company to the applicant by emphasizing job fit, sources for job satisfaction, and opportunities for growth. Finally, close the interview by thanking the candidate for his/her time and by giving him/her a timeline for the application process.

Rate the Applicant:

The last step is to evaluate the candidate. Some tips to help you complete a good evaluation are:

- Review your notes.
- Determine ratings for the applicant on each competency as well as an overall rating by using the anchor scales.
- Determine your final recommendation.

Overall Score



Percentile

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.

Please describe the situation when you most effectively handled a dissatisfied customer.

Situation: What was the situation? How did you find out that the customer was unhappy?

Behavior: How did you respond to the customer?

Outcome: What was the customer's reaction? What has happened with the customer since that situation?

Sometimes people do not understand what we are trying to tell them, so we need to repeat what we said or try to explain it in a different way. Tell me about the most difficult time you have had trying to explain something to someone.

Situation: What were you trying to tell them? What obstacles did you face in your communications?

Behavior: How did you overcome these obstacles?

Outcome: How did the people respond to you? What was the outcome of the situation?

It can be difficult to cope with interruptions and requests for help when you have a lot to do at work. Tell me about a time you were under the most pressure when a customer or coworker asked for your help.

Situation: What was the source of the time pressure? What kind of help did the other person need?

Behavior: What was your response?

Outcome: What happened with this situation?



Below Average

Average

Above Average

1	2	3	4	5
<p>Fails to meet even the most basic customer needs; makes no effort to satisfy customer's needs; shows disinterest in serving customers.</p>		<p>Meets customer expectations by fulfilling requests.</p>		<p>Goes well beyond normal expectations to serve customers; demonstrates strong commitments to customer service; personally goes beyond the call of duty.</p>
<p>Fails to respond to customer needs and concerns in a timely manner; refuses to help others, regardless of how busy he/she is; responds slowly and without a sense of urgency when a client comes with a pressing need; ignores feedback from customers regarding products and services; does not seek feedback from customers.</p>		<p>Responds quickly to customer needs, concerns, and requests once they are identified.</p>		<p>Anticipates and addresses near and longer term customer needs and potential problems; makes an effort to understand and address customers'/others' needs and desires; seeks feedback from customers about all products and services.</p>
<p>Avoids helping others; is sullen or unfriendly when required to help others; challenges or confronts difficult customers, thereby escalating hostility.</p>		<p>Explores ways to increase customer satisfaction (typically as it relates to the current transaction).</p>		<p>Is courteous and friendly even when handling a difficult customer.</p>
<p>Acts irritated when dealing with a dissatisfied customer; does not apologize or look for ways to resolve the problem.</p>		<p>Emphasizes the need for providing good customer service and help to others.</p>		<p>Apologizes sincerely when dealing with a dissatisfied customer and does what is necessary to make the person happy.</p>
<p>Works to sell products and services only; does not incorporate customer needs into available products and services; takes a one-size-fits-all approach; does not try to match solutions to customer's needs.</p>		<p>Apologizes to the customer, and deals with the current problem, but does not go out of his/her way to satisfy the customer.</p>		<p>Incorporates customer needs and requirements into services and products; works with customers to explore the best way to meet their needs, even if it means not making a sale.</p>
<p>Rarely looks for ways to enhance customer satisfaction.</p>		<p>Makes an effort to satisfy customer needs.</p>		<p>Actively explores ways to enhance customer satisfaction and overall experience with the company.</p>

Works autonomously

This measures the extent to which the candidate works well without supervision or engaging others.

Tell me about a time you were given an assignment with little supervision.

Situation: What was the assignment?

Behavior: How did you handle any problems you encountered?

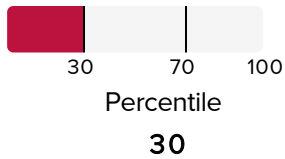
Outcome: What were the results of the assignment?

Tell me about a time when you thought about asking for help or advice on a task, but decided to work it out on your own.

Situation: What did you think you might need help on?

Behavior: How did you go about deciding the best way to handle the task?

Outcome: What was the outcome of you handling the task on your own?



Below Average		Average	Above Average	
1	2	3	4	5
Was uncertain on how to proceed with the work without direct input from his/her supervisor.		Finished the work without detailed direction once general guidance was given.	Did the work with confidence guided by the organization's policies.	

Understands others

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

Tell me about a situation where you changed your plans in consideration of other people's views.

Situation: What were your original plans? Why was it important to consider other people's views?

Behavior: What did you do to consider other people's views? How did you change your plans?

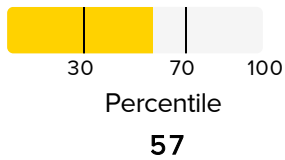
Outcome: How did everyone feel about the modified plan?

Tell me about a time when you had to think about a situation from someone else's perspective.

Situation: What was the situation? Who was the other person?

Behavior: How did you approach changing your perspective?

Outcome: What happened after you had considered the situation from the other person's perspective?



Below Average		Average	Above Average	
1	2	3	4	5
Found it difficult to understand why someone behaved a certain way; was not able to see a situation from someone else's perspective.		Had some insight into why someone behaved a certain way; could mostly see the situation as someone else saw it.	Understood why someone behaved a certain way; could accurately see the situation from another point of view.	

Demonstrates empathy

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

Tell me about a time when you had to put the needs of others ahead of your own.

Situation: What was the situation? What did you have to sacrifice in order to meet the needs of the other person?

Behavior: What did you do to accommodate this person?

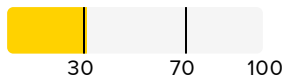
Outcome: What was the outcome of the situation?

Tell me about a time when you had to listen to someone talk about their fears and concerns.

Situation: What was the situation?

Behavior: Were you able to take the time to listen to the person? How did you go about making the person feel listened to?

Outcome: How did the person feel when you left him/her?



Percentile

31

Below Average		Average	Above Average	
1	2	3	4	5
Showed a lack of empathy for others' experiences, needs or feelings.		Showed empathy for others who were similar to himself/herself; might have had trouble showing empathy towards someone who was different.	Tried to understand the feelings of someone quite different than him/her self in a genuine and caring manner.	

Maintains good working relationships

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

Tell me about a time when you established a connection with an individual who was hard to get along with.

Situation: What was the situation? In what way was the person difficult to get along with?

Behavior: What did you do to try to build a relationship with the person?

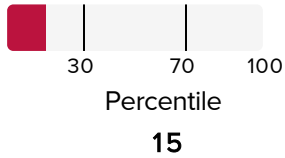
Outcome: What was the outcome? Were you successful in building a relationship with the person?

Tell me about a time when it was important for you to develop a good working relationship with a peer or a co-worker.

Situation: What was the situation? Why was it important for you to develop the relationship?

Behavior: What did you do to maintain the working relationship?

Outcome: How did the relationship benefit you?



Below Average		Average	Above Average	
1	2	3	4	5
Did not seek to improve or maintain strong relationships with others at work.		Maintained strong relationships with others in immediate work group.	Built strong work relationships both within and outside of immediate work group.	

Generates new ideas

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

Tell me about a time when you used a creative approach to solve a problem or issue.

Situation: What was the problem or issue?

Behavior: How did you generate this new approach?

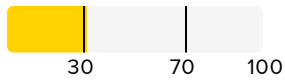
Outcome: What were the results of your actions?

Tell me about a time you offered a novel idea or viewpoint to a co-worker or group.

Situation: What prompted you to share the idea?

Behavior: What idea or viewpoint did you offer and what made it novel?

Outcome: How was your idea received?



Percentile

31

Below Average		Average	Above Average	
1	2	3	4	5
Proposed out of date ideas or methods that lack creativity.		Recognized when long standing methods or procedures were no longer effective and came up with new options.	Shared a fresh viewpoint and easily came up with innovative and creative methods or approaches.	

Copes with uncertainty

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

When was the last time you learned a new skill that you were unsure about?

Situation: What was the situation? Why did you have to learn the new skill?

Behavior: What did you do to learn the new skill?

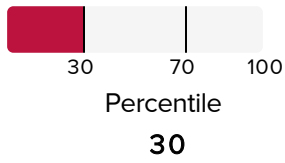
Outcome: What was the outcome?

Tell me about a situation in which you had to cope with a particularly difficult or demanding task.

Situation: What was the situation and the task?

Behavior: What did you do to cope?

Outcome: What was the outcome?



Below Average		Average	Above Average	
1	2	3	4	5
Was uncomfortable when there was a lack of clear information.		Was comfortable when there was a lack of unclear information; viewed uncertainty in a positive light.	Viewed uncertainty in the workplace as exciting; saw opportunities in times of ambiguity.	

Thrives under pressure

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

Tell me about time you worked most effectively under pressure.

Situation: What made the situation high pressure?

Behavior: What did you do to cope with the pressure?

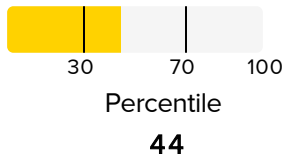
Outcome: What were the results of the project/assignment?

Please describe a risk you took that did not turn out the way you expected.

Situation: What was the situation? What prompted you to take this risk? How did you expect the situation to turn out?

Behavior: What steps did you take to correct it?

Outcome: How did it actually turn out?



Below Average		Average	Above Average	
1	2	3	4	5
Found it difficult to produce quality work or make decisions under pressure.		Maintained levels of productivity at work when under pressure.	Maintained productivity at work when under pressure, with no impact on work quality.	

Controls emotions

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

Tell me about a stressful time when you maintained your composure when an obstacle was placed in your way.

Situation: What was stressful about the situation?

Behavior: What specific actions did you take to deal with the obstacle or constraint?

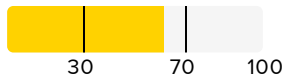
Outcome: How has this experience helped you in other stressful situations?

Describe an occasion when something at work was causing you to feel frustrated.

Situation: What was the situation? Who or what was causing you to feel frustrated?

Behavior: How did you approach your work at the time?

Outcome: What was the outcome?



Percentile

61

Below Average		Average	Above Average	
1	2	3	4	5
Was not able to effectively control emotions in stressful situations.		Controlled emotions when under stress but struggled to maintain the same level of productivity or focus.	Reacted calmly and confidently when faced with a crisis; did not let emotions affect productivity or focus.	

Strives to achieve

This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.

Tell me about your most important career objective.

Situation: When did you set this goal? Why is it so important to you?

Behavior: What you have done to try to achieve this objective?

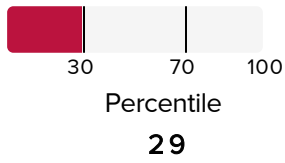
Outcome: What progress have you made?

Give me an example of the most challenging goal you set for yourself and how you went about trying to achieve it.

Situation: What was the situation? What was the goal?

Behavior: What did you do to achieve them?

Outcome: What was the outcome?



Below Average		Average	Above Average	
1	2	3	4	5
Showed little evidence of a drive to succeed; may have expended only minimal energy or time to complete work.		Put forth enough effort to accomplish goals.	Set and achieved challenging goals and persisted with extra effort.	