



REPORT

Professional 8.0 Interview Guide

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Table of contents

1 Personal details

2 Interview prompts

3 Glossary

Personal details

Name	Sample Candidate11
Score zone	High
Email	Sample.Candidate11@outlook.com
Participant id	273960169098860
Client	Content QA TCplus

Project details

Project name	Professional 8.0 JFA_UAT_New
Participant start date	May 31, 2024
Participant completion date	May 31, 2024
Total questions	76
Total time	16 min
Response time	3 min 21 sec

Instructions

This report is designed to give information about the participant's relative strengths and development areas 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 the participant excel in the workplace.

The score that a participant receives describes how the participant's responses compared against our database of responses consisting of the participant's peers. The assessment that a participant has 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.

This report is confidential, and its contents are intended to assist in the prediction of a participant's work behavior. Please note that the assessment components included in this solution report are not necessarily weighted equally. Some of the components are broad measures of behavior and some are more narrow. Competencies denoted by an asterisk (*) are measures of narrow behaviors. While these behaviors 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.

Interview prompts

Overall

High



Interview Guidance

This guide provides interviewers with a standard set of questions that can be used to further evaluate the interviewee on important competencies. Along with the interview questions, you will find instructions for how to best carry out the interview, question probes to help facilitate conversations, and a rating guide to help you score each response.

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 the interview:

- Become familiar with the competencies associated with the job and choose one or two questions from each competency to ask the interviewee.
- Review the interviewee'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.
- Be prepared to take notes during the interview. It will make it easier to evaluate the interviewees afterward without forgetting the specific details.

Greeting and Introduction:

Now you are ready to meet the interviewee. When greeting the interviewee, introduce yourself and provide 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 they know what to expect. Tell the interviewee that there will be time at the end of the interview for any questions they may have.

Ask Introductory and 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 their 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 interviewee to give you a complete answer by asking the provided Situation, Behavior, and Outcome probes. Remember to take notes on the interviewee's responses.

Bring the Interview to a Close:

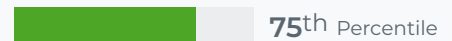
When you have asked all of the questions, you need to close the interview. Give the interviewee specific details including the job duties, hours worked, compensation, and information about the company. Sell the position and company to the interviewee by emphasizing job fit, sources for job satisfaction, and opportunity for growth. Finally, close the interview by thanking the interviewee for their time and by giving them a timeline for the application process.

Rate the Interviewee:

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

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

Puts the team first



Q Discuss a time when you were on a team and the work was allocated in a manner you felt was unfair.

Situation: What was the situation?

Behavior: What steps did you take to contribute to achieving the team goals?

Outcome: What ultimate goal or result was achieved as a result of the work you did?

Q Give me an example of a situation when you had to work with others to complete a task.

Situation: What task did you have to complete?

Behavior: What steps did you take to ensure that the task was completed successfully?

Outcome: What was the result?

Scoring Guide

Below Average (1 & 2)

- Did not sacrifice own success in order to achieve the team objectives; operated with self-interest.

Average (3)

- Successfully balanced personal and team goals, but was not willing to put team goals above own goals.

Above Average (4 & 5)

- Sacrificed own success for the attainment of team objectives.

Offers help



Q Tell me about a time when you provided guidance to colleagues on how to complete a task.

Situation: Who were the colleagues? What guidance were you sharing?

Behavior: How did you guide them?

Outcome: What was the result of your guidance?

Q Tell me about a time it was critical for you to share your expertise with others.

Situation: Why was it critical for you to share your expertise? Who were you sharing it with?

Behavior: How did you convey your expertise?

Outcome: How did your expertise resolve the situation?

Scoring Guide

Below Average (1 & 2)

- Kept information to themselves even when they were asked to share it; did not offer guidance when there was a need.

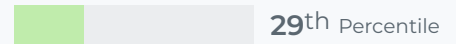
Average (3)

- Was willing to share information with others when asked; may not have been proactive about sharing information that could be helpful at a later time.

Above Average (4 & 5)

- Eagerly shared work information with others and provided guidance when they sensed a need.

Writes with clarity



Q Tell me about a situation when you chose to communicate in writing.

Situation: What was the topic?

Behavior: How did you ensure that your written communication was concise, well structured and error free?

Outcome: How effective was your written communication? Did you receive any feedback?

Q Give me an example of when you tailored written information to suit the needs of the audience.

Situation: What was the topic? Who was your audience? Why was it important to tailor your message to the audience?

Behavior: How did you ensure that your written communication would be well received by your audience?

Outcome: How effective was your written communication? Did you receive any feedback?

Scoring Guide

Below Average (1 & 2)

- Produced written communication that was disorganized, unstructured and full of errors; content was not tailored to the needs of the audience.

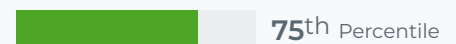
Average (3)

- Produced written communication that was structured in a way that was reasonably succinct and easy to follow; content only had a few errors.

Above Average (4 & 5)

- Produced written communication that was logically structured and easy to understand; tailored the content to the needs of the audience.

Applies functional expertise



Q Tell me about a time when your specialist technical knowledge helped you solve a difficult problem at work.

Situation: What was the situation? What specialist knowledge was required to deal with the problem?

Behavior: How did you apply your specialist knowledge?

Outcome: What was the outcome?

Q Give me an example of when you have needed to handle technical questions with authority.

Situation: What questions were you asked?

Behavior: How did you ensure your answers were effective?

Outcome: How were your answers received?

Scoring Guide

Below Average (1 & 2)

- Did not assist others in areas related to own expertise, even when asked to do so.

Average (3)

- Regularly and eagerly applied specialist skills in work and did not need to be prompted by others.

Above Average (4 & 5)

- Found chances to apply knowledge or skills to existing problems, or gained new knowledge or skill to tackle new problems.

Offers practical solutions

 88th Percentile

Q Tell me about a time when you had to quickly handle a problem that did not have a standard or obvious solution.

Situation: What was the problem?

Behavior: How did you identify a solution?

Outcome: What did you recommend?

Q Give me an example of a practical solution you found to address a common problem that your team faced.

Situation: What was the common problem?

Behavior: What factors did you consider to make sure the solution would be suitable and useful?

Outcome: Were you able to carry out the solution effectively?

Scoring Guide

Below Average (1 & 2)

- Took a great deal of time to suggest an overly complex or costly solution to a problem.

Average (3)

- Put forward a simple and cost effective solution to a problem in an average amount of time.

Above Average (4 & 5)

- Provided a highly effective solution to a problem in a short amount of time; found and assessed multiple alternatives.

Maintains documentation62nd Percentile**Q Tell me about a time when documenting your work was especially important.**

Situation: What was the situation? Why was it so important to document your work?

Behavior: What did you do to ensure clear and accurate records of your work were documented? How long did it take you?

Outcome: How was the document useful?

Q Tell me about a time when because of time constraints you did not document a project completely.

Situation: What circumstances led up to the situation? What parts of the documentation were you the least satisfied with?

Behavior: What did you do to remedy the situation?

Outcome: How was the usefulness of the project affected by the poor documentation? What steps did you take to avoid this type of situation in the future?

Scoring Guide**Below Average (1 & 2)**

- Neglected to document work or created messy or non-intuitive systems; needed to show others where to look to find the information.

Average (3)

- Created systems for organizing and documenting information so that others could find information with limited assistance.

Above Average (4 & 5)

- Kept documents on all projects up-to-date and made sure that the information was stored in an intuitive and logical way, and could be easily accessed and understood by others.

Attends to multiple tasks

52nd Percentile

Q Tell me about a time when you had to pay attention to multiple sources of information at the same time.

Situation: Tell me about the situation. What were the sources of information?

Behavior: How did you remain focused on the information?

Outcome: What was the outcome?

Q Give me an example of a time when you had to work on multiple tasks for a project.

Situation: What was the project?

Behavior: How did you determine the priority of each task? Did you have to consult anyone?

Outcome: What was the result of the project?

Scoring Guide

Below Average (1 & 2)

- Did not manage conflicting priorities well and/or failed to meet deadlines.

Average (3)

- Prioritized tasks/projects to meet deadlines and deliver high quality work.

Above Average (4 & 5)

- Showcased strong multitasking skills and planned ahead in order to deliver work ahead of schedule.

Copes with uncertainty

54th Percentile

Q Tell me about a time when you had to manage something new which prevented you from relying on past precedence/procedure.

Situation: What was the situation?

Behavior: What did you do when you realized you couldn't rely on usual procedures?

Outcome: What was the outcome? How do you plan to learn from this situation?

Q Describe a recent situation where you took on new duties.

Situation: What was the situation? What kind of new responsibilities were you facing?

Behavior: What specific actions did you take to deal with the new responsibilities?

Outcome: What was the outcome? How did this affect your approach to all of your responsibilities?

Scoring Guide

Below Average (1 & 2)

- Was uncomfortable when there was a lack of clear information.

Average (3)

- Was comfortable when there was a lack of clear information; viewed uncertainty in a positive light.

Above Average (4 & 5)

- Viewed uncertainty in the workplace as exciting; saw opportunities in times of ambiguity.

Strives to achieve

 95th Percentile

Q Describe a personal work goal or objective you have achieved over the past year.

Situation: What motivated you to achieve this goal?

Behavior: How did you go about achieving the goal?

Outcome: Where have you succeeded? Where do you still need to improve?

Q Tell me about a time when you worked toward a goal that required doing a great deal of work in a short amount of time.

Situation: What was the goal, assignment, or project?

Behavior: What did you do to accomplish the work?

Outcome: What was the outcome?

Scoring Guide

Below Average (1 & 2)

- Showed little evidence of a drive to succeed; may have expended only minimal energy or time to complete work.

Average (3)

- Put forth enough effort to accomplish goals.

Above Average (4 & 5)

- Set and achieved challenging goals and persisted with extra effort.

Takes action

 97th Percentile

Q Give me an example of a project or assignment which required extra hard work.

Situation: Tell me about the project. Why did it require extra effort?

Behavior: How did you handle the project? In what ways did you put in extra effort to get the job done?

Outcome: How well did the project or assignment turn out?

Q Tell me about a time when you did something that required extra effort, without being directly asked to do so.

Situation: What was the work or task? How did this require extra work or additional responsibility?

Behavior: What did you do? Did you have any choice about doing the work or task?

Outcome: What was the outcome?

Scoring Guide

Below Average (1 & 2)

- Showed little or no initiative to complete work beyond what was assigned; seemed unlikely to volunteer for new challenges without direction or prompting.

Average (3)

- Went beyond the routine demands of the job, took the initiative to complete work that was not formally part of the job.

Above Average (4 & 5)

- Proactively completed work that needed to be done.

Glossary

Competency Definitions

Puts the team first

This measures the extent to which the candidate makes personal sacrifices for the benefit of the team.

Offers help

This measures the extent to which the candidate shares information and offers guidance to others.

Writes with clarity

This measures the extent to which the candidate writes fluently and expresses ideas clearly.

Applies functional expertise

This measures the extent to which the candidate proficiently applies relevant knowledge and skills to one's job.

Offers practical solutions

This measures the extent to which the candidate provides workable solutions to problems.

Maintains documentation

This measures the extent to which the candidate records project progress and organizes information so that it is easily accessed by others.

Attends to multiple tasks

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

Copes with uncertainty

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

Strives to achieve

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

Takes action

This measures the extent to which the candidate keeps busy at work and enjoys taking on new responsibilities.

Zone definition

Professional 8.0 JFA

- 0-30 Percentile: Low
- 31-70 Percentile: Medium
- 71-99 Percentile: High

Disclaimer: The report herein is generated from the results of a questionnaire answered by the participant and reflects the answers provided by them. Due consideration must be given to the subjective nature of questionnaire-based ratings in the interpretation of this data. The information enclosed in this report 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. Please note, this report has been generated electronically – the user of the software can make amendments and additions to the text of the report.