

# theProfileXT

## **Confidential Placement Report**

for

**Mary Sample**

Customer Service Representative

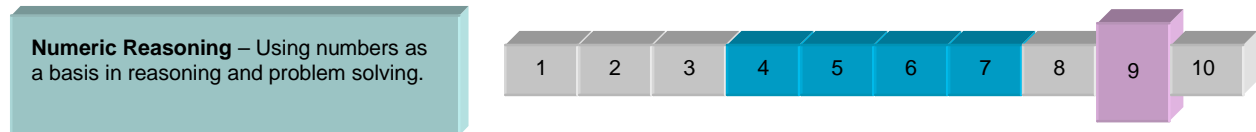
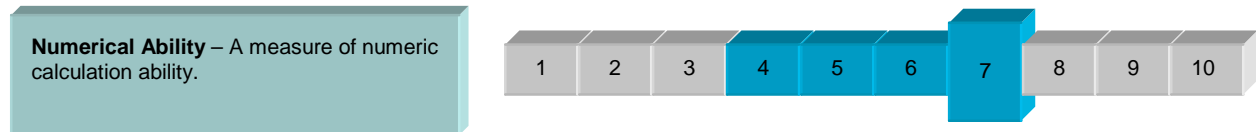
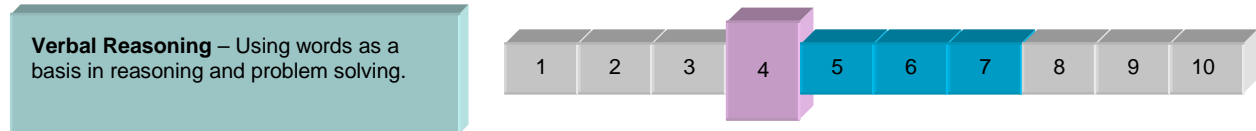
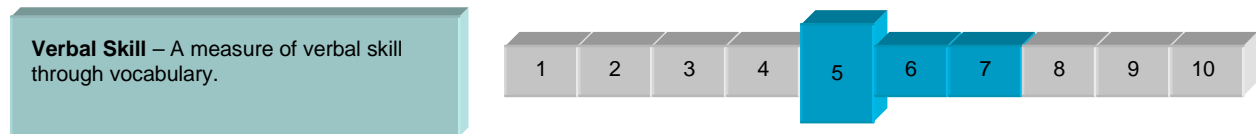
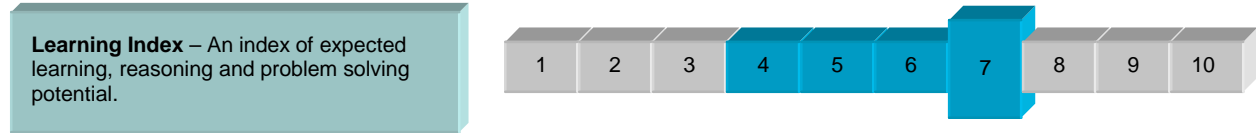
Thursday, February 20, 2003

**Profiles International  
4525 Lake Shore Drive  
Waco, TX 76710  
2547519363**

Pattern Date: 2/20/2003 5:18:51 PM

## Profile for Thinking Style

The Darker shading represents the Job Match Pattern for the role of Customer Service Representative. The larger box indicates this individual's score.

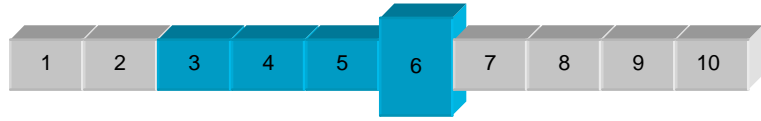


**81%** match with Thinking Style Pattern for the Customer Service Representative position.

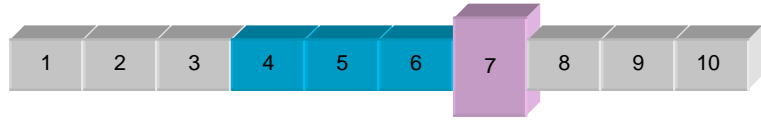
Mary Sample has a **80%** overall match for the Customer Service Representative position.

## Profile for Behavioral Traits

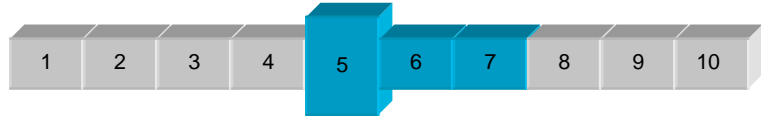
**Energy Level** – Tendency to display endurance and capacity for a fast pace.



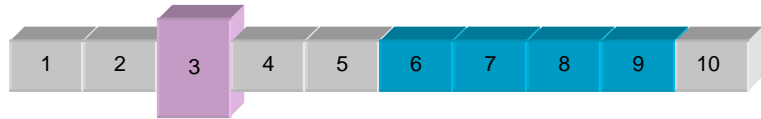
**Assertiveness** – Tendency to take charge of people and situations. Leads more than follows.



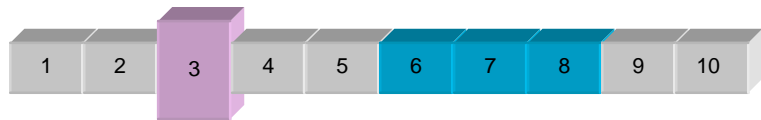
**Sociability** – Tendency to be outgoing, people-oriented and participate with others.



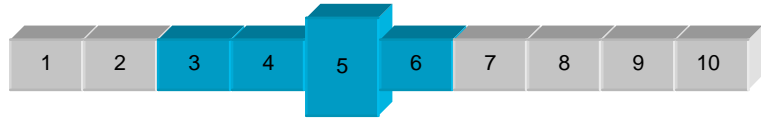
**Manageability** – Tendency to follow policies, accept external controls and supervision and work within the rules.



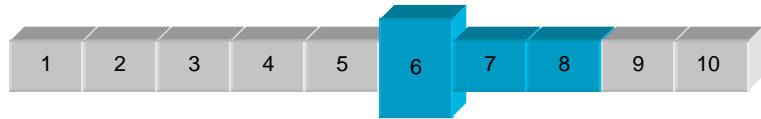
**Attitude** – Tendency to have a positive attitude regarding people and outcomes.



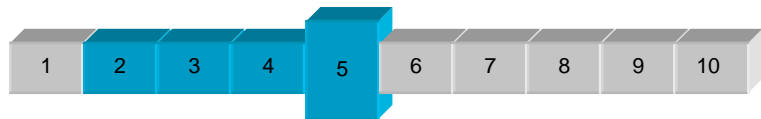
**Decisiveness** – Uses available information to make decisions quickly.



**Accommodating** – Tendency to be friendly, cooperative, agreeable. To be a team person.



**Independence** – Tendency to be self-reliant, self-directed, to take independent action and make own decisions.



**Objective Judgment** – The ability to think clearly and be objective in decision-making.



**76% Behavioral Traits Pattern match for the Customer Service Representative position.**

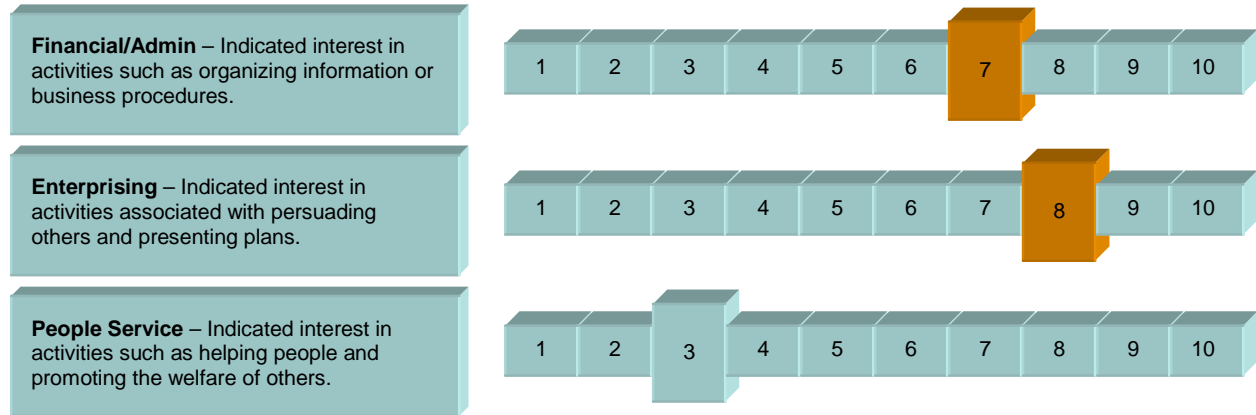
**Mary Sample has a 80% overall match for the Customer Service Representative position.**

The Distortion Scale Score on this assessment is **8**. The Distortion Scale deals with how candid and frank the respondent was while taking this assessment. The range for this scale is 1 to 10, with higher scores suggesting greater candor.

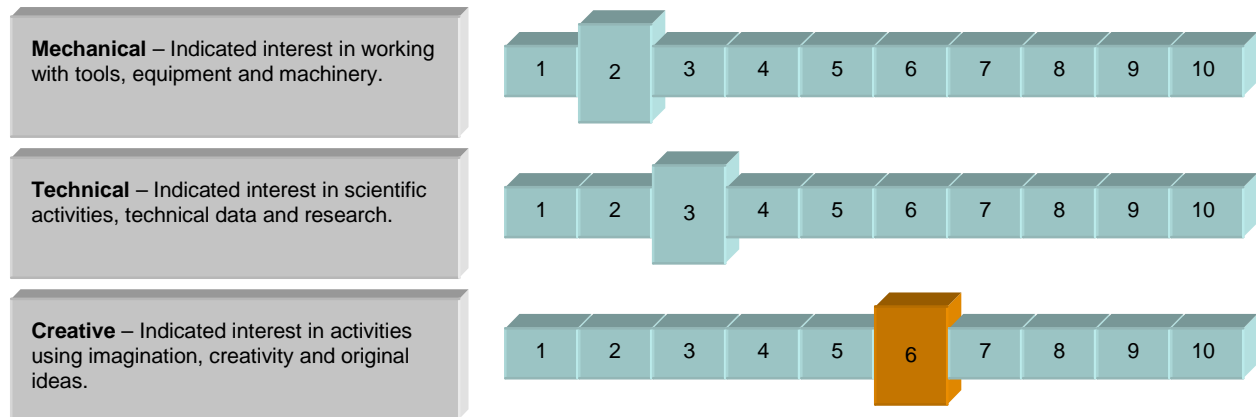
## Profile for Interests

For the Job Match Pattern under consideration, the top three interests in descending order are: **Financial/Admin**, **Enterprising** and **People Service**. The other three interests have no impact on this position. The top three interests for Mary in descending order are: **Enterprising**, **Financial/Admin** and **Creative**. **Ms. Sample shares two of these interest areas: Financial/Admin and Enterprising**

### Top three Interests for this position



### Interests not relevant to this Position



When the top three interests are in common, the Job Match Percentage is greater than if there are fewer than three in common.

**Mary Sample has an 84% match with Interest Pattern for the Customer Service Representative position.**

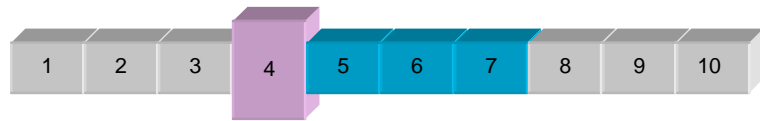
**Mary Sample has an overall match of 80% for the Customer Service Representative position.**

## Interview Questions

Mary Sample scored outside the position match pattern in the following areas. When interviewing Mary Sample, you should consider the following information:

### THINKING

**Verbal Reasoning** – Using words as a basis in reasoning and problem solving.



**Job Pattern 5-7**

**Score 4**

On the Verbal Reasoning scale Ms. Sample is below the designated Profile for this Job Match Pattern. This suggests that her ability to solve verbal problems is less than the position typically requires and that she could have a problem with processing communications from others efficiently. Discussions with her should determine her capacity for using words as a basis in reasoning without becoming overly stressed.

- Instructions for a project or a task can sometimes be very long and detailed, often covering information that is not required for what you will do. How do you pick out the important pieces and summarize the information? How do you know you are correct?
- When you have to teach someone how to do a task or describe a project to them, how do you know all of the important information has been covered and they understand?
- When discussing things with people and you "get lost" and lose the train of thought, how do you get back on track? How do you know you understand what they mean?
- When has someone in the past given you the wrong instructions? How did you know?

**Interview Questions**

**Numeric Reasoning** – Using numbers as a basis in reasoning and problem solving.



**Job Pattern 4-7      Score 9**

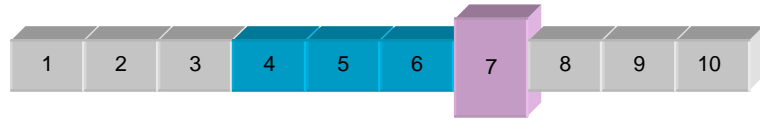
On the Numerical Reasoning scale Ms. Sample is above the job profile for this position. This suggests that her ability to analyze data as part of the decision making process is greater than the position typically requires and that she may not be sufficiently challenged to maintain her interest and/or level of performance.

- Have you ever drawn conclusions based on numbers, graphs or figures that were quite obvious to you, but others had a hard time following? Describe an example.
- Describe your methods for expressing complex numerical concepts to those with less training; how frustrating can this be for you?
- When discussing trends, production values or finances do you seem to understand the conclusions more quickly than the other people involved? Describe a situation when this happened.
- When making budgetary decisions, can you rapidly see where resources can be reallocated or redistributed?

## Interview Questions

### BEHAVIORAL TRAITS

**Assertiveness** – Tendency to take charge of people and situations. Leads more than follows.

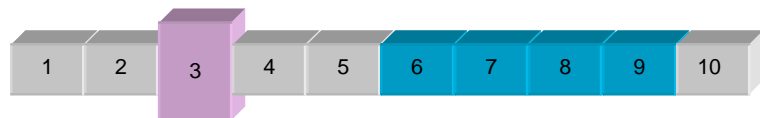


**Job Pattern 4-6      Score 7**

Ms. Sample scored above the Profile for this position in the Assertiveness scale. She may find the environment of this position challenging in the area of how much control is appropriately exerted over others. While talking with her, determine her ability to practice greater diplomacy in her interpersonal relations.

- Describe a time when you communicated something unpleasant or difficult to say to your manager. How did you assert yourself?
- Tell me about a time when you were successful in challenging others' ideas. What does this say about your ability to be assertive?
- Tell me about a situation when you had to "stand up" for a decision you made even though it made you unpopular.
- Give me an example of a time when you confronted a negative attitude successfully, which resulted in building teamwork and morale.

**Manageability** – Tendency to follow policies, accept external controls and supervision and work within the rules.



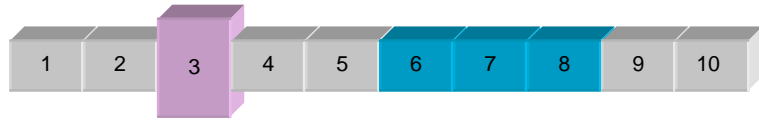
**Job Pattern 6-9      Score 3**

On the Manageability scale Ms. Sample is below the designated Profile for this Job Match Pattern. This suggests that her willingness to follow standard procedures is less than the position typically requires and that she could have a problem with the capability to perform in this area. Discussions with her should determine her potential for frustration within the constraints of this position.

- What is the role of management, in your own words?
- When things go badly at the office, who deserves the blame and why?
- Describe the results of a past conflict with a supervisor. How did it happen, whose "fault" was it, and how was it resolved?
- It is pretty realistic to say that no job is a complete "bed of roses". Tell me about a time when you were able to express your opinions in spite of disagreements or objections.

## Interview Questions

**Attitude** – Tendency to have a positive attitude regarding people and outcomes.



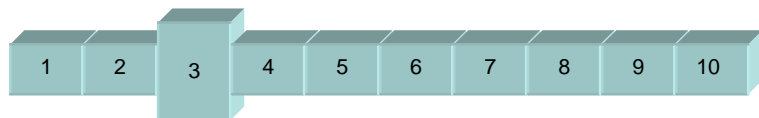
**Job Pattern 6-8      Score 3**

On the Attitude scale Ms. Sample is below the designated job profile for this position. This suggests that her general response to others will be pessimistic compared to the most successful individuals in this position. Discussions with her should explore the possibility that for Ms. Sample, the position may be overly challenging and could lead to frustration and a reduction in her level of performance.

- Describe the last time you experienced a big change in the workplace, like a new set of regulations, for example. How did you feel about those changes?
- Describe for me a specific time when your attitude had an effect on a customer or client.
- What role have you played in the recent past in which your team was unmotivated and how did you resolve the problem?
- Tell me about a high stress situation when it was desirable for you to keep a positive attitude. What happened?

## OCCUPATIONAL INTERESTS

**People Service** – Indicated interest in activities such as helping people and promoting the welfare of others.



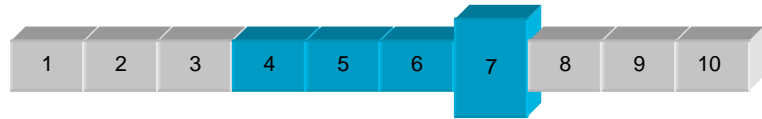
Work that involves serving or facilitating the needs of others is preferred most by those who match the Interest Pattern for this position. However, the activities associated with the People Service theme are not among Ms. Sample's primary three interest themes and may not motivate her as much.

- Describe what it has been like for you in the past to aid others to achieve a group or individual success.
- If you were busy assisting others for an extended period of time, how would you try to maintain focus and keep up your good work?
- Would you be inclined to interrupt your work because someone else needed your assistance and how would you feel about that?
- What frustrations would you expect while assisting someone, even when you had something better to do?

## The Total Person

This part of the report discusses the results for Mary Sample on each of the scales in all three sections. The reported scores relate to the working population in general, and not to any specific Job Match Pattern.

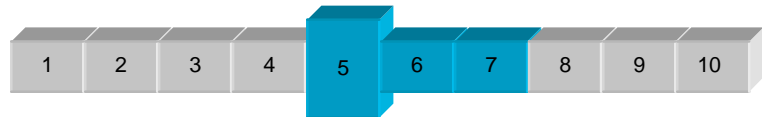
**Learning Index** – An index of expected learning, reasoning and problem solving potential.



**Job Pattern 4-7      Score 7**

- Ms. Sample handles fairly complex tasks with relative efficiency; she has strong problem-solving abilities.
- Her assimilation of new information will be better than most individuals in the general population.
- Ms. Sample is an effective learner in most situations.
- Mary generally learns by paying attention to detail.

**Verbal Skill** – A measure of verbal skill through vocabulary.

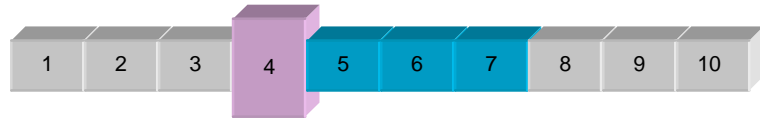


**Job Pattern 5-7      Score 5**

- Ms. Sample is comfortable analyzing basic written and verbal information.
- Mary should be capable of learning to apply basic communication principles to new, more complex problems as necessary.
- She demonstrates a level of verbal skill equivalent to most people in the general population.
- Ms. Sample should be able to grasp simple communication principals that apply to the job.

## The Total Person

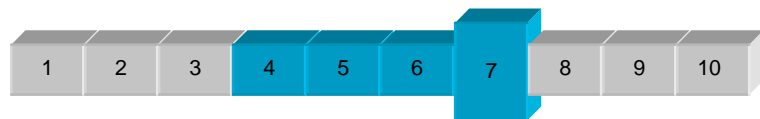
**Verbal Reasoning** – Using words as a basis in reasoning and problem solving.



**Job Pattern 5-7      Score 4**

- Ms. Sample may experience some difficulty grasping complex oral or written directions.
- Mary may not process thoughts and ideas as effectively as others with stronger verbal learning capabilities.
- She probably takes more time and strives for exactness when it comes to verbal information.
- Ms. Sample may need more time to assimilate new information of a verbal nature.

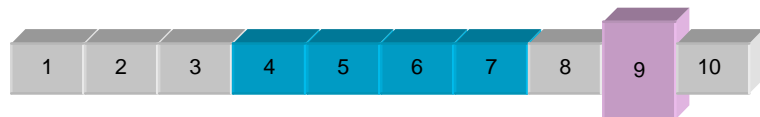
**Numerical Ability** – A measure of numeric calculation ability.



**Job Pattern 4-7      Score 7**

- She should be competent in making mental estimations involving numerical data.
- Ms. Sample has a sound understanding of basic mathematical processes and is able to mentally figure some numeric combinations.
- Mary shows strong potential for developing existing skills with numbers.
- Ms. Sample can build on a basic numerical foundation as the particular calculations required in performing the job become familiar.

**Numeric Reasoning** – Using numbers as a basis in reasoning and problem solving.

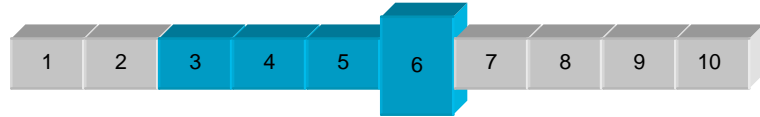


**Job Pattern 4-7      Score 9**

- She will likely have little difficulty in assimilating new information of a numerical nature.
- Ms. Sample should effectively solve numerical problems and mathematical applications.
- Mary rapidly grasps numerical information.
- Ms. Sample is certainly adaptive when handling complex numerical decisions.

## The Total Person

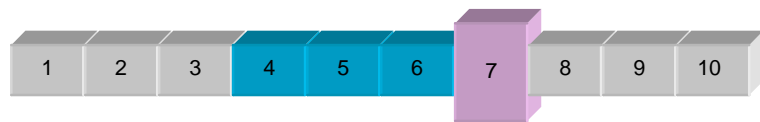
**Energy Level** – Tendency to display endurance and capacity for a fast pace.



**Job Pattern 3-6      Score 6**

- Ms. Sample can be relied on to complete assignments in a timely manner.
- Mary's typical work pace should be consistently productive.
- She can act with a sense of urgency, even under pressure.
- Ms. Sample's work pace is compatible with average performance and consistent results.

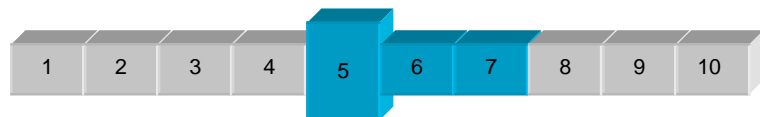
**Assertiveness** – Tendency to take charge of people and situations. Leads more than follows.



**Job Pattern 4-6      Score 7**

- Mary can be a moderately assertive leader who gets results.
- Ms. Sample is willing to be assertive, to be more of a leader than a follower.
- She typically uses direct statements and seems to enjoy the opportunity to lead others.
- Ms. Sample is motivated by situations in which she is held accountable for results.

**Sociability** – Tendency to be outgoing, people-oriented and participate with others.

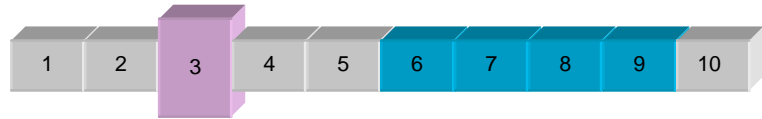


**Job Pattern 5-7      Score 5**

- She expresses limited enjoyment of public contact work.
- Ms. Sample is moderately motivated by assignments that require people content.
- Mary's sociability is moderately compatible with establishing a network of contacts.
- Ms. Sample prefers direct and to the point communication and may avoid spending time on small talk and social amenities.

## The Total Person

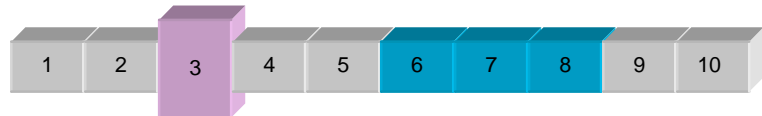
**Manageability** – Tendency to follow policies, accept external controls and supervision and work within the rules.



**Job Pattern 6-9      Score 3**

- She is quick to take and maintain a defensive position. She could be difficult to deal with once her mind is made up.
- Ms. Sample's attitude is more negative than positive. She could be difficult to satisfy.
- Mary tends to relate to authority in a suspicious, defensive manner.
- Ms. Sample demonstrates a generally negative attitude regarding authority. She could be a challenge to supervise.

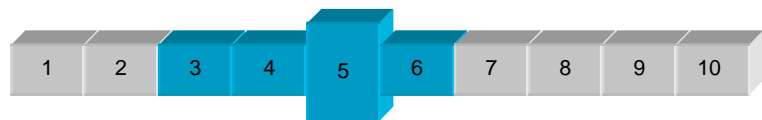
**Attitude** – Tendency to have a positive attitude regarding people and outcomes.



**Job Pattern 6-8      Score 3**

- Mary is slow to show a positive attitude regarding changes in policies and guidelines.
- Ms. Sample is inclined to take a negative position, to become critical of self and others.
- She is inclined to become suspicious of risk and change.
- Ms. Sample is slow to show a positive attitude regarding risk, change and unexpected challenges.

**Decisiveness** – Uses available information to make decisions quickly.

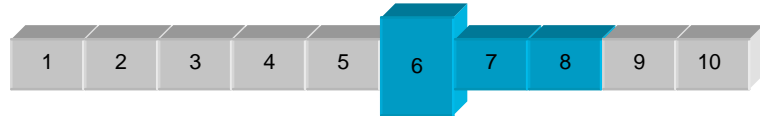


**Job Pattern 3-6      Score 5**

- Ms. Sample is capable of responding to an emergency and of solving problems in a timely manner.
- Mary stands firm on some decisions and may not be inclined to back down once a decision is made, unless under pressure.
- Ms. Sample is typically decisive and inclined to act. She can be effective in positions which require timely results.
- She is not inclined to delay important decisions.

## The Total Person

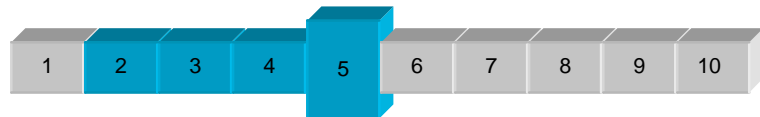
**Accommodating** – Tendency to be friendly, cooperative, agreeable. To be a team person.



**Job Pattern 6-8      Score 6**

- Ms. Sample typically recognizes the need to work with others and she is usually willing to share resources and information.
- She is generally pleasant, friendly and patient, not inclined to show temper or frustration.
- Mary is modest, not inclined to take or to maintain an extreme opinion or position.
- Ms. Sample tends to have a cooperative outlook, generally prepared to help others.

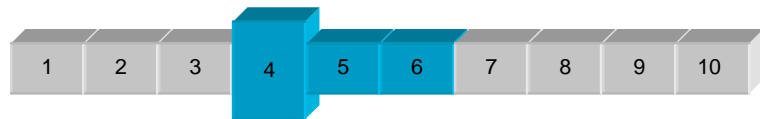
**Independence** – Tendency to be self-reliant, self-directed, to take independent action and make own decisions.



**Job Pattern 2-5      Score 5**

- Ms. Sample is comfortable with the normal restraints of organizational life.
- Mary is usually satisfied with the status quo. She is comfortable working within the system.
- Ms. Sample is willing to function in a coordinated, interrelated way, wanting to participate in group decision making.
- She generally prefers to follow established procedures.

**Objective Judgment** – The ability to think clearly and be objective in decision-making.



**Job Pattern 4-6      Score 4**

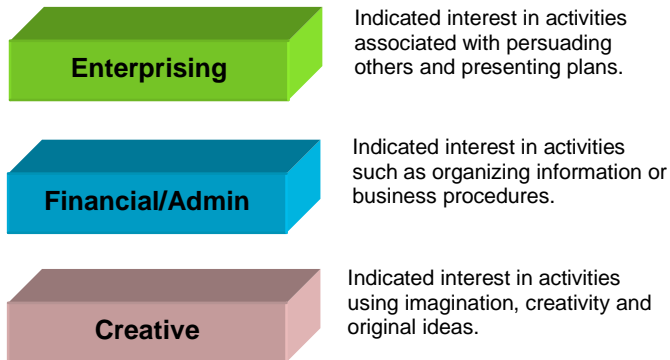
- Ms. Sample's judgment is compatible with fairly simple, routine problems and decisions.
- Mary's judgment is compatible with concrete situations and tangible data.
- Ms. Sample's decisions might not consistently indicate sound judgment and common sense.
- Ms. Sample's conclusions have a tendency to be inconsistent when pressured.

## The Total Person

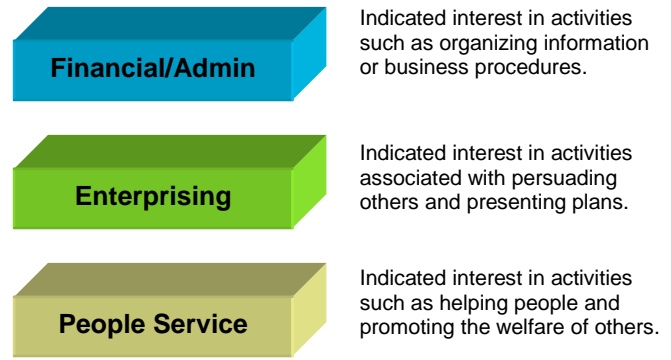
### Occupational Interests

The Interest section assesses the relative interests between the six interest areas. The top three interests for Ms. Sample are shown here, along with the top three interests for the Customer Service Representative position. Note that Mary shares TWO top interests with the requirements of this position.

#### TOP THREE areas of interest for Mary Sample.



#### TOP THREE areas of interest for the position of Customer Service Representative.



Ms. Sample's interests are focused in the Creative, Enterprising and Financial themes of the ProfileXT. This suggests that she is motivated by creative entrepreneurial work that also allows for traditional business solutions when they serve her best. She is at her best when able to practice a balance of creative and traditional methods in a for-profit enterprise.

With Enterprising as her primary area of interest, Ms. Sample is likely to seek out activities that involve entrepreneurial pursuits and leadership. Her focus, above all other areas of interest, lies in pursuing objectives in the lively world of business. These kinds of activities motivate her most effectively. Secondly, she is interested in Financial/Administrative activities that generally involve organizing information. Such responsibilities may help to motivate her in what she does at work. Finally, her interest in Creative activities rounds out her profile of interests. It promotes a concentration in creative expression, trying novel approaches and appreciating the process of innovation. Although this interest area is not as crucial to overall job satisfaction as her stronger interests, it does play a role.

#### Notice:

As discussed in the User's Guide for this product, this job pattern approach to matching individuals to a job provides information of great value and should be an important part of the placement decision. However, the user is reminded that the results from any test should never make up more than a third of the final decision.