

Candidate: **Betty Penske**
Assessment: Workplace Scenarios for Team Member Roles
Completed: April 18, 2024
Prepared for: Susan Bookman
HR Avatar Data Collection Account

Workplace Competency Results and Interview Guide

The Workplace Scenarios for Team Members assessment measures judgment in situations that focus on important competencies for high job performance and tenure in jobs within organizations where the employee is required to interact with others, either inside or outside the organization, or both. Competencies measured include Building Relationships with Customers and Coworkers, Demonstrating Customer Focus, Resolving Conflicts and Meeting Customer Needs, Working Well with Teams, and Maintaining Flexibility and Adaptability. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.

Overall

Candidate	Score	Interpretation
Betty Penske bettypenske@yourcompany.org Workplace Scenarios for Team Member Roles April 18, 2024 The candidate's scores indicate a high level of strength in competencies that are important for performance in jobs that require interaction with others, either inside or outside the organization. This suggests that the candidate will demonstrate solid social intelligence, will be effective at managing relationships and communicating with customers, coworkers, and others, and will make good decisions on how to diffuse conflict. The candidate is likely to be a good team player and to interact well with others.	69	

Key

- ▼ Candidate Score
- Higher Risk
- Lower Risk
- Custom Baseline (Optional)

Competency Summary

Competency	Score	Interpretation
Personality Characteristics (relates to fit with the job/team environment)		
Building Relationships with Customers and Coworkers	82	
Demonstrating Customer Focus	65	
Maintaining Flexibility and Adaptability	60	
Resolving Conflicts and Meeting Customer Needs	78	
Working Well with Teams	62	

Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	0	10	20	30	40	50	60	70	80	90	100	
Global	69th												
United States	57th												
HR Avatar Data	64th												

Assessment Overview

The Workplace Scenarios for Team Member Roles assessment measures judgment in situations that focus on important competencies for high job performance and tenure in jobs within organizations where the employee is required to interact with others, either inside or outside the organization, or both. Scores reflect specific competencies related to social intelligence, interpersonal skills, communication skills, and the ability to be a good team player. This report includes a one page summary, followed by detailed results with an embedded interview guide.

Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org
 Assessment: Workplace Scenarios for Team Member Roles
 Authorized: April 18, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
 Started: April 18, 2024, 8:34:11AM EST
 Completed: April 18, 2024, 8:34:11AM EST
 Overall Score: 69

Personality Characteristics Detail

This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.

Detail	Interview Guide
<p>Building Relationships with Customers and Coworkers Score: 82</p>  <p><i>Description:</i> Develops constructive and cooperative working relationships with others, and maintaining them over time. Effectively manages 1:1 interactions with others, maintaining positive relationships while accomplishing objectives. Builds credibility through trust and respect.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>This person's responses reflect exceptional strengths in maintaining positive relationships while accomplishing objectives and building credibility. Likely to build lasting relationships that significantly increase customer loyalty and dramatically improve collaboration across departments.</p>	<p>Tell me about a time you had to work with a difficult coworker to get an important project or task done.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 </div> <div style="text-align: center;">  2 </div> <div style="text-align: center;">  3 </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 30%;"> <p>Example demonstrates ineffective interpersonal skills when interacting with others and a lack of appropriate balance with achieving objectives.</p> </div> <div style="width: 30%;"> <p>Example demonstrates moderately effective interpersonal skills when interacting with others and moderate focus on achieving objectives.</p> </div> <div style="width: 30%;"> <p>Example demonstrates very effective interpersonal skills when interacting with others, with a focus on achieving objectives.</p> </div> </div>

Detail	Interview Guide
<p>Demonstrating Customer Focus Score: 65</p> <p><i>Description:</i> Works with customers to understand needs and ensure that products and services meet their needs. Does what can be done to resolve issues, gets the customer to someone who can help if needed, and follows up to ensure there is resolution. Handles the situation in a conscientious and customer-focused way.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>This person's responses reflect strong skills in working to understand customer needs, doing whatever it takes to resolve customer issues, and following up to ensure there is resolution. Likely to deliver very good customer service that improves customer satisfaction and customer relationships and positively impacts the reputation of the organization.</p>	<p>Tell me about a time when you exceeded a customer's expectations with superior performance.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1</div> <div style="text-align: center;">★ 2</div> <div style="text-align: center;">★ 3</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>Example demonstrates ineffective customer interaction, failing to add value, and delivery of unacceptable service.</p> </div> <div style="width: 20%;"> <p>Example demonstrates moderately effective customer interaction, adding some value, and delivery of acceptable service.</p> </div> <div style="width: 20%;"> <p>Example demonstrates very effective customer interaction, adding significant value, and delivery of superior service.</p> </div> </div>
<p>Maintaining Flexibility and Adaptability Score: 60</p> <p><i>Description:</i> Responds well to change, modifying approach in light of new demands. Adapts to, supports, and accepts change. Demonstrates resilience, hardiness, and effective coping skills during difficult times.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>This person's responses reflect a high level of resilience during turbulent times, marked by a willingness to accept change, maintain positivity, and modify approach in light of new demands. Likely to adapt to and embrace change and provide help and support of change management efforts.</p>	<p>Tell me about a time when you had to deal with a significant change at work.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1</div> <div style="text-align: center;">★ 2</div> <div style="text-align: center;">★ 3</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>Example demonstrates slow adaptation and embracing of change, and a lack of willingness to modify approach in light of new demands.</p> </div> <div style="width: 20%;"> <p>Example demonstrates moderate speed in adaptation and embracing of change, and moderate willingness to modify approach in light of new demands.</p> </div> <div style="width: 20%;"> <p>Example demonstrates quick adaptation and embracing of change, and a willingness to modify approach in light of new demands.</p> </div> </div>

Detail	Interview Guide
<p>Resolving Conflicts and Meeting Customer Needs Score: 78</p>  <p><i>Description:</i> Handles complaints. Looks for ways to solve problems collectively and agree on next steps. Settles disputes and resolves grievances and conflicts, or otherwise negotiates with others. Works to understand the views of both sides of a conflict, ensures relevant information is shared and considered, and helps parties in a conflict to find common objectives.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>This person's responses reflect strengths in proactively addressing customer complaints, seeing both sides of a conflict and cooperating with others to find common objectives, and negotiating effectively on behalf of the organization. Likely to increase levels of cooperation in the workplace, effectively handle customer challenges, and settle disputes among coworkers.</p>	<p>Describe a time when you settled a difficult conflict at work.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1</div> <div style="text-align: center;">★ 2</div> <div style="text-align: center;">★ 3</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>Example demonstrates ineffective conflict management and negotiation strategies and little or no effort to understand the views of both sides of a conflict.</p> </div> <div style="width: 20%;"> <p>Example demonstrates moderately skilled conflict management and negotiation strategies and some effort to understand the views of both sides of a conflict.</p> </div> <div style="width: 20%;"> <p>Example demonstrates very skilled conflict management and negotiation strategies and efforts to understand the views of both sides of a conflict.</p> </div> </div>
<p>Working Well with Teams Score: 62</p>  <p><i>Description:</i> Works effectively with other people and teams, supporting and showing respect for others. Shows interest in other people's work. Says positive things about the work and organization. Helps others get their work done. Makes sure the team's work gets done. Puts team goals ahead of individual goals.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>This person's responses reflect a high level of skill at working effectively with people and teams and demonstrating respect and genuine interest when engaging or partnering with others. Likely to have a positive impact on team dynamics and to help others achieve their goals and the group to achieve shared goals.</p>	<p>Describe a time when you helped foster collaboration in your team.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1</div> <div style="text-align: center;">★ 2</div> <div style="text-align: center;">★ 3</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>Example demonstrates negative impact on team dynamics, using unclear, and non-assertive communications and not supporting others in achieving objectives.</p> </div> <div style="width: 20%;"> <p>Example demonstrates a neutral impact on team dynamics, using somewhat assertive communications and mild support of others in achieving objectives.</p> </div> <div style="width: 20%;"> <p>Example demonstrates a positive impact on team dynamics, using clear, assertive communications and supporting others in achieving objectives.</p> </div> </div>

Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the assessment is scored. As additional instances are completed, the comparative data may change. You can always update a report to the current values by clicking on "Recalculate Percentiles" within the online results viewing pages at www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 - 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 - 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- Sim ID: 2259-4, Key: 0-0, Rpt: 30, Prd: 1284, Created: 2024-04-18 13:34 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

Score Calculation Detail

The following table provides a summary of how the overall score was calculated from each of the individual competency scores. First, all competency scores are calculated on a scale of 0-100. Note that some competencies use their color category rather than their actual numeric score in the overall calculation. For these, a standard score associated with the assigned color category is used in the overall score calculation rather than the actual numeric score. This is reflected in the "Score Value Used" column. Next, a weighted average of scores is computed using individual competency weights, typically set using job analysis data provided by the US Government Occupational Information Network (O*Net).

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Building Relationships with Customers and Coworkers	82.0258	Numeric Score	82.0258	20.0000
Demonstrating Customer Focus	65.3087	Numeric Score	65.3087	20.0000
Maintaining Flexibility and Adaptability	60.8354	Numeric Score	60.8354	20.0000
Resolving Conflicts and Meeting Customer Needs	78.9975	Numeric Score	78.9975	20.0000
Working Well with Teams	62.6798	Numeric Score	62.6798	20.0000

Weighted Average: 69.9695

Final Overall Score: 69

Notes

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