# HR AVATAR™
## EMPLOYMENT TESTS

Prepared for:     **Betty Penske**
Assessment:     Workplace Scenarios for Team Member Roles
Completed:     January 26, 2021
Sponsored By:

# Score Report and Development Guide

This assessment provides scores for a number of important competencies that are related to success at work. Scores are presented individually on a scale of 0-100. Higher scores represent strengths. Refer to the interpretation section of each competency for additional information. Each competency measured includes relevant development tips. These tips should be used for development planning, especially when the score shows an area of relative weakness. We wish to emphasize that the data contained in this report should be used as part of a comprehensive process for development planning. Additional data should include personal reflection based on experience, input from your manager, feedback from peers and customers as appropriate, and analysis of current job requirements and future career goals.

## How to Use This Report

This report provides scores on five work competencies that are important for success at work. The Competency Summary provides a color-coded graphical presentation of your scores on the assessment. Scores in the green zone are high, and represent strengths in the relevant competency. Yellow indicates medium-level scores, and represents moderate strength in the competency. Blue indicates a potential development need.

The report also provides a description of each competency and tips for developing each competency. Read the definition and tips and reflect on how you can use the information to create a development plan. Consider the challenges you have in your current role, and the types of things you want to do for the next steps in your career, as you prioritize the different competencies to focus on for development.

## Overall

| Participant | Score | Interpretation |
|---|---|---|
| **Betty Penske**<br>Workplace Scenarios for Team Member Roles<br>January 26, 2021 | **79** | 0  20  40  60  80  100 |

Your overall score is a weighted average of your specific competency scores. This score indicates 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 you tend to demonstrate solid social intelligence, are effective at managing relationships and communicating with customers, coworkers, and others, make good decisions on how to diffuse conflict, and interact well with others in general. You can use the overall score to compare yourself to how others have scored on the assessment. Please refer to individual competency scores for additional insight and suggestions.

**Key**
▼ Your Score
■ Weak - Needs improvement.
■ Good - Some room for growth.
■ Strong - Maintain your proficiency.

## Competency Summary

This section contains a list of job-related work competencies that have been evaluated in a job-like context using HR Avatar's simulation technology. The competencies have been demonstrated to be related to job performance.

A work competency is a set of defined behaviors that are related to performing work. Almost all competencies can be developed. You can improve your level of the competencies included in the test with targeted development efforts.

| Competency | Score | Interpretation |
|---|---|---|
| Building Relationships with Customers and Coworkers | 79 | 0  20  40  60  80  100 |
| Demonstrating Customer Focus | 86 | 0  20  40  60  80  100 |
| Maintaining Flexibility and Adaptability | 87 | 0  20  40  60  80  100 |
| Resolving Conflicts and Meeting Customer Needs | 87 | 0  20  40  60  80  100 |
| Working Well with Teams | 59 | 0  20  40  60  80  100 |

## Comparison

Percentile scores indicate how your score compares to other test-takers within various groups. Your score was 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 | 79th | |
| United States | 66th | |
| HR Avatar Data | 73rd | |

## Competency Detail

This section contains a list of each work-related competency that was measured. For each competency there is a brief description of the competency and how you scored, as well as a set of developmental tips.

| Detail | Definition and Helpful Tips |
|---|---|
| **Building Relationships with Customers and Coworkers**<br><br>Score: 79<br><br>0  20  40  60  80  100<br><br>Your scores indicate strengths in Building Relationships with Customers and Coworkers. | *What is Building Relationships with Customers and Coworkers*<br><br>Effective work relationships help produce better results, because most roles in organizations require interacting with others and relying on them to accomplish objectives. This includes developing constructive and cooperative working relationships with others, and maintaining them over time. It also involves effectively managing 1:1 interactions with others, maintaining positive relationships while accomplishing objectives, and building credibility through mutual trust and respect.<br><br>*Helpful Tips*<br><br>• Continue to expand on your successful relationship building and look for ways to leverage it to benefit your customers, your organization, your colleagues, and yourself. Keep your relationships fresh by keeping in touch with customers and colleagues and continuing to demonstrate interest in their professional and personal lives.<br>• Consider setting up formal or informal networking meetings, while continuing to broaden and deepen your relationships. After networking events, follow up to ensure contacts remember you and have positive feelings about you. They will then be more likely to think of you next time they need the type of services you provide.<br>• Look for ways to break down barriers between groups. Constantly seek ways to maintain and strengthen your connections with customers. Let customers know you appreciate them. |
| **Demonstrating Customer Focus**<br><br>Score: 86<br><br>0  20  40  60  80  100<br><br>Your scores indicate strengths in Demonstrating Customer Focus. | *What is Demonstrating Customer Focus*<br><br>Customers are the reason most organizations exist. Keeping the customer in mind and providing a positive customer experience is critical to success. Demonstrating Customer Focus includes working with customers to understand needs and ensure that products and services meet their needs, doing what can be done to resolve issues, getting the customer to someone who can help if needed, and following up to ensure there is resolution. It also involves handling the situation in a conscientious and customer-focused way.<br><br>*Helpful Tips*<br><br>• There is always more you can do for customers. Consider ways to elevate your customer focus by driving harder to always consider the customer's point of view, to creatively look for ways to add value, and to make sure that when there are customer issues, they get resolved.<br>• Summarize any next steps if you are making longer-term commitments to customers. Look for ways to share your knowledge with coworkers to enable the improvement of customer service at your organization.<br>• Anticipate and solve possible problems before they happen. Anticipate and meet customer needs before they ask. |

| Detail | Definition and Helpful Tips |
|---|---|
| **Maintaining Flexibility and Adaptability**<br><br>Score: 87<br><br>0  20  40  60  80  100<br><br>Your scores indicate strengths in Maintaining Flexibility and Adaptability. | *What is Maintaining Flexibility and Adaptability*<br><br>Organizations face an increasing amount of change, whether it be due to technology, mergers or aquisitions, or changing strategy to keep up with the competition. Flexibility and adaptability can help you be effective in organizations during times of change. This includes responding well to change, modifying your approach in light of new demands, and adapting to, supporting, and accepting change. It also involves demonstrating resilience, hardiness, and effective coping skills during difficult times.<br><br>*Helpful Tips*<br><br>• You may want to share your philosophy with others and help the organization change. Try to empathize with others who have more difficulty managing change than you do, and see if you can help them to do so more effectively.<br>• Focus on trying to be even more flexible, considering that there may be solutions that you have not considered that may work better than solutions currently in place.<br>• Maintain positivity and focus on end results through change. Try to think about the things that you can control and make progress with those, which can improve your state of mind at work. |
| **Resolving Conflicts and Meeting Customer Needs**<br><br>Score: 87<br><br>0  20  40  60  80  100<br><br>Your scores indicate strengths in Resolving Conflicts and Meeting Customer Needs. | *What is Resolving Conflicts and Meeting Customer Needs*<br><br>Being able to effectively resolve conflicts and meet customer needs is a critical aspect of being an effective team member. It involves creatively solving problems, maintaining a calm demeanor, and managing through differences of opinion. It includes handling complaints, looking for ways to solve problems collectively and agree on next steps, settling disputes and resolving grievances and conflicts, or otherwise negotiating with others. Additionally, effective conflict management requires the team member to work to understand the views of both sides of a disagreement, ensure relevant information is shared and considered, and help the parties in a conflict to find common objectives.<br><br>*Helpful Tips*<br><br>• Continue to build on your successful efforts to effectively manage conflict and to negotiate. See if there are ways you can make an even bigger impact by tackling larger problems that have been negatively impacting your work group. Look for opportunities to expand your knowledge on both sides of key issues and conflicts and help your organization be as successful as possible.<br>• To continue developing your conflict resolution and negotiating skills, consider identifying and working with a mentor who is known to be exceptionally good at negotiation and managing conflict.<br>• Consider reading Crucial Conversations by Patterson, Grenny, McMillan, and Switzler. |

| Detail | Definition and Helpful Tips |
|---|---|
| **Working Well with Teams**<br>Score: 59<br><br>0  20  40  60  80  100<br><br>Your scores indicate a moderate level of skill in Working Well with Teams. | *What is Working Well with Teams*<br><br>When team members are cooperative, helpful, and respectful of others, it results in a more positive and cooperative workplace. Demonstrating good teamwork results in other people feeling good about working with you, and increases the chances that they will be helpful in return. This involves working effectively with other people and teams, supporting and showing respect for others, showing interest in other people's work, and saying positive things about the work and organization. It also involves helping others get their work done, making sure the team's work gets done, and being ready to put team goals ahead of your own individual goals.<br><br>*Helpful Tips*<br><br>• Think about ways to improve on how well you relate to your team on a daily basis. There may be certain things you are particularly good at doing or other strengths you can leverage to help others, and consequently, the overall team.<br>• Make an effort to demonstrate a genuine interest in the work your coworkers are doing, asking about it and offering your help.<br>• Be positive about the work your group and your organization is doing. Avoid the temptation to focus on things that are difficult, and re-frame them as learning opportunities. |

## Report Preparation Notes

- Always keep in mind that assessments are limited in the amount of information they can gather and the insights they produce. At the same time, it has been shown that assessments like this one can help most people gain insight into their work-related competencies and can help them make adjustments and improvements over time.
- 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.
- Sim ID: 2259-3, Key: 0-0, Rpt: 34, Prd: 1284, Created: 2021-01-26 13:06 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

## Notes

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