

Candidate: **Betty Penske**
Assessment: Pre-Hire Personality - Customer Service Telephone (Russian)
Completed: May 30, 2024
Prepared for: Susan Bookman
HR Avatar Data Collection Account

Test Results and Interview Guide

The Pre-Hire Personality - Customer Service Telephone (Russian) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. 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 Pre-Hire Personality - Customer Service Telephone (Russian) May 30, 2024	72	
The candidate's scores indicate moderate to high performance potential in most jobs. We recommend that this score be used in conjunction with a comprehensive process for evaluating potential performance, including the specific knowledge, skills, and abilities required for a particular job.		Key ▼ Candidate Score Higher Risk Lower Risk Custom Baseline (Optional)
Potential Risk Areas <ul style="list-style-type: none"> Low corporate citizenship score could indicate potential for questionable behavior. 		

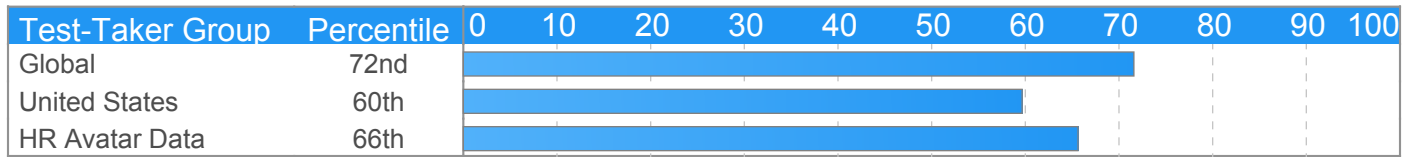
Competency Summary

Competency	Score	Interpretation
Personality Characteristics (relates to fit with the job/team environment)		
Adaptable	95	
Competitive	85	
Corporate Citizenship	10	
Develops Relationships	95	
Enjoys Problem-Solving	89	
Exhibits a Positive Work Attitude	89	
Expressive and Outgoing	69	
Innovative and Creative	79	
Needs Structure	80	
Seeks Perfection	75	
Emotional Intelligence (relates to situational judgment, performance and teamwork)		
Emotional Self-Awareness	68	
Emotional Self-Control	63	
Empathy	67	

Importance to Job ↑

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.



Assessment Overview

This assessment provides scores for 10 important personality factors that are related to success on the job. Scores are presented based on their potential impact on job performance.

Please note that personality tests, like this Attitudes, Interests, and Motivations survey ask the candidate to describe themselves. As a result, the results reflect how the candidate sees him or herself. In most cases, this equates to how the candidate actually behaves.

Remember also that scores on personality tests reflect behavioral tendencies and have no relationship with knowledge, skills or abilities.

Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org
 Assessment: Pre-Hire Personality - Customer Service Telephone (Russian)
 May 30, 2024, by Susan Bookman, HR Avatar Data Collection Account,
 Authorized: sue.bookman@richardson.biz
 Started: May 29, 2024, 8:03:27 PM EST
 Completed: May 29, 2024, 8:03:27 PM EST
 Overall Score: 72



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>Adaptable Score: 95</p> <p><i>Description:</i> This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements. Changing work requirements usually cause stress and put pressure on an individual to adapt. High scorers usually thrive under changing work conditions, while low scorers may burn out or become paralyzed.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Thrives on change. Sees self as very flexible and easy-going. Able to roll with the punches during periods of unexpected organizational change.</p>	<p>Would you rather work in a job where the work predictable or one where activities are constantly changing? Why?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>★</p> <p>1</p> <p>Becomes paralyzed by change. Or disregards the change and continues same path.</p> </div> <div style="text-align: center;"> <p>★</p> <p>2</p> </div> <div style="text-align: center;"> <p>★</p> <p>3</p> <p>Resistant and fearful of change, or appears to live for change.</p> </div> <div style="text-align: center;"> <p>★</p> <p>4</p> </div> <div style="text-align: center;"> <p>★</p> <p>5</p> <p>Comfortable with change, though feels some stress or anxiety. Usually able to stay focused.</p> </div> </div>

Detail	Interview Guide
<p>Competitive Score: 85</p> <p><i>Description:</i> This scale indicates the degree to which an individual is driven by a desire to achieve objectives and outperform their peers. Competitiveness is the tendency to evaluate one's performance in comparison to others. It is characterized by a desire to do better than others, enjoying situations that can lead to a clear winner, and thriving in an environment where people are differentiated by accomplishments.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Highly motivated by challenging goals, financial rewards, and/or recognition, and willing to work very hard to succeed. Very focused on personal achievement.</p>	<p>Would you describe yourself as competitive? Can you give me an example?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> 1 Non-competitive example, or doesn't show any consideration for others. </div> <div style="text-align: center;"> 2 Example unclear. Doesn't address impact on others. </div> <div style="text-align: center;"> 3 Competitive, but shows consideration of others. </div> <div style="text-align: center;"> 4 </div> <div style="text-align: center;"> 5 </div> </div>
<p>Corporate Citizenship Score: 10</p> <p><i>Description:</i> This scale indicates the degree to which an individual's behavior embraces the spirit of an organization's mission, objectives, and strategy. High scorers project an attitude characterized by cooperation, trust, and openness. Low scorers often question the motives behind decisions. They may withhold information, display hostility, be defensive, or do just enough to get by.</p> <p><i>Interpretation:</i> The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.</p> <p>Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies.</p>	<p>How do you feel about being part of an organization? Do you think most organizations have their employees best interest at heart or do you have to always watch out for yourself?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> 1 Distrusts organizational motives. Feels the need to look out for self. </div> <div style="text-align: center;"> 2 Supports organization but is wary of being taken advantage of. </div> <div style="text-align: center;"> 3 Embraces organizational membership. Believes in organizational mission. </div> <div style="text-align: center;"> 4 </div> <div style="text-align: center;"> 5 </div> </div>

Detail	Interview Guide
<p>Develops Relationships Score: 95</p> <p><i>Description:</i> This scale indicates a person's desire to cultivate relationships. High scorers seek opportunities to meet new people and get to know them well enough to form a lasting relationship. Low scorers tend to minimize interacting with people they don't know.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Actively cultivates and maintains relationships. Able to quickly establish rapport with new acquaintances and accurately sense others' feelings. Maintains a broad social network and uses it to achieve work objectives.</p>	<p>Describe your ideal job. Would it include working closely with others or would you prefer working mostly by yourself?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>Prefers to work alone. Cultivates relationships when opportunity arises. Enjoys cultivating relationships.</p>
<p>Enjoys Problem-Solving Score: 89</p> <p><i>Description:</i> This scales represents a person's willingness to deal with complicated problems on a frequent or recurring basis. People with high scores prefer jobs that require mental challenge. Individuals with low scores may be intimidated when faced with complex or even simple issues on a regular basis. When jobs are routine or repetitive, people with low scores are usually a better fit.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Likes to analyze and formulate solutions to problems as a part of his or her daily work. Confidently accepts mental challenges. Optimistic that most problems can be resolved with effort and application.</p>	<p>Describe some of the biggest on-the-job problems you have faced? How did you overcome them? How did you know they were solved?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>Problems poorly described and actions taken unclear. Moderately complex problems. Simple or obvious actions taken. Described one or more complex problems. Actions taken are clear and relevant.</p>







Detail	Interview Guide
<p>Exhibits a Positive Work Attitude Score: 89</p>  <p><i>Description:</i> For some people, work is a second-place activity. That is, given a decision to take either personal time or go to work, low scorers will choose time off. Low Job Priority could indicate a 9 to 5 mentality. Sample item: It is OK to take long lunches and breaks if you are underpaid.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Expects to receive both financial and personal rewards in exchange for applying his or her best energies to the job. Enjoys working. Trusts the organization to help career.</p>	<p>How do you feel having a regular job and going to work? Is it something you enjoy? Why or why not?</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> <p>Views work as a means of income only. Does not enjoy. Does not care about professional reputation.</p> <p>Likes work but doesn't truly enjoy it. Balances priority and energy with other obligations.</p> <p>Considers work a key priority in life. Enjoys working and always applies best energy. Takes pride in work reputation.</p>
<p>Expressive and Outgoing Score: 69</p>  <p><i>Description:</i> There are many jobs that require outgoing personalities, such as selling, management, public relations, or jobs that require positive public contact. People who score high on expressiveness label themselves as outgoing and have many social contacts. Low scores indicate the person may not have the interest or willingness to assert themselves in social settings.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Likes to speak up in group meetings to insert or advocate new ideas. Enjoys asserting his or her own ideas among others.</p>	<p>Tell me how you've acted in group meetings when you're discussing an important issue. Do you participate in the discussion, lead it, or wait until someone asks for your opinion?</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> <p>Passive in actions with others.</p> <p>Speaks up and speaks out but doesn't need to be center of attention.</p> <p>Likes to be center of attention.</p>













Detail	Interview Guide
<p>Innovative and Creative Score: 79</p> <p><i>Description:</i> This scale indicates the degree to which the person considers themselves capable of formulating original approaches to problems and other work challenges. Individuals who score high on this scale are comfortable with jobs that require them to analyze situations and/or data, and use their imagination to identify alternative approaches to evaluate each to select the most effective solution. Lower scoring individuals prefer to follow a more cookie-cutter or pre-defined approach to dealing with a specific problem. When organizations expect their people to continually generate new and better ways of producing work, it is a good idea to hire people who share this interest.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Sees him or herself as moderately creative. Capable of generating novel or original solutions to issues or problems with a small amount of prompting. Confident in the use of his or her imagination.</p>	<p>What is the most creative idea you have ever come up with? What were the circumstances and why do you think it was creative?</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ 1 2 3 4 5 </p> <p>Idea does not demonstrate creativity or is not related to the problem. No problem described.</p> <p>Moderately creative or only partially related to problem.</p> <p>Both problem and use of creativity well described and related to one another.</p>
<p>Needs Structure Score: 80</p> <p><i>Description:</i> This scale indicates the degree to which a person prefers to work within an ordered environment, with well-defined tasks, activities, rules, processes and expectations. It also reflects the general thoroughness and care applied by the candidate when performing work tasks.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Follows rules closely and consistently. Makes decisions carefully and thoughtfully. Follows through on commitments. Able to create and/or follow detailed plans.</p>	<p>What kind of job would you prefer: one in which you know exactly what you need to do each day, or one in which you start each day with a blank slate and have to decide what to do based on circumstances? Why?</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ 1 2 3 4 5 </p> <p>Prefers a dynamic, changing work environment.</p> <p>Equally comfortable with well-defined and dynamic work environments.</p> <p>Clear preference for defined tasks and activities.</p>

Detail	Interview Guide
<p>Seeks Perfection Score: 75</p>  <p><i>Description:</i> This scale indicates a person's desire for accuracy. People with high perfection scores are committed to meeting or exceeding standards for quality and take pride in the accuracy of their work. People with too little perfectionism may be sloppy and unconcerned with quality.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Seeks the highest possible quality in almost every task. Willing to put in extra effort or resources to ensure a task is done correctly. Takes pride in producing work that is virtually perfect every time.</p>	<p>When you perform a task, how do you decide when it's good enough to consider it completed or 'ready' for the customer?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 No emphasis on quality. </div> <div style="text-align: center;">  2 Balances quality with other constraints. </div> <div style="text-align: center;">  3 Balances quality with other constraints. </div> <div style="text-align: center;">  4 Balances quality with other constraints. </div> <div style="text-align: center;">  5 Insists on a high degree of quality before releasing work. </div> </div>

Emotional Intelligence Detail

This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.

Detail	Interview Guide
<p>Emotional Self-Awareness Score: 68</p>  <p><i>Description:</i> The ability to pay attention to, monitor, and understand how and why one reacts a particular way in different situations, and to know how to conduct oneself appropriately and effectively in social situations.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Demonstrates strengths in maintaining awareness of his or her emotional reactions and behaviors and the potential impact of those behaviors on others, and a high level of knowledge of what behaviors are appropriate for different situations. Likely to be effective at identifying how his or her feelings may affect his or her behaviors and ensuring those behaviors stay focused and conform to social norms, enabling appropriate, measured interactions with customers and coworkers.</p>	<p>How aware are you of your own emotions? Can you describe a time when your awareness helped you make a better decision?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Not in tune with own emotions. Unable to improve decisions through awareness. </div> <div style="text-align: center;">  2 Some ability to sense own emotions and control decision-making. </div> <div style="text-align: center;">  3 Some ability to sense own emotions and control decision-making. </div> <div style="text-align: center;">  4 Some ability to sense own emotions and control decision-making. </div> <div style="text-align: center;">  5 Very in tune with own emotions. Able to improve decisions through awareness. </div> </div>

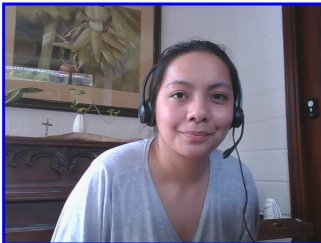
Detail	Interview Guide
<p>Emotional Self-Control Score: 63</p>  <p><i>Description:</i> The ability to manage the desire to satisfy urges or impulses, showing restraint and managing behaviors to ensure appropriate and effective interactions with others.</p> <p><i>Interpretation:</i> The candidate's score in this area indicates neither a positive nor a negative impact on performance.</p> <p>Demonstrates moderate strength in self control and impulse control, enabling the ability to employ a somewhat balanced approach to managing risk, maintain a reasonable amount of composure during stressful times, and generally be calm when relating to others at work. Likely to be effective at prioritizing and staying focused on long-term goals, and to interact with others in a way that helps build lasting relationships.</p>	<p>Are you able to control your own actions when you become emotional? Can you give me an example of how using self-control helped at work or school?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Unable to control self when emotions kick in. </div> <div style="text-align: center;">  2 Some ability to resist impulses caused by emotions and apply to work situations. </div> <div style="text-align: center;">  3 Able to detect own emotions and control reactions in work or business situations. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>
<p>Empathy Score: 67</p>  <p><i>Description:</i> The ability to sense and understand other people's feelings, feel sympathy for others, and see things from other people's point of view.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Demonstrates strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be effective at demonstrating to customers or coworkers that they understand and care about them, resulting in improved customer loyalty, stronger work relationships, and reduced levels of conflict in the workplace.</p>	<p>Are you good at relating to the feelings of others? Can you give me an example of how this helped you navigate a difficult situation at work or at school?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Not able to sense how others feel. Unable to provide example. </div> <div style="text-align: center;">  2 Some ability to sense how others feel. Example shows some ability to use senses at work. </div> <div style="text-align: center;">  3 Able to relate to others and sense how they feel. Example shows can easily apply senses at work. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>

Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

Photo Analysis Results

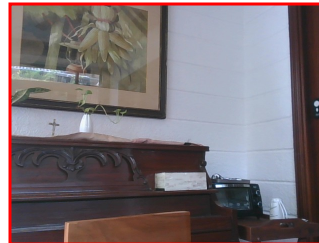
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)



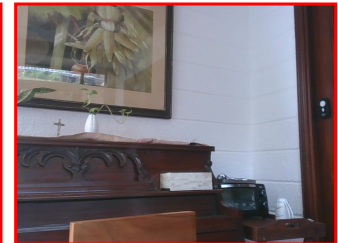
Pre/Post-Test Photo



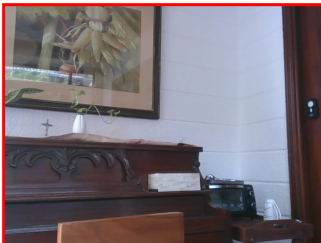
ID Photo



In-Test Error Detected (No Face Detected)



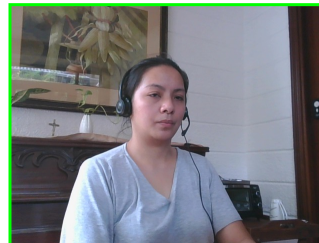
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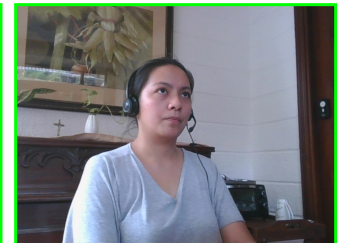
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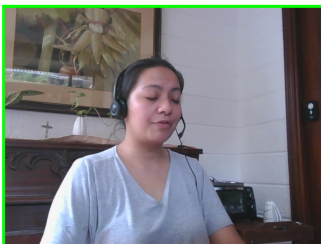
In-Test Photo



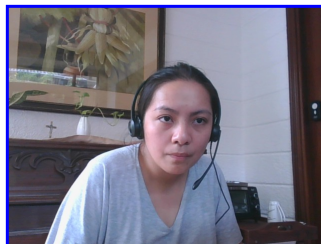
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo

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.
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Score Calculation Detail

The following table provides a summary of how the overall score was calculated from the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Adaptable	95.8199	Z-Statistic	2.0547	9.3518
Competitive	85.4031	Z-Statistic	1.3602	7.9702
Corporate Citizenship	10.0000	Z-Statistic	-3.6667	9.9362
Develops Relationships	95.0854	Z-Statistic	2.0057	7.3326
Emotional Self-Awareness	68.2693	Z-Statistic	0.2180	8.9798
Emotional Self-Control	63.3104	Z-Statistic	-0.1126	8.9798
Empathy	67.1049	Z-Statistic	0.1403	7.2264
Enjoys Problem-Solving	89.0010	Z-Statistic	1.6001	7.2795
Exhibits a Positive Work Attitude	89.8957	Z-Statistic	1.6597	6.2168
Expressive and Outgoing	69.5515	Z-Statistic	0.3034	6.8544
Innovative and Creative	79.5142	Z-Statistic	0.9676	2.8162
Needs Structure	80.7348	Z-Statistic	1.0490	7.2795
Seeks Perfection	75.8173	Z-Statistic	0.7212	9.7768

Weighted Average of Competency Z-Scores:	0.5175
Mean applied to Raw Weighted Avg:	0.0000
Standard Deviation applied to Raw Weighted Avg:	1.0000
Normalized Raw Score:	0.5175
Mean:	65.0000
Standard Deviation Used:	15.0000
Final Overall Score:	72.7621

Notes

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