hr avatar
Illuminating Talent

Candidate:	**Betty Penske**
Assessment:	Pre-Hire Personality Assessment (Customer Service Focus)
Completed:	July 27, 2024
Prepared for:	Susan Bookman
	HR Avatar Data Collection Account

Test Results and Interview Guide

The Pre-Hire Personality Assessment (Customer Service Focus) 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	**71**	

bettypenske@yourcompany.org
Pre-Hire Personality Assessment (Customer Service Focus)
July 27, 2024

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)

Competency Summary

Competency	Score	Interpretation
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability	89	
Customer Service Mindset	98	
Drive	76	
Integrity	10	
Resilience	82	
Teamwork	77	
Emotional Intelligence (relates to situational judgment, performance and teamwork)		
Empathy and Emotional Self-Control	66	

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	
Global	71st	
United States	59th	
HR Avatar Data	65th	

Detail

Candidate:	Betty Penske, bettypenske@yourcompany.org
Assessment:	Pre-Hire Personality Assessment (Customer Service Focus)
Authorized:	July 27, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
Started:	July 27, 2024, 12:47:40AM EST
Completed:	July 27, 2024, 12:47:40AM EST
Overall Score:	71

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

Adaptability
Score: 89

Description:

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. In more stable job circumstances, high scorers may become bored, while low scorers would remain satisfied.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Thrives on change. Sees self as very flexible and easy-going. However, he or she may often be perceived as disinterested, unmotivated, or too easy-going in times of upheaval.

Describe a time where you had to adapt to some significant changes at work. How did you feel? How did you handle the change?

☆ 1	☆ 2	☆ 3	☆ 4	☆ 5
Feelings: Strong Dislike or Very Resistant. Weren't able to handle the change or needed significant help.		Feelings: Unfazed or Slightly Resistant. Handled the situation & change only impacted their work in a minor way.		Feelings: Excited or Comfortable. Handled the situation well and in a way that didn't interfere with their work.

What are some of the techniques you use to keep yourself from getting burnt out when faced with ever-changing conditions?

☆ 1	☆ 2	☆ 3	☆ 4	☆ 5
Candidate doesn't have an effective technique to keep them from getting burnt out.		Candidate is only able to explain one effective technique to keep them from getting burnt out.		Candidate explains multiple effective techniques allowing themselves to not get burnt out.

Detail	Interview Guide

Customer Service Mindset

Score: 98

Description:

Individuals who score highly on this scale understand their job is not just to solve customer problems, but to create a delightful experience that fosters loyalty and long-term rapport. They see every call as an opportunity to create a positive experience and to earn each customer's loyalty.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Holds a strong desire to understand customer needs and do whatever it takes to resolve customer issues. Likely to deliver exceptional customer service that delights the customer, greatly improves customer satisfaction and customer relationships, and strengthens the reputation of the organization.

What does customer service mean to you?

☆ **1**   ☆ **2**   ☆ **3**   ☆ **4**   ☆ **5**

1 Their meaning is unrelated to the role or doesn't show meaning at all.

3 Their meaning is something related to the role but not meaningful, more of a standard answer.

5 Their meaning is something related to the role and is meaningful.

What appeals to you about being in a customer service role?

☆ **1**   ☆ **2**   ☆ **3**   ☆ **4**   ☆ **5**

1 Doesn't find the role appealing.

3 Has quality reasoning for applying to the role but doesn't show they will enjoy working in a customer service role.

5 Ties their passions and skills into why they applied for a customer service role.

Drive

Score: 76

Description:

This scale reflects the degree to which an individual will work hard to achieve goals and solve critical problems in the organization. High scores on this scale indicate a person will be diligent in their work and use all necessary sources to solve problems. Low scores on this scale indicate a person may be unenthusiastic about work and may struggle with complex tasks and challenges.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Motivated by challenging goals and tasks, financial reward, and/or recognition, and willing to work hard to succeed. Focused on understanding and following guidelines, personal achievement, and meeting or exceeding quality and production standards.

Describe a time when you had some extra time available at work. How did you use this extra time?

☆ **1**   ☆ **2**   ☆ **3**   ☆ **4**   ☆ **5**

1 Did not use their time in a beneficial way, or in a way that added value to the organization.

3 Used their time in a work related way, but those efforts didn't demonstrate hard work or added value (easy).

5 Used time in a beneficial way and added value to the organization. Showed ability to work hard and willingness to put in extra effort.

How do you react when you are faced with obstacles while trying to achieve a goal? How do you overcome them?

☆ **1**   ☆ **2**   ☆ **3**   ☆ **4**   ☆ **5**

1 Reaction: Overwhelmed. Struggles to come up with a clear way to overcome the obstacle and doesn't demonstrate hard work.

3 Reaction: Ready but not excited. Candidate shows they are able to overcome the obstacle but only by doing the bare minimum.

5 Reaction: Excited and ready. Candidate shows they are able to overcome the obstacle by putting in extra effort and being diligent.

Detail	Interview Guide

Integrity

Score: 10

0   20   40   60   80   100

Description:

This scale reflects the degree to which an individual acts positively towards the organization, avoids unnecessary risk, and, simply put, does the right thing. High scores on this scale indicate a person will act in the organization's best interest, follow the rules, and work hard under limited supervision. Low scores on this scale indicate a person may engage in risk-taking behaviors, work to undermine the organization, and only do the bare minimum.

Interpretation:

The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.

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. May take unnecessary risks on the job.

What circumstance(s) might cause you to withhold information from your supervisor? How would you judge whether doing so would be justified?

☆ 1	☆ 2	☆ 3	☆ 4	☆ 5
Shows that they are not concerned about ethics or organizational values/rules.		Explains only situational circumstances. Judgement does not stem from an ethical standpoint.		Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards.

Do you think it's ever okay to withhold information from your supervisor? How would you judge whether doing so is okay or not?

☆ 1	☆ 2	☆ 3	☆ 4	☆ 5
Answer shows that they are not concerned about ethics or organizational values/rules.		Explains only situational circumstances. Judgement does not stem from an ethical standpoint.		Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards.

Resilience

Score: 82

0   20   40   60   80   100

Description:

This scale reflects the degree to which an individual can withstand adversity, bounce back from difficult events, and be persistent in doing work tasks despite difficulties that come their way. High scores on this scale indicate a person will likely be able to deal with difficult situations with ease, perceive they have control over events in their life, and continue to push forward to achieve goals. Low scores on this scale indicate a person may claim that mistakes/failures were out of their control. Low scorers tend to not cope well with on-the-job stress and don't put in the extra effort to achieve success when obstacles come their way.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Responses indicate that the candidate can effectively work through difficulties at work by exhibiting positive emotions, having control over the events, being proactive, remaining hopeful, and learning from the experience. Candidate can always be expected to push forward to achieve their goals, even when obstacles come their way.

Describe a time when something at work/school didn't go as planned. How did you feel? How did it impact your work moving forward?

☆ 1	☆ 2	☆ 3	☆ 4	☆ 5
Feelings had a negative outlook. Event impacted their work in a negative way, they weren't able to learn from it or persevere.		Feelings are true to the situation. Event impacted their work in a negative way but were able to learn from it and persevere.		Feelings are true to the situation but with a positive outlook. The event impacted their work in a positive way or didn't impact their work at all.

How do you normally react to bad news?

☆ 1	☆ 2	☆ 3	☆ 4	☆ 5
They get upset and don't know how to work through the challenges.		They get upset, however they see the positive outlook and have a plan to fix the challenges.		They are able to see the positive outlook in the long run and it doesn't impact their work.

Detail

Teamwork

Score: 77

0   20   40   60   80   100

Description:

This scale reflects the degree to which an individual works well with teams and maintains positive interpersonal relationships. High scores on this scale indicate a person will thrive in collaborative team settings and maintain high-quality relationships with coworkers. Low scores on this scale indicate a person will prefer working on individual projects and may struggle to maintain close working relationships with colleagues.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Actively cultivates relationships. Comfortable meeting new people and sensitive to how others feel. Works with colleagues and seeks input to develop friendships and meet goals.

Interview Guide

Describe a time when you worked in a team. What was your role? How did you delegate tasks with the other team members?

1	2	3	4	5
They describe their role in a way that does not show significance. Delegation tactics were not efficient or helpful.		They describe their role in a way that doesn't show significance. Delegation tactics were efficient and helpful.		They describe their role in a way that shows significance. Delegation tactics were efficient and helpful.

Do you prefer working in teams or by yourself? Why?

1	2	3	4	5
They choose teams or individual and feel they would be incapable of working in the opposite environment.		They feel they would work well in either environment but are unable to back that up with rational reasons.		Response reflects rational reasons for why they prefer teams, individual, or both. They feel they would work well in either environment.

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

Empathy and Emotional Self-Control

Score: 66

0   20   40   60   80   100

Description:

This scale reflects both the ability to sense and understand other people's feelings, feel sympathy for others, and see things from other people's point of view, and the ability to manage the desire to satisfy urges or impulses, showing restraint and managing behaviors to ensure appropriate and effective interactions with others.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

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.

Interview Guide

How well can you sense how others around you are feeling? How do you use this information when interacting with them?

1	2	3	4	5
Demonstrates that they are unable to sense how others around them are feeling.		Provides examples on how they are able to sense other's feelings. They don't use this to show understanding and care.		Provides examples on how they are able to sense others' feelings. They use this to show they understand and care about them.

What do you typically do when you are working closely with someone who is very upset?

1	2	3	4	5
They have an inappropriate response and don't demonstrate understanding or care.		They (1) have an appropriate response and (2) demonstrate understanding but unable to show the customer that they care.		They (1) have an appropriate response (2) demonstrate understanding and (3) show the customer that they care.
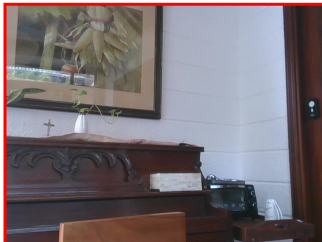
Identity Confirmation Photos
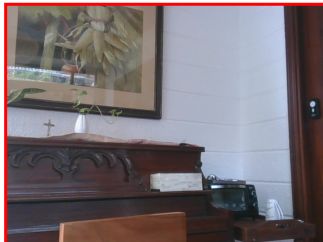
The following photos of the candidate and any identification were uploaded during the assessment session.

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)

In-Test Error Detected (No Face Detected)

In-Test Error Detected (No Face Detected)

In-Test Photo

In-Test Photo

In-Test Photo

In-Test Photo

Pre/Post-Test Photo

Report Preparation Notes

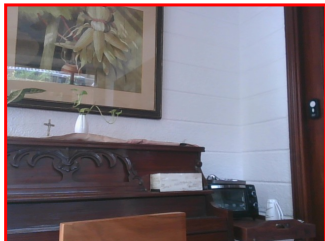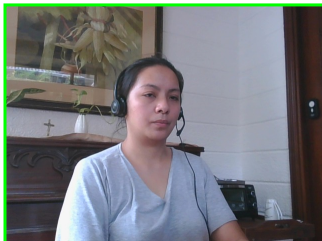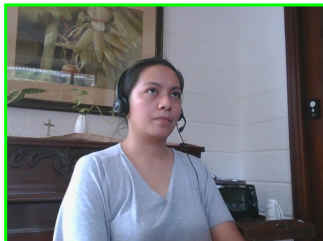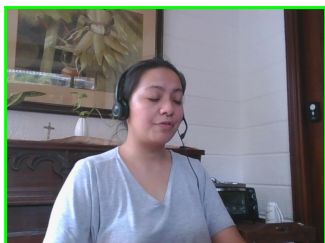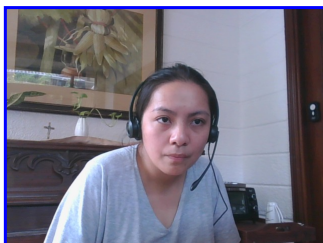- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score 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.
- Sim ID: 14184-2, Key: 0-0, Rpt: 68, Prd: 5203, Created: 2024-07-27 05:47 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 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 (%)
Adaptability	89.5042	Z-Statistic	1.6336	14.2857
Customer Service Mindset	98.5904	Z-Statistic	2.2394	14.2857
Drive	76.8619	Z-Statistic	0.7908	14.2857
Empathy and Emotional Self-Control	66.0237	Z-Statistic	0.0682	14.2857
Integrity	10.0000	Z-Statistic	-3.6667	14.2857
Resilience	82.6209	Z-Statistic	1.1747	14.2857
Teamwork	77.0438	Z-Statistic	0.8029	14.2857

Weighted Average of Competency Z-Scores: 0.4347
Mean applied to Raw Weighted Avg: 0.0000
Standard Deviation applied to Raw Weighted Avg: 1.0000
Normalized Raw Score: 0.4347
Mean: 65.0000
Standard Deviation Used: 15.0000
Final Overall Score: 71.5207

Notes

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