






Candidate: **Betty Penske**  
Assessment: First-Line Supervisor - Non-Retail Sales  
Completed: May 12, 2024  
Prepared for: Susan Bookman  
HR Avatar Data Collection Account













# Test Results and Interview Guide

The First-Line Supervisor - Non-Retail Sales 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
<div>Betty Penske</div> <div>bettypenske@yourcompany.org</div> <div>First-Line Supervisor - Non-Retail Sales</div> <div>May 12, 2024</div> <div>Summary: High Performance Potential</div> <div>Potential Risk Areas<ul style="list-style-type: none"><li>Low Integrity score could indicate potential issues with reliability.</li></ul></div>	81	<div></div> <div><div>Key</div><div> Candidate Score</div><div> Higher Risk</div><div> Lower Risk</div><div> Custom Baseline (Optional)</div></div>

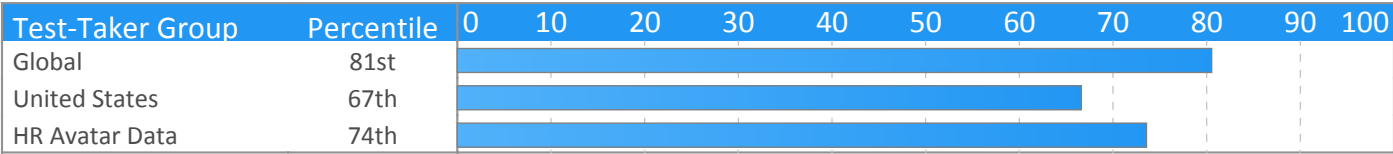
Competency Summary

Competency	Score	Interpretation
Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)		
Analytical Thinking and Attention to Detail	90	
Skills/Knowledge (relates to immediate readiness)		
First-Line Supervisory Fundamentals	81	
Writing	86	
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability	86	
Drive	93	
Integrity	10	
Maintaining Awareness of Team Member Needs	94	
Managing Resources & Balancing Priorities	70	
Resilience	69	
Teamwork	92	
Behavioral History (relates to performance and turnover)		
History Survey - Performance	71	
History Survey - Tenure	75	
Emotional Intelligence (relates to situational judgment, performance and teamwork)		
Empathy and Emotional Self-Control	65	

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.




Detail

Candidate: Betty Penske, bettypenske@yourcompany.org  
Assessment: First-Line Supervisor - Non-Retail Sales  
Authorized: May 12, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz  
Started: May 12, 2024, 6:16:20PM EST  
Completed: May 12, 2024, 6:16:20PM EST  
Overall Score: 81

Cognitive Abilities Detail



This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using HR Avatar's simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the ability to learn quickly.

Detail	Interview Guide
<p><b>Analytical Thinking and Attention to Detail</b></p> <p>Score: 90</p>  <p><i>Description:</i></p> <p>This scale indicates both the capacity to think in a thoughtful, discerning way, to solve problems, utilize resources, analyze data, and apply attention to detail. Individuals who demonstrate high amounts of analytical thinking are able to recognize patterns rapidly, navigate through problems, and resolve difficult problems systematically. Individuals who demonstrate high attention to detail produce work products that are consistently accurate and require little checking. They rarely forget schedule commitments or overlook even the smallest details.</p> <p><i>Interpretation:</i></p> <p>High scores in this area correlate with superior performance for many jobs.</p> <p>Able to think in a thoughtful, discerning way. Can often solve difficult problems, plan many-featured tasks and projects, organize multiple resources, and analyze complex data. Able to quickly recall and use information when needed or appropriate. Additionally, able to achieve a high degree of thoroughness and accuracy in a work task. Concerned for all areas involved. Work products require little or no review or checking to maintain consistency.</p>	<p>Can you give me an example of where your attention to detail or your thoughtful analysis of a situation helped make a project successful?</p> <div><div>★ 1</div><div>★ 2</div><div>★ 3</div><div>★ 4</div><div>★ 5</div></div> <p>Poor example. Does not show attention to detail or analytical ability.</p> <p>Moderately relevant or impactful example.</p> <p>Strongly relevant and clear example.</p> <hr/> <p>How do you handle a situation when you've messed up due to overlooking an important detail?</p> <div><div>★ 1</div><div>★ 2</div><div>★ 3</div><div>★ 4</div><div>★ 5</div></div> <p>Is unable to handle the situation.</p> <p>Demonstrates the ability to admit to their error and quickly fix the error, but didn't put preventative systems in place.</p> <p>Demonstrates the ability to admit to their error, put preventative systems in place and quickly fix the error.</p>

Knowledge and Skills Detail

This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.

Continued on next page.

Detail	Interview Guide
<p><b>First-Line Supervisory Fundamentals</b></p> <p>Score: 81</p>  <p><i>Description:</i></p> <p>Evaluates the candidate's knowledge of the First-Line Supervision principles and practices, with an aim to determine the degree of training that will be required before the candidate can be expected to become productive.</p> <p><i>Interpretation:</i></p> <p>Candidate should achieve superior job performance in this area with little or no training.</p> <p>Scores indicate a solid working knowledge of First-Line Supervision principles and practices. Candidate is likely ready to be productive without basic training or with immediate entry into advanced training. Likely to be able to mentor others.</p>	<p>Tell me about a project or task where your ability to supervise effectively was required for success. How did it go?</p> <div> <div>★</div> <div>★</div> <div>★</div> <div>★</div> <div>★</div> </div> <div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> </div> <div> <div>Example didn't require or demonstrate knowledge.</div> <div>Knowledge was only moderately important or moderately demonstrated in example.</div> <div>Clearly relevant application and demonstration of knowledge.</div> </div> <hr/> <p>What are some of the key challenges associated with being a supervisor?</p> <div> <div>★</div> <div>★</div> <div>★</div> <div>★</div> <div>★</div> </div> <div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> </div> <div> <div>Little or no understanding of challenges</div> <div>Some understanding of challenges</div> <div>Clear understanding of key challenges</div> </div>
<p><b>Writing</b></p> <p>Score: 86</p>  <p><i>Description:</i></p> <p>The ability to be concise, friendly, and accurate when drafting email replies to customer service requests.</p> <p><i>Interpretation:</i></p> <p>Superior writing skills can positively impact performance in many jobs.</p> <p>Significantly above average. Conveys ideas accurately in a clear, concise and succinct format. See writing sample section of report for raw essay(s) submitted.</p> <ul style="list-style-type: none"> <li>• Raw computed score: 80</li> <li>• Computed score confidence: 75</li> <li>• Approximate Word Count: 247</li> </ul> <p>Please see below to view the essay submitted.</p>	<p>Are you comfortable when you need to express yourself through writing? Do you feel confident you can get the right message across? Tell me about a project or task where your writing skills were required for success. How did it go?</p> <div> <div>★</div> <div>★</div> <div>★</div> <div>★</div> <div>★</div> </div> <div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> </div> <div> <div>Not confident in own writing ability. Prefers speaking.</div> <div>Somewhat confident in own writing ability. Writes frequently.</div> <div>Very confident in ability to write. Has received compliments on clarity of written correspondences.</div> </div>

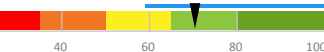
### Personality Characteristics Detail

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.

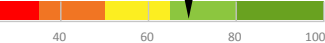
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Detail	Interview Guide																				
<p><b>Managing Resources &amp; Balancing Priorities</b></p> <p>Score: 70</p>  <p><i>Description:</i></p> <p>Evaluates a candidate's ability to not only manage resources provided but to balance priorities within a team. High scores on this scale indicate that the individual will likely fulfill goals in a timely manner, have the ability to say "no" when it is appropriate, and be able to determine which demands are important. Low scores on this scale indicate that the individual will likely feel overwhelmed, over-commit, and not give priority to demands that need the most attention.</p> <p><i>Interpretation:</i></p> <p>The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Above-average scores in the scale indicate that the candidate has the ability to fulfill goals in a timely manor, say "no" when it is appropriate, and determine which demands are important. This usually means the candidate is likely to give priority to demands that need the most attention and will not likely feel overwhelmed or over-commit.</p>	<p>Describe a situation where you successfully demonstrated your ability to say no. Why was that important?</p> <table><tr><th>★ 1</th><th>★ 2</th><th>★ 3</th><th>★ 4</th><th>★ 5</th></tr><tr><td>Is unable to clearly describe a time when they had to say no. Or they don't see the importance in saying no.</td><td></td><td>Describes a clear time when they had to say no, but it is unclear on why it was important.</td><td></td><td>Describes a clear time when saying no was important because it prioritized demands that were more important.</td></tr></table> <hr/> <p>How do you handle an overwhelming situation due to over-committing yourself or your team?</p> <table><tr><th>★ 1</th><th>★ 2</th><th>★ 3</th><th>★ 4</th><th>★ 5</th></tr><tr><td>Explains they do not work well with competitive people and it leaves them unmotivated.</td><td></td><td>Demonstrates the ability to admit to and quickly fix their error but didn't put preventative systems in place.</td><td></td><td>Demonstrates the ability to admit to their error, put preventative systems in place, and quickly fix the error.</td></tr></table>	★ 1	★ 2	★ 3	★ 4	★ 5	Is unable to clearly describe a time when they had to say no. Or they don't see the importance in saying no.		Describes a clear time when they had to say no, but it is unclear on why it was important.		Describes a clear time when saying no was important because it prioritized demands that were more important.	★ 1	★ 2	★ 3	★ 4	★ 5	Explains they do not work well with competitive people and it leaves them unmotivated.		Demonstrates the ability to admit to and quickly fix their error but didn't put preventative systems in place.		Demonstrates the ability to admit to their error, put preventative systems in place, and quickly fix the error.
★ 1	★ 2	★ 3	★ 4	★ 5																	
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★ 1	★ 2	★ 3	★ 4	★ 5																	
Explains they do not work well with competitive people and it leaves them unmotivated.		Demonstrates the ability to admit to and quickly fix their error but didn't put preventative systems in place.		Demonstrates the ability to admit to their error, put preventative systems in place, and quickly fix the error.																	










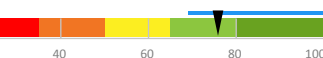










Detail	Interview Guide
<p><b>Resilience</b></p> <p>Score: 69</p>  <p><i>Description:</i></p> <p>This scale reflects the degree to which an individual can withstand adversity, bounce back from difficult events, and be persistent in doing work tasks despite difficulties that come their way. High scores 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.</p> <p>Please note that resilience is not a fixed trait. Unlike many other personality characteristics, resilience can be developed over time. Additionally, multiple factors can influence how resilient a person is within a specific situation. In recognition of these features, additional probing using suggested interview questions is strongly recommended.</p> <p><i>Interpretation:</i></p> <p>The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Responses indicate that the candidate can effectively work through difficulties at work by exhibiting positive emotions and the ability to take control of events. Candidate can likely push forward to achieve their goals, even when obstacles come their way.</p>	<p>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?</p> <div> <div>★</div> <div>1</div> <div>Feelings had a negative outlook. Event impacted their work in a negative way, they weren't able to learn from it or persevere.</div> </div> <div> <div>★</div> <div>2</div> <div>Feelings are true to the situation. Event impacted their work in a negative way but were able to learn from it and persevere.</div> </div> <div> <div>★</div> <div>3</div> <div>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.</div> </div> <div> <div>★</div> <div>4</div> <div></div> </div> <div> <div>★</div> <div>5</div> <div></div> </div> <hr/> <p>How do you normally react to bad news?</p> <div> <div>★</div> <div>1</div> <div>They get upset and don't know how to work through the challenges.</div> </div> <div> <div>★</div> <div>2</div> <div>They get upset, however they see the positive outlook and have a plan to fix the challenges.</div> </div> <div> <div>★</div> <div>3</div> <div>They are able to see the positive outlook in the long run and it doesn't impact their work.</div> </div> <div> <div>★</div> <div>4</div> <div></div> </div> <div> <div>★</div> <div>5</div> <div></div> </div>

Detail	Interview Guide
<div><b>Teamwork</b></div> <div>Score: 92</div> <div></div> <div><i>Description:</i> 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.</div> <div><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.  Actively cultivates and maintains relationships. Able to quickly establish rapport with new acquaintances and accurately sense others' feelings. Maintains positive relationships with colleagues and uses them to achieve work outcomes and meet goals.</div>	<p>Describe a time when you worked in a team. What was your role? How did you delegate tasks with the other team members?</p> <div><div> 1</div><div>They describe their role in a way that does not show significance. Delegation tactics were not efficient or helpful.</div><div> 2</div><div>They describe their role in a way that doesn't show significance. Delegation tactics were efficient and helpful.</div><div> 3</div><div>They describe their role in a way that shows significance. Delegation tactics were efficient and helpful.</div><div> 4</div><div>They describe their role in a way that shows significance. Delegation tactics were efficient and helpful.</div><div> 5</div></div> <hr/> <p>Do you prefer working in teams or by yourself? Why?</p> <div><div> 1</div><div>They choose teams or individual and feel they would be incapable of working in the opposite environment.</div><div> 2</div><div>They feel they would work well in either environment but are unable to back that up with rational reasons.</div><div> 3</div><div>Response reflects rational reasons for why they prefer teams, individual, or both. They feel they would work well in either environment.</div><div> 4</div><div>Response reflects rational reasons for why they prefer teams, individual, or both. They feel they would work well in either environment.</div><div> 5</div></div>

Behavioral History Detail

This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

Detail	Interview Guide
<div><b>History Survey - Performance</b></div> <div>Score: 71</div> <div></div> <div><i>Description:</i> Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.</div> <div><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to above average job performance.  Exhibits past behaviors and achievements that are likely to result in above average job performance.  The following potential performance risk areas were identified:<ul style="list-style-type: none"><li>Below average productivity history</li><li>Below average performance reviews</li></ul>Further probing is recommended for each of these items.</div>	<p>How does your work compare with your peers? Do you produce more or less? How do you know?</p> <div><div> 1</div><div>2</div><div> 3</div><div>4</div><div> 5</div></div> <hr/> <p>What kind of feedback have you received about your performance from your managers and your peers?</p> <div><div> 1</div><div>2</div><div> 3</div><div>4</div><div> 5</div></div>

Detail	Interview Guide
<p><b>History Survey - Tenure</b></p> <p>Score: 75</p>  <p><i>Description:</i></p> <p>Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure.</p> <p><i>Interpretation:</i></p> <p>The candidate's score indicates past behaviors that contribute to above average job performance.</p> <p>Exhibits behaviors likely to result in slightly longer than average job tenure.</p> <p>The following potential performance risk areas were identified:</p> <ul style="list-style-type: none"><li>• Frequent job changes</li><li>• Potential long commute</li></ul> <p>Further probing is recommended for each of these items.</p>	<p>Review your last few jobs with me, explaining why you left the old job and what attracted you to the new one.</p> <div></div> <div>12345</div> <hr/> <p>What is the longest distance you have had to commute to work? What did you do during the commute? How long did you keep that job?</p> <div></div> <div>12345</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.

Continued on next page.

Detail

Empathy and Emotional Self-Control

Score: 65



Score Range	Color
0 - 20	Red
20 - 40	Orange
40 - 60	Yellow
60 - 80	Green
80 - 100	Dark Green

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.

### Writing Sample(s)

During the assessment, the candidate was asked to write one or more passages. The text they wrote is included in the table below for review.

Writing Sample - Question	Response
Please write an essay describing the HR Avatar essay feature.	<p>This is a sample essay. In a real test situation, the candidate or test taker would write an essay as a part of their assessment, in response to the question associated with this entry. All reports will share their writing as received. In some cases, our artificial intelligence engine will process their response to create a numerical score. Our system also checks for plagiarism, both among previously submitted essays, and the broader Internet. Additionally, spelling, grammar, and style checks are performed.</p> <p>Essay typically are from 150 to 600 words. They can be written in response to an explicit question, or they can be free-form responses to general questions.</p>

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](http://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.
- This assessment makes use of data from the Occupational Information Network (O\*NET), which is funded by the U.S. Federal Government - U.S. Department of Labor/Employment and Training Administration (USDOL/ETA) - as a primary source of occupational information. The O\*NET database contains information on hundreds of standardized and occupation-specific descriptors that are continually updated by ongoing research. These data are used in preparing descriptive information as well as setting relative weights between competencies used in calculating the overall score. For additional information about O\*NET, visit <http://www.onetcenter.org>.
- O\*Net Standard Occupational Code (SOC) Used: 41-1012.00
- O\*Net Version: 26.3
- Sim ID: 15306-1, Key: 0-0, Rpt: 13, Prd: 6156, Created: 2024-05-12 23:16 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	86.9604	Z-Statistic	1.4640	2.9509
Analytical Thinking and Attention to Detail	90.8447	Z-Statistic	1.7230	34.9292
Drive	93.6516	Z-Statistic	1.9101	3.4427
Empathy and Emotional Self-Control	65.3547	Z-Statistic	0.0236	6.4238
First-Line Supervisory Fundamentals	81.3410	Z-Statistic	1.0894	12.8475
History Survey - Performance	71.2028	Z-Statistic	0.4135	6.4238
History Survey - Tenure	75.7783	Z-Statistic	0.7186	6.4238
Integrity	10.0000	Z-Statistic	-3.6667	3.5030
Maintaining Awareness of Team Member Needs	94.8216	Z-Statistic	1.9881	3.3223
Managing Resources & Balancing Priorities	70.2375	Z-Statistic	0.3492	3.3223
Resilience	69.4101	Z-Statistic	0.2940	3.4427
Teamwork	92.9509	Z-Statistic	1.8634	2.9308
Writing	86.1295	Z-Statistic	1.4086	10.0371
Weighted Average of Competency Z-Scores:				1.0803
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				1.0803
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				81.2048

**Notes**

(This area is intentionally blank - it's reserved as space for your notes.)