

Candidate: Betty Penske

Assessment: Bank Teller / Universal Banker

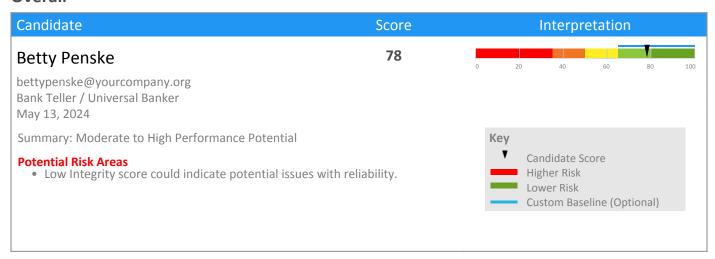
Completed: May 13, 2024 Prepared for: Susan Bookman

HR Avatar Data Collection Account

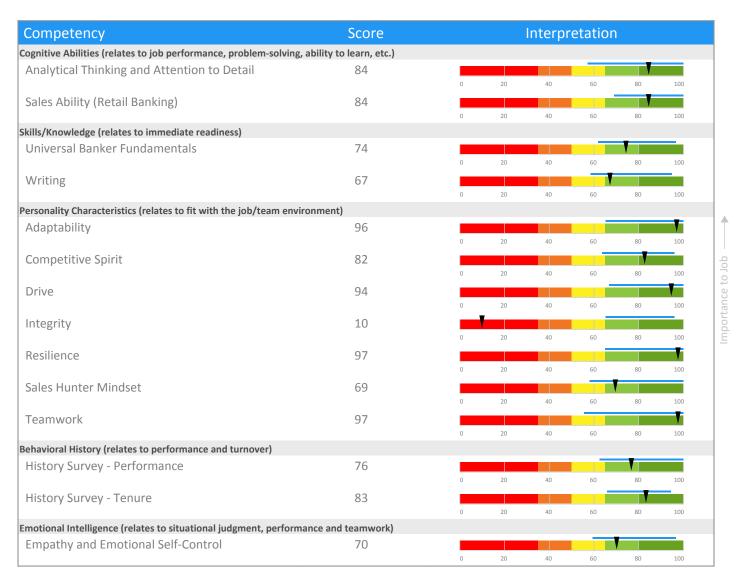
# **Test Results and Interview Guide**

The Bank Teller / Universal Banker 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**



### **Competency Summary**





# 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.





Candidate: Betty Penske, bettypenske@yourcompany.org

Assessment: Bank Teller / Universal Banker

Authorized: May 13, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz

Started: May 13, 2024, 4:28:08PM EST Completed: May 13, 2024, 4:28:08PM EST

Overall Score: 78

### **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 **Analytical Thinking and Attention to Detail** Can you give me an example of where your attention to detail or your Score: 84 thoughtful analysis of a situation helped make a project successful? 20 Description: 5 1 This scale indicates both the capacity to think in Moderately relevant or Poor example. Strongly relevant a thoughtful, discerning way, to solve problems, Does not show impactful example. and clear example. utilize resources, analyze data, and apply attention to detail attention to detail. Individuals who demonstrate or analytical ability. 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 How do you handle a situation when you've messed up due to overlooking are consistently accurate and require little an important detail? checking. They rarely forget schedule commitments or overlook even the smallest details. Interpretation: 1 Is unable to handle Demonstrates the ability Demonstrates the High scores in this area correlate with superior to admit to their error ability to admit to the situation. performance for many jobs. and quickly fix the error, their error, put but didn't put preventative Able to think in a thoughtful, discerning way. preventative systems in systems in place Can often solve difficult problems, plan manyplace. and quickly fix the featured tasks and projects, organize multiple error. 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

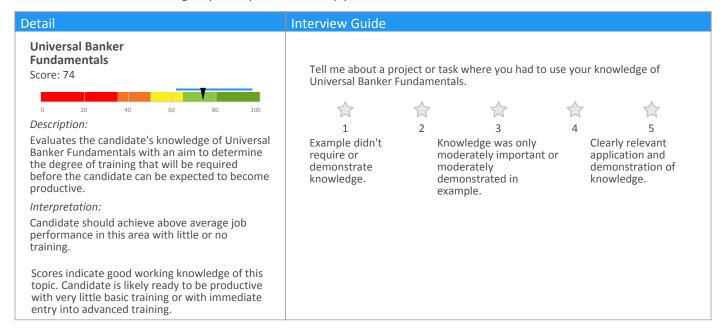
checking to maintain consistency.



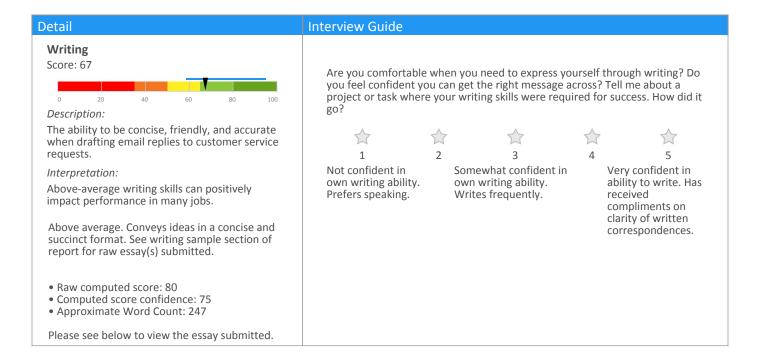


### **Knowledge and Skills Detail**

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.

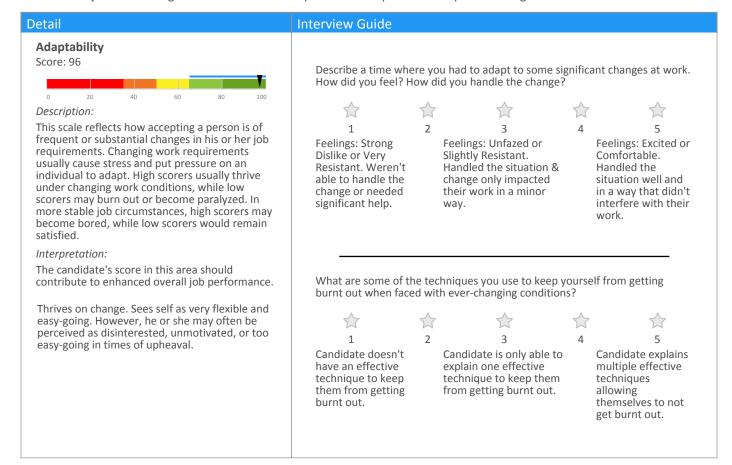






# **Personality Characteristics Detail**

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.





#### **Competitive Spirit**

Score: 82

Description:



This scale indicates the degree to which an individual is driven by a desire to win, to achieve objectives, and to 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.

#### Interpretation:

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

Driven by competition. Derives significant selfesteem from winning and is willing to expend extra effort to come out on top. Very comfortable competing with peers.

#### **Interview Guide**

When was the last time you were in a competitive situation, like a contest, at work? How did it go?



Explains a time they were competitive, but story does not demonstrate a desire to compete.



Explains a time they were competitive. Story shows an average desire to compete.

3



5
Explains a recent time they were competitive. Story demonstrates high healthy levels of competitiveness.

How do you like working with really competitive people? Do you think it impacts your motivation?



and it leaves them

unmotivated.

1 Explains they do not work well with competitive people 2 E

Explains they work well with competitive people but their motivation is hindered.



Explains they work well with competitive people and that it helps their motivation.

#### Drive

Score: 94



#### 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.

Highly motivated by challenging goals and tasks, financial rewards, and/or recognition, and willing to work very hard to succeed. Very focused on understanding guidelines, following the rules and personal achievement.

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



1

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



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



rt ork



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?



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



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

3



. . . .

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

5

### Integrity

Description:

Score: 10



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.

#### **Interview Guide**

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



2

7

3

 $\Rightarrow$ 

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?





4



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: 97



#### 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.

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.

#### 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.

#### **Interview Guide**

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?



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.

3





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.

5

How do you normally react to bad news?



They get upset and

don't know how to

work through the

challenges.



3



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.

#### **Sales Hunter Mindset**

#### Score: 69



#### Description:

Individuals who score highly on the Sales Mindset competency are inclined to be gogetters, seeking out new customers and new opportunities and pursuing them with enthusiasm and determination. They can tolerate higher stress levels and are not easily discouraged. They also expect to be rewarded for producing results.

#### Interpretation:

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

Usually prefers seeking new customers to supporting existing ones. Able to work in higher pressure situations and to be held accountable for results. Above average assertiveness and self-confidence.

How do you stay current on your target market?



Is unable to clearly

explain a strategy

for tackling the

current target

market.





Has a decent idea of

current target market.

how to tackle the





Explains a well thought out strategy to tackle the current target market.

5

How do you handle rejection?



are easily

discouraged.



rejection well and







3 They handle rejection well on the outside by

but are unable to

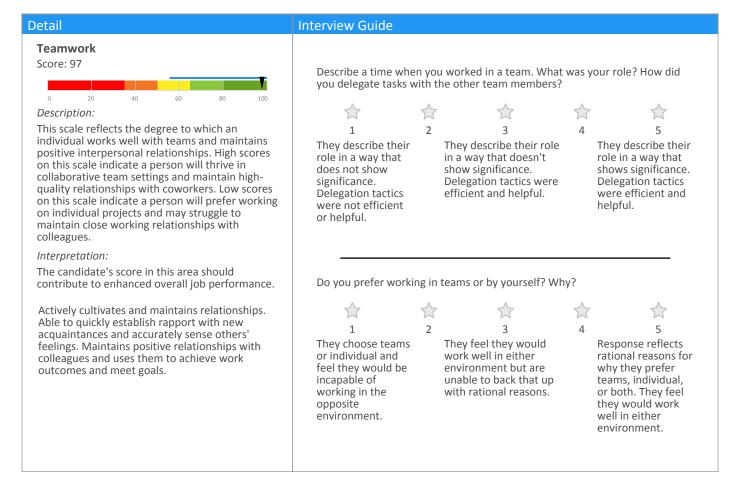
bounce back easily.

remaining professional,



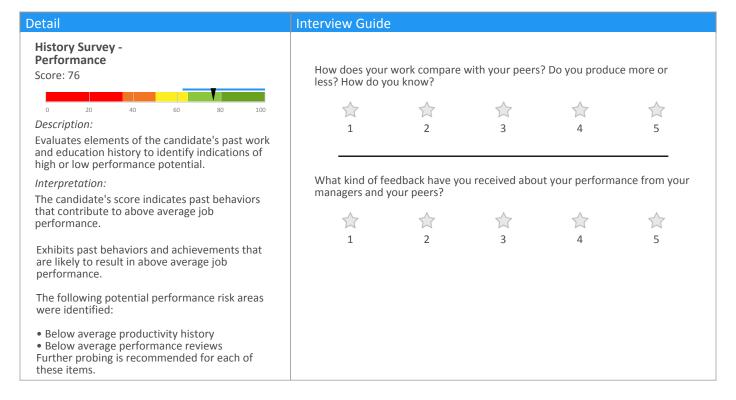
They handle rejection well, bounce back easily, and remain professional.



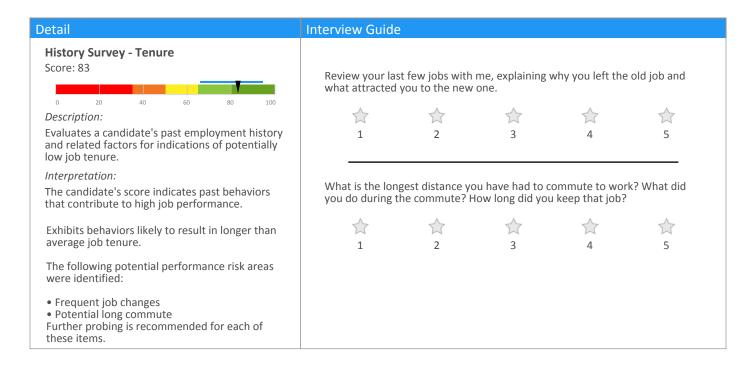


# **Behavioral History Detail**

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.

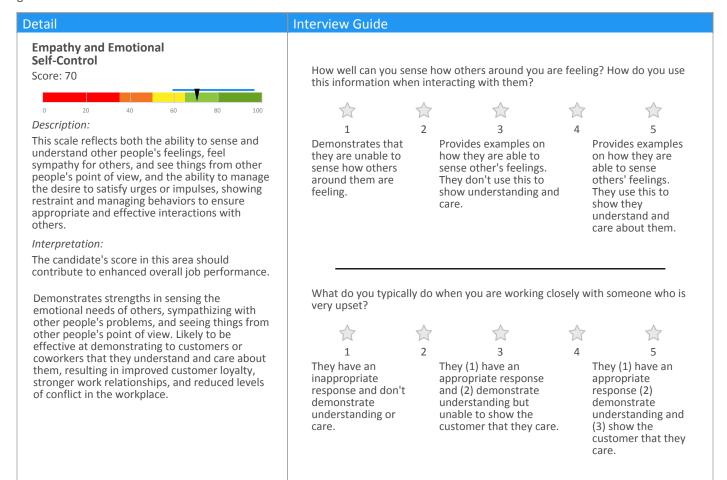






### **Emotional Intelligence Detail**

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.





# 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.	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.
	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.



# **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 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.
- 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: 43-3071.00
- O\*Net Version: 26.3
- Sim ID: 15478-2, Key: 0-0, Rpt: 13, Prd: 6324, Created: 2024-05-13 21:28 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	96.9103	Z-Statistic	2.1274	3.5559
Analytical Thinking and Attention to Detail	84.2768	Z-Statistic	1.2851	17.8300
Competitive Spirit	82.7843	Z-Statistic	1.1856	3.0189
Drive	94.6390	Z-Statistic	1.9759	3.6369
Empathy and Emotional Self-Control	70.2735	Z-Statistic	0.3516	6.4836
History Survey - Performance	76.5276	Z-Statistic	0.7685	6.4836
History Survey - Tenure	83.0659	Z-Statistic	1.2044	6.4836
Integrity	10.0000	Z-Statistic	-3.6667	3.8801
Resilience	97.4244	Z-Statistic	2.1616	3.6369
Sales Ability (Retail Banking)	84.6745	Z-Statistic	1.3116	16.2091
Sales Hunter Mindset	69.7966	Z-Statistic	0.3198	3.3229
Teamwork	97.4987	Z-Statistic	2.1666	3.3735
Universal Banker Fundamentals	74.1614	Z-Statistic	0.6108	12.9673
Writing	67.3218	Z-Statistic	0.1548	9.1176
Weighted Average of Cor	0.8891			
Mean applied to Raw We		0.0000		
Standard Deviation appli	1.0000			
Normalized Raw Score:	0.8891			
Mean:		65.0000		
Standard Deviation Used	15.0000			
Final Overall Score:	78.3369			



## **Notes**

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