

Candidate: Betty Penske

Assessment: Listening for Selling Opportunities (Game-Based)

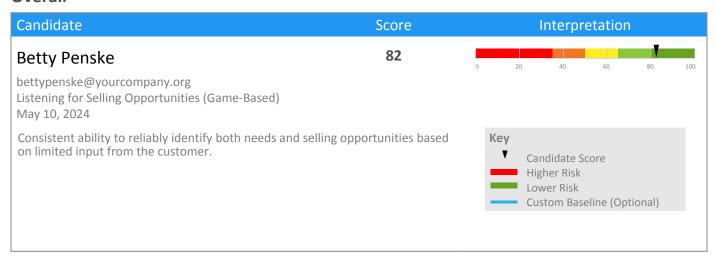
Completed: May 10, 2024 Prepared for: Susan Bookman

HR Avatar Data Collection Account

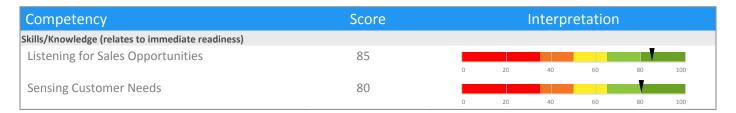
# **Test Results and Interview Guide**

The Listening for Selling Opportunities (Game-Based) 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**

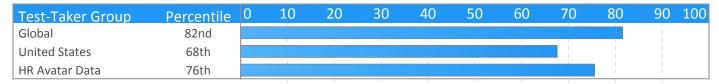


# **Competency Summary**



# 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.





#### **Detail**

Candidate: Betty Penske, bettypenske@yourcompany.org
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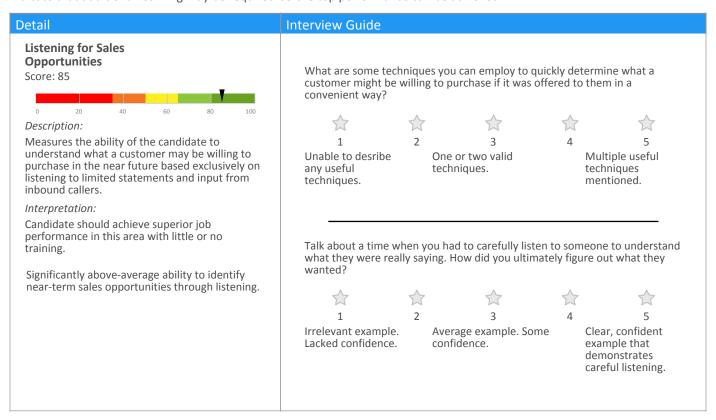
Authorized: May 10, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz

Started: May 10, 2024, 11:33:11AM EST Completed: May 10, 2024, 11:33:11AM EST

Overall Score: 82

# **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.





#### Interview Guide Detail **Sensing Customer Needs** Score: 80 What are some techniques you can use to determine what a customer really needs? 20 60 Description: Measures the ability of the candidate to discern 1 2 3 5 the wants and needs of inbound callers based Unable to Describes one or two Describes multiple only on listening to one or more short articulate any valid valid techniques techniques statements from the caller. techniques with (listening, probing, confidence waiting) Interpretation: Candidate should achieve superior job performance in this area with little or no training. Describe a time when your job required you to help other people solve their Significantly above-average ability to identify problems. How did you perform in that role? Did you enjoy it? needs based on limited input from a caller. 3 1 Unable to describe Partially relevant Clear description of a relevant role. example. Average customer service Struggled with role. Positive performance. Moderate duties. interest. performance and interest.



#### **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: 15765-1, Key: 0-0, Rpt: 68, Prd: 6537, Created: 2024-05-10 16:33 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 (%)
Listening for Sales Opportunities	85.0077	Z-Statistic	1.3338	50.0000
Sensing Customer Needs	80.4879	Z-Statistic	1.0325	50.0000
Weighted Average of Competency Z-Scores:				1.1832
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				1.1832
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				82.7478



# **Notes**

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