

WPP

**Workstyle &
Performance Profile**
Retail

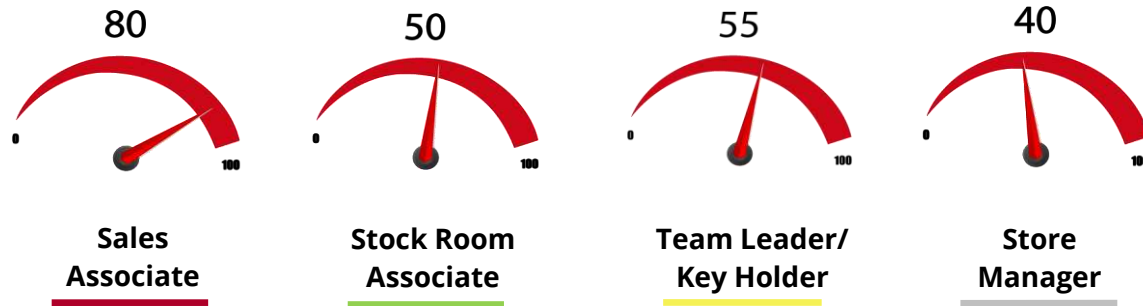


EMPLOYER REPORT
For Hiring, Training & Coaching

Sample Report - John Doe

December 15, 2016

Position Fit Summary



Summary of Mr. John Doe's results:



Validity Category:
Acceptable

If the validity category is 'Caution':

- Interpret the results above with caution
- Verify results with interview and reference questions



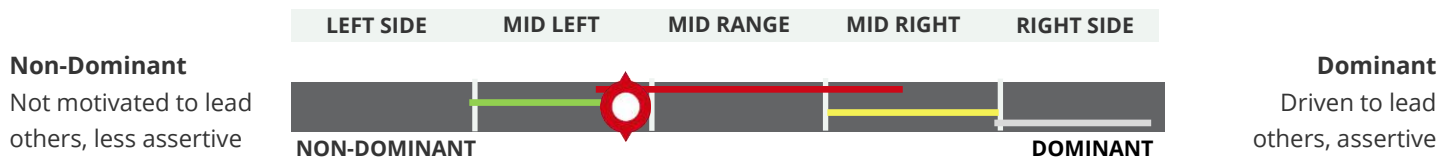
Score Marker

The marker represents this employee's results.
The average results of working adults is at the middle point of each dimension.

Retail Position Preferred Score Ranges

- Sales Associate
- Stock Room Associate
- Team Leader/Key Holder
- Store Manager

Dimension 1: Non-Dominant vs. Dominant



Mr. John Doe scored in the Mid Left of the Non-Dominant vs. Dominant dimension.

This dimension measures the degree to which a person is driven to take charge and lead others. Mid-range scoring individuals can lead and influence others but are also comfortable as individual contributors.

Positive aspects of how Mr. John Doe scored:

- A cooperative team member
- Comfortable taking charge if necessary
- Able to collaborate well with others
- Able to direct others if necessary

Job-Fit Considerations – Mr. John Doe would fit best into a role that:

- Emphasizes collaboration with others
- Involves occasional leadership tasks
- Involves working with a cooperative team
- Does not require being closely monitored

Coaching/developmental areas related to how Mr. John Doe scored:

- May be uncomfortable being highly assertive
- May prefer a mix of hands-on work and leading others

Management considerations for leading Mr. John Doe:

- Can be given the responsibility of directing others
- Will likely have a cooperative leadership style
- May be uncomfortable being a 'tough' manager when required
- Would benefit from coaching on leadership skills

Interview Questions – Suggested questions to probe into this area to further assess "fit"

- Tell me about a competitive situation you were in where you had to prove yourself. What was the situation and how did you handle it?
- The ability to inspire and motivate others is an important skill in any position. Tell me about a time when you influenced others you worked with or managed them to improve their performance. How did you help them and what were the results?

Dimension 2: Contented vs. Achievement-Focused



Mr. John Doe scored in the Mid Right of the Contented vs. Achievement-Focused dimension.

This dimension measures the degree to which a person is focused on achieving challenging goals. High scoring individuals are focused on achieving challenging goals and completing their objectives at a high performance level.

Positive aspects of how Mr. John Doe scored:

- Self-motivated to reach high goals
- Has high standards and expectations of themselves and others
- Focused on completing tasks and reaching objectives
- Enjoys difficult challenges

Job-Fit Considerations – Mr. John Doe would fit best into a role that:

- Provides rewards for self-motivation and hard work
- Requires consistently meeting high standards
- Involves struggling to reach challenging goals
- Provides recognition for delivering high quality results

Coaching/developmental areas related to how Mr. John Doe scored:

- May need to be challenged and fully utilized to be engaged in work
- May become frustrated when personal goals are not met

Management considerations for leading Mr. John Doe:

- Would respond well to being recognized for reaching objectives
- Would prefer to have challenging goals rather than easy ones
- May be too self-critical if goals aren't met
- Would respond well to being encouraged to exceed expectations

Interview Questions – Suggested questions to probe into this area to further assess "fit"

- Tell me about a time when you faced a challenge that required an exceptional amount of motivation to overcome. Please describe the situation and your actions in detail.
- Tell me about a time when you felt that you weren't challenged enough in your job. What was the situation and how did you handle it?

Dimension 3: Reactive vs. Calm



Mr. John Doe scored in the Mid Right of the Reactive vs. Calm dimension.

This dimension measures the degree to which a person is calm and tolerant of stress and pressure. Right side scoring individuals are seen as even-tempered and calm in stressful situations and don't tend to take criticism personally.

Positive aspects of how Mr. John Doe scored:

- Even-keeled and calm
- Stress tolerant
- Non-reactive to typical work pressure
- Able to persist and stay optimistic

Job-Fit Considerations – Mr. John Doe would fit best into a role that:

- Requires being persistent
- Requires a high level of stress tolerance
- Involves work where it helps to stay calm and collected
- Is demanding and challenging

Coaching/developmental areas related to how Mr. John Doe scored:

- Others may mistake calmness for a lack of enthusiasm
- May prefer to think through possible solutions before acting

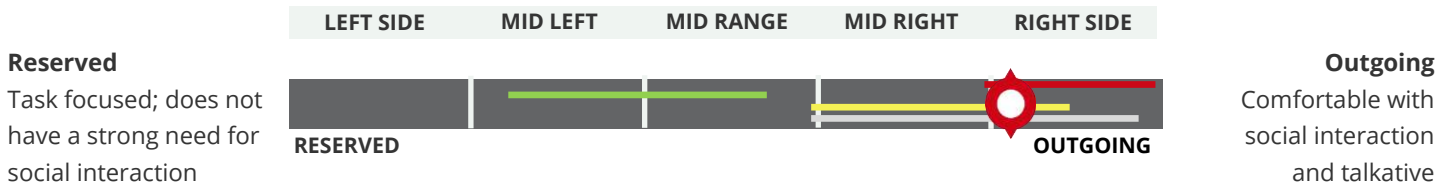
Management considerations for leading Mr. John Doe:

- May not openly show enthusiasm and involvement
- May need prompting to react immediately to complex issues
- Will likely not appreciate others over-reacting to minor issues or threats
- May not display a sense of urgency

Interview Questions – Suggested questions to probe into this area to further assess "fit"

- Tell me about a time when you were particularly overwhelmed with your responsibilities at work. What strategies did you use to deal with this pressure?
- Tell me about a time when you didn't react quickly enough to an issue or problem. What was the situation and what were the results?

Dimension 4: Reserved vs. Outgoing



Mr. John Doe scored in the Right Side of the Reserved vs. Outgoing dimension.

This dimension measures the degree to which a person enjoys and is comfortable with social interaction. Right side scoring individuals tend to be approachable and outgoing. They are able to quickly build rapport and enjoy interacting with new people.

Positive aspects of how Mr. John Doe scored:

- Is naturally outgoing, open and communicative
- Can quickly build relationships with coworkers and customers
- Comfortable being the center of attention
- Will initiate social interaction

Job-Fit Considerations – Mr. John Doe would fit best into a role that:

- Has a focus on communicating and building relationships
- Requires initiating contact with unfamiliar people
- Involves limited independent work
- Involves collaboration with others

Coaching/developmental areas related to how Mr. John Doe scored:

- May prefer collaboration to completing tasks independently
- May perform better with more group involvement

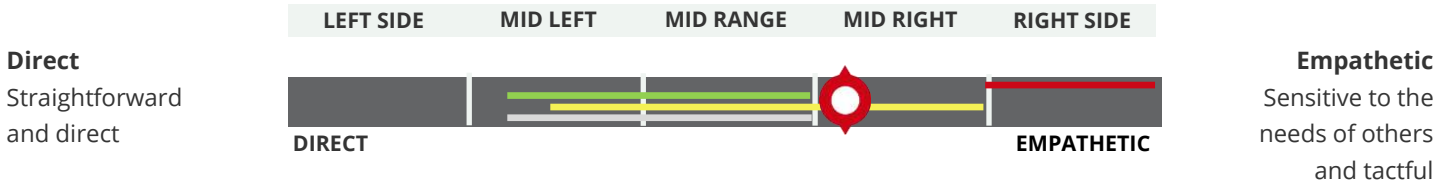
Management considerations for leading Mr. John Doe:

- Should have more tasks that involve interacting with others than independent work
- Will likely share thoughts and ideas openly
- May not always think ideas through before sharing them
- Should be given the opportunity to interact with new people

Interview Questions – Suggested questions to probe into this area to further assess "fit"

- Tell me about a time when you had to communicate with an uncommunicative or unresponsive person or customer. How did you handle the situation?
- Give me an example of when you used your listening skills to help achieve an objective. Describe the situation in detail.

Dimension 5: Direct vs. Empathetic



Mr. John Doe scored in the Mid Right of the Direct vs. Empathetic dimension.

This dimension measures the degree to which a person is sensitive to the feelings of others and shows empathy. Mid-range scoring individuals are seen as cooperative & agreeable but can be forthright & direct in situations where they feel it is necessary.

Positive aspects of how Mr. John Doe scored:

- Seen as cooperative and friendly
- Honest and direct
- Will be comfortable voicing opinions
- Will strive to maintain good relations with others

Job-Fit Considerations – Mr. John Doe would fit best into a role that:

- Doesn't involve constantly being exposed to negative feelings and conflict
- Focuses on both concrete and people issues
- Involves helping others
- Involves being empathetic and sensitive to the needs of others

Coaching/developmental areas related to how Mr. John Doe scored:

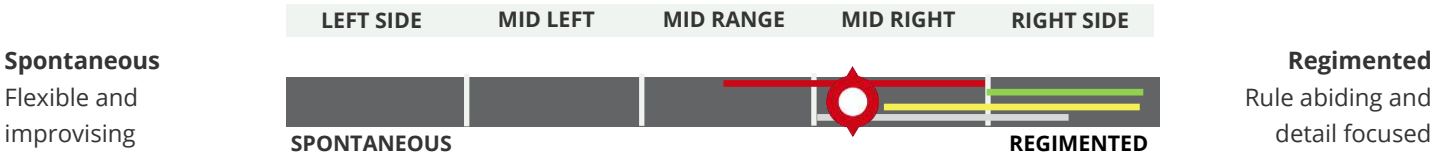
- May feel uncomfortable dealing directly with interpersonal conflict
- May feel uncomfortable openly disagreeing with others

Management considerations for leading Mr. John Doe:

- Will likely want supportive relationships with co-workers
- May not feel comfortable facing interpersonal conflict
- May be too flexible with difficult people
- May need encouragement to be direct and forthright

Interview Questions – Suggested questions to probe into this area to further assess "fit"

- Tell me about a particularly challenging time when you had to influence or convince someone to do something in order to complete a task or objective. What was the situation and what did you do?
- Tell me about a recent time when you had to deal with someone who was angry or upset with you. What was the situation and how did you handle it?

Dimension 6: Spontaneous vs. Regimented**Mr. John Doe scored in the Mid Right of the Spontaneous vs. Regimented dimension.**

This dimension measures the degree to which a person is conventional, rule abiding and detail-focused. Right side scoring individuals are typically excellent at planning and organizing. They are regarded as meticulous and value structure and certainty.

Positive aspects of how Mr. John Doe scored:

- Prefers organization and structure
- Process and detail-oriented
- Mindful of planning requirements
- Conscientious and dependable

Job-Fit Considerations – Mr. John Doe would fit best into a role that:

- Requires getting details right
- Involves planning and organizing
- Has consistent goals and measures of success
- Has expectations and objectives that are clear

Coaching/developmental areas related to how Mr. John Doe scored:

- At times, may prefer to focus on the details rather than on the "big picture"
- May respond to stressful or unusual situations by planning and organizing

Management considerations for leading Mr. John Doe:

- Will be conscientious and organized
- Does not require close supervision
- Should be given clearly defined responsibilities, goals and targets
- Will maintain high quality standards

Interview Questions – Suggested questions to probe into this area to further assess "fit"

- Tell me about a time when you had to change plans when you didn't want to. What was the situation and how did you handle it?
- Tell me about a time when you worked in an environment where there was a lack of planning and organization. What was the situation and how did you react?

Dimension 7: Conventional vs. Open-minded



Mr. John Doe scored in the Mid Range of the Conventional vs. Open-minded dimension.

This dimension measures the degree to which a person is curious, imaginative and innovative. Mid-range scoring individuals can be creative and imaginative when it is required but will still remain practical in their problem solving approach.

Positive aspects of how Mr. John Doe scored:

- Able to build on others' ideas
- Practical but can be innovative when necessary
- Has a realistic problem-solving style
- Can contribute to strategic planning

Job-Fit Considerations – Mr. John Doe would fit best into a role that:

- Involves some element of strategic thinking
- Allows for some innovation and developing new ideas
- Does not involve constant change in goals
- Does not have a main focus on creativity

Coaching/developmental areas related to how Mr. John Doe scored:

- May stick to traditional approaches to problem solving
- May be initially resistant to others' ideas that involve rapid or drastic change

Management considerations for leading Mr. John Doe:

- May not be highly creative but can build upon others' ideas
- May need to know the reasons behind changes in plans or strategy
- May need time to adapt to significant changes
- May need time to become comfortable with taking risks

Interview Questions – Suggested questions to probe into this area to further assess "fit"

- Give me an example of when you needed to be creative or innovative in order to complete a task or objective. What was the situation and how did you respond?
- Sometimes we have to adapt to changes that we don't believe in. Give me an example of a time when a change was happening that you thought was not justified. What was the situation and how did you handle it?

TALENTCLICK'S TOOLBOX OF ASSESSMENTS



Safety Quotient™
Identifies the high-risk personality traits (impulsiveness, distractibility, rule-resistance, irritability, etc.) that lead to human error and preventable workplace incidents



English Proficiency
Measure a person's ability to review written English, use correct grammar, understand the meanings of words and type error-free sentences.



Driver Safety Quotient™
Gain insight into a driver's likelihood of crashes, near misses, traffic violations, property damage and more. The DSQ™ helps ensure a safer roadway for everyone.



Cognitive Quotient
Assess front-line workers in settings to measure verbal, numerical and spatial reasoning. CQ ensures you hire workers who have the cognitive capacity required for the role.



Workstyle & Performance Profile
Reveals each participant's workstyle, strengths and areas for improvement. The WPP results can be used for hiring, training, and performance management.



Leadership Profile
Helps hire, train, and develop an organization's most valuable asset: its leaders. Measures social, interpersonal, teamwork and conflict management style among other invaluable leadership traits.



Work Values & Attitude
Measure an individual's values to assess whether they are a 'fit' for your organization. The WVA can be used for hiring candidates and for performance management with current employees.



Leadership 360°
Get feedback from your managers, peers and subordinates to get a well-rounded picture of a leader or manager's work performance.

TALENTCLICK OFFERS THE FOLLOWING PROFESSIONAL SERVICES



Benchmarking
Easily identify candidates with similar work styles and values as your best performing employees to build an entire team of top performers.



API Access
Assessments and reporting are integrated into your existing CRM or HRM solutions.



User Training
A TalentClick implementation specialist will meet with you once a week during rollout to help you understand how our solutions work and how to integrate them into your existing processes.



Tool Configuration
Complete customization of the reports to match your organization's branding.



Online Safety Training
A 60 minute online course that will teach you how to monitor and tailor your own safety leadership to meet the unique training needs of your workers.



WPP Team Building
Bring your team(s) together to better understand each others' natural strengths, areas for development, communication styles and conflict management styles so that you can effectively reach company goals and objectives.

Contact Us at 1.877.723.3778 or sales@talentclick.com