



AVP REPORT

Attitude, Values, Personality



EMPLOYER REPORT

For Hiring, Training & Coaching

Kelly Sample

Benchmark: Customer Service Rep

September 1, 2020





65

- Green indicates a good fit
- Yellow indicates a possible fit
- Red indicates a low fit

Validity

Acceptable

Customer Service Rep

WORKSTYLE

Non-Dominant

Reserved

Empathetic

< These are the most extreme scores from this section



WORK VALUES

Low Communication

High Responsibility

Average Positivity

< These are the most extreme scores from this section



Disclaimer: Results should always be considered in the context of all available information about a person; do not use this as the sole factor for making employment-related decisions.

Introduction

This report is a summary of strengths and areas for coaching and development based on responses to the items in the assessment. The report is focused around seven main dimensions addressing different aspects of your workstyle. Keep in mind as you read the report that right side scores are not better than left side scores. There are positive and negative implications for both right side and left side scores, although certain scores are more preferable for certain roles.

Kelly Sample's primary traits:

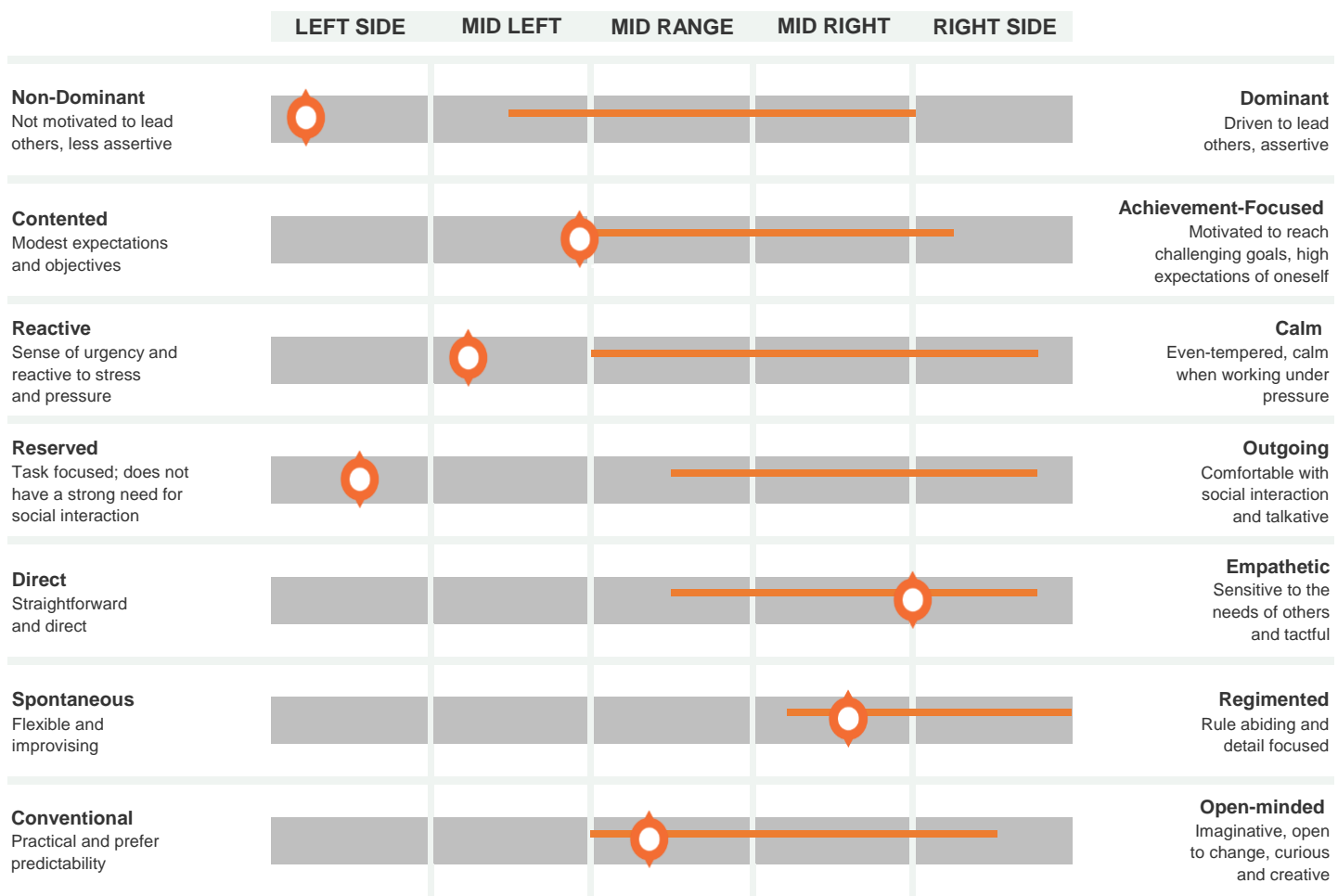
Non-Dominant

Reserved

Empathetic

These are the most extreme scores from the personality profile below.

Summary of Kelly Sample results:



Validity Category:

Acceptable

If the validity category is "Caution":

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



Marker:

Represents this person's results. The mid point of each dimension reflects the average score of all working adults.

Disclaimer:

We cannot predict the occurrence of specific incidents, but only the probability that people will engage in behaviors that increase the likelihood of incidents. These assessment results should always be considered in the context of all available information about a person; do not use this as the sole factor for making employment-related decisions.



STRENGTHS

Positive aspects related to how Kelly Sample scored:

Empathetic

- Helpful and considerate
- Avoids conflict
- Empathetic and understanding
- Focused on cooperation and team efforts

Non-Dominant

- Would be a cooperative team member
- Able to stay focused on independent work
- Comfortable taking direction from others
- Accommodating of co-workers

Regimented

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

Reserved

- Prefers completing tasks to socializing
- Able to focus and work independently
- Has good listening skills
- Doesn't seek attention

POTENTIAL CHALLENGES

Management considerations related to how Kelly Sample scored:

Non-Dominant

- Will prefer collaborating more than leading
- May be uncomfortable delegating tasks to others if required to
- Would benefit from hearing performance feedback
- Would benefit from recognition for good performance

Reactive

- Should be given ambitious but reachable goals and targets
- Should be monitored to make sure that stress levels are not too high
- Would benefit from positive feedback
- Would likely be open to hearing suggestions for performance improvement

Reserved

- Should be encouraged to share thoughts and ideas
- May not highlight or seek attention for work well done
- May need to feel comfortable before communicating openly
- Should have independent work as a significant job component

Contented

- Would respond well to being recognized for good work
- Would benefit from occasional reminders for work quality standards
- Would respond best to being given reachable goals
- Would be motivated by group collaboration



INTERVIEW QUESTIONS

Non-Dominant

Interview Questions: Suggested questions to probe into this area to assess 'fit':

- Give me an example of a time when you had to resolve a difficulty or conflict with a customer, vendor or co-worker. What was the situation and how did you handle it?
 - Give me an example of a situation in the past where you have demonstrated your ability to be assertive when necessary. What was the situation?
-

Reserved

Interview Questions: Suggested questions to probe into this area to assess 'fit':

- Tell me about a recent time when you had to initiate contact and build a relationship with a new person or group. Describe the situation and your actions in detail.
 - Give me an example of a time when you were in a situation where communicating with someone was challenging. What was the situation and how did you handle it?
-

Reactive

Interview Questions: Suggested questions to probe into this area to 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?
 - Stress can often decrease our job effectiveness. Tell me about a particularly stressful situation that could have affected your performance at work if you had let it. How did you cope with the stress?
-

Contented

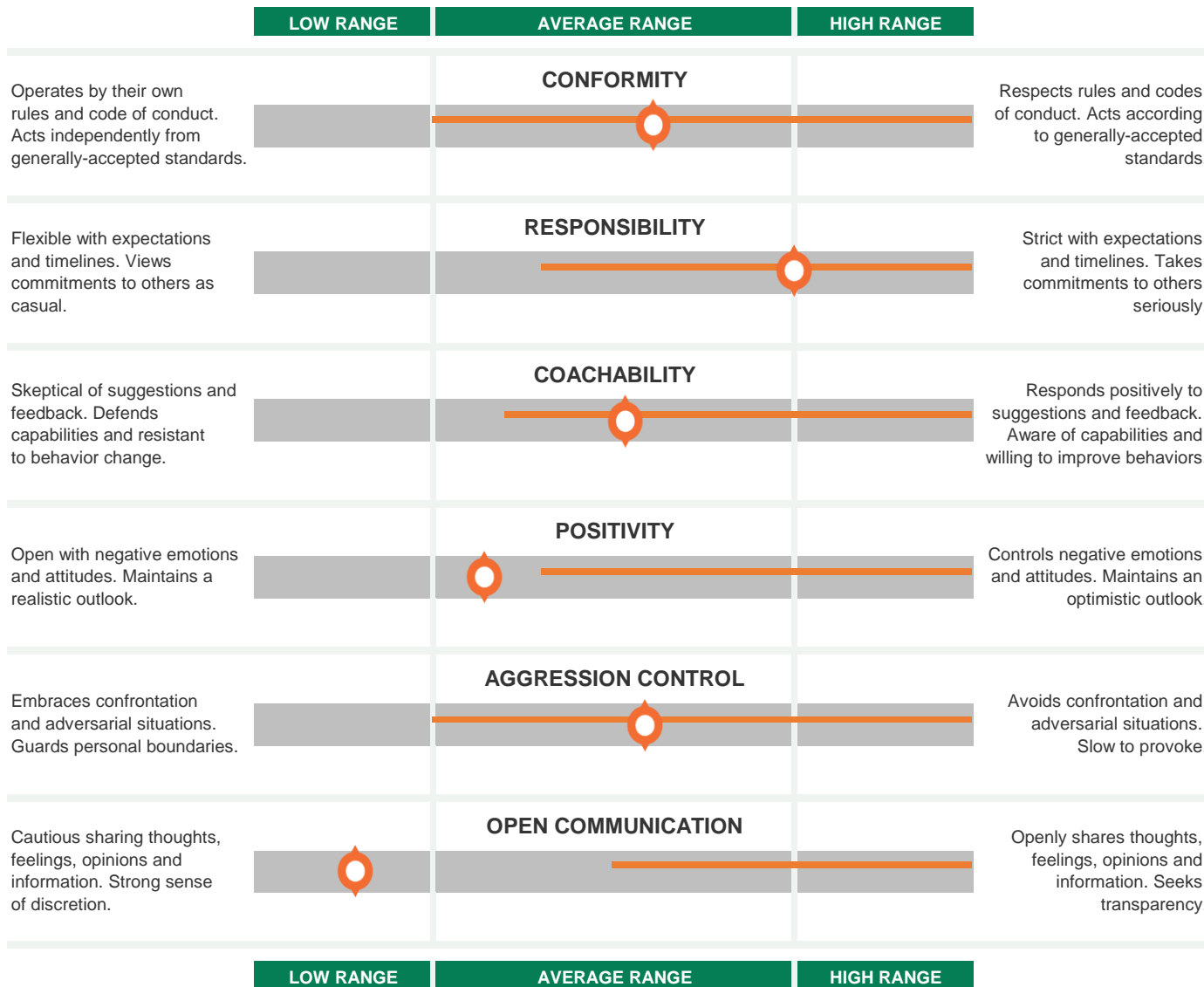
Interview Questions: Suggested questions to probe into this area to assess 'fit':

- Tell me about a time when you faced a challenge that required an exceptional amount of self-motivation to overcome. Please describe the situation and your actions in detail.
- Tell me about a time when you had to motivate yourself to accomplish something difficult. What was the situation and how did you motivate yourself?

Introduction

- This report is a summary of the individual's work values and attitude calculated from the assessment questionnaire.
- Everyone has core traits and personal standards for behavior that manifest as "default" reactions to work situations.
- These "default settings" can be hard to change, but you can reduce the risk of negative outcomes by increasing awareness and actively managing counterproductive behaviors.

Results for Kelly Sample:



Validity Category:

Acceptable

- If the validity category is "Caution":
- Interpret the results above with caution
 - Verify results with interview and reference questions



Marker:

Represents this person's results. The mid point of each dimension reflects the average score of all working adults.

Disclaimer:

We cannot predict the occurrence of specific incidents, but only the probability that people will engage in behaviors that increase the likelihood of incidents. These assessment results should always be considered in the context of all available information about a person; do not use this as the sole factor for making employment-related decisions.

STRENGTHS

Positive aspects related to how Kelly Sample scored:

High Responsibility

- Follows through on commitments
- Adheres to plans and timelines
- Prefers to complete tasks themselves
- Strives to please others

Average Aggression Control

- Keeps irritability under control in most situations
- Not easily provoked by others
- Generally demonstrates patience with others
- Comfortable addressing conflict with others when needed

Average Conformity

- Comfortable questioning rules and traditions
- Generally trusting of others
- Cares about their own reputation
- Seen as credible

Average Coachability

- Generally open to suggestions for improvement
- Comfortable questioning advice from others
- Willing to change behaviors
- Sees the value of self-improvement

POTENTIAL CHALLENGES

Management considerations related to how Kelly Sample scored:

Low Communication

- May hesitate to share information with others
- May keep others at a distance and appear 'closed off' or secretive
- Should be encouraged to make an effort to communicate more than they may feel necessary

Average Coachability

- May be sensitive to critical performance feedback
- May give all sources of feedback equal weighting
- Would benefit from constructively-worded criticism to avoid a defensive reaction

Average Positivity

- May hesitate to question new ideas when they sense potential downsides
- May not let others know when they are feeling stressed or frustrated
- May need encouragement during stressful or uncertain times

Average Aggression Control

- May become frustrated with others in stressful situations
- May need to be more assertive when urgent action is necessary
- Should be encouraged to take a break to 'regroup' if they feel agitated

Low Communication

Interview Questions: Suggested questions to probe into this area to assess 'fit':

- Give me an example of a work situation when you shared your thoughts even though it would have been easier to keep your opinions to yourself. What was the situation, and how did you handle it?
 - Tell me about a time when you had to initiate communication with a new person or group of people in a work situation. Describe the situation and how you handled it.
-

Average Positivity

Interview Questions: Suggested questions to probe into this area to assess 'fit':

- We all have times when we get discouraged at work. Describe a time when this happened to you, and what you did about it.
 - Give me an example of a time when working with a coworker was very challenging. What was the situation, and what did you do?
-

Average Coachability

Interview Questions: Suggested questions to probe into this area to assess 'fit':

- Give me an example of a time when you changed a behavior or stopped a bad habit. What was it, and what did you do to change?
 - Tell me about a time when someone gave you advice that you disagreed with. What was the situation, and what did you do?
-

Average Aggression Control

Interview Questions: Suggested questions to probe into this area to assess 'fit':

- We all have people we don't get along with. Describe a time when you had to work with someone you didn't get along with and how you handled it.
 - Tell me about a time when someone did something bad to you and you did something about it. Describe the situation and your actions in detail.
-

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Attitude-Values-Personality (AVP) report provides a snapshot of workstyle, work values, and safety risks, all from one short survey. Choose a one-page summary of results, or a detailed combination report highlighting key personality strengths, challenges, suggested interview questions and coaching tips to better assess job fit for both hiring and development.

**The AVP includes any combination of WPP, WVA & SQ/DSQ*



Workstyle & Performance Profile (WPP) reveals each participant's workstyle, strengths, and areas for improvement. The WPP can be used for hiring, training, performance management, succession planning, and more.

**Participant report available*



Work Values & Attitude (WVA) assessment uncovers an individual's values and personal standards for behavior to help assess whether they are a cultural fit for your organization. The WVA measures conformity, responsibility, positivity, and more.

**Participant report available*



Safety Quotient™ (SQ) helps identify the high-risk personality traits that lead to human error and preventable workplace incidents. The SQ measures rule-resistance, distractibility, impulsiveness, and more. Specialized report for Safety Leaders available.

**Participant report available*



Driver Safety Quotient™ (DSQ) helps predict a driver's likelihood of collisions, near misses, traffic violations, property damage, and more. The DSQ helps ensure a safer roadway for everyone.

**Participant report available*

ADD-ON SOLUTIONS: Included in the Standard Unlimited-Use Subscription.



Cognitive Ability (CQ): Tests language comprehension, numerical calculation ability, and spatial reasoning.



English Proficiency (EP): Measures English language competencies, including writing, vocabulary, and typing accuracy.

PREMIUM SOLUTIONS: Included in the Premium Unlimited-Use Subscription.



Leadership Profile (LP): Helps hire, train, and develop an organization's most valuable assets - its leaders. The LP identifies leadership style, business reasoning ability, and conflict management approach.

**Participant report available*

OTHER SOLUTIONS: Ask us for details. Additional fees may apply.



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