

WVA

WORK VALUES & ATTITUDE



EMPLOYER REPORT

For Hiring, Training & Coaching

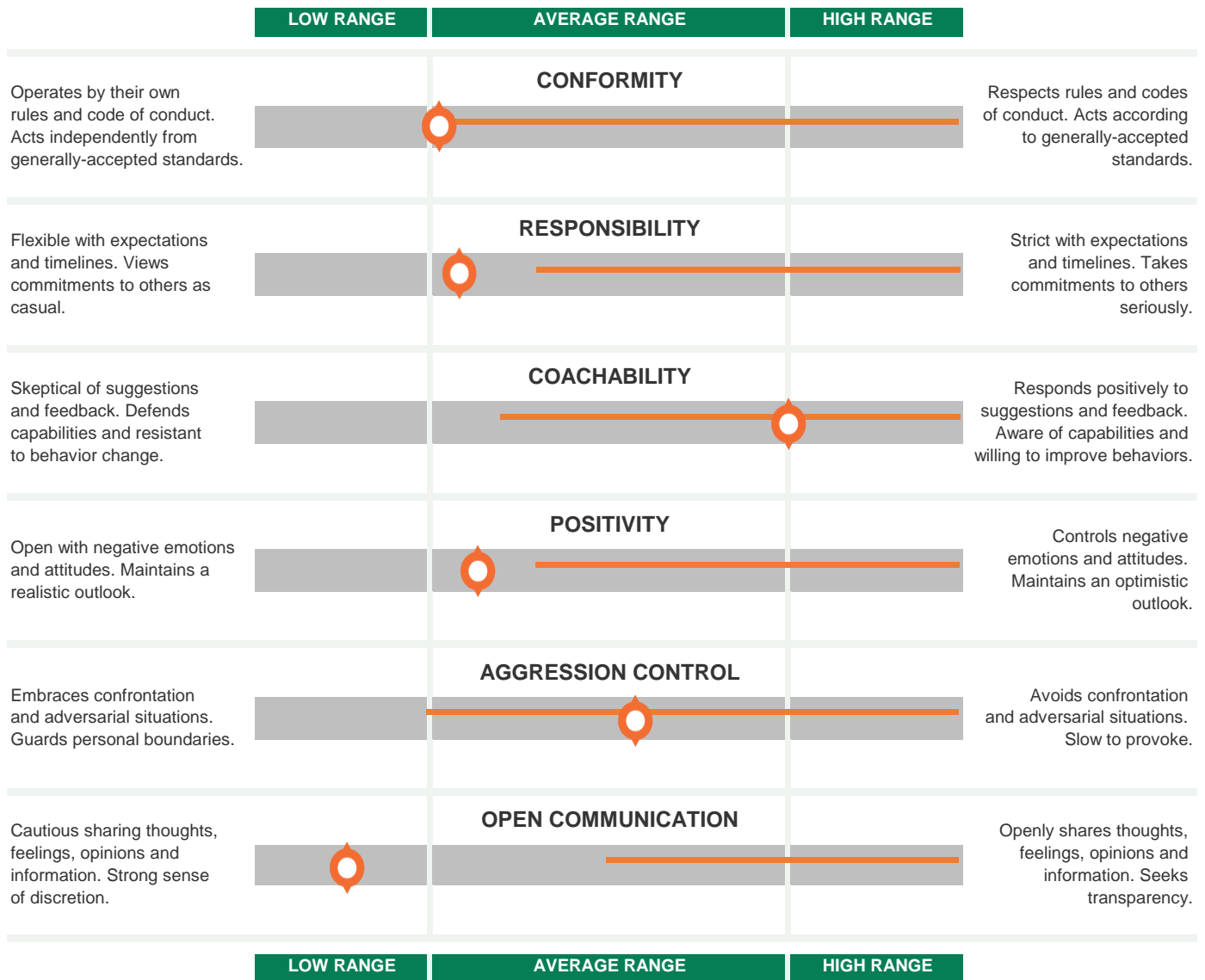
Kelly Sample

Benchmark: Call Centre Agent

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.

Kelly Sample's Profile:



Kelly Sample's 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:

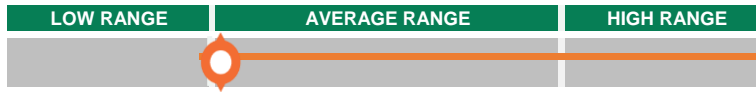
We cannot predict the occurrence of specific incidents, but only the probability that people will engage in behaviors that increase the likelihood of incidents. These assessment results should always be considered in the context of all available information about a person; do not use this as the sole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

Preferred Score Range:

Call Centre Agent ■

Conformity

Operates by their own rules and code of conduct. Acts independently from generally-accepted standards.



Respects rules and codes of conduct. Acts according to generally-accepted standards.

Kelly Sample scored in the Average Range

This dimension measures the degree to which a person respects rules and generally-accepted standards. People who score in the average range usually follow rules and generally-accepted standards.

Positive aspects of how Kelly Sample scored:

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

Management considerations for Kelly Sample:

- May ignore or bend the rules if they see it as a way to get something urgent done
- May not always recognize when rules do not apply to a situation
- May need occasional reminders to recognize what is best for the overall team

Suggested interview questions to probe for "fit":

- Sometimes we need to 'bend the rules' in order to get things done. Give me an example of a time when you needed to do this.
- Tell me about a time when you weren't completely honest with someone and they found out about it. What was the situation, and how did you handle it?

Responsibility

Flexible with expectations and timelines. Views commitments to others as casual.



Strict with expectations and timelines. Takes commitments to others seriously.

Kelly Sample scored in the Average Range

This dimension measures the degree to which a person is driven to meet others' expectations and timelines. People who score in the average range usually follow through on timelines and commitments.

Positive aspects of how Kelly Sample scored:

- Follows plans and timelines under typical circumstances
- Comfortable changing plans when needed
- Generally completes tasks
- Usually seen as reliable

Management considerations for Kelly Sample:

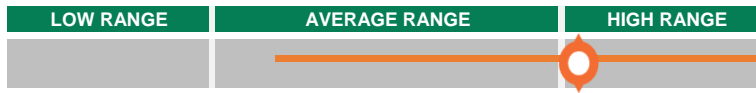
- May sometimes struggle with punctuality or follow-through with commitments to others
- May become discouraged when they are not able to fulfill their commitments
- May benefit from focusing on responsibilities and tasks that they can consistently succeed in completing

Suggested interview questions to probe for "fit":

- Tell me about a time when you demonstrated that you are a dependable worker. Describe the situation and your actions.
- Sometimes we're given deadlines that are too short. Tell me about a time when you needed extra time to complete a task.

Coachability

Skeptical of suggestions and feedback. Defends capabilities and resistant to behavior change.



Responds positively to suggestions and feedback. Aware of capabilities and willing to improve behaviors.

Kelly Sample scored in the High Range

This dimension measures the degree to which a person responds positively to suggestions and is motivated to improve behavior. People who score in the high range tend to respond positively to suggestions for improvement and are highly willing to change behavior.

Positive aspects of how Kelly Sample scored:

- Seeks suggestions for improvement
- Aware of own capabilities and limitations
- Open to changing behaviors
- Motivated to improve

Management considerations for Kelly Sample:

- May act on advice or direction from others without questioning it
- May expect to reach unrealistic standards for self-improvement
- May need to be reminded of times when they should evaluate feedback before implementing

Suggested interview questions to probe for "fit":

- Give me an example of something about yourself that you'd like to improve. What steps could you take to improve it?
- Tell me about a time when you decided not to act on advice or feedback from someone. Describe the situation in detail.

Positivity

Open with negative emotions and attitudes. Maintains a realistic outlook.



Controls negative emotions and attitudes. Maintains an optimistic outlook.

Kelly Sample scored in the Average Range

This dimension measures the degree to which a person controls negative emotions and maintains an optimistic outlook. People who score in the average range usually control negative emotions and attitudes.

Positive aspects of how Kelly Sample scored:

- Controls negative feelings in typical situations
- Typically maintains an optimistic outlook
- Notices potential downsides of plans or ideas
- Generally seen as a cooperative team member

Management considerations for Kelly Sample:

- 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

Suggested interview questions to probe for "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?

Aggression Control

Embraces confrontation and adversarial situations. Guards personal boundaries.



Avoids confrontation and adversarial situations. Slow to provoke.

Kelly Sample scored in the Average Range

This dimension measures the degree to which a person is motivated to avoid confrontation or adversarial interactions. People who score in the average range usually refrain from confronting others and tend to be slow to provoke.

Positive aspects of how Kelly Sample scored:

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

Management considerations for Kelly Sample:

- 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

Suggested interview questions to probe for "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.

Open Communication

Cautious sharing thoughts, feelings, opinions and information. Strong sense of discretion.



Openly shares thoughts, feelings, opinions and information. Seeks transparency.

Kelly Sample scored in the Low Range

This dimension measures the degree to which a person openly shares thoughts, feelings, opinions and information. People who score in the low range tend to have a strong sense of discretion and are more cautious in sharing with others.

Positive aspects of how Kelly Sample scored:

- Can be trusted with confidentiality
- Prefers listening to speaking
- Comfortable with limited information
- Unlikely to distract others with social conversation

Management considerations for Kelly Sample:

- 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

Suggested interview questions to probe for "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.

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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.

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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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