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Through People.



Inside Commission Sales Assessment Report

Candidate: Paul Stewart

Date: 03/20/2009



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Prepared For: Employers

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The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness		◆			
Closing Ability	◆				
Competitiveness				◆	
Customer Service / Responsiveness				◆	
Dependability			◆		
Emotional Stability / Resilience			◆		
Empathy					◆
Extroversion					◆
Impression Management					◆
Integrity		◆			
Money Motivation				◆	
Relationship Sales		◆			
Selling Confidence	◆				
Work Drive		◆			
Overall Cognitive Aptitude					◆



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Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Paul's overall level of general intellectual aptitude to be in the **50-59 percentile** range. His individual aptitude levels are:

Abstract Reasoning	60-69%ile
Numeric Reasoning	20-29%ile
Verbal Reasoning	80-89%ile

Paul has an average level of general cognitive aptitude. He should be able to handle most routine assignments and tasks without difficulty. He should be a satisfactory (though not outstanding) general problem-solver and information processor in this job.

Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.



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Personality Assessment

Strengths:

- Paul often likes to compete against other sales people and to demonstrate that he is a high performer. He is fairly focused on results, accomplishments, and sales numbers that allow his performance to be positively compared to other sales people.
- Paul is committed to providing courteous, timely service to customers. He usually makes their satisfaction a high priority on his job. Paul will be a fairly good role model for subordinates on customer responsiveness.
- Paul is moderately dependable and reliable. He generally follows through on his work commitments and does what he says he will do. On the other hand, Paul also uses his discretion and judgment in deciding how to fulfill his obligations.
- He should be able to withstand most of the stressors associated with this job. Paul is unlikely to lose his temper, have emotional outbursts on the job, or experience a lot of anxiety over unresolved work problems.
- He has a high level of empathy. Paul can resonate to the feelings, concerns, and emotions of other people. He will be viewed by those he works with as someone who is understanding, perceptive, and easy to relate to.
- Paul registers as being extroverted, cheerful, and expressive in his job-based interactions. He should demonstrate good communication skills and awareness of interpersonal dynamics.
- He is very inclined to adjust the way he presents himself to fit the situation he is in. Paul tries to say and do things that he thinks others want to hear so that they will look at him favorably. Paul will consistently present a positive image of him self and the company he represents.
- Paul strives for monetary rewards in his sales work. Cash prizes for sales contests and bonuses for reaching sales goals are fairly motivating for him, as are recognition and status.

Developmental Concerns:

- He can sometimes be difficult to get along with and undermine group harmony. Paul could make more of an effort, at times be agreeable and accommodating in his job-based interactions.
- Paul is likely to be too submissive, reticent, and unassertive to function effectively in some sales situations. He may be intimidated by ordinary customer objections to the product and by reluctance to make the sale.
- Paul may need to be slightly more dependable in the way he fulfills job expectations and obligations. He can sometimes act in ways which others perceive as unreliable.
- He may have some difficulty handling high-pressure work situations. Paul may not be able to handle a lot of stress on this job, particularly on a prolonged basis.



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- Paul may have trouble keeping his own emotions separate from the emotions of the people he works with. He can over-identify with their problems and concerns, such that his objectivity and professionalism are undermined.
His decision-making may also be impaired in his efforts to try to please other people.
- Paul may sometimes be too socially distractible and overly influenced by interpersonal cues. He may spend too much time talking or interacting with others on the job when he should be focusing on the work at hand.
- He can sometimes be too concerned with his public image and how he comes across to customers in sales situations. Paul may need to be coached on how to present himself in a more sincere, genuine manner.
- Paul scored below norm on integrity, suggesting that he may not always adhere to company rules and guidelines. He may occasionally engage in behaviors on the job that are considered improper or ethically questionable.
- He currently has a below-average commitment to building relationships with customers as part of the sales process. If hired, Paul's sales trainer should help him grasp the importance of cultivating relationships with potential customers to build trust, gain valuable insights about how the customer thinks, and how to close sales in a persistent, but non-aggressive, manner.
- Paul does not have much self-confidence as a salesman. He is prone to worry, stew, and fret about things. This can cause him to be indecisive and it can lower the confidence that potential customers have in him.
- Paul may not always work hard enough to meet heavy or unusual work loads. When extended overtime or an irregular work schedule is required, he may not consistently invest enough time and energy into his job to meet its demands.



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INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?
- * How would you handle it differently in the future?

AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

ASSERTIVENESS

- Describe a time when you took charge of a difficult situation in your organization and turned it around into a success.
- Describe a time when you spoke up on a matter of importance to you, even though you knew it would not be well-received or when others in the company opposed you.
- Tell me about a time you took the initiative to get a project started or to complete it in a timely manner.
- What would you do if you felt that your boss had been ignoring you or not paying attention to your ideas?
- Describe a time when you successfully confronted a problem situation that others had trouble dealing with in the past.



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- Tell me about a time when you effectively negotiated with upper-management to get them to accept your recommendation over the recommendations of others.

EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

EMPATHY

- Tell me about a time when you were dealing with a difficult person. What made them hard to take? What was going on that made this person act or feel that way? (Listen for a broad understanding of that person's personality and an understanding of the context that might have contributed to the situation.)
- Tell me about a time when you counseled an employee (or peer) who was going through a difficult time. What was the problem? What did you do? What was the result?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result? (Listen for awareness of body language, voice tone, etc. as well as an ability to see the person in distress, not necessarily someone who is just offensive.)

EXTROVERSION

- Some employees waste valuable time on their jobs chit-chatting, gossiping, and socializing. Please indicate whether this is ever a problem for you and what steps you take to avoid it becoming a problem.
- Tell me how much time you would ideally like to spend each day in meetings and discussion groups on the type of job for which you are applying.
- All of us have different styles of interacting and communicating with other people. Describe a situation where your style did not mesh well with that of another employee. [Probe: How did your styles differ? What problems did this lead to? What adjustments did you make?]
- Give me an example of a presentation that you have made where the audience was not particularly interested in the topic. What did you do? What were the results?
- Sometimes it is hard for us to be objective about someone we know or like. Tell me if this has ever been a problem for you and, if so, how you dealt with it.

INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?
- Under what conditions would it be acceptable to ignore or bend a company rule or policy?
- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.



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- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

SELLING CONFIDENCE

- Describe your typical frame of mind or mindset when cold-calling.
- Tell me how you deal with the loss of a big sale you were expecting to get.
- How does customer resistance affect your confidence about making a sale?

WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?

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