

test center

by People Systems

Account Manager (Sales) Assessment Report

Candidate: XXXXXXXXXXXX
Username: XXXXXXXXXXXX
Date: XXXXXXXXXXXX

Sample Report

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 : ◆

	Low	Below Average	Average	Above Average	High
Agreeableness					◆
Closing Ability	◆				
Conscientiousness				◆	
Customer Service				◆	
Detail Mindedness				◆	
Emotional Stability / Resilience				◆	
Empathy					◆
Impression Management				◆	
Integrity					◆
Optimism		◆			
Relationship Sales			◆		
Self-Directed Learning			◆		
Teamwork				◆	
Work Drive				◆	
 Overall Cognitive Aptitude					◆

Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Jessica's overall level of general intellectual aptitude to be in the **Top 10 percentile** range. Her individual aptitude levels are:

Abstract Reasoning 70-79%ile

Numeric Reasoning 70-79%ile

Verbal Reasoning Top 5%ile

Jessica has a high level of general cognitive aptitude. She can learn new information quickly, solve complex problems efficiently, and be able to handle a heavy information-processing load on 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.

Personality Assessment

Strengths:

- She is very motivated to have smooth, amiable working relationships. Jessica tries to be courteous and agreeable at all times on the job.
- She is reliable and conscientious on the job. Jessica typically honors her job expectations and commitments in a manner others can depend on. She is usually organized and orderly, paying attention to details and quality standards.
- Jessica has an above-average level of customer service commitment. She is seldom one to “sell and forget.” Jessica will usually put forth the extra effort to be knowledgeable and responsive to the customer’s sales needs.
- She is careful and detail-minded in how her work is performed, and will put in the extra time for error-proofing to make sure the results are accurate and conform to specifications.
- She has a sound level of emotional stability. Jessica will be able to take most forms of job stress in stride. She will remain reasonably calm during work crises.
- She can identify closely with the feelings and concerns of other people. Jessica has a high level of empathy which enables her to understand and relate to the people she works with. She is likely to be perceived by customers as someone who is very insightful, sympathetic, and helpful.
- Observant and perceptive, Jessica is fairly attuned to what is the correct thing to say and do to steer a sales situation to a close. She usually tries to evaluate the consequences of her image tailoring before committing herself to a course of action and she easily modifies her behavior to increase the likelihood of a sale.
- Jessica is highly likely to perform job tasks and duties with integrity. She can be trusted to adhere to company rules, policies, and ethical codes, even when placed in situations that permit individual discretion.
- She is fairly wary and observant. Jessica is usually on the lookout for potential problems and keeps a watchful eye on what goes on in sales situations so that she is not blindsided.
- Where she feels it is appropriate, Jessica will try to use a relationship-oriented sales approach. In those situations, she will try to build personalized relationships to gain some insights that can be used to adjust her presentation and close sales in a persistent, but non-aggressive, manner.
- She has an above-average commitment to teamwork. As a manager, Jessica emphasizes cooperation, mutual supportiveness, and cohesion among the employees who report to her.
- Jessica has an above-average work drive. She will put considerable time and effort into meeting job demands, including working long hours as needed.

Developmental Concerns:

- Jessica is likely to be too submissive, reticent, and unassertive to function effectively in some sales situations. She may be intimidated by ordinary customer objections to the product and by reluctance to make the sale.
- Jessica may have difficulty viewing other people in a realistic, objective manner. Her judgment may be clouded by her own feelings and identification with them. Jessica may give undue weight to the perceived emotions of other people when determining what to do. Also, she may have difficulty both giving and receiving criticism because of her sensitive nature.
- She may sometimes come across as insincere or misleading to others, including customers. If you want Jessica to earn the trust of your customers and build rapport with them on a long-term basis, you may need to spend time coaching her on how to appear more sincere and straightforward.
- She may sometimes be too pessimistic and inclined to look for negative outcomes in sales situations. Jessica may miss the potential in new sales ideas, proposals, and plans. To improve this, she should focus on looking for more positive selling opportunities.

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?

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

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.)

OPTIMISM

- Sometimes it helps to prepare for the worst and try to anticipate potential problems at work. Describe a time when your concerns about possible future problems were justified.
- What would you say to a coworker whom you felt was being naïve or gullible about some new job they were considering? If asked, what advice would you give?
- How do you personally guard against unrealistically high expectations at work or being blindsided by unanticipated problems?

The information contained in this report is Test Center's business information intended only for the use of the individual or entities named above. If the reader of this report is not the intended recipient you are hereby notified that any dissemination, distribution or copying of this report is strictly prohibited. If you have received this report in error, please notify us immediately at info@test.center.