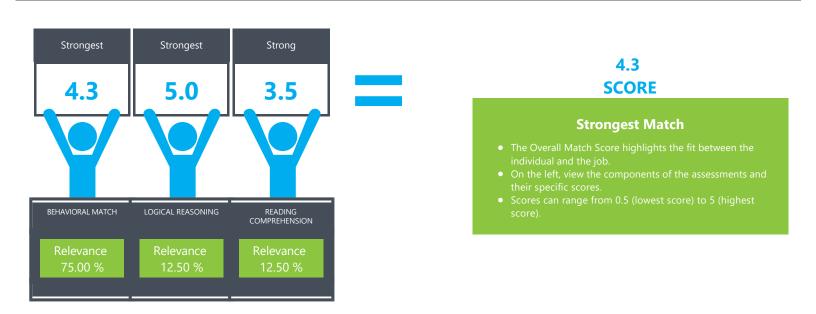




# **Susan Example**

**Call Center - Service** 





# **Leading Strengths**

These traits emerged as behavioral strengths for this individual. Review the "Key Insights" tab for more details on these.

**Process-Focused:** The extent to which individuals prefer to be organized and structured in the way they work, rather than taking a less methodical approach.

**Accommodation:** The extent to which individuals place more emphasis on accommodating the needs of others as opposed to prioritizing their personal needs.

**Work Intensity:** The extent to which individuals work hard to accomplish many things quickly as opposed to working methodically or at a less hurried pace.

**Frustration Tolerance:** The extent to which individuals have a resilient and positive outlook under most work circumstances as opposed to being concerned about what could go wrong. **Work Ethic:** The extent to which individuals have a positive attitude towards work and organizations as opposed to a negative one.

For more information: Select, Assess & Train Tel: 919-787-8395 Email: info@selectassesstrain.com



# **Potential Weaknesses**

These traits emerged as behavioral limitations for this individual. Review the "Key Insights" tab for more details on these.

No Potential Weaknesses identified.

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# **Key Insights**

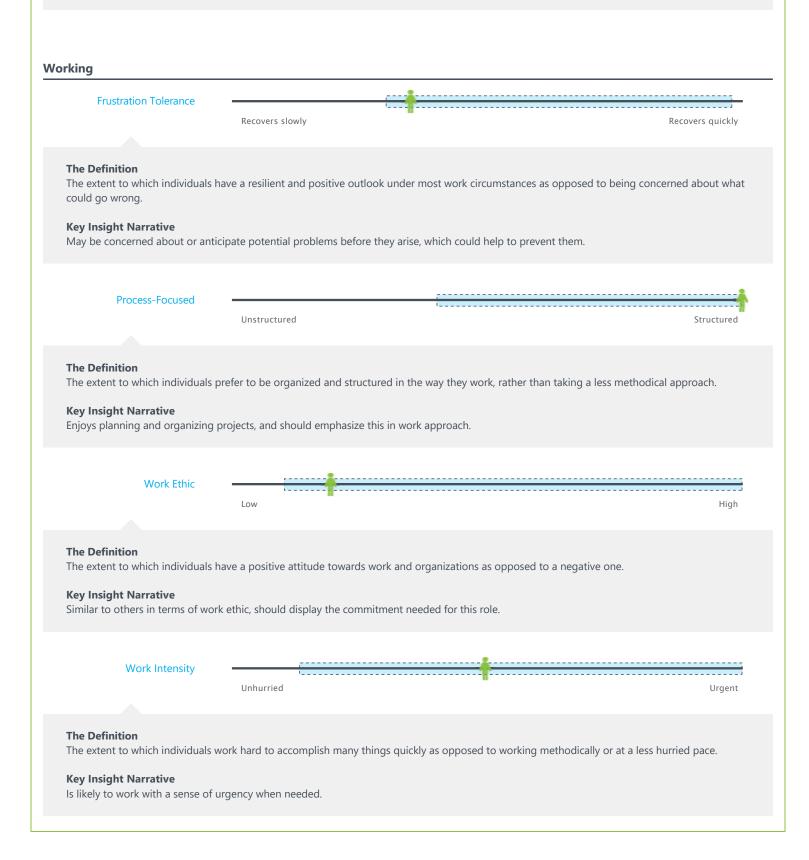


#### **The Definition**

The extent to which individuals place more emphasis on accommodating the needs of others as opposed to prioritizing their personal needs.

#### Key Insight Narrative

Likely to be accommodating, friendly, and demonstrating a concern for others.



# Susan Example

**Call Center - Service** 

Interview Date: \_\_\_\_\_

## **OPENING QUESTIONS**

1. Please tell me about your work history. How has your previous work experience prepared you to take on the challenges of this role?

2. Tell me about what attracted you most to this position. What prompted you to apply for this job?

3. Describe your ideal work environment. In what type of work culture do you feel you perform best?

4. We all have preferences when it comes to supervisory style and the type of manager with whom we work most effectively. What type of oversight and interaction do you prefer from a manager? Why do you feel this helps you work most effectively?

## **COMPETENCY QUESTIONS**

## MAKING SOUND DECISIONS

Describe a time when you had an important decision to make, but had several alternatives to choose from. What criteria went into your decision? What was the result?

Tell me about a time when you implemented a solution to a problem and then discovered later that the problem was not fixed. What actions did you take? What was the result?

ANSWER:

### **COMMUNICATING EFFECTIVELY**

Tell me about a time when you needed to adapt your communication style to meet the needs of a particular person or audience. What was your approach? What was the outcome?

ANSWER:

Tell me about a time when you had a miscommunication with someone. What happened? How did you become aware of the miscommunication? What was the final outcome?

ANSWER:

#### **DELIVERING RESULTS**

Tell me about a time when you were assigned an important task at work. How did you hold yourself accountable to ensure the task was completed on-time and up to standards? How did you approach the task? What was the result?

ANSWER:

Tell me about a time when you were assigned responsibility for a work project, and you did not achieve your desired objective. What was the project? What did you do to accomplish it? Why do you think the project was not completed or fell short?

ANSWER:

#### RESILIENCE

Describe a stressful situation at work that you experienced. What was the situation? How did you react to it? How did this impact your work performance?

#### ANSWER:

Tell me about the last significant setback you had at work. What was the situation? What happened? How did you react?

ANSWER:

#### WORK ORGANIZATION

Tell me about a recent time when you had to plan a project or some work you had been assigned. What was the assignment or project? Describe your approach.

ANSWER:

Tell me about a project that you were responsible for planning that did not go as smoothly as you would have liked. What did you do? If you could redo the planning of the project, what would you do differently?

ANSWER:

## INNOVATION

Give me some examples of your most innovative business ideas. What were they and what issue(s) did they address?

# ANSWER:

Tell me about a time when you generated an innovation or idea that was ultimately unsuccessful. What was the situation? Why didn't the idea work? What lesson did you take away from the experience?

ANSWER: