

2.9
SCORE

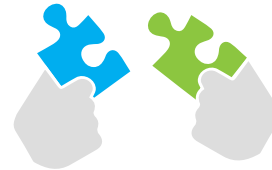
Fair Match

- The Overall Match Score highlights the fit between the individual and the job.
- On the left, view the components of the assessments and their specific scores.
- Scores can range from 0.5 (lowest score) to 5 (highest score).



Leading Strengths

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



Potential Weaknesses

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

Analytical Mindset: The extent to which individuals have a preference for getting involved in solving problems versus letting others resolve the issue or make decisions.

Work Independence: The extent to which individuals prefer to rely on themselves as opposed to a preference for collaborating and seeking support from others.

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.

Learning-Focused: The extent to which individuals desire to learn new things, as opposed to being comfortable with their current knowledge level.

Multitasking: The extent to which individuals prefer variety and handling multiple tasks, as opposed to predictability and focusing on one thing at a time.

Criticism Tolerance: The extent to which individuals interpret criticism objectively versus being sensitive to feedback from others.

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.

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

Key Insights

Job Match



3.1

FAIR

Relevance 85.71 %

BEHAVIORAL MATCH

A measure of the critical behavioral traits that lead to success in this role



1.5

POOR

Relevance 14.29 %

READING COMPREHENSION

A measure of an individual's ability to demonstrate reading comprehension skills

Match Area =

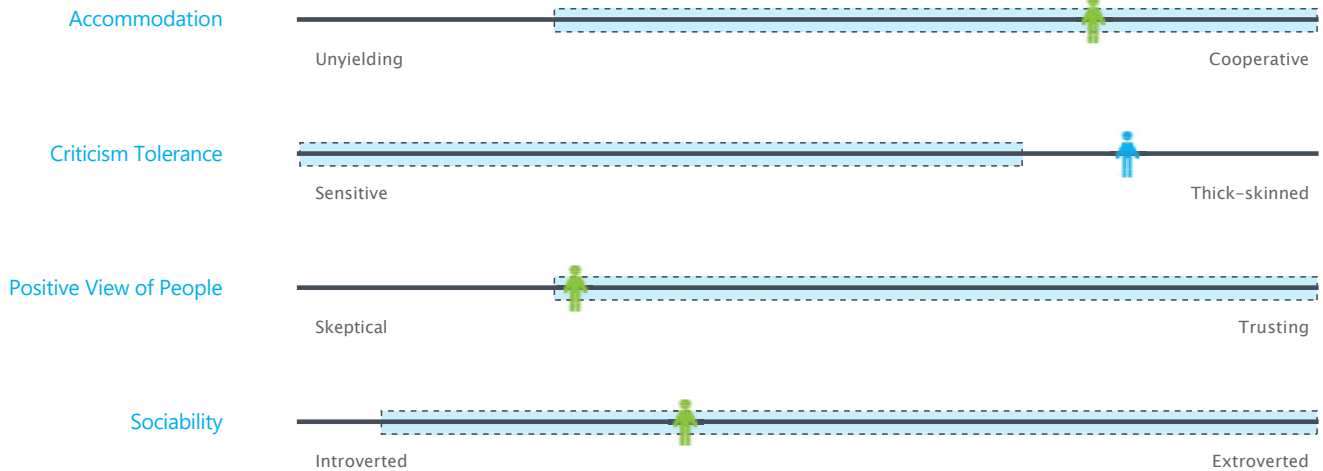
READING COMPREHENSION

Reading Comprehension



BEHAVIORAL MATCH

Relating



Thinking



Learning-Focused

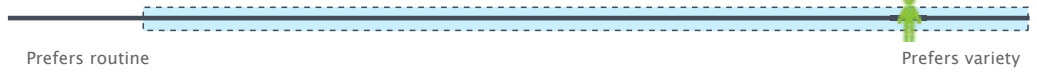


Working

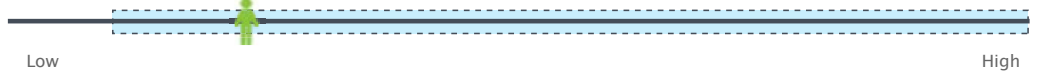
Frustration Tolerance



Multitasking



Work Ethic



Work Independence



Work Intensity



CHELSEA 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?

ANSWER:

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:

TEAMWORK AND COLLABORATION

Describe the last assignment in which you were part of a team. What was your role? What aspects of working as part of a team did you do well? Where could you have improved? Why?

ANSWER:

In what types of situations do you prefer to work independently and in what types of situations do you prefer to work as part of a team? Why?

ANSWER:

CUSTOMER SERVICE

Give a specific example of a time when you had to address an angry customer. What was the problem? What action did you take to resolve the issue? What was the customer outcome? How would you assess your role in diffusing the situation?

ANSWER:

Describe to me several situations where you delivered high quality service to a customer. What did you do? What was the customer's response?

ANSWER:

INFLUENCING

Have you ever had to persuade a coworker or manager to accept an idea that you knew they would not like? What was the issue? How did you go about convincing them? How successful were you in getting them to change their mind?

ANSWER:

Tell me about a recent work experience when you tried to persuade a colleague or customer of something and were unsuccessful. What was the situation? What did you do? What would you do differently next time?

ANSWER:

FOLLOW-UPS

For the following scale: **Criticism Tolerance**, the candidate scored **above** the match area.

Tell me about constructive feedback you have received in the past. How did you become aware of the issue? What did the person say to you?

How did you react? How has that influenced you today?

(Listen for an ability to listen for feedback and take it to heart (rather than discounting or ignoring it).)

For the following scale: **Work Intensity**, the candidate scored **below** the match area.

Describe a time when you were responsible for a project at work that required a fast response or had a really short deadline. What did you do?

How did you feel working under these circumstances? What was the result?

(Listen for a tendency to work more deliberately and slower than is ideal. Can the individual adjust their work intensity to meet the demands of the situation? What impact does this have on the individual?)

For the following scale: **Reading Comprehension**, the candidate scored **below** the match area.

Tell me about the last business book you read. What was the book about and why did you select that book?

(Listen for the individual's ability to be comfortable with reading.)

CHELSEA Example

Call Center Service Role

ONBOARDING AND DEVELOPMENT

Getting Started

Understanding how your unique characteristics match the job is an important step in your development. Use this Development Guide to help leverage your strengths and close behavioral gaps.

Keep the following in mind as you review the guide:

- Don't worry, this isn't a general how-to guide for your life. The development feedback is specific to you in relation to the behaviors needed for job success.
- Strengths and gaps were uncovered by your assessment responses, and as such, may reflect your self-perceptions. Others may see you differently.
- Remember, everyone has strengths and gaps. Treat the suggestions below as a friend giving you tips for success.

Take notes as you read, to help create an action plan to accelerate your development.

Leveraging Strengths

Leveraging Your Accommodation Skills

You are naturally helpful, so look for ways to help others daily. Helping someone complete a task or offering advice goes a long way to building lasting work relationships.

Leverage your natural tendency to accommodate others by connecting with new people every day to make them feel welcome.

Try to connect people that have things in common. Make introductions when people do not know each other.

Leveraging Your Analytical Mindset Skills

Leverage your analytical mindset by proactively solving problems that might arise in your work setting. Look for trends or patterns and share your thoughts and opinions on how things can be improved.

Showcase your analytical thinking by clearly communicating your solutions to decision makers. It also can be beneficial to discuss problems with others. Your insight may help team members to consider options or ideas they may not have considered otherwise.

Ask for opportunities to be involved in problem solving or decision making.

Leveraging Your Frustration Tolerance Skills

Your ability to tolerate stress is ideal for this role. You are able to see opportunity where others cannot. Utilize this ability by taking risks and trying novel approaches.

Some coworkers might become discouraged when faced with a challenge. Leverage your positive outlook to encourage your coworkers. Share your belief that the obstacle is surmountable! Redirect negativity towards productive conversations.

Help others see the big picture. Some coworkers may have difficulty seeing past recent downturns. However, your positive outlook can help your team move on from setbacks and focus on the future.

Leveraging Your Learning-Focused Skills

Your focus on learning is ideal for this role. Leverage this strength by seeking opportunities to move beyond your comfort zone. By pushing yourself to try something new, you will grow your skills and knowledge.

Because you are driven to learn new things, take initiative to stay up-to-date on job and industry related knowledge and skills. Subscribe to newsletters, attend conferences, or do online research. Then, find ways to apply your newly learned knowledge to your work.

Look for a mentor who can impart knowledge to you. Schedule regular meetings with your mentor and have predetermined topics to discuss during this time.

Leveraging Your Multitasking Skills

Your ability to multitask is ideal for this role. Leverage this strength by multitasking smartly. Group together tasks that require a similar skill, mindset, or level of concentration. By streamlining your process, you can complete tasks with greater efficiency and ease.

To maximize your productivity, differentiate between those projects that require focus and those you can multitask. There are some tasks that you can easily dip in and out of without sacrificing quality. However, other tasks require your undivided attention for a solid period of time.

Because you are comfortable multitasking, you can use down time wisely by saving small, easy tasks for those brief windows of extra time you may find throughout the day. For example, if a meeting ends early or a task takes less time than expected, use that ten minutes to send an e-mail or organize your calendar.

Leveraging Your Positive View of People Skills

Your positive view of people is ideal for this role, as others will respond favorably to your open and trusting style. Use this to your benefit by establishing mutually-beneficial work relationships that you can leverage to grow your career.

Because you feel comfortable trusting other people, find ways to delegate wisely. Let others try tasks that you have mastered, so you are free to try new challenges. Or conversely, delegate more difficult tasks to those who may be more capable than you.

Help others see the positive in customers and coworkers. Find opportunities to show recognition and express appreciation. Set an example by giving second chances.

Leveraging Your Sociability Skills

Your sociability is ideal for this role. Utilize this strength to build strong work relationships both within and outside of your organization. This will create a strong professional network which you can leverage throughout your career. Use social gatherings and online platforms to maintain your social networks.

Make the most out of your social interactions by refining your interpersonal communication. Ask for feedback from a trusted mentor or friend, and commit to leveraging feedback to improve.

Use social interactions to learn about the motivations and needs of others. Leverage this knowledge to better serve your customers and work with your colleagues.

Leveraging Your Work Ethic Skills

Your work ethic is a strength to leverage in this role. Make sure to openly express your positive work attitude so leadership recognizes this trait. Furthermore, your openly positive attitude will contribute to a more positive work environment, which your coworkers will appreciate.

Funnel your work ethic into productive activities. Fill your downtime at work with activities that will make a positive impact on the organization and/or your career. Volunteer for projects, events, or committees that will help you grow and develop.

Remember, it is better to under-promise and over-deliver. Set realistic expectations and push yourself to exceed them. As you consistently exceed expectations, others will take notice of your work ethic.

Leveraging Your Work Independence Skills

Your work independence is ideal for this role. Get the most out of this strength by identifying which tasks would be best performed alone, and which would be best performed with the collaboration of others.

You are confident in your ability to independently solve problems and make decisions. Help others become more confident in their abilities by delegating work that pushes them to develop these skills as well.

Closing Gaps

Improving Your Criticism Tolerance Skills

Being overly 'thick-skinned' or not being receptive to feedback from others can affect your relationships at work. When others are commenting on your work product or your approach, carefully consider what they are saying and make sure to hear the message they are trying to deliver. By tuning into their feedback, rather than discounting it or ignoring it, you will better understand the perspective of others, which will help you interact more effectively with them in the future.

Prepare for feedback situations (i.e., performance reviews, or project debriefs where you and your coworkers review what went well and what could be improved on recent projects) remind yourself to be open-minded and receptive to what others have to say. Try not to react to the comments they make, and instead, take notes on their specific comments so that you can refer back to them later and consider their suggestions carefully. By doing this, you will be able to better understand where they are coming from (and follow up if necessary).

Improving Your Work Intensity Skills

Set deadlines and stick to them. For longer term assignments, identify small, intermediary steps and assign a deadline to each one. Track your progress as you complete each step.

If you find yourself lacking energy during the day, try to determine why and address the cause. Do you get enough sleep or exercise? Is there something on your mind that is draining your energy?

Don't jump back and forth between tasks. It's easier to maintain your focus when it isn't divided. Finish the most important tasks first and then be purposeful in your intent to complete the rest.

Improving Your Reading Comprehension

Develop your reading comprehension skills by reading a news website or a blog related to your work each week (or even daily, if possible). By just practicing reading for a few minutes each day, and assessing whether you were able to take away the major points from the article, you can advance your reading comprehension considerably.

Ask around at work to identify someone else who is trying to develop in the same area as you are. From there, you can take turns choosing articles that you both can read, then discuss afterwards. This way, you can practice recalling specific points on what you read, and check for understanding. While reading material related to work is great, you can also try this approach with articles on music, science, sports, or any topic of interest. The important thing is to practice reading & checking for understanding on the content you read.