

Name of Company

Sales Assistant

Assessment Report: Kris Sample

March 2024

Insert Company logo

psysoft
realising **your** potential

Introduction

This report provides a summary of the candidate's assessment results in relation to their application for the role including:

- a mapping of the assessments to the PETAL Competency Framework
- strengths
- potential concerns
- suggested interview themes

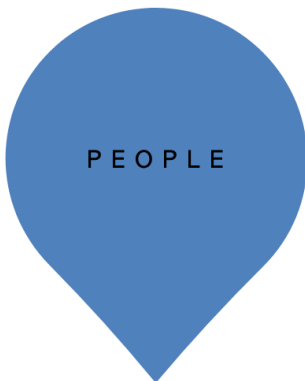
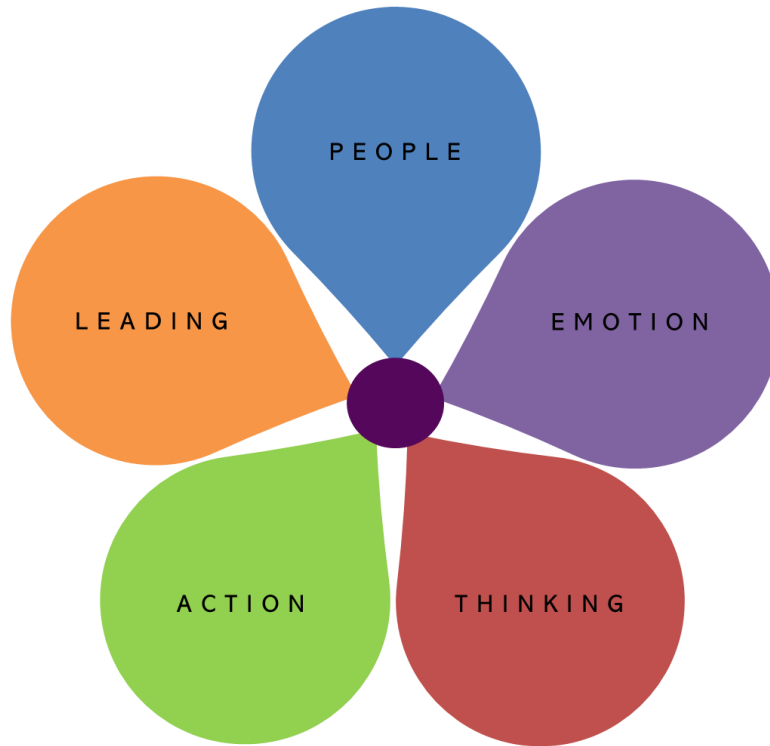
Assessments

The candidate completed the following assessments:

- The Occupational Personality Questionnaire (OPQ32) is an occupational model of personality, which describes 32 dimensions or scales of people's preferred or typical style of behaviour at work. The OPQ32 model breaks down personality into three domains: Relationships with People, Thinking Style and Feelings and Emotions.
- The EQ-i 2.0 measures emotional intelligence in five composite areas with fifteen separate sub-scales. This self-questionnaire asks candidates about how frequently they use different emotional skills. Unlike personality, which is considered relatively stable over time, emotional intelligence skills can be learned and developed as people develop in their careers.

The assessments have been mapped against the PETAL Competency Framework.

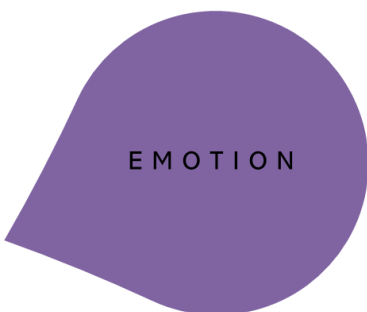
PETAL Competency Framework



Teamwork: Working with others towards specific goals. Cares for others and adapts own working style to accommodate others.

Social Interaction: Builds and maintains good working relationships with other people outside of the immediate team. Develops networks across work areas and outside the organisation. Works effectively with people at all levels.

Communication: Communicates both verbally and in writing according to the needs of the audience. Writes accurately, succinctly and clearly and avoids jargon. Presents information in a structured way and speaks clearly and articulately.



Resilience: Remains calm and relaxed despite a heavy or complex workload. Handles stressful situations by staying optimistic and focused on the task at hand. Responds well to set-backs and problems occurring.

THINKING

Creativity: Develops new ideas and creative solutions. Creates new innovative working methods and improvements to existing procedures.

Flexibility: Open to new working methods and changing situations and is comfortable with change. Adapts working style to suit new situations and different people. Sees changing circumstances as an opportunity.

Problem Solving: Analyses a situation and considers options to resolve a problem. Breaks down information to look for patterns, causes and outcomes. Applies logic and structure to thinking about a problem. Produces different potential solutions and evaluates them systematically to find the best solution.

ACTION

Organisation: Works in a systematic and methodical way towards specific goals. Plans work, defines objectives and tracks progress. Prioritises work and manages time effectively.

Reliability: Follows instructions, works to deadlines and meets targets. Adheres to procedures and policies and meets legal requirements. Can be relied upon to get things done without being reminded. Is honest and ethical.

Customer Focus: Focuses on meeting customers' needs and delivering excellent customer service. Has high standards of work and maintains a high level of quality output.

LEADING

Drive: Willing to take charge of situations and/or groups. Takes responsibility for actions and shows initiative. Driven to achieve goals and reach their full potential. Takes on additional tasks and duties.

Influence: Persuades others by putting forward ideas convincingly. Has a strong impact on other people and gains agreement. Provides clear direction. Negotiates effectively and inspires and motivates others.

Summary of Candidate Results

The candidate scores have been assessed as follows:

| | |
|--------------------------|--|
| Strength | Likely to contribute strongly to the area |
| Moderate | Likely to have moderate contribution to the area |
| Potential Concern | Likely to have limited contribution to the area |

| PETAL Competency Framework | OPQ | EQ-i 2.0 | Overall |
|----------------------------|--------------------|-----------------------------|--------------------------|
| Teamwork | Caring | Empathy | Moderate |
| | Democratic | Interpersonal Relationships | |
| | Adaptable | Social Responsibility | |
| | Affiliative | | |
| | Competitive (-) | | |
| Social Interaction | Outgoing | Interpersonal Relationships | Strength |
| | Affiliative | Social Responsibility | |
| | Socially Confident | | |
| Communication | Adaptable | Emotional Expression | Moderate |
| | Detail Conscious | Assertiveness | |
| | Socially Confident | | |
| Resilience | Optimistic | Stress Tolerance | Moderate |
| | Tough Minded | Optimism | |
| | Worrying (-) | Emotional Self-Awareness | |
| | Relaxed | | |
| Creativity | Innovative | Problem Solving | Moderate |
| | Conventional (-) | Flexibility | |
| | Conceptual | | |
| Flexibility | Adaptable | Flexibility | Potential Concern |
| | Variety Seeking | Optimism | |
| Problem Solving | Data Rational | Problem Solving | Moderate |
| | Evaluative | Reality Testing | |
| | Detail Conscious | Impulse Control | |

| PETAL Competency Framework | OPQ | EQ-i 2.0 | Overall |
|-----------------------------------|--------------------|-----------------------------|-----------------|
| Organisation | Conscientious | Reality Testing | Moderate |
| | Forward Thinking | | |
| | Detail Conscious | | |
| Reliability | Conscientious | Social Responsibility | Moderate |
| | Rule Following | | |
| Customer Focus | Detail Conscious | Interpersonal Relationships | Strength |
| | Caring | Empathy | |
| | | Self-Actualisation | |
| Drive | Controlling | Self-Regard | Moderate |
| | Achieving | Self-Actualisation | |
| | Independent-Minded | Assertiveness | |
| | | Independence | |
| Influence | Persuasive | Assertiveness | Moderate |
| | Outspoken | Emotional Expression | |
| | Controlling | | |

Strengths



This section outlines clear strengths related to the job role and the PETAL competencies:

Caring / Empathy

Kris tends to be sympathetic and considerate towards others. She is likely to be interested in the welfare of her team and is often seen as a good listener.

Interpersonal Relationships / Socially Confident / Affiliative / Competitive (Low)

Kris has a strong tendency to form strong, meaningful relationships with others. She is likely to promote collaboration with her team over conflict.

Conscientious

Kris is very likely to focus on getting things finished and often persists until the job is done.

Potential Concerns



This section outlines clear development areas related to the job role and the PETAL competencies:

Emotional Expression

Kris tends to feel uncomfortable sharing how she feels and may appear withdrawn to others.

Flexibility / Adaptable

Kris may be resistant to change and is unlikely to adapt her approach to suit her audience.

Stress Tolerance / Worrying

Kris is unlikely to have effective coping strategies for dealing with stress and may often worry about things going wrong.

Interview Themes



Based on the candidate's assessment results, it is suggested that the following areas are explored further within an interview:

Emotional Expression

Explore situations in which Kris is comfortable expressing her feelings in the workplace. What does she see as the advantages and disadvantages of sharing her feelings and emotions with others?

Flexibility / Adaptable

Explore situations in which Kris is open to change. Can she describe a time where she had to adjust quickly to changes at work? How does she manage unpredictable situations?

Stress Tolerance / Worrying

Discuss how Kris copes with stress at work. What circumstances does Kris find stressful? How does she manage feelings of worry?

Appendix A OPQ32 Scales

Relationships with People

| Persuasive | |
|---|--|
| Rarely pressures others to change their views, dislikes selling, less comfortable using negotiation. | Enjoys selling, comfortable using negotiation, likes to change other people's views. |
| Controlling | |
| Happy to let others take charge, dislikes telling people what to do, unlikely to take the lead. | Likes to be in charge, takes the lead, tells others what to do, takes control. |
| Outspoken | |
| Holds back from criticising others, may not express own views, unprepared to put forward own opinions. | Freely expresses opinions, makes disagreement clear, prepared to criticise others. |
| Independent Minded | |
| Accepts majority decision, prepared to follow the consensus. | Prefers to follow own approach, prepared to disregard majority decisions. |
| Outgoing | |
| Quiet and reserved in groups, dislikes being centre of attention. | Lively and animated in groups, talkative, enjoys attention. |
| Affiliative | |
| Comfortable spending time away from people, values time spent alone, seldom misses the company of others. | Enjoys others' company, likes to be around people, can miss the company of others. |
| Socially Confident | |
| Feels more comfortable in less formal situations, can feel awkward when first meeting people. | Feels comfortable when first meeting people, at ease in formal situations. |
| Modest | |
| Makes strengths and achievements known, talks about personal success. | Dislikes discussing achievements, keeps quiet about personal success. |
| Democratic | |
| Prepared to make decisions without consultation, prefers to make decisions alone. | Consults widely, involves others in decision making, less likely to make decisions alone. |
| Caring | |
| Selective with sympathy and support, remains detached from others' personal problems. | Sympathetic and considerate towards others, helpful and supportive, gets involved in others' problems. |

Appendix A OPQ32 Scales (continued)

Thinking style

| Data Rational | |
|--|---|
| Prefers dealing with opinions and feelings rather than facts and figures, likely to avoid using statistics. | Likes working with numbers, enjoys analysing statistical information, bases decisions on facts and figures. |
| Evaluative | |
| Does not focus on potential limitations, dislikes critically analysing information, rarely looks for errors or mistakes. | Critically evaluates information, looks for potential limitations, focuses upon errors. |
| Behavioural | |
| Does not question the reasons for people's behaviour, tends not to analyse people. | Tries to understand motives and behaviours, enjoys analysing people. |
| Conventional | |
| Favours changes to work methods, prefers new approaches, less conventional. | Prefers well established methods, favours a more conventional approach. |
| Conceptual | |
| Prefers to deal with practical rather than theoretical issues, dislikes dealing with abstract concepts. | Interested in theories, enjoys discussing abstract concepts. |
| Innovative | |
| More likely to build on than generate ideas, less inclined to be creative and inventive. | Generates new ideas, enjoys being creative, thinks of original solutions. |
| Variety Seeking | |
| Prefers routine, is prepared to do repetitive work, does not seek variety. | Prefers variety, tries out new things, likes changes to regular routine, can become bored by repetitive work. |
| Adaptable | |
| Behaves consistently across situations, unlikely to behave differently with different people. | Changes behaviour to suit the situation, adapts approach to different people. |
| Forward Thinking | |
| More likely to focus upon immediate than long-term issues, less likely to take a strategic perspective. | Takes a long-term view, sets goals for the future, more likely to take a strategic perspective. |
| Detail Conscious | |
| Unlikely to become preoccupied with detail, less organised and systematic, dislikes tasks involving detail. | Focuses on detail, likes to be methodical, organised and systematic, may become preoccupied with detail. |
| Conscientious | |
| Sees deadlines as flexible, prepared to leave some tasks unfinished. | Focuses on getting things finished, persists until the job is done. |
| Rule Following | |
| Not restricted by rules and procedures, prepared to break rules, tends to dislike bureaucracy. | Follows rules and regulations, prefers clear guidelines, finds it difficult to break rules. |

Appendix A OPQ32 Scales (continued)

Feelings and Emotions

| Relaxed | |
|---|---|
| Tends to feel tense, finds it difficult to relax, can find it hard to unwind after work. | Finds it easy to relax, rarely feels tense, generally calm and untroubled. |
| Worrying | |
| Feels calm before important occasions, less affected by key events, free from worry. | Feels nervous before important occasions, worries about things going wrong. |
| Tough Minded | |
| Sensitive, easily hurt by criticism, upset by unfair comments or insults. | Not easily offended, can ignore insults, may be insensitive to personal criticism. |
| Optimistic | |
| Concerned about the future, expects things to go wrong, focuses on negative aspects of a situation. | Expects things will turn out well, looks to the positive aspects of a situation, has optimistic view of the future. |
| Trusting | |
| Wary of others' intentions, finds it difficult to trust others, unlikely to be fooled by people. | Trusts people, sees others as reliable and honest, believes what others say. |
| Emotionally Controlled | |
| Openly expresses feelings, finds it difficult to conceal feelings, displays emotion clearly. | Can conceal feelings from others, rarely displays emotion. |
| Vigorous | |
| Likes to take things at a steady pace, dislikes excessive work demands. | Thrives on activity, likes to keep busy, enjoys having a lot to do. |
| Competitive | |
| Dislikes competing with others, feels that taking part is more important than winning. | Has a need to win, enjoys competitive activities, dislikes losing. |
| Achieving | |
| Sees career progression as less important, looks for achievable rather than highly ambitious targets. | Ambitious and career-centred, likes to work to demanding goals and targets. |
| Decisive | |
| Tends to be cautious when making decisions, likes to take time to reach conclusions. | Makes fast decisions, reaches conclusions quickly, less cautious. |

Appendix B EQ-i 2.0 Subscales

Self-Perception

| Self-Regard | |
|---|---|
| Unsure of self. Lack of self-respect. Low self-esteem. Unfulfilled. Not confident. | Self-assured. Accepting of self. High self-esteem. Fulfilled. Confident. |
| Self-Actualisation | |
| Life lacks meaning. Unsure where to go in life. Not pursuing enjoyable things. Unmotivated. In transition. | A full, rich life and activities have meaning. Passionate and enthusiastic. Motivated to do their best. High Achievement Orientation. |
| Emotional Self-Awareness | |
| Hard time verbalising own emotions. Difficulty recognising or identifying own emotions. Low self-awareness or in denial of own feelings. Surprised by others' reactions. Misread and misreads others. | Relates own feelings to appropriate causes. Understands changing emotions and blends of emotions. Self-aware. In touch with own feelings. Reads people well and people read you well. |

Self-Expression

| Emotional Expression | |
|---|---|
| A closed book. An enigma. May appear withdrawn. May not express emotion constructively. Uncomfortable expressing emotion. | An open book. Express self easily. Real. Accurately communicates emotion. Comfortable expressing emotion. |
| Assertiveness | |
| Passive. Shy. Overly controlled. Unable to express self. Quick to compromise. | Express self easily. Defend rights in a non-destructive manner. Not overly controlled or shy. Non-abusive but forthright. Comfortable communicating thoughts. |
| Independence | |
| Needs protection or support. Uncertain of own ideas. Indecisive. Lets others make final decisions. Lacks confidence. | Self-directed. Self-determined. Decisive. Free from emotional dependence. Confident. |

Interpersonal

| Interpersonal Relationships | |
|--|--|
| Is not comfortable with intimacy. Not giving. Not interested in relationships. Not able to share feelings. Loner or standoffish. | Able to establish mutually satisfying relationships. Able to give and take affection and intimacy. Maintains relationships over time. Looks positively at social change. Feels at ease in social situations. |
| Empathy | |
| Difficulty understanding people's feelings. Difficulty relating to others. Surprised by others' reactions. Misreads social cues. May behave insensitively. | Sensitive to feelings of others. Able to put self in "others' shoes". Anticipates others' reactions. Picks up on social cues. Considerate. |
| Social Responsibility | |
| Unwilling to be involved in group or team. Hesitant to commit to group activities. Difficulty following through on group tasks. May lack concern for the greater community. Possibly self-focused. | Cooperative. Gives and contributes to group. Responsible and dependable. Feels genuine concern for others in the group. Supports the community. |

Appendix B EQ-i 2.0 Subscales (continued)

Decision Making

| Problem Solving | |
|--|---|
| Jumps into a solution. Avoids dealing with problems. Uses unstructured strategy. Ignores emotional information. Overwhelmed. | Gathers information first, weighs pros and cons when permitted. Can identify and solve problems. Uses a systematic approach. Can apply emotional information to help. Can draw on past experiences. |
| Reality Testing | |
| Tuned out. Unrealistic. Disconnected. Easily swayed. Allows emotions to colour reality. | Tuned into environment. Can assess life situations fairly accurately. Grounded. Objective. Puts emotions into perspective. |
| Impulse Control | |
| Explosive. Unpredictable. Reactive. Easily frustrated. Lacks emotional control. May make quick or rash decisions. | Composed. Patient. Able to delay or resist an impulse. High tolerance for frustration. Steady. |

Stress Management

| Flexibility | |
|---|--|
| Rigid. Hard to change. Stuck in patterns. Little control over emotions. Struggles to adapt emotions and behaviour. | Able to adapt to changing conditions. Open to new views, change of behaviour. Going with the flow. Adapts and controls emotions. Easy going. |
| Stress Tolerance | |
| Lacking or ineffective coping mechanisms. Reactive. Fearful. High anxiety levels. Affected by stressful situations. | Effective coping mechanisms. Calm and maintaining control. Optimistic towards change. Stable and relaxed. Maintains influence. |
| Optimism | |
| Fear worst will happen. Pessimistic. Uncertain about the future. Difficulty seeing the good. Easily spots potential problems. | Positive attitude in face of adversity. Hopeful approach to life. Confident about the future. Sees possibilities. Resilient. |