

## **Catalyst Training Services**

### **Prevue Report**

Selection

**- Personal Development**

Individual

Succession Planning

Working Characteristics

on

**Mr. John Johnson**

regarding the position of

**Customer Service**

**Representative**

**Monday, January 30, 2017**

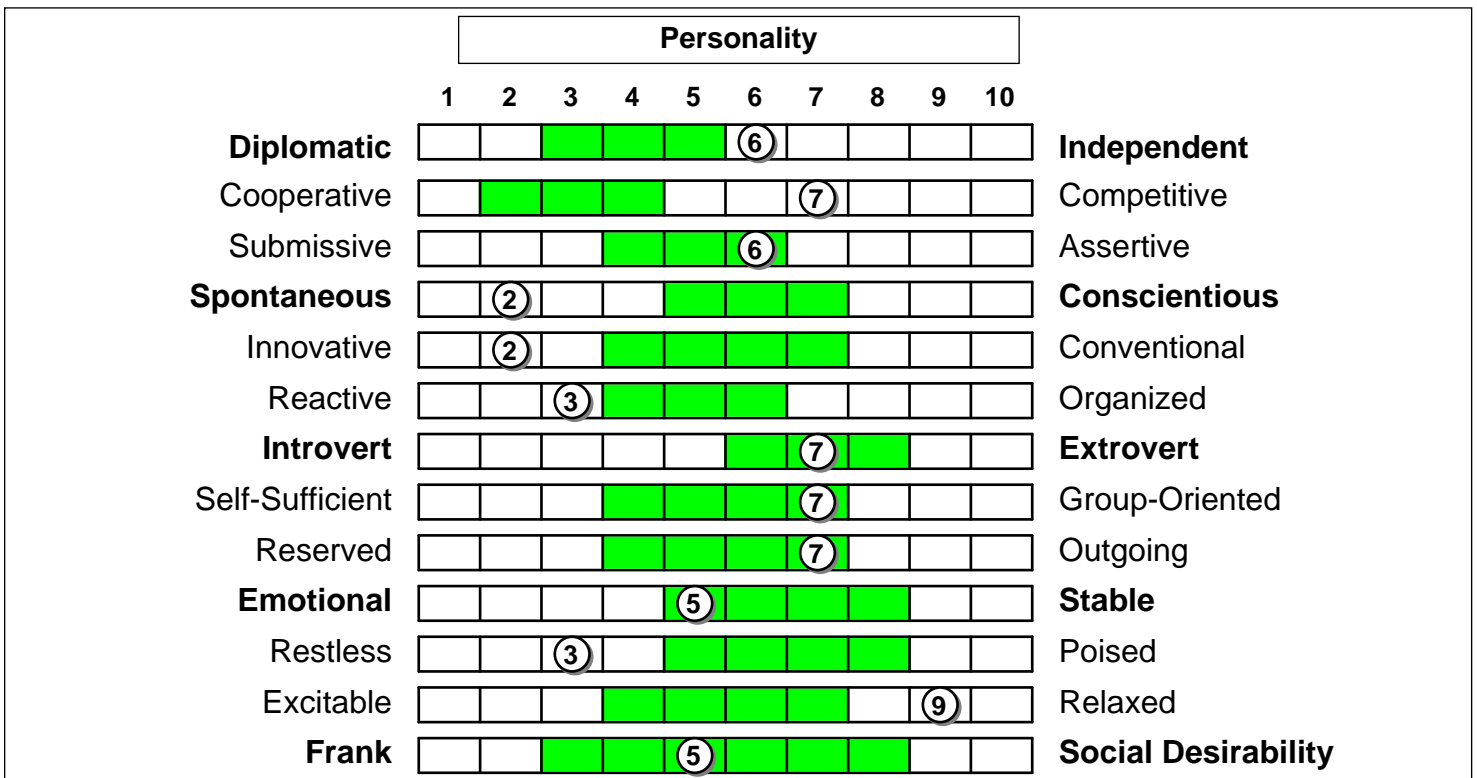
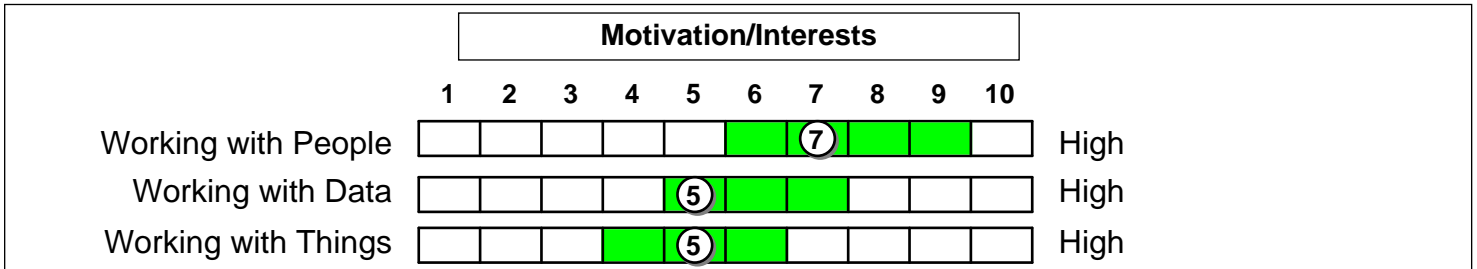
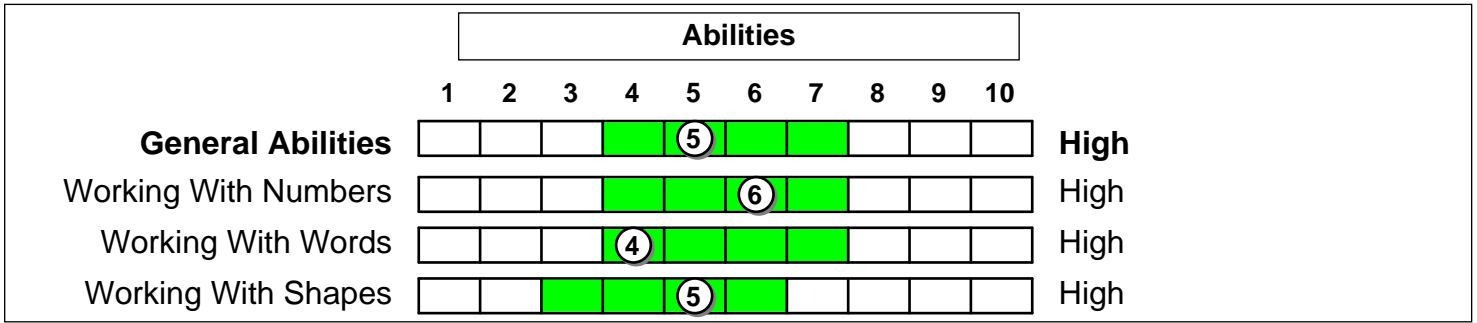


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# Prevue Benchmark

John Johnson

Customer Service Representative



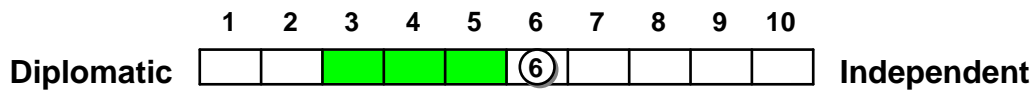
A Prevue benchmark illustrates the required characteristics of various jobs as decided by management. The shadowed areas above graphically represent the benchmark for this Customer Service Representative position. The number on each scale is John Johnson's actual score.

## How to Use the Prevue Assessment in the Coaching / Training Process

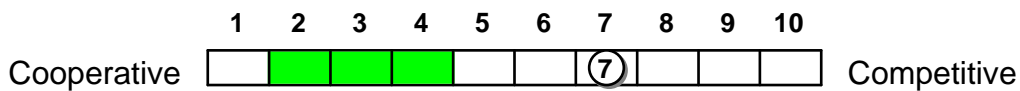
One of the challenges management faces in coaching and training individuals is the process of correctly identifying developmental needs. The Prevue Personal Training Report provides specific coaching and training information by simply matching Mr. Johnson's assessment to this Customer Service Representative benchmark. For each particular requirement in the benchmark the manager or training professional is provided with a starting point that identifies the appropriate skills or competencies required for the Customer Service Representative position.

### Coaching Areas Off the Benchmark

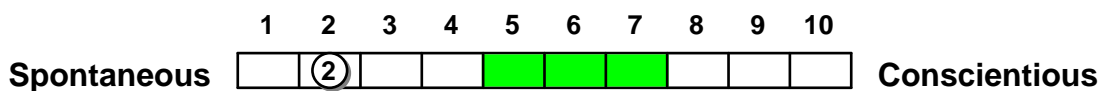
The following are areas where Mr. Johnson did not match this benchmark. A brief explanation of the benchmark and score result is followed by suggestions and statements which may assist you in coaching his future performance as a Customer Service Representative.



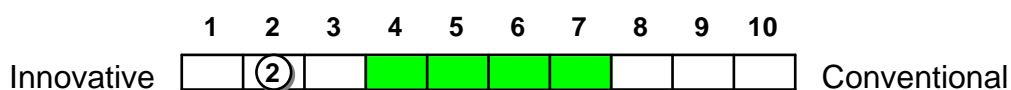
Mr. Johnson is ambitious and proficient at getting things done, but he usually respects the needs of others. Because he can be hard-driving and determined, training should focus on specific abilities such as listening skills and goal setting to ensure the most effective use of his will to win. Coaching for this Customer Service Representative should encourage him to develop his diplomatic skills.



Although he is ambitious, John Johnson maintains helpful relationships with others. He prefers to be a front runner and this will-to-win could interfere with corporate goals. A personality profile to make him more aware of his competitive traits is recommended. An Outward Bound team endurance course would also promote this Customer Service Representative's cooperative spirit.



This Customer Service Representative is more comfortable in a less structured environment. Flexible and responsive to change, John Johnson should be creative in crisis management but he may not cope as well with mundane tasks. With his preference for unorthodox work habits, Mr. Johnson may be tempted occasionally to disregard corporate policies or procedures. If this behavior becomes counter-productive, he could try using self-help materials (books or tapes) on impulse control. Training in planning and time management might also be beneficial for him.

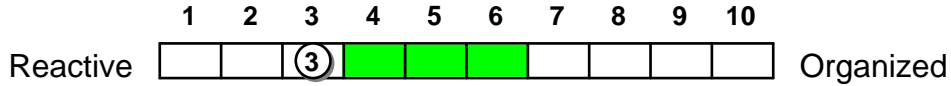


Mr. Johnson is innovative and flexible, believing that rules can be interpreted loosely. He will often seek new solutions to problems rather than following traditional methods. Coaching may be required if Mr. Johnson works in a highly structured rather than a changing environment. Coaching should emphasize the value of due process and reinforce the importance of company procedures and policies.

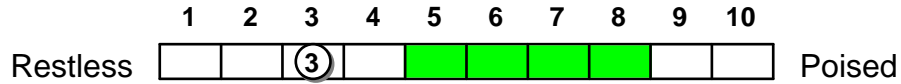
# Coaching / Training

John Johnson

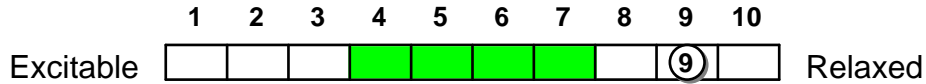
Customer Service Representative



As a creative, intuitive person, John Johnson probably prefers to react to events rather than to plan for them. He likes to concentrate on the "Big Picture" and leave the details to others. While this attitude may yield original, even profitable solutions, it might also result in overlooked details, missed deadlines, or incomplete records. A course in situational management, to promote scheduling, record keeping and organizational skills, is recommended.



John Johnson is upset by stress or unusually difficult tasks. He may not cope well with embarrassing situations or personal criticism. However, if he does lose his temper, he will likely regain his composure quickly. Stress and anger management courses are suggested. Relaxation techniques, such as breathing exercises, which can be done on the job, are also recommended for Mr. Johnson.



Mr. Johnson is relaxed, untroubled, and well able to cope with pressure. Less scrupulous people may attempt to exploit his easy trust and remarkable patience. Coaching should encourage a little more fervor and vigilance. Trust exercises would also help Mr. Johnson to determine when it is and is not appropriate to trust.

# Total Person Description

John Johnson

Customer Service Representative

## Note:

The Total Person is a combination of all the elements Mr. John Johnson completed in his Prevue Assessment.

Mr. John Johnson has above average numeric skills, combined with moderate verbal and spatial skills. He is well equipped for challenging numeric assignments and able to work with complex spreadsheets and data tables. His average ability with words means that common paperwork, most office duties, and written material are within his scope. Similarly, because he is reasonably proficient in tasks that require mental manipulation of shapes and objects, he will be able to follow simple diagrams, to estimate space requirements, and to read blueprints. He should not require extra instruction, guidance, or time to achieve competence in routine work. Overall, he and Mr. Johnson will perform best when the environment and work practices change slowly.

Mr. Johnson is strongly interested in people and would be most happy in a job that involves contact with others. He is moderately motivated to work with data and things. This means that he could process abstract information and use technology so long as he still had opportunities for social interaction. He would perform best where he could take advantage of his preference for interpersonal activity. In a computer context, Mr. Johnson would prefer direct communication with others via Internet connections, E-mail, and word processing.

Mr. Johnson is competitive and assertive. While he may be a strong team player, he is likely to want to lead as he enjoys individual recognition. His leadership style is marked by persuasion and encouragement, but he is unafraid of argument and sometimes is willing to take on even controversial issues. In non-threatening situations and with people he knows well, John Johnson will be outspoken and he will vigorously promote his own ideas. On occasion, Mr. Johnson will use tact and diplomacy to maintain harmony in the workplace.

John Johnson is innovative and flexible, believing that rules can be interpreted loosely. He often seeks new ways to solve problems rather than following traditional methods. Being creative and spontaneous, he prefers to react to situations as they develop rather than to make detailed plans. He sees the overall picture rather than focusing on the details, and he is more concerned with getting the job done than how he does it. His workspace is likely to be cluttered and untidy, and he would have to go against his own nature to do well in a structured organization with many rules, tight deadlines, and strict codes of behavior. Mr. Johnson enjoys change and a shifting and unpredictable environment.

John Johnson enjoys the company of other people and could be troubled by extended periods of solitude. Most people will find him to be friendly and personable. He is quick to talk to others and enjoys their attention. While he can listen effectively when concentrating, his instinct is to be the one doing the talking. His enthusiasm is a tremendous advantage when presenting ideas. Though conversational and outgoing, Mr. Johnson is also self-reliant and does not require constant social interaction. In a group setting, he will occasionally command attention but he is also comfortable as a quiet observer.

# Total Person Description

John Johnson

Customer Service Representative

Outwardly, Mr. Johnson will appear relaxed and easygoing and seems to cope well with most of life's pressures, but he can be easily pushed from this equilibrium. He has a high degree of emotional sensitivity and, while this quality makes him aware of others' feelings and able to interpret their motives well, it also makes him more vulnerable to negative feedback. He is readily embarrassed. For the most part, however, he will be able to keep his troubles in proportion and he does not worry unduly. He can cope fairly well with a demanding job, as long as there is an opportunity to work with others whom he has grown to trust.

## NOTE:

The individual traits on the following pages are descriptions of Mr. Johnson's characteristics as determined by the Prevue Assessment. The 1 - 10 scoring scale used throughout the Prevue Assessment is called a sten scale. Sten simply means the standard tenth of a normal bell curve. Approximately 16% of the population would have sten scores in the 1 - 3, and 16% in the 8 - 10 ranges. The other 68% of the population will score in the middle ranges 4 - 7.

### General Abilities

John Johnson has an average level of speed and accuracy in reasoning and problem solving. He can learn and absorb new information without too much difficulty. He is as able as most, which means you will find him to be efficient working in an environment that makes reasonable demands. However, should this Customer Service Representative position demand very high levels of mental work load, he may find it difficult to cope.



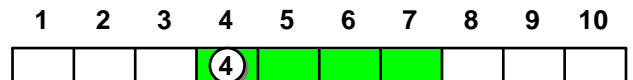
### Working With Numbers

Mr. Johnson has an average capacity for numerical reasoning. This indicates that he is as able as most adult workers to deal with information derived from simple numbers.



### Working With Words

A sten score of four indicates a low average ability for working with words. People with this capacity are likely to be reasonably competent in dealing with written material, and their learning speed could be acceptable. When under time pressure they are more likely to make mistakes.



### Working With Shapes

Mr. Johnson's speed and accuracy in using spatial material indicates that he is as able as most adult workers in dealing with information that involves manipulating shapes and objects.



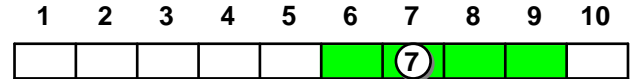
# Individual Traits

John Johnson

Customer Service Representative

## Working With People

Mr. Johnson shows a high average interest in work that involves dealing with people. He is likely to prefer employment that involves a reasonable degree of contact with others and would not be happy working on his own. He will enjoy work that requires difficult and demanding interpersonal skills.



## Working With Data

Mr. Johnson has some interest in working with data. Such a person should be able to relate and balance this limited interest in data to those tasks in the job that require working with people or working with machinery and equipment. He would not necessarily feel the need to work with data to form the major part of his job.



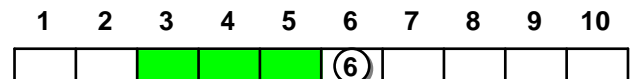
## Working With Things

John Johnson expresses an average level of interest in work that deals with inanimate objects such as machinery, tools or equipment. Such people are likely to be comfortable in handling goods or equipment, but would not see that interest being central to their work.



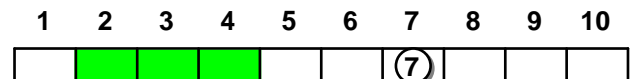
## Diplomatic / Independent

Mr. Johnson shows balance between a desire to compete and win, and a wish to coordinate team goals. He may occasionally be controversial and argumentative when advancing his own point of view, but in other circumstances will be more concerned with maintaining the team spirit and team effort. Such people are good at getting things done while respecting the needs of those around them.



## Cooperative / Competitive

He describes himself as a competitive person who plays hard to win. Such individuals can accept compromise between their own achievements, and the need to maintain relationships with others.





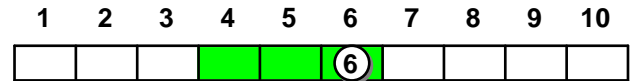
# Individual Traits

John Johnson

Customer Service Representative

## Submissive / Assertive

You will find, depending on the situation or the people involved, John Johnson can be assertive and outspoken. In groups he may promote himself as the leader.



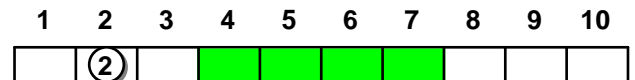
## Spontaneous / Conscientious

John Johnson is a spontaneous and innovative individual, who works well in changing situations. He is adaptable and responsive to circumstances as they arise, while providing creative and yet sometimes radical solutions. Mr. Johnson may appear disorganized at times.



## Innovative / Conventional

Such people are likely to see new ways to solve problems, and are not bound by traditional methods. An unconcerned attitude toward rules and guidelines allows them to be very flexible when reaching solutions. They are innovative and enjoy change.



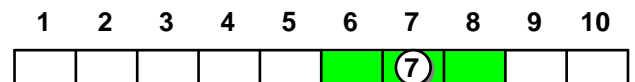
## Reactive / Organized

He regards himself as a spontaneous person who prefers to react to situations as they arise, rather than to plan everything in advance. He likes to focus on the overall picture rather than deal with the fine details, and is more concerned with getting things done. To others, he may appear somewhat disorganized.



## Introvert / Extrovert

As an extrovert, Mr. Johnson will seek out others rather than be alone. However, this is unlikely to be behavior that is extreme, as he will seek out the stimulation and excitement he requires. Others will view him as moderately high-spirited, talkative, lively, and at times, impulsive.



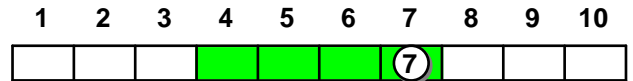
# Individual Traits

John Johnson

Customer Service Representative

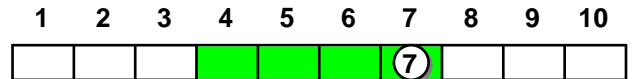
## Self-Sufficient / Group-Oriented

He is happiest working in situations where there is a reasonable amount of contact with others. He enjoys company and a group environment, but occasionally requires time for quiet reflection.



## Reserved / Outgoing

Although John Johnson likes to be the center of attention, there will be times when he may avoid the spotlight. Mr. Johnson prefers variety in his work. Individuals like John Johnson are happy with a moderately exciting life, and can be a risk taker at times.



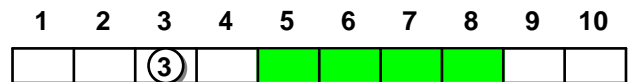
## Emotional / Stable

Mr. John Johnson is stable and calm under normal situations, but may become apprehensive and emotional when conditions become unsettled. He is generally accepting of people, but with a degree of caution. Such people are usually stable under moderate stress.



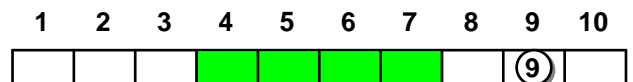
## Restless / Poised

Mr. Johnson has a degree of sensitivity to feelings and emotions. A Customer Service Representative like this may become easily unsettled and irritated, taking criticism personally. However, any irritation and upset is usually short-lived.



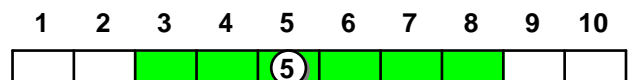
## Excitable / Relaxed

He is a relaxed and trusting person, who remains calm under stress. He copes well in high-pressure jobs.



## Social Desirability

John Johnson describes himself as someone who is aware of social rules and expectations, although not always conforming to them. There is no indication that Mr. Johnson has not presented a reasonably frank picture of himself on the other scales.



## VALIDITY INTRODUCTION:

- The rules for identifying patterns of responses in the Personality Section of the Prevue Assessment which might be "invalid" include systematic, but non-meaningful response patterns, omissions and excessive use of the "B" answer option. Systematic, but non-meaningful response patterns occur when the distribution of the responses differ from the norm and are considered unusual. The omission rule occurs if more than three responses are omitted in a given scale, making the results appear more average than they are. The "B" answer rule is affected by the total number of "B" responses selected. The candidate had the choice of an "A", "B", or "C" for every question in the Personality Section of the Prevue Assessment. The second option, the "B" choice, is always an unsure or in-between answer.

## VALIDITY COMMENTARY:

- The total number of "B" responses chosen by the candidate in the course of completing the Prevue Assessment Questionnaire, including questions that were not answered, was 3.
- This number of "B" choices is within acceptable levels and the results of the Personality section of this report had meaningful response patterns. Therefore the data presented in this Prevue Assessment can be considered accurate and reliable.

## BEST PRACTICE RECOMMENDATIONS:

- **Assessment Administration:** Best practice protocol recommends that assessments be administered to candidates in a controlled environment under the supervision of a proctor to ensure that:
  - The person who completes the Assessment is in fact the candidate;
  - A candidate's responses to the Assessment questions are not affected by collusion with others or by other actions that would invalidate the Assessment;
  - The supervisor is able to address unexpected conditions or problems affecting a candidate and to provide reasonable accommodation for candidates where required;

Where an Assessment is administered without the recommended supervision, the accuracy of the report cannot be guaranteed. If the report is a significant consideration in any final selection or other high stakes decision, you might wish to have the candidate retake the Prevue Assessment in a controlled environment;

For more information on the administration of the Prevue Assessment, please see "Administering the Prevue Assessment" in the Prevue User Guide posted at [www.prevueassessments.com](http://www.prevueassessments.com).

- **Assessment Weighting:** The weight given to the Prevue Assessment in any human resource selection or other high stakes decision should not exceed one-third of the total process. The remainder of the process, including the candidate's work history, interview, background checks, etc., should be considered in association with the results of this report.
- **Ensure Fairness:** When properly administered, the use of the Prevue Assessment will help to ensure that applicants are treated fairly without regard to race, colour, religion, sex or national origin. The Prevue Assessment was designed and developed to conform with the human rights legislative and best practice requirements prevailing in the various countries where the Prevue Assessment is distributed. This includes the EEOC Guidelines, the Americans for Disabilities Act and the standards for test development and administration published by the American Psychological Association, the British Psychological Society and the Association of Test Publishers.