

PXT Select™

Comprehensive Selection Report

Jeffrey Sample

CONFIDENTIAL

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INTRODUCTION

This report is intended to help you choose the candidate(s) who may be the best fit for the position of **Customer Service Administrator**. The Performance Model for this position reflects the attributes typical of high performers in this position. **Jeffrey Sample's** personalized information will be compared to the Performance Model, giving you a detailed understanding of how well-suited he may be to this role.

What's in this report?

<p>RESULTS SUMMARY Candidate's results from the assessment compared to the Performance Model</p>	<p>PERFORMANCE MODEL Range of scores typical for success in the position, with scale and job fit interpretation</p>	<p>INTERVIEW QUESTIONS Series of personalized questions based on the candidate's fit to the Performance Model</p>
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What is a Performance Model?

The Performance Model for Customer Service Administrator provides the recommended range of skills and behaviors for the job. This report compares Jeffrey Sample's assessment results to the range of scores to show how well he might fit the position. The Performance Model includes:

THINKING STYLE

- Thinking Style is the ability to process information.
- It includes problem-solving, communication, interaction, and learning skills.
- Results are illustrated on scales ranging from 1 to 10.
- A higher score is not necessarily the best indicator of on-the-job performance.

BEHAVIORAL TRAITS

- Behavioral Traits are commonly observed actions that help define who someone is.
- Each scale is defined by two opposing, but equally valuable, end points.
- One side of the continuum is not better than the other.

INTERESTS

- This section may indicate a person's motivation and potential satisfaction with various jobs.
- These are ranked in order from the person's highest- to lowest-scoring interest.

Distortion was not detected in this report. What does that mean?

Some candidates may answer in a way that is socially desirable or to make themselves look better, rather than respond candidly and risk disapproval. Based on his assessment results, it appears that **Jeffrey answered candidly**.

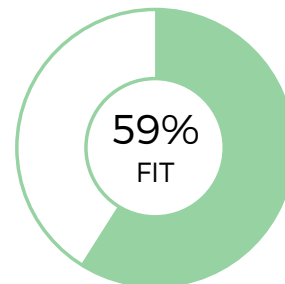
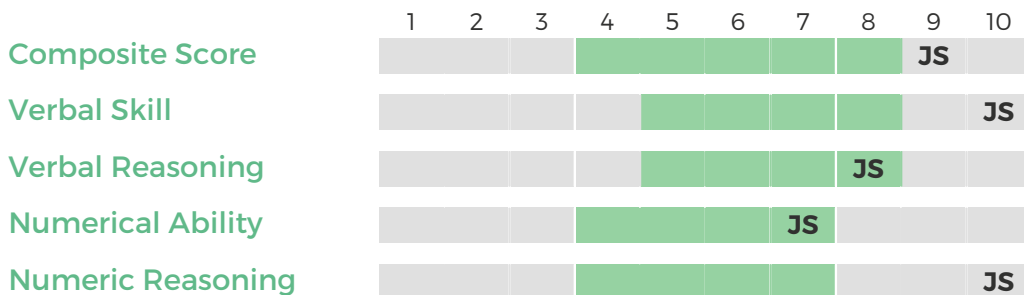
CUSTOMER SERVICE ADMINISTRATOR

Jeffrey Sample

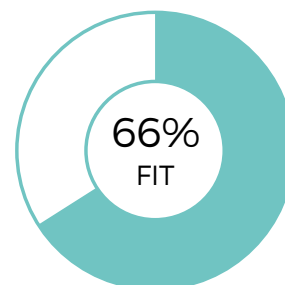
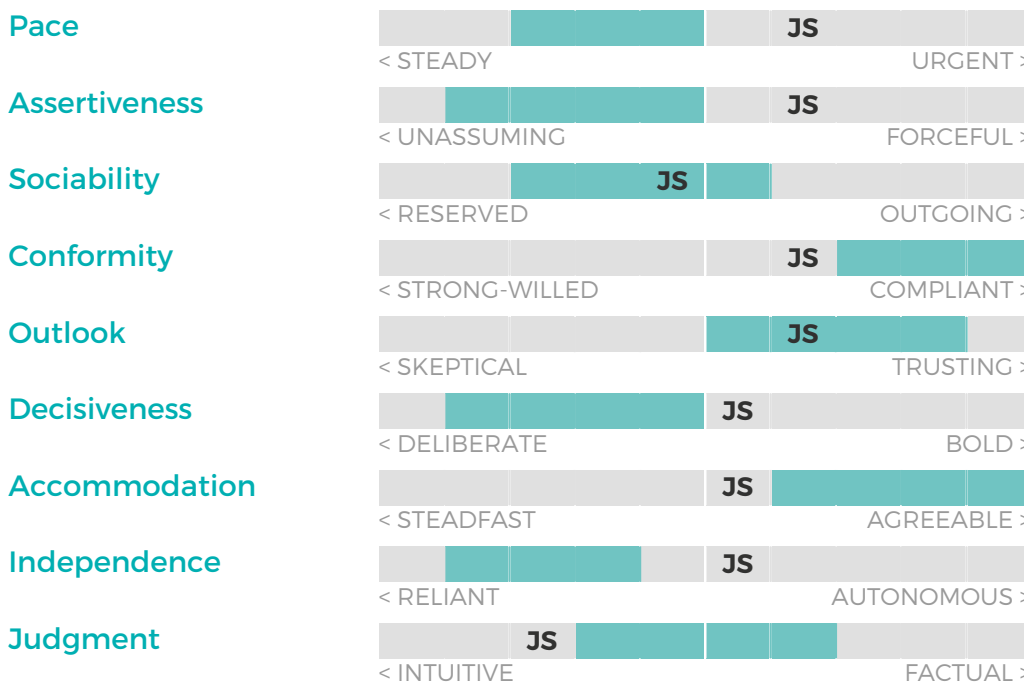


Performance Model = highlighted boxes; Jeffrey's placement = his initials

THINKING STYLE



BEHAVIORAL TRAITS



INTERESTS

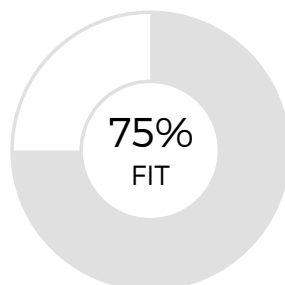
JEFFREY
in rank order

- ENTERPRISING
- PEOPLE SERVICE
- TECHNICAL
- CREATIVE
- MECHANICAL
- FINANCIAL/ADMIN

]} TIED

PERFORMANCE MODEL
in rank order

- FINANCIAL/ADMIN
- PEOPLE SERVICE
- ENTERPRISING



PERFORMANCE MODEL

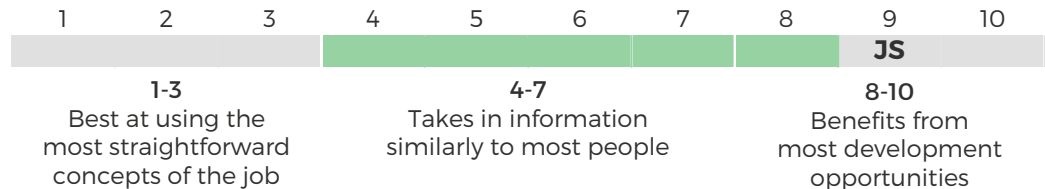
For Customer Service Administrator

The highlighted boxes represent the **Customer Service Administrator** Performance Model, reflecting the specific requirements for this position. Jeffrey's placement is labeled with his initials.

THINKING STYLE

Composite Score

A reflection of overall learning, reasoning, and problem-solving potential

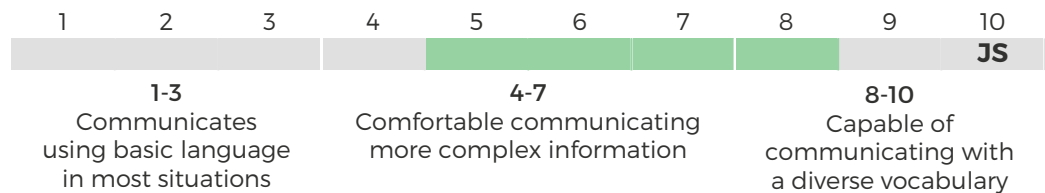


Ideal Candidate: Assimilates information with minimal confusion and can handle more complex information processing.

Jeffrey: More easily picks up new skills and information than is typical for this position and may therefore experience boredom.

Verbal Skill

A measure of vocabulary

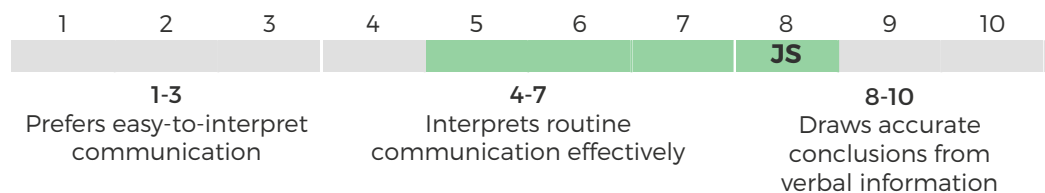


Ideal Candidate: Can process fairly complex language and has a vocabulary in the above average range.

Jeffrey: May experience frustration when communicating with less verbally adept coworkers.

Verbal Reasoning

Using words for reasoning and problem solving

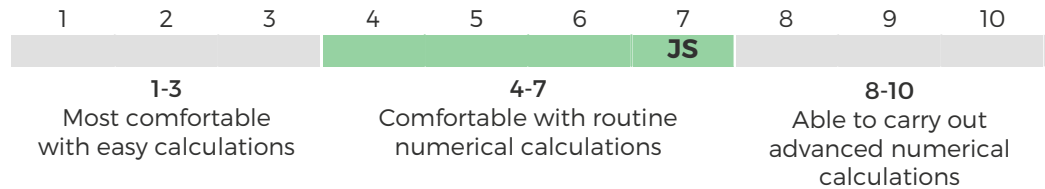


Ideal Candidate: Capable of analyzing and understanding the nuances contained in complex communication.

Jeffrey: Fits the Performance Model.

Numerical Ability

A measure of numerical calculation ability

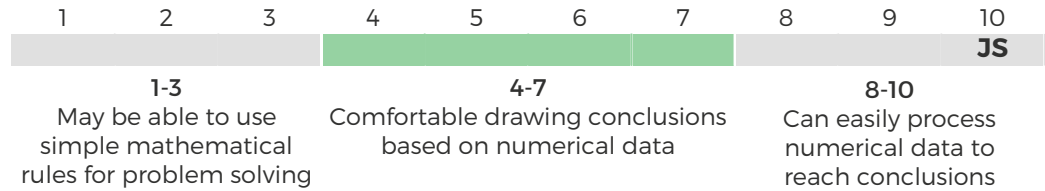


Ideal Candidate: Proficient with basic numerical equations and is fairly comfortable with complex calculations.

Jeffrey: Fits the Performance Model.

Numeric Reasoning

Using numbers as a basis in reasoning and problem solving



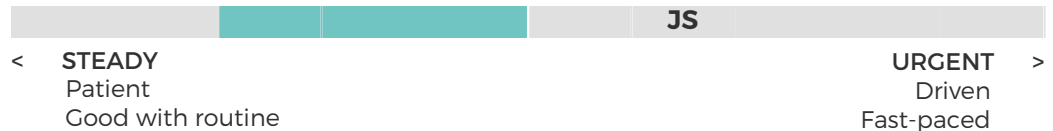
Ideal Candidate: Reasonably efficient when using numerical data in decision making and requires little assistance in processing charts and graphs.

Jeffrey: Analyzes numerical data at a more advanced level than the position requires, suggesting that he may have unused talents in this area.

BEHAVIORAL TRAITS

Pace

Overall rate of task completion

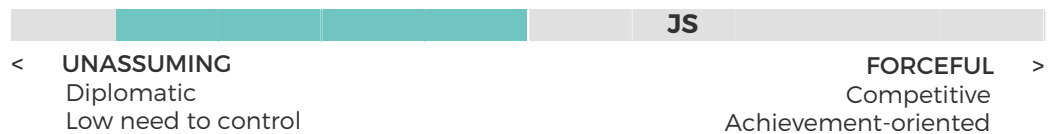


Ideal Candidate: Most effective in a more low-pressure environment, but will pick up the pace when necessary.

Jeffrey: Tends to perform at a brisker pace than the position requires and may lose patience with its routine.

Assertiveness

Expression of opinions and need for control



Ideal Candidate: Somewhat willing to lead others, but most comfortable when given the chance to take direction from someone else.

Jeffrey: May wish to assert a stronger presence than is typical for success in this position.

Sociability

Desire for interaction with others



Ideal Candidate: Comfortable working alone, but willing to collaborate as part of a team when necessary.

Jeffrey: Fits the Performance Model.

Conformity

Attitude on policies and supervision

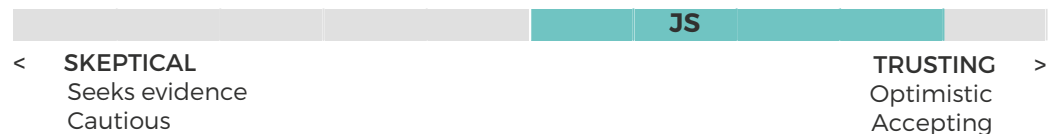


Ideal Candidate: Prefers a highly structured environment that involves working under the direct supervision of management.

Jeffrey: May, at times, want more freedom to deviate from the external constraints associated with this position.

Outlook

Anticipation of outcomes and motives

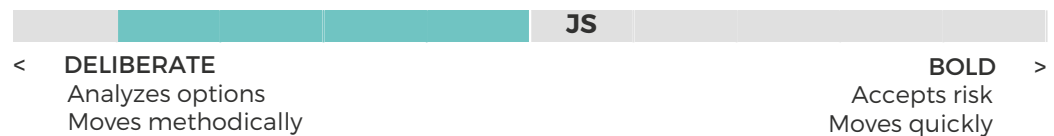


Ideal Candidate: Consistently maintains a positive attitude and is very trusting of people and situations.

Jeffrey: Fits the Performance Model.

Decisiveness

Use of speed and caution to make decisions



Ideal Candidate: Capable of making timely responses but frequently deliberates by weighing the pros and cons of a situation.

Jeffrey: May spend less time analyzing decisions than is typical for those most successful in this position.

Accommodation

Inclination to tend to others' needs and ideas



Ideal Candidate: Enjoys meeting the needs of others, even if it means suppressing his or her personal views and opinions.

Jeffrey: May be less willing to compromise and let go of his perspectives than is typical for those most successful in this position.

Independence

Level of preference for instruction and guidance



Ideal Candidate: Works best with a lot of direction and has little need for independent action.

Jeffrey: May want more independence and less supervisory attention than is typical for this position.

Judgment

Basis for forming opinions and making decisions



Ideal Candidate: Balances objective information and instincts to make decisions.

Jeffrey: May allow intuition to override hard facts when making decisions.

INTERESTS

The assessment measures six possible Interests, which appear below from Jeffrey's highest- to lowest-scoring interest. The **top three Interests for the Performance Model** are noted. Two-way and three-way ties are indicated if present.

This list of interests is obviously not exhaustive, and because interests are often something that can be satisfied outside of work, they make up only 20% of the candidate's overall job fit score (Thinking and Behavioral each make up 40% of the overall score). Still, a person's interests can sometimes provide insight into how easily motivated he or she will be concerning different tasks, and how much enjoyment he or she may find in a particular role.

JEFFREY'S ORDER OF INTERESTS

- Ordered from his highest- to lowest-scoring interest
- Customer Service Administrator Performance Model Interests are indicated
- Ties are indicated if present

Enterprising [PERFORMANCE MODEL INTEREST]

An Enterprising interest suggests the enjoyment of leadership, presenting ideas, and persuading others. Individuals with this interest may desire responsibility and exercise initiative, ambition, and resourcefulness.

People Service [PERFORMANCE MODEL INTEREST]

A People Service interest suggests the enjoyment of collaboration, compromise, and helping others. It may indicate a strong sense of empathy and support and a knack for bringing people together.

Technical

A Technical interest suggests the enjoyment of learning technical material, interpreting complex information, and solving abstract problems. Individuals with this interest may enjoy working with numbers, data, and/or computer programs.

Creative

A Creative interest suggests the enjoyment of imaginative and artistic activities. It often involves personal expression, emphasis on aesthetics, and novel ways of solving problems, producing ideas, and designing new things.

Mechanical

A Mechanical interest suggests the enjoyment of building and repairing things and working with machinery or tools. Individuals with this interest may like tasks that involve using their hands, being outdoors, and/or breaking a sweat.

Financial/Admin [PERFORMANCE MODEL INTEREST]

A Financial/Admin interest suggests the enjoyment of working with numbers, organizing information, and office routines such as record-keeping and completing paperwork. It could indicate an eye for detail and a desire for accuracy.

TIED

INTERVIEW QUESTIONS

Jeffrey Sample & Customer Service Administrator

CHALLENGE AREAS FOR THIS JOB FIT

Below you will find what could be Jeffrey's top challenge areas for this position. The selection is based on how Jeffrey scored on the assessment compared to the specific requirements for Customer Service Administrator.

Numeric Reasoning

ABOVE PERFORMANCE MODEL

He can efficiently base his decisions on numerical data.

➔ Listen for: how successfully he communicates numerical concepts, or if he gets frustrated when working with people with different numerical skill levels.

1. If you analyze numerical data and find that it calls for a change—such as reallocating resources or adjusting a process—how would you convince others that the change is needed?
2. Tell me about a time you had to use mathematical concepts or reasoning to solve a problem. How did you communicate your message for those with different levels of training or skill?

Verbal Skill

ABOVE PERFORMANCE MODEL

He communicates at a high level and can easily understand complex instructions.

➔ Listen for: how much effort he uses to adjust his communication style to the needs of the audience.

3. Tell me about a time when you realized you were speaking at a more advanced level than a colleague could understand. What did you do to communicate your message more clearly?
4. Describe a situation where you had to explain a technical or complex subject to others. What steps did you take to ensure you adequately explained the key points?

Pace

MORE URGENT THAN PERFORMANCE MODEL

He tends to be fairly driven and works at a moderate to fast pace.

➔ Listen for: how willing he is to accommodate his colleagues' work pace and adjust to it.

5. Describe a situation in which you were working on an assignment with someone who prefers a slower pace than you do. How did you work together, and how did it turn out?
6. Tell me about a time when you had to motivate others to meet an urgent deadline. What was the result?

AREAS OF STRENGTH FOR THIS JOB FIT

Next you will find what could be Jeffrey's top areas of strength for this position. The selection is based on how Jeffrey scored on the assessment compared to the specific requirements for Customer Service Administrator.

Numerical Ability

FITS PERFORMANCE MODEL

He may be able to perform more complex calculations.

☞ Listen for: his comfort with numerical calculations, including using new methods of calculating data.

7. Describe a situation where you had to consider different types of numerical information. How did you ensure that you understood and correctly applied the most important aspects of the data?
8. How long does it take for you to feel comfortable using new mathematical processes at work?

Sociability

FITS PERFORMANCE MODEL

He tends to be fairly introverted and may often keep to himself.

☞ Look for: how he recognizes when to be more or less outgoing to fit the needs of the situation.

9. Describe a time when you had to act more or less outgoing than is natural for you. What did you do to adapt?
10. Do you prefer to work with others on assignments or complete tasks by yourself? Tell me about an assignment or project that best fits your work style.

Outlook

FITS PERFORMANCE MODEL

He tends to be fairly optimistic and trusting.

☞ Listen for: whether he thinks critically about others' ideas without dismissing them prematurely or accepting them too readily.

11. When considering others' ideas, what steps do you take to evaluate the ideas? Give me some specific examples.
12. What impacts have you seen from a lack of trust in the workplace? What benefits have you seen when trust is high? Give me some examples of both scenarios.

QUESTIONS FOR REMAINING SCALES

You will find suggested interview questions for the remaining scales below.

Verbal Reasoning

FITS PERFORMANCE MODEL

He can easily analyze complex verbal information and make reliable interpretations.

☞ Listen for: how he assesses and applies information for different settings, tasks, and people.

13. Describe a situation in which you received instructions that seemed to lack key steps or were incomplete. What did you do to fix the situation and make sure that you were completing the task correctly?
14. Tell me about a time when you discovered there had been a miscommunication. How did you figure out there was a problem, and what did you do to resolve the issue?

Assertiveness

MORE FORCEFUL THAN PERFORMANCE MODEL

He tends to be fairly comfortable sticking up for his opinions and needs.

☞ Listen for: how willing he is to soften his level of assertiveness or defer to others when a situation calls for it.

15. When working with a team, how do you get buy-in from your colleagues if you think you have a good idea?
16. Describe a recent situation where you felt it was best to defer to others or not take action. What was the result?

Conformity

MORE STRONG-WILLED THAN PERFORMANCE MODEL

He tends to be cooperative and usually works within the rules.

☞ Listen for: whether he can temper his own opinions and goals without becoming too frustrated or resentful.

17. Tell me about a time when you had to work with a leader you didn't respect. How did that relationship evolve over time?
18. Describe a time when you didn't agree with the direction a project was taking, but couldn't change it. How did you react to that situation?

Decisiveness**MORE BOLD THAN PERFORMANCE MODEL**

He tends to make decisions in a timely fashion.

☞ **Listen for: whether he can identify when it's beneficial to be more cautious in his decision making.**

19. Tell me about a decision you made that you regret. How long did you deliberate before you made that decision?

20. What types of decisions do you feel are appropriate to make quickly, and what decisions are better suited to extra research or analysis? Give me examples of each.

Accommodation**MORE STEADFAST THAN PERFORMANCE MODEL**

He tends to be fairly agreeable and willing to go along with the group.

☞ **Listen for: how willing he is to compromise or work toward team goals when they differ from his own goals.**

21. Tell me about a time when you were swayed by a colleague's argument. What happened in that interaction?

22. How can conflict be a positive factor in the workplace? Give me examples from your own experience.

Independence**MORE AUTONOMOUS THAN PERFORMANCE MODEL**

He often likes to set his own direction.

☞ **Listen for: whether he is frustrated by too much guidance or a lack of freedom in his work.**

23. Tell me about a time when it was beneficial to follow a highly structured procedure in your work. In other cases, have you seen drawbacks to adhering to strict guidelines?

24. Describe a time when you received too much oversight or guidance from a colleague or supervisor. How did you manage this situation?

Judgment**MORE INTUITIVE THAN PERFORMANCE MODEL**

He probably relies on his intuition and experiences to make decisions.

☞ **Listen for: his level of frustration when asked to disregard his instincts and base a decision solely on facts.**

25. Describe a time when you had to put aside your strong sense of the right direction and make a decision based purely on facts. What happened, and how did you feel about it?

26. What are the benefits of basing decisions on gut instincts? When might this approach be problematic?