

Customer Service Profile™

Health Care: Selection Report

Rhonda Sample

CONFIDENTIAL

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This report is provided by:

Performisys

1910 Pacific Avenue Suite 2000-1061

Dallas, TX 75063

469-387-9772



INTRODUCTION

Service to the patient or client is a part of the job for virtually every employee. Proficiency in providing this service is related to an individual's Behavioral Characteristics, basic Proficiencies and their own perspective on providing patient or client service.

This report reflects the responses provided by Rhonda Sample when she completed the Customer Service Profile assessment. The information is presented in the following four parts:

- **Summary Graph** - a graphical representation of her scores on each scale of the Selection Report.
- **Behavioral Traits** - six behavioral characteristics that have demonstrated relevance to providing effective patient or client service are discussed in light of her scores on each of the scales.
- **Considerations for Interviewing** - on the scales where Ms. Sample scored outside of the Performance Model, suggestions for interviewing are provided to assist in the selection process.
- **Company Service Perspective** - the degree of alignment between the individual's perspective on providing service to the patient or client and that expressed by the company.

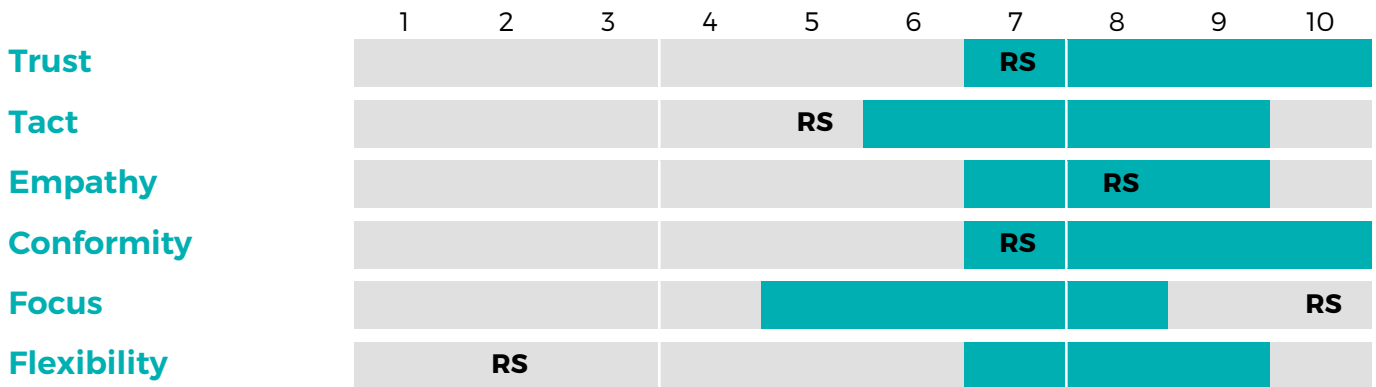
Please consult the User's Guide for additional information on using these results when working with Rhonda. As discussed in the User's Guide for this product, the results from this, or any, assessment should never make up more than a third of the final decision in placements.

SUMMARY GRAPH

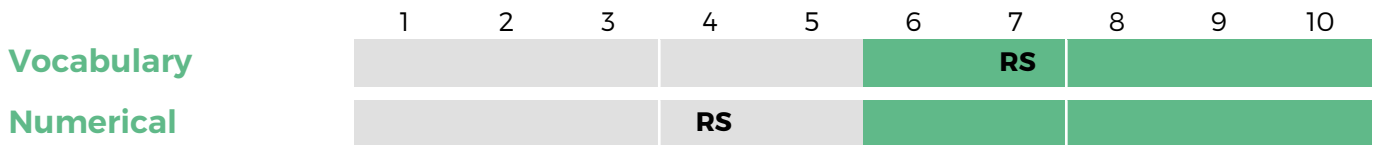
When viewing the scales on this page and the next, the darker shading represents the Job Performance Model for the role of Personal Assistant. The initials indicate the individual's score.

Distortion for this assessment is within the acceptable range.

BEHAVIORAL TRAITS



PROFICIENCIES



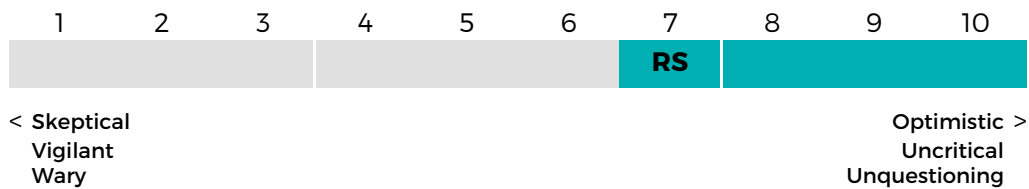
Rhonda Sample has an Overall Job Match of **65%** for the position of Personal Assistant

BEHAVIORAL TRAITS

Six behavioral characteristics have demonstrated relevance to providing effective patient or client service. These characteristics are presented here with the scores for Ms. Sample. Behavioral Considerations for each scale relate to her actual scores. Note that the statements presented for each end of the scales help identify the extremes of the characteristic. The initials indicate where Rhonda scored and the comments below each scale reflect what might be expected of her.

TRUST

Tendency to hold an unquestioning belief that the motives of others are honorable

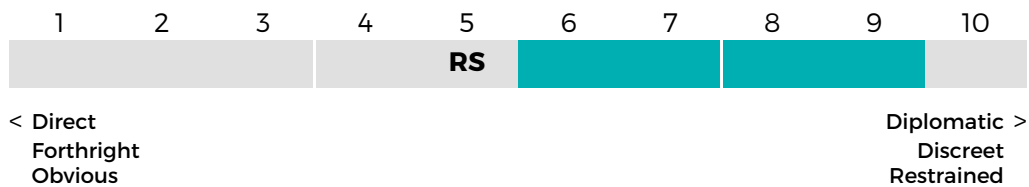


Behavioral Considerations

Ms. Sample does not appear to be a skeptic. She generally believes that patients or clients' motives are genuinely honorable and worthy of trust. She probably takes others at face value and is not wary of their intentions unless something appears reasonably suspicious.

TACT

Tendency to state a position without unnecessarily offending others

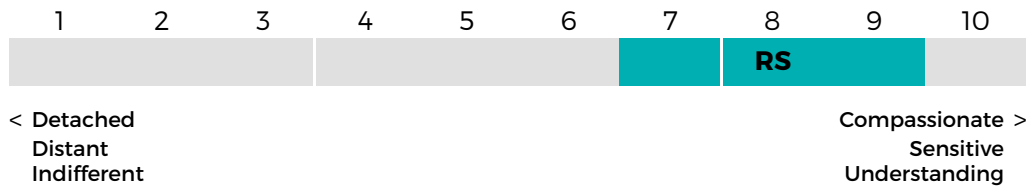


Behavioral Considerations

She is probably aware of others' sensitivities most of the time but may, when under stress, slip into a manner of saying things that could have been more diplomatically stated. She will probably not be intentionally rude to patients or clients, but training to improve her communication style may be useful.

EMPATHY

Tendency to understand another's situation and feelings



Behavioral Considerations

Ms. Sample generally finds it easy to be sympathetic, understanding and compassionate, to the point of allowing herself to become personally involved in solving the needs of patients or clients. She has a strong need to be helpful to those with whom she has contact.

CONFORMITY

Tendency to comply with the rules and those in authority



Behavioral Considerations

Ms. Sample is not one to question authority often. She expresses a view implying that one should comply with the rules and regulations of those organizations of which she is an employee. She generally honors a majority of most standards, while taking an independent attitude if truly necessary.

FOCUS

Tendency to stay on target regardless of distractions



Behavioral Considerations

Ms. Sample has rather strong powers of concentration. She seldom allows anything to interfere with her current priorities until completed. She demonstrates an excellent ability to stay focused and it is difficult to interrupt or distract her from accomplishing the task at hand.

FLEXIBILITY

Tendency to explore new approaches to doing things



Behavioral Considerations

She does not appear to be interested in anything that has not already been learned or encountered in previous experiences. She probably does not normally seek out new ways of doing things or challenges to her way of thinking.

CONSIDERATIONS FOR INTERVIEWING

Ms. Sample scored outside the Performance Model in the areas listed below. Information and interview questions are provided to facilitate the selection process.

TACT

Tendency to state a position without unnecessarily offending others



Considerations For Interviewing

Ms. Sample has a score on the Tact scale that is outside the Performance Model for this position. Her previous training experience in this area may also help to determine future plans of action. Her willingness to adapt her typical level of tact to better fit your setting should be discerned through interview questions.

Interview Questions

- When is it necessary to take a diplomatic position when dealing with patients or clients and when is the opposite appropriate? Which do you prefer and why?
Interviewer's Notes
- Describe what levels of tact were required in past patient or client service positions you have held. Could you set a few goals for improvement in this area? What are they?
Interviewer's Notes

FOCUS

Tendency to stay on target regardless of distractions



Considerations For Interviewing

Rhonda has scored above the Performance Model for this position. Determining the intensity of her concentration may be helpful. Whether she can redirect herself when required is of importance in these interview questions.

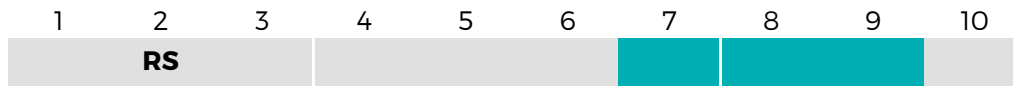
Interview Questions

- How would you describe your level of focus and concentration? What improvements would you pursue to enhance your performance in this area?
Interviewer's Notes

- Describe for me a previous experience in which you successfully redirected your attention from one priority to another due to the practical needs of the moment.
Interviewer's Notes

FLEXIBILITY

Tendency to explore new approaches to doing things



Considerations For Interviewing

Rhonda has a score on the Flexibility scale below the Performance Model for this position. Her willingness to accept changes in procedure should be a focus of your interviewing. As Flexibility is all about making adjustments to one's behavior, her degree of tenacity concerning old habits is very important.

Interview Questions

- Describe the last time a supervisor suddenly changed the plan of action for a task or project at work. How did this make you feel?
Interviewer's Notes

- Would you agree that once a procedure is in place that there is rarely a good reason to do things differently? Why?
Interviewer's Notes

COMPANY SERVICE PERSPECTIVE

Rhonda was presented with fifty (50) questions relating to providing service to the patient or client. The company provided their answers to these same questions and these were compared to the answers Rhonda provided. Those questions where Rhonda had a different response are shown below along with her answers.

Rhonda provided responses that aligned with those of the company at a rate of **78%**.

Perspectives that conflict	Her answers
Using a supervisor to help with a difficult patient or client suggests that I do not know what I am doing.	Yes
Most patients or clients know what they want; they don't have time for extra questions or paperwork.	Yes
Certain technical questions should be referred to a specialist or supervisor.	No
When I can't help a patient or client, referring them to a supervisor won't solve the problem.	Yes
My job is to fulfill the requests of patients or medical practitioners, rather than waste their time asking questions.	Yes
The patient or client is better served when only one employee has primary contact with them.	Yes
Sometimes a patient or client must be reminded that we are very busy and other people are waiting to be helped.	Yes
When a patient or client complains about our services, I should defend and support the reputation of the organization.	Yes
Being efficient about how long you tend each patient is less important than doing what you must to help them.	No
I can't solve all problems of a patient or client; some things have to be referred to others or left alone.	No
In order to keep a patient or client calm, I should realize that I may need to say something that isn't entirely frank.	No