

SELF-DIRECTED SITE LICENSE PROGRAM

## **Prevue Report**

**- SELECTION**

**DEAN FRANKLIN**

regarding the position of

**Customer Service**

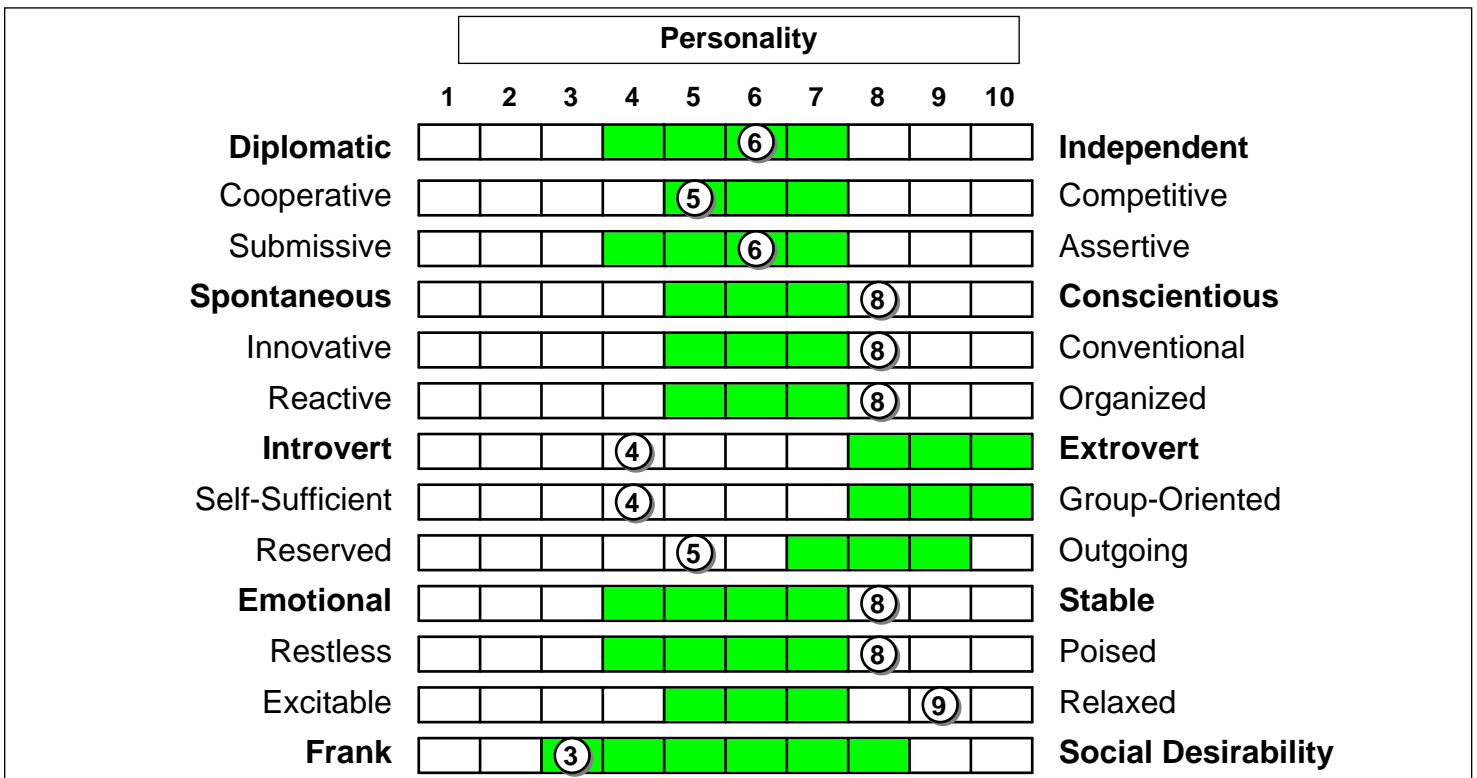
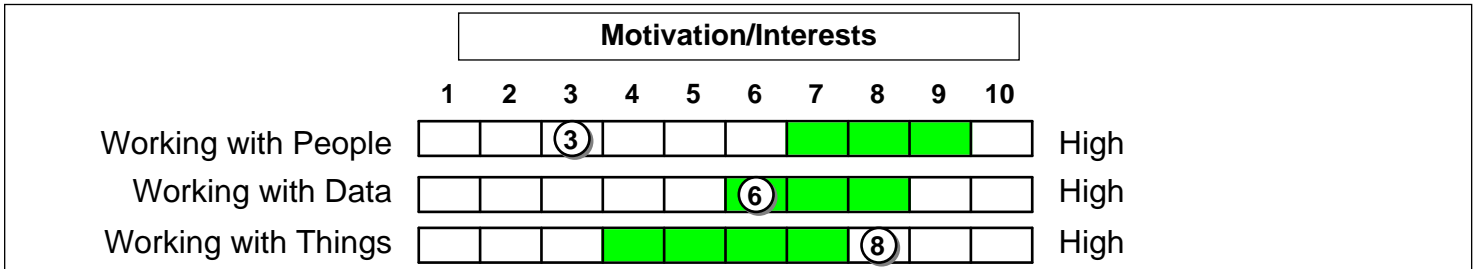
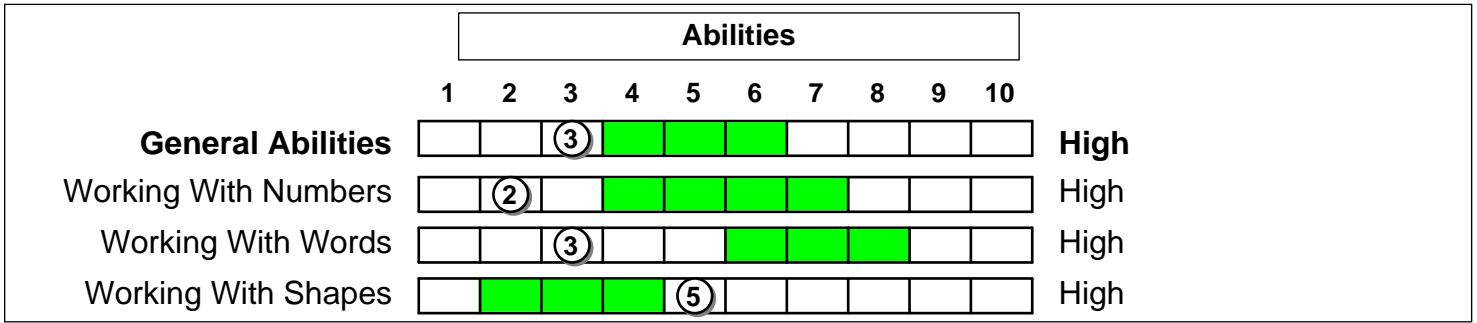
**Sample Report**



# Prevue Benchmark

Dean Franklin

Customer Service



A Prevue benchmark illustrates the required characteristics for this job as decided by management. The shadowed areas above graphically represent the benchmark for this Customer Service position. The number on each scale is Dean Franklin's actual score. The following percentage reflects the degree of suitability of his scores when compared to this benchmark.

Prevue Job Suitability		Benchmark Suitability
The Prevue benchmark suitability should comprise not more than one-third of the selection decision process. The other aspects of the selection decision process, including the job interview, candidate history and background check, should be furnished by management.		56%

# UNDERSTANDING THIS REPORT

## ■ THE PURPOSE OF THIS REPORT:

The Prevue Pre-employment program is designed to provide information that will assist the hiring manager in understanding the candidate's unique profile. It provides management with the insight to better understand the candidate's approach to the job, the company, and the work environment. The Prevue report also provides insight into the candidate's personality and a wide range of important work related characteristics. Properly matching the candidate to the job is beneficial to the organization and to the candidate as job matching virtually ensures job satisfaction, reduces turnover, and is a catalyst for high levels of performance and productivity.

## ■ BENCH MARKING:

The Job Suitability Survey submitted by management is used to define the behavioral, motivational, and skill requirements of the job and create the percentile rank showing JOB SUITABILITY. The acceptable range for each trait or competency is shaded. Special attention should be paid and the interview should be focused on any trait where the candidate tests below, or is less than the benchmark for the job. Likewise, carefully examine traits that are far in excess of the requirements of the job (two points or more) to make certain the candidate will be comfortable within the constraints of the job.

## ■ THE INTERVIEW PROGRAM:

This report includes a series of Interview Questions that are custom designed and specific to the candidate. Management should use the recommended questions as a guide and focus on those most important to success on the job. The quantity and level of intensity of the interview questions should vary depending on level of responsibility required by the job. Make careful notes of the candidate responses.

## ■ INDIVIDUAL TRAITS, COMPETENCIES, AND ATTRIBUTES:

This section is self explanatory. Focus on any comments where the candidate either does not meet the requirements of the job or the behavior is contrary to the job or there are indications the candidate may not fit within the Corporate Culture.

## ■ WHERE DOES THE INFORMATION IN THIS REPORT COME FROM?

The information in this report is derived from the candidate's responses to the assessment. This evaluation is comprised of the personality and interest inventories from the validated and reliable ICES Plus Assessment test, a psychometric test battery developed in the early 1990's by View Assessments International under the direction of Dr. David Bartram, one of the world's leading psychometricians. The ICES Plus Assessment is the cornerstone of a number of respected and established employment and vocational assessments. These products have been used to assess more than one million people in North America alone.

## Planning the Interview

Your interview should be a formal meeting with the objective of assessing Mr. Franklin qualifications for this Customer Service position. Planning for the interview should begin with an examination of any areas of confusion or concern identified in the previous steps in the selection process, including your review of his resume or reference checks. This background information, in conjunction with this report, will assist you in determining this candidate's overall suitability for this position.

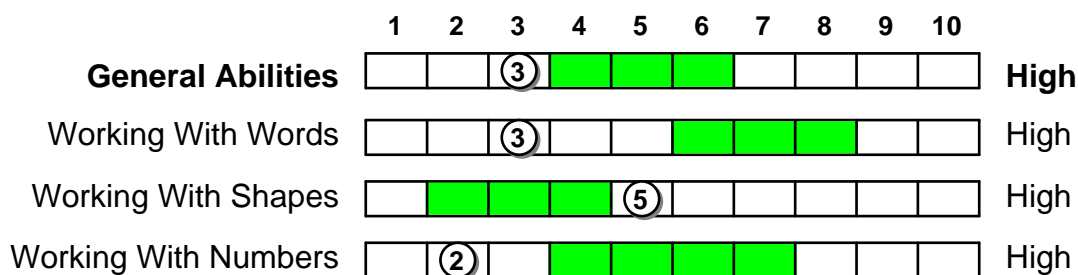
## How to Use the Prevue Assessment in the Interview Process

Good hiring and promoting practices require that the personality traits, interests and abilities of job candidates should be matched to those required for the job for which the candidate is being considered. This can be accomplished by creating a Benchmark of the characteristics that your experience has confirmed are required for the job and that are evident in people who may have prior success in the job. The more closely Mr. Franklin scores match the Benchmark, the higher is his suitability for that specific job. Scores that are off the Benchmark should provoke closer scrutiny.

Interview questions directed to specific on-the-job conduct will improve the selection process. In most cases you should customize these questions for this particular Customer Service position. Mr. Franklin responses should be clarified with further behavioral questions until you are comfortable you can make a proper decision on his overall job suitability.

## Areas Off the Benchmark

The following are areas where Mr. Franklin did not match this Customer Service benchmark. A brief explanation of the score result and Benchmark is followed by suggested behavioral interview questions.



It will be evident that Mr. Franklin does not fall within the Benchmarks for all of the dimensions of Abilities for this Customer Service position.

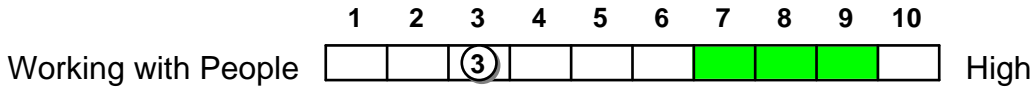
A score above any of the Abilities Benchmarks will not generally be detrimental to overall performance. However, consideration should be given to whether the position will provide sufficient challenge, stimulation and opportunity for Mr. Franklin.

A score below any of the Abilities Benchmarks could be significant. Such results suggest Mr. Franklin may have difficulty in quickly and effectively addressing and completing those aspects of the job where he is below the Benchmark.

# The Interview

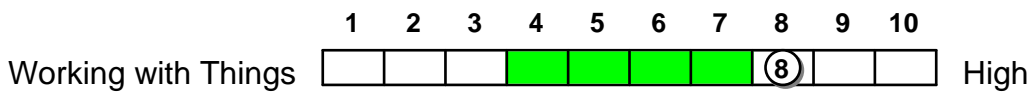
Dean Franklin

Customer Service



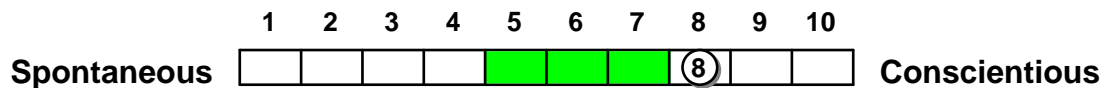
Mr. Franklin is a person who shows little interest in working with people, tends to be self contained, and prefers working alongside others rather than choosing a job where interacting with them would be a major activity.

1. There are some situations where working by yourself is unavoidable. Could you describe when this has been a preferred circumstance?
2. Describe the most recent situation where you had to take a leadership role with your coworkers.
3. Describe what you found to be the most difficult part of working with others.



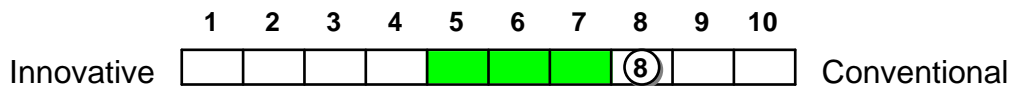
Mr. Franklin expresses a high level of interest in work which deals with inanimate objects such as electronic devices, machinery, tools, and equipment.

1. Describe which aspects of this Customer Service job that deal with equipment are of particular interest to you.
2. Explain, by example, how you have used technology to make your previous job easier.
3. Describe the most complicated piece of machinery that you have operated.



Mr. Franklin is likely to be extremely conscientious, well organized, tidy, and detail conscious.

1. Recall a typical work situation that caused you to vary from your normal routine.
2. Describe the various ways you manage your time.
3. During your workday we expect many occasions to occur when you will have to 'think on your feet'. Describe how you have accommodated these types of situations before.



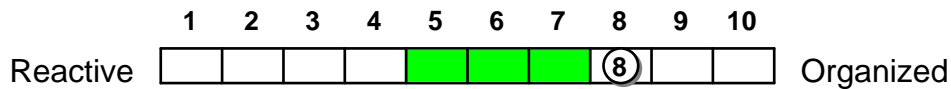
Mr. Franklin is likely to be very conscientious, meticulous and reliable.

1. Describe the most innovative systems change you have accomplished in order to make your job easier.
2. You seem to be a meticulous and conscientious person. Give a recent on-the-job example of how you made sure that everything that needed to get done for a specific project was done on time.
3. Explain the various practices you have put in place to insure that you track the progress of your work.

# The Interview

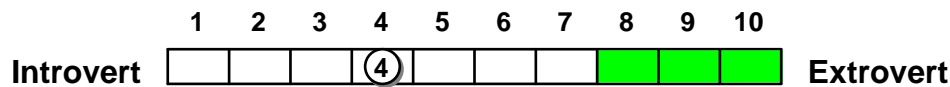
Dean Franklin

Customer Service



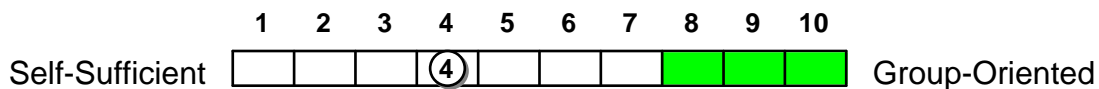
Mr. Franklin regards himself as being a very well-organized tidy person, who works from a controlled and rational base.

1. Describe how you keep track of ongoing projects.
2. Explain how you approach a work situation that you have not had enough time to prepare for properly.
3. How do you organize your workspace?



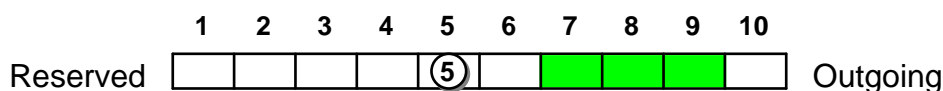
Mr. Franklin will contribute socially without drawing too much attention to himself.

1. Describe your preference for the kind and amount of social contact in a work situation.
2. Describe the various social or business committees you have worked on.
3. Give an example of a coworker who never seemed to get to work, typically socializing too long.



Mr. Franklin describes himself as a person whose preference is to work on his own, only occasionally enjoying a more stimulating work environment.

1. Itemize the processes you followed while satisfying a customer with high quality service.
2. Describe what you typically do to stay busy during slow periods in the workday.
3. Describe the aspects of working with your customers that you find satisfying. What parts do you find difficult?



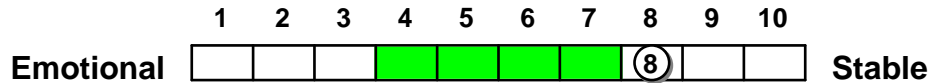
Mr. Franklin describes himself as someone who is fairly quiet and reserved, preferring infrequent periods of social contact.

1. Please give me some examples of the techniques you use to establish rapport with a fellow employee.
2. Describe the type of work environment that you find the most unproductive.
3. Describe the recent job routine changes you felt it was necessary to make.

# The Interview

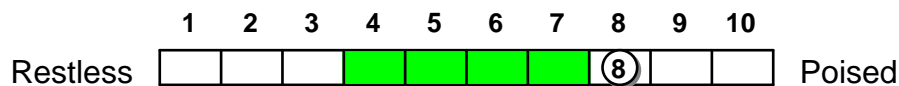
Dean Franklin

Customer Service



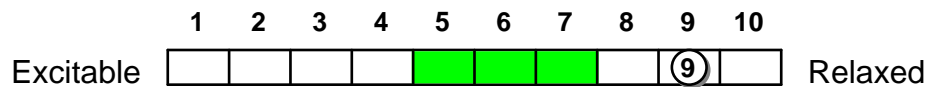
Dean Franklin is likely to be calm, relaxed, and untroubled.

1. When you have felt the effects of a stressful work situation, how did you relieve the pressure?
2. Describe how you have dealt with the disappointments that you've had to face at work.
3. Please recall the most difficult workplace situation that you have had to deal with.



Mr. Franklin feels he is calm, unruffled and able to cope with most situations in life without getting upset or irritated.

1. Describe how you prefer to deal with embarrassing work situations.
2. Do you recall how you have dealt with supervisors who couldn't make a decision?
3. Could you elaborate on the most stressful work situation you have faced?



Mr. Franklin sees himself as very relaxed, untroubled and well able to cope with life's pressures.

1. Can you explain the activities that you use to control stress.
2. Getting started on projects, particularly if things are busy, is often difficult. Describe the last situation where your manager thought you did not get started on a project quickly enough, and how you handled this.
3. When working with others, there always will be adverse situations. How did you manage when such occasions occurred?

# Total Person Description

Dean Franklin

Customer Service

## Note:

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

This person has lower than average ability to work with numbers and words, and average ability to work with shapes. Assignments that require spatial reasoning will be somewhat easier for him. Because he has average spatial skills, he can mentally manipulate shapes and objects fairly well.

While he will be competent with routine spatial tasks, Mr. Franklin will be slow to learn any new tasks that require numeric or verbal skills. He may well need more instruction, guidance, and time to achieve confidence and competence in ordinary work. For occasional or seasonal tasks, Mr. Franklin will need to review instructions before each repetition of the task. Because he needs more time to absorb information, he may be at a disadvantage if working with others in a competitive environment. Frequent changes in the work routine will be difficult for him and may result in errors. His below average general ability make Mr. Franklin a poor choice for any position requiring quick decisions.

In general, Mr. Franklin is not inclined to work with people. He would have to go against his own nature if he were part of a team with face-to-face contact on a daily basis. He strongly prefers working with tangible objects. He most enjoys dealing directly with his physical surroundings through the use of tools or instruments. At the same time, he also has a marked preference for working with data and he is inclined to abstract thought. In the context of computer tasks, he is best suited to using computer software to do impersonal, data-related tasks as required for spreadsheets, ledgers, and databases.

Mr. Franklin is a good team player, assertive yet still considerate of others. Relationships are important to him, and he sees mutually cooperative efforts as being the most effective. He will put himself forward in some situations but not so far as to compromise team spirit. With appropriate encouragement, Mr. Franklin can assume the role of group leader. He can deal with confrontation except in the most extreme cases. He will often be outspoken but, in very competitive situations with new acquaintances, Dean Franklin is more likely to defer to others.

Dean Franklin works in a conventional, meticulous way and is completely reliable when following established practices, but he may find it difficult to adapt to new or rapidly changing circumstances. He prefers to have a well-thought-out plan before beginning any project. He values punctuality, and may resent tardiness in others or unexpected changes in the schedule. Dealing with spontaneous events will be frustrating for him. He prefers working with proven procedures and established policies, and is uncomfortable in unstructured situations, although he will strive to bring order out of chaos. Mr. Franklin can deal with procedural changes if they are carefully explained and justified. Ultimately, he wants to get the job done and will work hard to achieve his goals.

Dean Franklin is easygoing and companionable, but his need for attention also varies with his mood and the circumstances. With familiar people, he will be conversational and outgoing, and sometimes he seeks to be the center of their attention. At other times, he would rather work anonymously. His desires for privacy and for company are evenly balanced. As a team member, he will contribute readily, but he needs time alone to reflect on his efforts and plan his offerings. Most often, Mr. Franklin will work unobtrusively, without drawing attention to himself or his efforts. He is not bored by routine tasks but he prefers some variety.

# Total Person Description

Dean Franklin

Customer Service

Dean Franklin tends to think that few worthwhile goals can be achieved without challenges or setbacks. Consequently, he is able to remain positive and rational, even in dire circumstances. His objectivity also helps him to take criticism well. Even when the criticism is personal or unjustified, he is able to control his irritation and embarrassment. He is so relaxed and copes so well with pressure that some might misinterpret his lack of excitability as indifference. If his plans are disrupted or his proposals turned down, Mr. Franklin can shrug off rejection and continue with his work. Whether he is required to give a fast response to a crisis or methodical attention to a routine task, Mr. Franklin will perform effectively under pressure.

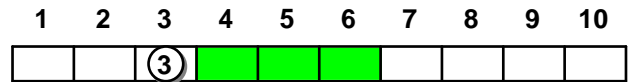
Dean Franklin accepts people as they present themselves and easily gives them his trust. Less scrupulous people may attempt to exploit this easy trust and his remarkable patience. Ideally, he should work on demanding, high pressure, long-term projects that require dealing with people openly and objectively.

## NOTE:

The individual traits on the following pages are descriptions of Mr. Franklin'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.

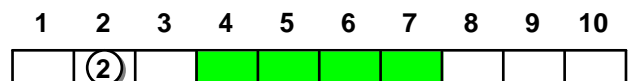
### General Abilities

This score indicates that Mr. Franklin is reasonably competent, but slower to learn than the average person. He may find assimilating new information challenging at times and may have difficulty coping with time pressures. His efficiency will increase when given ample opportunity to develop suitable skills and understand procedures. He may have difficulty with major changes in his working requirements.



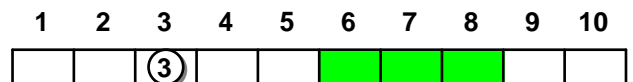
### Working With Numbers

Dean Franklin shows a well below average capacity for numerical reasoning. This means his speed and accuracy is not as developed as most other people in dealing with information derived from simple numbers.



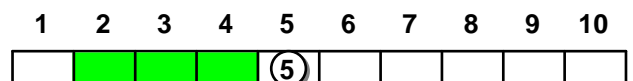
### Working With Words

A sten score of three is below the average range of many workers. With this limited capacity, Mr. Franklin is likely to be somewhat lacking in many written language skills. This could affect his learning speed. When under time pressure he is more likely to make mistakes in tasks requiring reasoning with expression or presentation of written communication.



### Working With Shapes

Mr. Franklin'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.



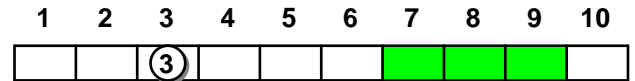
# Individual Traits

Dean Franklin

Customer Service

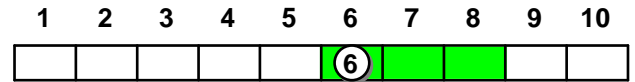
## Working With People

Mr. Franklin will be content to work in a job in which there is little or no contact with people. While he would not necessarily avoid contact with other people, he would not want interpersonal relations to be a key function of his responsibility.



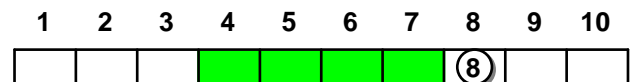
## Working With Data

Mr. Franklin has some interest in working with data. Such a person will 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.



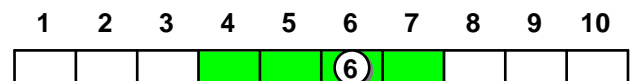
## Working With Things

Dean Franklin has a high level of interest in work that involves inanimate objects such as machinery, tools and equipment. Such people are likely to be interested in a hands-on approach to designing, managing or working with things.



## Diplomatic / Independent

Mr. Franklin 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 person who is both competitive and team-minded. He can work quite well motivating himself, while building team spirit and cooperation. He compromises his need to achieve with the need to maintain relationships.



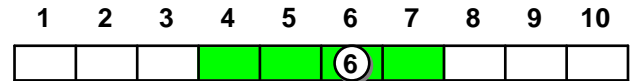
# Individual Traits

Dean Franklin

Customer Service

## Submissive / Assertive

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



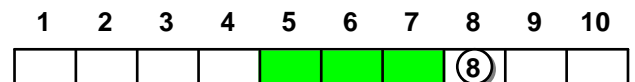
## Spontaneous / Conscientious

This individual has a strong moral code plus an adherence to traditional methods and values. Thus, he is careful to obey rules. A Customer Service of this type is very dependable, and often meticulous in his attention to detail. Preferring to be well prepared, he is likely to be a good adapter, rather than an innovator.



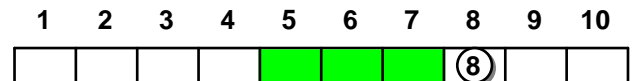
## Innovative / Conventional

Mr. Franklin sees himself as a Customer Service who abides by rules, and whose work will be structured. He behaves conventionally, and strives to preserve existing standards. Dean Franklin will produce his best work in a climate where the structure is clear and unambiguous.



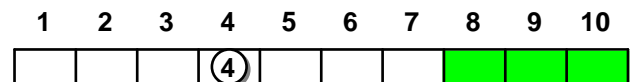
## Reactive / Organized

Such people are systematic and meticulous. They are reliable and predictable, and work best in situations where they have had the chance to plan ahead and be organized.



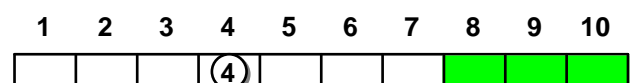
## Introvert / Extrovert

Dean Franklin is often content to work alone. At times he may need an audience to stimulate his ideas. He would rather be in the company of a few close friends rather than part of a large social gathering. He often behaves in a quiet and reserved manner.



## Self-Sufficient / Group-Oriented

He will be content working in situations where there is reasonable interaction with others.



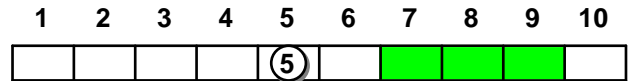
# Individual Traits

Dean Franklin

Customer Service

## Reserved / Outgoing

Dean Franklin will occasionally choose the situations in which he will take center stage. He can be fairly talkative and outgoing, and will prefer some variety in his work.



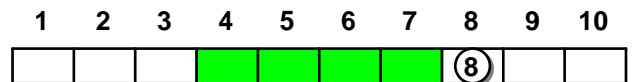
## Emotional / Stable

For the most part, he has a relaxed and stable approach to life, and faces people and circumstances well. Under normal stress, he will remain relaxed and secure in himself.



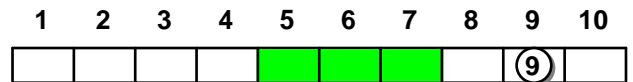
## Restless / Poised

Mr. Franklin is calm and unruffled, able to cope with his work in a fairly detached and rational way. An individual like this will tend to be tough-minded in dealing with criticism and rejection.



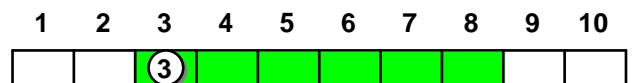
## Excitable / Relaxed

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



## Social Desirability

Individuals like Mr. Franklin are fairly accepting of their own mistakes, and tend not to feel the need to deny them. Given this level of score, there is reason to believe that Mr. Franklin has 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 9.
- 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.

# WORKING CHARACTERISTICS

- **APPROACH TO THE WORK ENVIRONMENT**  
*REVIEW TO MAKE CERTAIN THE APPROACH TO THE WORK ENVIRONMENT IS CONSISTENT WITH THE REQUIREMENTS OF THE JOB.*

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NOTES:

# Working Characteristics

## Dean Franklin

This report provides additional information on certain Working Characteristics of Mr. Franklin. This summary will be significant for Managers, Supervisors, and Human Resource Professionals. The Working Characteristics are derived from personality traits as referred to in the Prevue Assessment. Distinct from the Prevue Benchmark, these work-related features help to answer questions such as:

- 1. Is Mr. Franklin inclined to take risks?**
- 2. Does he live to work or work to live?**
- 3. Does he prefer a fixed salary or flexible income?**

This information, in conjunction with the Prevue Assessment and the job interview, previous work history, and a background check, will assist with Human Resource decisions regarding Mr. Franklin.

### Working Characteristics Summary

<b>How does he want to be paid?</b>	Prefers a basic salary with a modest bonus or commission plan.
<b>How important is work to him?</b>	Work is important, but not at the expense of home or family.
<b>Does he make risky decisions?</b>	Prefers to avoid ad hoc solutions and will want to think things through.
<b>How does he deal with change?</b>	Prefers to follow the tried and tested but recognizes change is sometimes required.
<b>What is his perception of the world?</b>	Tends to see opportunity and excitement in new ventures.

# Working Characteristics

## Compensation Preference

This Working Characteristic identifies whether Mr. Franklin is more motivated to work by either performance-based remuneration or a fixed wage or salary. This helps to determine if he will be satisfied with the remuneration this position offers. It will also expedite the design of a compensation package that will encourage his best performance.

**Is Mr. Franklin better motivated by fixed salary or by an incentive remuneration program?**

Prefers Salary     Prefers Bonus

- Mr. Franklin prefers the security of a fixed salary to dependence on bonus or commission.
- He will cope better with events that could adversely impact his profit share if the greater majority of his income is secure.
- His generally careful approach makes him especially competent for projects requiring attention to detail or calm, steady guidance.

## Focus on Work

This Working Characteristic provides information on the importance of work for Dean Franklin. Some people define themselves by their work. They are often labeled workaholics. Others see work as a means to an end, rather than an end in itself. While such differences are not a function of personality, they are related to it. This Working Characteristic is particularly significant for assessing whether Dean Franklin will fit with the culture of the workplace or with the team that he may be assigned to.

**Does Mr. Franklin live to work or work to live?**

Works to Live     Lives to Work

- Work is important to Dean Franklin but not at the expense of home or family.
- If conflicts arise between home and work, his personal life may take priority.
- Leading a full social and business life, he may sometimes be overextended.
- Long or irregular working hours could be a strain on this sociable person.
- The social skills he develops in his leisure activities should translate well to business.

# Working Characteristics

## Tolerance for Risk

This Working Characteristic indicates the likelihood of Mr. Franklin engaging in risky behaviors or actions. This attribute will be relevant in determining whether he can accommodate the decisions required in this particular job. It also provides insight regarding his fitness to be a member of an existing team.

**Is Mr. Franklin likely to make risky decisions?**

Not Risk Inclined     Risk Inclined

- Although not given to risky behavior or quick decisions, Dean Franklin will act appropriately in a crisis.
- He will avoid unnecessary risk, particularly if it could lead to accidents, damage or loss.
- He prefers to refrain from ad hoc solutions but, if matters are pressing, he can react swiftly, even impulsively.
- Those who value steadiness will like his typically mindful approach. Others, who want quick answers and fast actions, will find his performance satisfactory.

## Preference for Change

Good performance in some jobs requires a quick response to fast changes, but efficiency in other positions depends on tolerance for routine and working carefully at a steady pace. This Working Characteristic explains where Mr. Franklin fits on the continuum between these diametric requirements.

**Does Mr. Franklin prefer to work in rapidly changing circumstances or with a set routine?**

Prefers Routine     Prefers Change

- Mr. Franklin prefers tried and tested methods, but he recognizes change is sometimes required.
- He likes a well-defined schedule in a structured environment.
- He is inclined to be insular and may be disconcerted by confrontations or strident requests.
- He usually reacts well to rational changes in personnel or corporate structure.
- He typically adopts old policy for a new agenda rather than invent new policy.

# Working Characteristics

## Perception of the World

Dean Franklin's attitude to day-to-day events in the workplace is important to his overall job performance. This Working Characteristic identifies whether he will approach problems and issues with optimism or with caution. The job itself defines which approach is appropriate.

**How does Mr. Franklin perceive and approach problems and events?**

Sees Drawbacks     Sees Opportunities

- Dean Franklin tends to see opportunity and excitement in new ventures.
- He generally sees the world as a safe place with manageable dangers.
- He reacts quickly to problems partly because he does not fear the consequences of fast action.
- He will readily try new methods to boost performance and productivity.
- He will not adopt uncommon practices merely because they are novel: he must be persuaded they are also timely and effective.