



Report designed for

Sally Sample

ProfileXT[®]

Interview Guide - Challenge Areas

Performance Model: Technical Support Consultant
Performance Model Date: 10/30/2012
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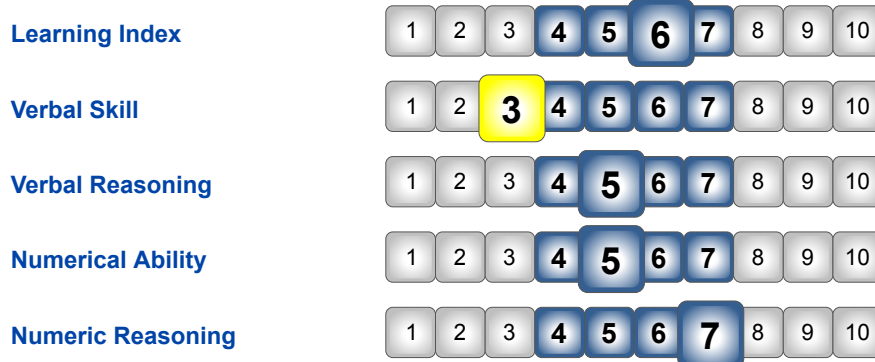
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Summary Graph

Overall Job Match - 76%



Thinking Style
93% Match





Behavioral Traits
67% Match


Distortion for this assessment is within the acceptable range.

Top Interests for Sally Sample

-  Enterprising
-  People Service
-  Creative

Top Interests for this Performance Model

-  Mechanical
-  Financial/Administrative
-  Enterprising

 = Match

Interests
62% Match

Assertiveness

Tendency to take charge of people and situations. Leads more than follows.



Behavioral Considerations

Ms. Sample scored above the Performance Model for this position in the Assertiveness scale. She may find the environment of this position challenging in the area of how much control is appropriately exerted over others. While talking with her, determine her ability to practice greater diplomacy in her interpersonal relations.

Interview Questions

- Tell me about a time when you had to suppress your thoughts and be quiet about a problem even though you believed you had a better solution.
[Interviewer's Notes](#)
- Has there ever been a time when speaking up about your ideas has gotten you into trouble? What happened and how did it make you feel?
[Interviewer's Notes](#)
- Tell me about a situation when you had to "stand up" for a decision you made even though it made you unpopular.
[Interviewer's Notes](#)
- Describe a time when you communicated something unpleasant or difficult to say to your manager. How did you assert yourself?
[Interviewer's Notes](#)

Attitude

Tendency to have a positive attitude regarding people and outcomes.



Behavioral Considerations

On the Attitude scale Ms. Sample is below the designated Performance Model for this position. This suggests that her general response to others will be pessimistic compared to the most successful individuals in this position. Discussions with her should explore the possibility that for Ms. Sample, the position may be overly challenging and could lead to frustration and a reduction in her level of performance.

Interview Questions

- Describe the last time you experienced a big change in the workplace, like a new set of regulations, for example. How did you feel about those changes?

[Interviewer's Notes](#)

- Tell me about a high stress situation when it was desirable for you to keep a positive attitude. What happened?

[Interviewer's Notes](#)

- Describe a specific time when your skepticism had a negative effect on a customer or client.

[Interviewer's Notes](#)

- What role have you played in the recent past in which your team was unmotivated and how did you resolve the problem?

[Interviewer's Notes](#)

Decisiveness

Uses available information to make decisions quickly.



Behavioral Considerations

On the Decisiveness scale, Ms. Sample is above the designated Performance Model for this position. This suggests that she may act without a thorough understanding of the related details. Discussions with her should determine the extent of her spontaneity in decision-making, and consider if her effectiveness could be enhanced by more deliberation.

Interview Questions

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

[Interviewer's Notes](#)

- What role should coworkers play in your decision making process?

[Interviewer's Notes](#)

- Describe a situation in which you had to take immediate action in a crisis involving human life or severe financial consequences.

[Interviewer's Notes](#)

- Many situations at work will require fast thinking and speed in making decisions. Give me an example of a situation in which you were especially skillful in making a decision quickly.

[Interviewer's Notes](#)

Objective Judgment

The ability to think clearly and be objective in decision-making.



Behavioral Considerations

On the Judgment scale Ms. Sample is below the designated Performance Model for this position. This suggests that her decision-making process is less objective than the position typically requires and that she could have a problem with the pragmatic nature of the job. Discussions with her should explore the possibility that for Ms. Sample, the position could lead to frustration and a reduction in her level of performance.

Interview Questions

- Describe the process involved when you have to make a decision under pressure.
[Interviewer's Notes](#)
- What sources of information do you typically use in reaching a decision at work?
[Interviewer's Notes](#)
- Describe a high-pressure situation you had to handle at work. Tell me what happened, who was involved and what you did in terms of problem solving.
[Interviewer's Notes](#)
- Have you ever had to take decisive action based on your gut feelings alone? How did that make you feel?
[Interviewer's Notes](#)