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Selector Measure of Resilience Assessment

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Go to <http://www.selectorgroup.com/products/resilience/> for more about Selector Resilience.

Introduction

What is the Selector Measure of Resilience?

The Selector Resilience Measure (SMR) assesses an individual's standing on resilience relative to others who have completed the questionnaire. The resilience scale score summarises an individual's tendency when under pressure to have physical reactions, experience anxiety, experience a desire to disengage from the cause of the stress, and the tendency to become distracted from the task at hand when under pressure.

We call these the four dimensions of resilience. Everybody experiences these symptoms to some degree, however there are some who experience these reactions more than others when under pressure. This report summarises your standing on these dimensions relative to others that have completed the questionnaire.

Why Measure Resilience?

Identifying where people are on the continuum of resilience can be useful for a number of reasons. In relation to the work environment, for example, our research indicates that people with low resilience perceive their work environments as more threatening and pressured. They are also more likely to suffer from work and job withdrawal, where they feel the need to escape the work environment or their job because the pressure becomes too much. People who have low resilience are also less likely to demonstrate organisational citizenship behaviours.

For more information on the SMR including the norm base, development procedures and psychometric characteristics, please visit the Selector website.

Notes on Resilience

While it is possible that people will be lower or higher on a particular subscale of resilience, for example, high anxiety, high withdrawal, high distraction, but low somatization, the more common pattern observed is for individuals to score similarly across dimensions. For example, if your score on resilience is elevated, more likely than not, your scores on the resilience subscales will also be high.

It is likely that people high on resilience have sound coping strategies in place for dealing with stress. These strategies are likely to be action focused rather than emotion focused. From our validation research we know that those with high scores are more emotionally stable, more likely to report being satisfied with their job, and are more likely to be good 'organisational citizens'. For more details, please see the technical manual.

How was the Selector Measure of Resilience constructed?

Through the development, item analysis, and validation of the SMR, over 3000 people responded to the item set, from which the final questionnaire was produced. The analysis this allowed led to a robust psychometric assessment with strong reliability and validity information. The psychometric development of the SMR is fully documented in the technical manual.

What other considerations are there when using Selector Measure of Resilience?

Take variability into account. All forms of psychological assessment are subject to variability depending on factors such as how you are feeling on the day, the purpose of the assessment, your understanding of the items, etc. This is known as 'Error of Measurement' and it applies to all types of human evaluation. Blood pressure is a good example. Your blood pressure can vary from day-to-day and even hour-to-hour. Doctors are aware of this and allow for it when making a diagnosis. With a psychological assessment, all scores must be treated as general indicators only, not as absolute measures.

Always obtain independent information. Because assessment results are subject to error of measurement and the assessment only covers a small spectrum of possible human behaviours,

assessment results should never be used on their own. It is essential that interview or reference checking be conducted to independently assess observed patterns.

Don't rely on old assessment results. Assessment results have a limited life. If more than six months has elapsed then a new assessment may be required.

Ensure compliance with the relevant legislation. It is imperative that all relevant human rights and employment legislation is complied with in the use of this instrument. If you have any doubts or queries regarding appropriate usage please contact Selector Limited immediately at the contact details on the front of this report.

Resilience

Resilience refers to your overall pattern of stress reactions to life events. It is a summary of your score on all of the scales that follow.

Your score for Resilience is AVERAGE.

Experiences physical effects of pressure, anxiety, distraction and emotional withdrawal in times of stress

Experiences levels of anxiety, distraction, emotional withdrawal and physical symptoms that are similar to the majority of the population

Resilient to the physical effects of stress; not likely to suffer from anxiety, distraction and emotional withdrawal

Low

Average

High

Low scores

Low scorers tend to experience life events as being more stressful than people who score highly on resilience. In stressful situations, people with low resilience are more prone to experience physical effects of psychological pressure than high scorers. They also tend to experience feelings of anxiety before important events more than people with high resilience. They may experience 'mental blocks' when under pressure, and when they feel things are getting too much for them it is possible that they will withdraw emotionally from the situation, for example, by wanting to be 'left alone'. It is important to explore whether low scorers on resilience have sound coping mechanisms in place for dealing with stress. If they do not, these skills should be developed. In general, sound coping strategies will focus on ways to address the problem that is causing the feelings of stress, rather than ways of dealing with the emotions that the problem causes.

Average scores

An average score on resilience indicates that your reactions to stressful situations are very much in keeping with the reactions of the majority of people. While you may experience negative reactions to stress, such as emotional withdrawal, or some of the physical effects of stress, in all likelihood this does not prevent you from doing the job at hand, and achieving what it is that you need to achieve. Keep in mind that coping strategies focused on resolving the problem at hand will enhance your ability to deal with your natural reactions to stress.

High scores

High scorers on resilience report that they do not experience physical symptoms of psychological stress. While they may experience anxiety, it is less likely to impact performance. They do not, in general, experience mental blocks and other cognitive problems when under pressure, for example, forgetting things, and are more likely to remain engaged emotionally in stressful situations. This means they are less likely to suffer from the negative reactions that can affect low scorers. High scorers on resilience report few adverse reactions to stressful situations.

Somatization

Somatization describes the physical experience of psychological symptoms, for example, the conversion of feelings of pressure from your environment into bodily dysfunction. These factors are linked to arousal of the autonomic nervous system, the part of the nervous system that controls involuntary body reactions.

Your score for Somatization is **AVERAGE**.

Unlikely to suffer from physical symptoms of stress

Experiences physical symptoms of pressure that are similar to the majority of the population

Prone to the physical experience of psychological symptoms

Low

Average

High

Low scores

People who obtain low scores on the somatization report that they do not experience physical symptoms often stress associated with stress, for example, headaches, or feeling that your heart is beating faster than usual. It is important to note that this simply means that they report not experiencing these symptoms to the same extent as high scorers on somatization, it does not mean that they do not experience these symptoms when under pressure. It is likely that people with low scores have coping mechanisms in place for dealing with stress. This should be explored further with the individual concerned.

Average scores

Average scorers on somatization may still experience some degree of physical reactions to stress. Average scores indicate, however, that while you may experience some physical reactions to stress, by and large, these are at a level that is similar to the rest of the population. For example, you may experience 'butterflies in your stomach', though this is an experience that is common to many people before big events or during other times of stress.

High scores

Those with high scores on somatization are likely to experience physical reactions to stressful situations. These reactions are controlled by the autonomic nervous system, which controls the body's involuntary functions. Among common symptoms that high scorers report experiencing when under pressure are headaches, feelings of dizziness, upset stomach, and breathing or respiratory difficulties. They may also experience back problems and the feeling of an increased heart rate. It is important that high scorers on Somatization have coping mechanisms in place to deal with these symptoms when they arise, or more appropriately, for identifying and if possible, removing the causes of these reactions.

Anxiety

The Anxiety scale assesses the tendency to experience the cognitive aspects of stress, such as nervousness, tension and worry.

Your score for Anxiety is HIGH.

Reports that feeling calm and largely at ease when under pressure. Less likely to suffer from nervousness and tension

Experiences levels of anxiety similar to the majority of the population

Likely to experience thoughts of nervousness and feelings of tension when under pressure, may become restless or even irritable

Low

Average

High

Low scores

Low scorers on anxiety report not worrying about stressful situations to the extent that high and average scorers do. They report rarely having difficulty relaxing when under pressure, and are less likely to feel annoyed or irritable if things do not go as they wish. They are unlikely to have fears about letting others down, as they are more likely to be focused on the problem at hand and ways of resolving it. They are likely to feel relatively relaxed before big events.

Average scores

Average scorers on anxiety report some feelings of cognitive distress, such as worry and tension, and stress symptoms common to high scorers such as nervousness before big events are similarly experienced. These symptoms, however, do not occur with the frequency they are experienced by high scorers on anxiety. It is nevertheless worthwhile ensuring resolution focused strategies are in place for dealing with the sources of stress.

High scores

High scorers on anxiety report feeling worried and tense more than low scorers. They also report becoming restless and difficulty relaxing when they are under stress, and may feel that they are not performing to their potential, or that they are letting down the people who depend on them. It should be noted that high scorers do not necessarily feel this way all of the time. They report that they experience these feelings when under stress. It is likely that high scorers focus on the possible negative outcomes of stressful situations rather than on ways of resolving the situation they find themselves in, which may sometimes lead to irritability. Time spent identifying strategies for dealing with anxiety and problem-focused strategies for dealing with the causes of the stress would be worthwhile for high scorers.

Distraction

The ability to concentrate when under pressure is critical in many work environments, and is well known to be affected by workplace stress. Distraction measures the ability to focus on the task at hand without mental or thought blocks when under stress.

Your score for Distraction is **AVERAGE**.

When under stress reports rarely experiencing mental blocks, indicating relative mental alertness under stress

Any concentration problems experienced when under pressure will be similar to those experienced by the majority of the population

When under stress may experience memory lapses, forgetfulness, or have difficulty focusing on the task at hand

Low

Average

High

Low scores

Low scorers on distraction report no difficulty in focusing on the task at hand when under pressure. Forgetfulness, difficulty in making decisions and mental blocks that are common in the mental processes of high scorers are not a problem for low scorers, indicating that they are likely to remain alert when under pressure. However, high scorers should be wary of overconfidence.

Average scores

Average scorers on distraction report similar levels of distraction when under pressure to most of the population. They may have difficulty concentrating when under pressure, or have difficulty making decisions, but no more or less so than most people. Forgetfulness or mental blocks are unlikely to be a major problem for average scorers on this scale. Still, it is useful to keep in mind that planning ahead will reduce the chances of distraction impacting performance when the individual is under pressure.

High scores

High scorers on distraction report difficulty in focusing on the task at hand when they are under pressure. This may show in difficulty concentrating, a difficulty in thinking clearly, or forgetfulness and mental blocks where their mind goes blank. They may also put off doing things or have difficulty in making decisions when under pressure. High scorers are likely to perform best in environments where there is time to plan and organise their thoughts, rather than environments where 'on the spot' decisions need to be made on a regular basis.

Withdrawal

Withdrawal measures the tendency to disengage from people and situations when events or situations become stressful.

Your score for Withdrawal is HIGH.

Likely to remain emotionally engaged in the situation at hand when under stress, increasing the chance of successful resolution

Any feelings of withdrawal experienced when under pressure are likely to be similar to those experienced by the majority of the population

Likely to disengage emotionally when under stress, believing that there is nothing they can do that will be effective

Low

Average

High

Low scores

Low scorers on withdrawal are likely to remain actively engaged in the problem or situation at hand when they perceive the situation as 'difficult' than high scorers are. These people are likely to be problem focused and this, coupled with their active engagement means the source of the stress is more likely to be identified and resolved than it is for low scorers.

Average scores

Average scorers report feeling like getting away from the problem or situation with a frequency that is in keeping with most people. While they perceive situations or people as difficult on occasion, feelings of ineffectiveness, isolation, and hopelessness that characterise the thinking of high scorers on withdrawal are not characteristic of average scorers. They are more likely to remain engaged emotionally in addressing the problem at hand, and consequently, difficult or stressful situations are more likely to be resolved.

High scores

High scorers on emotional withdrawal are likely to disengage emotionally from situations or people they find difficult. They report feelings of ineffectiveness, believing that there is little that they or others can do to resolve the problem at hand. They often feel alone, even when around other people, and prefer to get away from the situation or person than address it. It may be worthwhile for individuals who score highly on withdrawal to spend time developing skills and techniques for dealing with situations in a manner that focuses on the problem at hand rather than negative emotions they are experiencing.

Sample Composition

The norms for this assessment were created from a sample of 3129 people. The sample was comprised of 56% males and 44% females. Providing age and ethnic background was optional, so data on the average age is calculated on 95% of the sample. The average age of respondents was 40 years. Similarly, providing ethnic background was optional. Nearly one third of the sample did not respond, indicated 'other', or categories other than European (2189), Asian (84), Maori (104) and Pacific (36).