

# Steven Retail

## Selector Retail Assessment

**Preferred name:** Steven

**Email:**

**Date completed:** Sun, 13 July 2008

**Report version:** 1.0

# Report Contents

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## 1. Ability Assessment

This section presents the *Overall Reasoning Aptitude* scale and the component *Verbal*, *Numerical* and *Logical* reasoning sub-scales.

## 2. Personal Styles

This section contains a graphical presentation and interpretation of the seven *Personal Styles* scales. The scales are presented in order from highest to lowest score.

## 3. Work Preferences

This section contains a graphical presentation and interpretation of the six *Work Preferences* scales. The scales are presented in order from highest to lowest score.

## 4. Job Ideals

This section presents the importance of specific job characteristics and then recasts them in terms of importance when compared to others who have completed the assessment.

## 5. Ability Scale Summary

To enable reports to be more easily compared, this section re-displays the *Ability Assessment* scales.

## 6. Behavioural Scale Summary

To enable reports to be more easily compared, this section recasts all of the *Personal Styles* and *Work Preferences* scales in a fixed order.

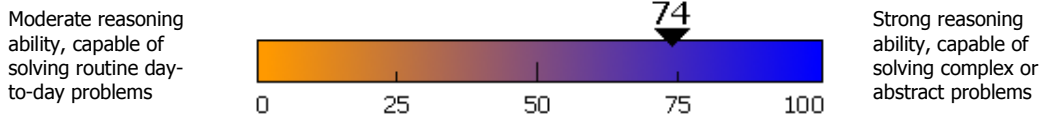
## Appendix A: Understanding the Report

This section explains how scores are determined, what you should keep in mind when reading the report, the accuracy of the report and how the assessment was constructed.

# 1. Ability Assessment

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## 1.1 Overall reasoning aptitude



Steven correctly answered 21 of the 30 ability assessment questions. He has the ability to cope with reasonably complex problems and should be able to learn and recall information relevant to his work without difficulty. He will easily learn 'on the job', working alongside experienced staff, but will gain more in workshop or classroom environments, where the opportunity to discuss things exists, but greater and more complicated matters may also be involved. Steven will gain information when questions can be answered although he may need to ask fewer of these to understand the topic, and a good manager need not be too concerned if he provides less feedback than others in a training session.

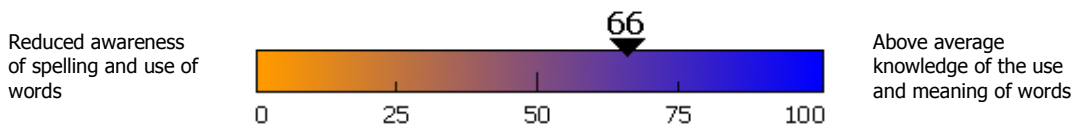
In terms of potential for further learning, Steven is likely to be able to cope with tertiary level study and may achieve his best when the topic has a balance of theoretical and practical subjects.

## 1.2 Component reasoning abilities

Steven's strongest ability is for numerical reasoning. He has a slightly lesser ability for verbal and logical reasoning.

### Verbal Reasoning

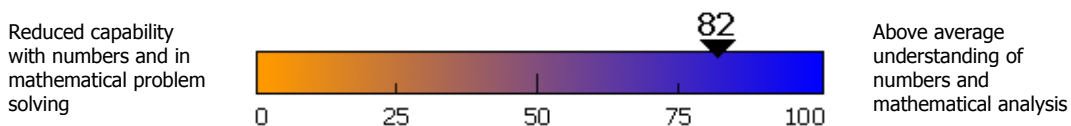
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Steven has a strong ability with written work and verbal reasoning and is likely to show a flair for tasks that call for an appreciation of good grammar and sentence construction. At the same time you will find that Steven is very comfortable in communicating verbally with another person, as he finds that subtle messages are more often understood when speaking personally.

### Numerical Reasoning

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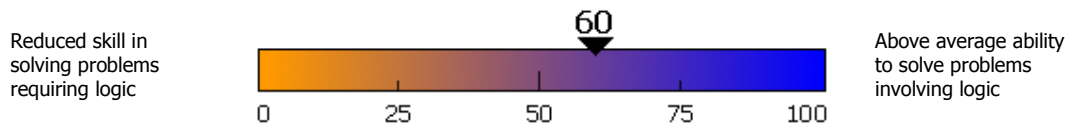


Working with numbers is an area of strength for Steven. He is likely to enjoy work that involves mathematics or numerical analysis, and he will always have a good estimate of the answer before he has used the till or calculator to add up the items of a sale.

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## Logical Reasoning

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Steven has a good ability at working strategically or having to plan out some work, and can solve problems with unclear solutions or those situations that call for the application of in-depth analysis. He will work best in a role where some other person is responsible for the overall strategy, but there is the opportunity for staff to also play a role. Steven sometimes can see what the 'big picture' is while being able to understand what needs to be undertaken to gain the goals.

## 2. Personal Styles

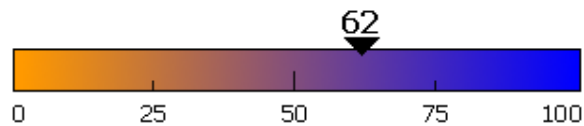
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### Competitiveness

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*This scale measures the need to compete or co-operate with others, how to meet goals and if a person measures themselves against others as an indicator of success.*

Co-operative, dislikes conflict, soft approach to closing the sale, flexible, willing to compromise



Competitive, enjoys the excitement of being top sales person, determined, single-minded on sales targets

Steven is a moderately competitive person and likes to achieve sales targets if he can do so without sacrificing his interest in also being cooperative. He is likely to have specific targets he would like to attain and having these in place will help Steven with the drive needed to achieve them.

Steven is likely to be receptive to performance based rewards such as commission, bonuses or sales performance charts but it is possible that such rewards may be more attractive if they were group based and fostered cooperative efforts. (Check his **Teamwork** score). Steven can up-sell or add-on sell if it is to the customer's benefit. In the process of reaching his goals, Steven will be prepared to adopt a reasonable and flexible approach but if necessary he can also be quite single minded and firm on things. The overriding objective for Steven when it comes to competition is to strike a balance between closing the sale and providing products or services which meet the customer's needs. When handling customer requests for refunds or returns Steven will treat the situation with fairness for all concerned, and he is unlikely generate customer complaints about being over-sold goods or services. (Check **Tolerance** to see whether the task or people are more important).

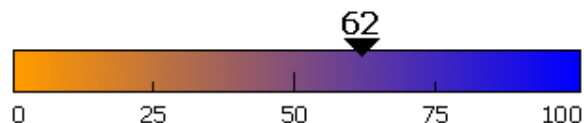
Steven will require a manager who is alert to the need to achieve the sales success, as he will already focus on customer service and team harmony, and he will often contribute to team goals.

### Extroversion

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*This scale measures the extent to which a person draws energy from interacting with others. Extroverts tend to be outgoing, enjoy meeting and talking to people and are comfortable in social situations. They enjoy activity and variety in a job. Reserved people are quieter and reflective, and prefer more focused interactions.*

Reserved, quiet, prefers smaller social occasions, reflective, avoid small talk, closed



Outgoing, extrovert, comfortable with large groups, seeks excitement, chatty, friendly, open

Steven is moderately outgoing and generally comfortable meeting new people and approaching customers in the store but prefers not to draw attention to himself unnecessarily. Steven is suited to a store that provides a good balance between work that is varied and work that is routine, and can suit either a busy or a quieter store environment. He will be reasonably active and have a fairly wide circle of friends with whom he stays in contact.

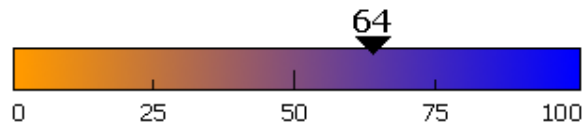
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## Openness to Ideas

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*This scale measures the interest in new ideas, approaches and experiences. High scoring people tend to be more curious, with an interest in concepts and theories and are more willing to debate ideas and opinions. Practical and pragmatic people tend to score lower, having a more straightforward approach to work.*

Practical, pragmatic, down-to-earth, prefers straightforward tasks, not academically inclined



Intellectually curious, likes to be challenged, philosophical, argumentative

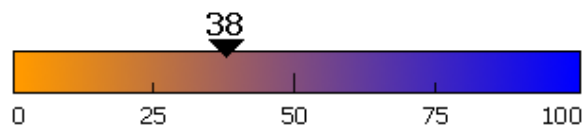
Steven likes to strike a balance between being practical and theoretical. He is likely to be receptive to acquiring new knowledge and mastering new skills and will find this easier when he can see the practical relevance of what he is learning. During team discussions, Steven can be expected to offer his ideas or opinions as the situation allows, although he is unlikely to dominate the team and try and force through his ideas.

## Orderliness

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*This scale measures the focus on order and structure. People with high scores regard reliability, responsibility, conscientiousness and constraint as being very important. If a person considers that spontaneity, quick reactions and a busy work place with lots of variety is important, they will tend to score lower.*

Disorganised, reactive, unconstrained, free-spirited, variety-seeking, dynamic, undisciplined, untidy



Organised, planned, responsible, self-disciplined, finisher, detailed, process-focussed, stubborn

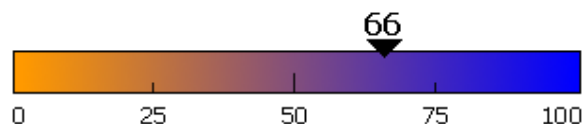
Steven is likely to be reasonably well organised and willing to pay attention to detail, yet remains flexible to sudden changes, such as an influx in customers. To a large extent his level of conscientiousness will be influenced by the specific situation. If there is a need to be detailed and organised, Steven will show the appropriate level of detail and forward planning. If the situation is more relaxed Steven can take a more relaxed approach in the sense of continuing to work on a task but being able to change focus if something more urgent arises, such as a sudden influx of customers into the store, or obvious 'buying' signals. For the most part, Steven can be expected to satisfactorily complete work that is important and show a reasonable level of persistence and planning, yet be dynamic enough to adapt to sudden changes in customer numbers.

## Self-Confidence

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*This scale measures the extent to which a person's sense of value or worth is based on their own views or on the opinion of others. Those who rely on their own judgement tend to be less anxious and more at ease than those who refer to other people for their sense of self-worth.*

Self-conscious, anxious, worrying, feelings easily hurt, sensitive to criticism



Confident, self-affirming, realistic appreciation of strengths and weaknesses

Steven has a good level of self-esteem and is likely to have a realistic perception of his own strengths, weaknesses and capabilities. He does not worry unduly and is able to enjoy his successes without starting to criticise himself after the event. In a store setting, where customers

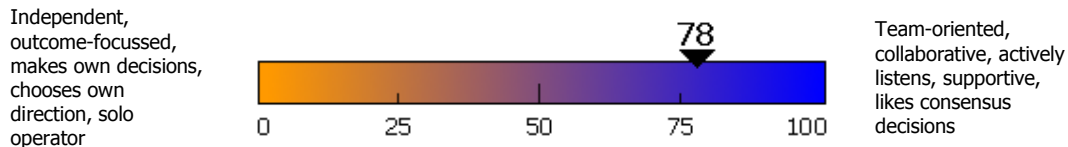
are evaluating the environment and products or services, Steven is more likely to feel excitement rather than anxiety - he is unlikely to agonise over what customers and peers think of him. Steven's level of confidence suggests that he has the capacity to embrace new products, services and process changes, and is likely to respond well to constructive criticism. Steven is reasonably well equipped to cope with stressful situations, such as customer complaints or peak trading periods (Xmas or Sales), and should be willing to seek help when he feels the stress levels are getting too high.

It is likely that Steven uses his initiative when dealing with customer issues or sales opportunities, and his manager may need to keep an eye on these activities, although it is likely that he will not go beyond his skills or responsibilities. A good manager may need to check that Steven possesses the appropriate skills because he is confident and often does not always display a skills deficit.

## Teamwork

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*This scale measure the need to work together towards common goals, such as store targets, or to focus on individual goals, such as commissions. People with low scores like to operate independently, make their own decisions, and set their own directions. High scores indicate someone with a more collective approach, an active listener who is supportive of team members.*

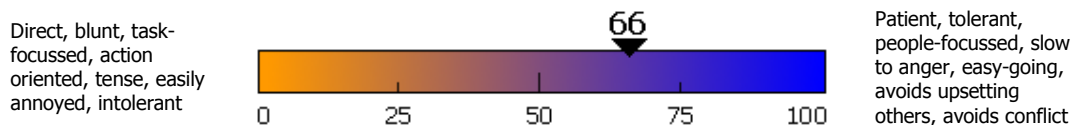


Steven prefers to work in the interests of a team rather than to his own agenda. He welcomes contributions from others and actively listens to their suggestions. Steven likes the lines of communication to be open between team members and prefers consensus before taking a particular course of action. He is likely to notice when others in the team need support, which he will often provide. Steven tends to be more comfortable as a team member than as a team leader and is unlikely to do anything that would threaten his membership of the team.

## Tolerance

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*This scale measures whether the emphasis is placed on having tasks completed or if the people in their relationships should have a greater emphasis. People with high scores generally accept others as they are and try to maintain an even, patient manner in difficult or tense situations and avoid becoming angry or upset. Low scores indicate that the tasks have a greater importance to the person, they are more focused on what needs to happen, and they may be intolerant of interruptions at times.*



Steven has a good level of tolerance and patience. He is fairly careful in the way he expresses his impulses and emotions and can usually remain even-tempered and relaxed even in quite tense situations, such as complaints or demanding customers who require an excessive amount of detail or information. This is likely to be helped by Steven's easy going nature and tendency not to take himself or customers too seriously. Steven is quite people-focussed in the sense of trying to see the best in others and, if possible, promoting harmony. (Check the **Self-confidence** score to evaluate the importance of initiative and any hesitancy in expressing his opinions.)

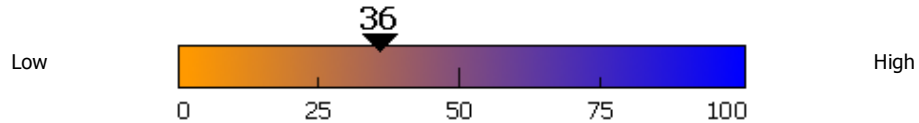
### 3. Work Preferences

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#### Autonomy

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*The importance of having supervision and the ability to directly influence the nature of the work.*



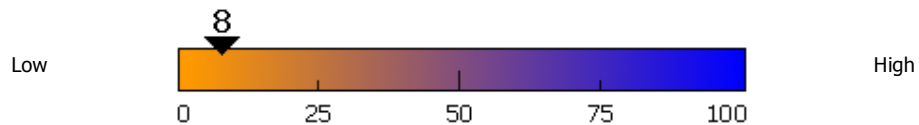
For Steven having the opportunity to self-manage and do the job his own way is reasonably important. He appreciates a role where he can have reasonable input into decisions that affect his immediate job, such as systems and processes, and then be left alone to get on and do the job.

Steven will enjoy a role in multi-site environments with established processes and systems, and will appreciate opportunities to operate with some freedom, and will make decisions on things they are familiar with in the job.

#### Complexity

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*The importance of doing work that is either challenging and complex, or routine and straightforward.*

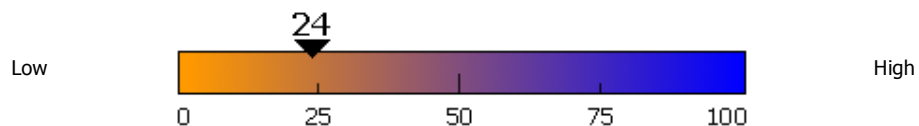


Steven would rather avoid jobs that are complex and require continual learning. He prefers to keep things straightforward and works best with products that are standardised, with longer product life cycles, and where the features and benefits are obvious.

#### Interaction

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*The importance of how much interaction occurs with others in the work environment.*



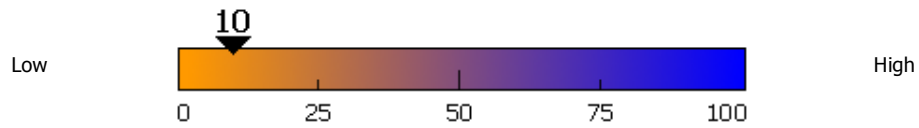
Steven places some importance on working with others and will prefer fewer but more in-depth interactions with customers, such as a specialty store or a more consultative technical environment. High frequency transactional situations hold less appeal to Steven, although he may have an interest in the novel enquiry from a customer, and will prefer a quieter store environment.

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## Physical

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*The importance of the working environment, either outside or inside, and the level of physical work or exploratory activities involved in the role.*

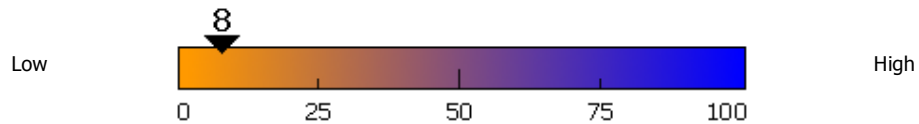


Steven has little preference for work that physically involves him in the products, such as trialling or demonstrating the product functions. He is most comfortable in a store, working inside all day, where the focus will be on the standard operational processes without the need to excessively handle the store equipment and product range.

## Predictability

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*The importance of stability, supportiveness and organisation in the workplace, and the value of security to the person.*

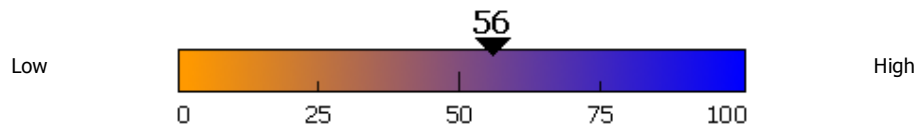


For Steven, having a clear job structure is not desirable. He enjoys ambiguity and uncertainty and has no need for well-defined processes or procedures. Steven would rather develop his own solutions and methods and work in a free flowing work setting rather than one that is highly organised and structured.

## Pressure

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*The importance of effort and commitment to a person, and how regularly the work will stretch and challenge them.*



Steven places moderate importance on having a job that places him under pressure. This result suggests that, in common with most people, Steven likes a bit of pressure to break the monotony and is happy to work extra hours but not as a matter of course. The keyword in Steven's case is likely to be balance with work not being allowed to dominate other aspects of his life in an unhealthy manner, although he is likely to enjoy the busy times in a store, such as sale time or seasonal peaks.

## 4. Job Ideals

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### *4.1 Job ideals by importance*

This section presents the importance of different job characteristics to Steven.

He considers it **highly desirable** that a job:

- keeps him constantly on the go
- lets him develop his skills and abilities
- lets him sell products or services
- forces him to really use his brain
- calls on him to use leadership skills
- involves working as part of a team
- is a friendly place to work
- offers a good career path
- lets him work without close supervision
- has tight deadlines to meet
- gives him specific targets to achieve
- gives him the opportunity to earn top dollars
- lets him participate in decisions that affect his work
- gives him lots of responsibility
- has a high workload
- offers secure employment
- offers lots of variety
- allows him to get paid on results
- involves frequent contact with other people

**Moderately desirable** that a job:

- gives him freedom to do the job his way
- has safe working conditions
- lets him be creative
- has a clear job description
- really gets the adrenalin going
- lets him develop his own ideas and methods
- offers opportunities for further education and training
- involves investigation and analysis
- calls on him to motivate others
- lets him help others
- has supportive co-workers
- offers regular hours of work
- values innovation
- lets him compete against others
- lets him set the direction for others to follow
- lets him get out and about
- is in a workplace that is organised and efficient
- offers good pay
- lets him be his own boss
- requires high accuracy and attention to detail
- provides regular feedback on his performance
- involves complex problem solving
- lets him manage or supervise others
- has managers who give him clear directions
- gives proper training on how to do the job

**Slightly desirable** that a job:

- offers quick promotion
- offers good retirement and health benefits

Steven is **not fussed either way** whether a job:

- requires a good deal of patience
- lets him work with animals or plants
- lets him work with his hands
- allows him to work on one task at a time
- lets him work outdoors
- involves working with equipment or machines
- has well-defined procedures and rules to follow
- allows him to take risks
- involves working long hours
- involves working with numbers
- involves a lot of learning and study
- has regular staff meetings
- lets him physically build or fix things
- involves public speaking
- has supervisors who are there when he needs help
- keeps him physically fit
- lets him work in a workshop or factory
- involves high levels of stress

## ***4.2 Job ideals in comparison to others***

This section recasts the job characteristics from the previous section in terms of their importance to Steven compared to the rest of the sample.

Compared to others, Steven is **more likely** to place importance on a role that:

- has tight deadlines to meet
- has a high workload

Compared to others, he is **equally likely** to place importance on a role which:

- gives him freedom to do the job his way
- keeps him constantly on the go
- lets him sell products or services
- forces him to really use his brain
- calls on him to use leadership skills
- lets him work with animals or plants
- involves working as part of a team
- really gets the adrenalin going
- lets him work without close supervision
- gives him specific targets to achieve
- involves investigation and analysis
- gives him the opportunity to earn top dollars
- lets him participate in decisions that affect his work
- offers regular hours of work
- gives him lots of responsibility
- lets him compete against others
- lets him set the direction for others to follow
- lets him get out and about
- lets him physically build or fix things

- lets him be his own boss
- offers secure employment
- offers lots of variety
- allows him to get paid on results
- involves complex problem solving
- lets him manage or supervise others
- involves frequent contact with other people
- lets him work in a workshop or factory
- has managers who give him clear directions
- involves high levels of stress

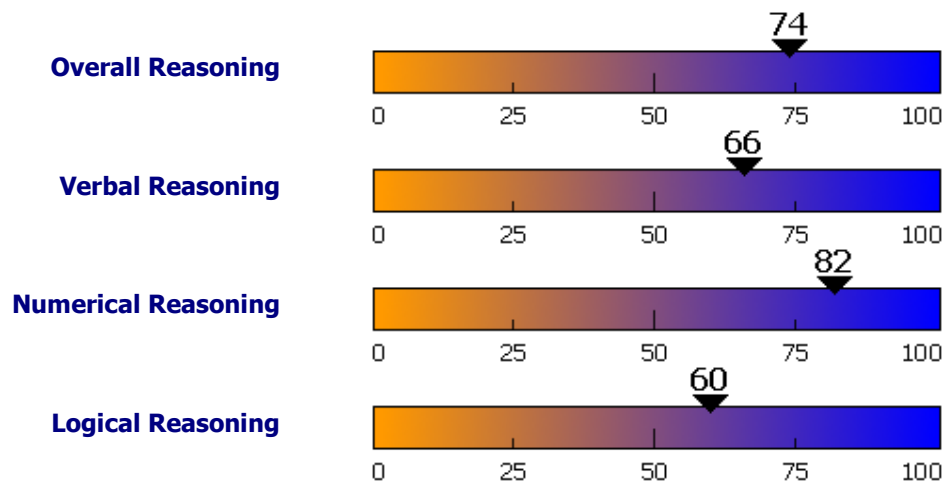
Compared to others, Steven is **less likely** to place importance on a role that:

- offers quick promotion
- has safe working conditions
- lets him be creative
- requires a good deal of patience
- lets him develop his skills and abilities
- lets him work with his hands
- has a clear job description
- is a friendly place to work
- offers a good career path
- offers good retirement and health benefits
- lets him develop his own ideas and methods
- allows him to work on one task at a time
- offers opportunities for further education and training
- calls on him to motivate others
- lets him work outdoors
- lets him help others
- involves working with equipment or machines
- has well-defined procedures and rules to follow
- allows him to take risks
- has supportive co-workers
- involves working long hours
- values innovation
- involves working with numbers
- involves a lot of learning and study
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- is in a workplace that is organised and efficient
- involves public speaking
- has supervisors who are there when he needs help
- offers good pay
- requires high accuracy and attention to detail
- provides regular feedback on his performance
- keeps him physically fit
- gives proper training on how to do the job

## 5. Ability Scale Summary for Steven Retail

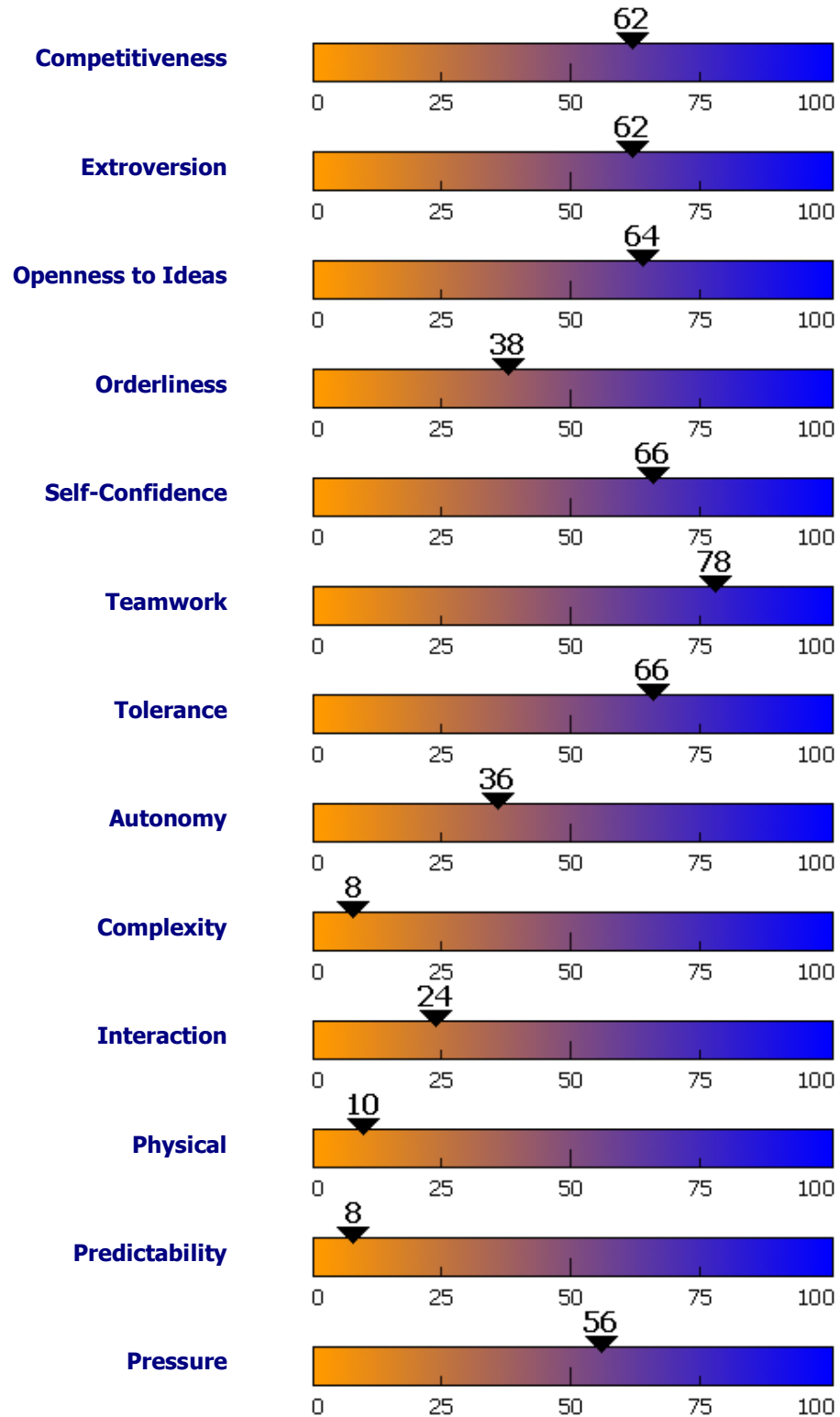
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This section re-displays the *Ability Assessment* scales for ease of comparison.



## 6. Behavioural Scale Summary for Steven Retail

This section recasts the *Personal Styles* and *Work Preferences* scales for ease of comparison.



## Appendix A: Understanding the Report

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### How are the scores determined?

The score for each scale is shown in relation to how the entire sample answered the questions contributing to that scale. By example, a score of 65 for a particular scale indicates that the person scored higher than 65% of the sample for that scale.

### What should I consider when reading the report?

**Take variability into account.** All forms of psychological assessment are prone to variability depending on factors such as how people are feeling on the day, the purpose of the assessment, understanding of the items, etc. This variability applies to all types of human measurement. Blood pressure measurements vary from day-to-day and even hour-to-hour. These variations should be allowed for when interpreting results. It is important to be aware that a person's true score may be slightly to the left or right of the score shown on a graph.

**Obtain independent information.** Because Selector e-Profiler only covers a subset of possible human behaviours, the results should be backed up with additional information such as interviews and reference checking.

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

**Protect the results from unauthorised access or usage.** Most countries have privacy laws relating to the collection, storage and disclosure of personal information. Follow these guidelines carefully when dealing with assessment results. For example, take great care never to release assessment results to a third party without the consent of the person concerned and ensure that any files you have are securely stored.