



Performance Model Report

One position

PERFORMANCE MODEL
DEFINITIONS
IDEAL CANDIDATE



PROVIDED BY

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INTRODUCTION

This report presents the Performance Model for **Customer Service Representatives*** by indicating the desired range of scores on a variety of scales. The ideal candidate would score within each of the highlighted ranges. Further, this report will provide insight into the meaning of each scale and will help you understand the ideal employee for the role.

What's in this report?

<p>PERFORMANCE MODEL Range of scores typical for success in the position</p>	<p>DEFINITIONS Each of the styles and traits will be defined</p>	<p>IDEAL CANDIDATE A statement describing the ideal candidate for this position will appear for each style and trait</p>

What is a Performance Model?

The Performance Model is a tool used to determine the fit between a candidate and a given position. The Model takes into account the abilities and perspectives that correspond to a good job fit and provides the ranges of various measures that are predictive of success in the position. An individual's assessment results can then be compared to the Model to gauge the fit between the person and the position.

The Model consists of a range of scores for the Thinking Style and Behavioral Traits scales where most of the successful performers in this position tend to fall. The farther outside this range (Performance Model) an individual's scores fall, the less likely the individual will fit the role.

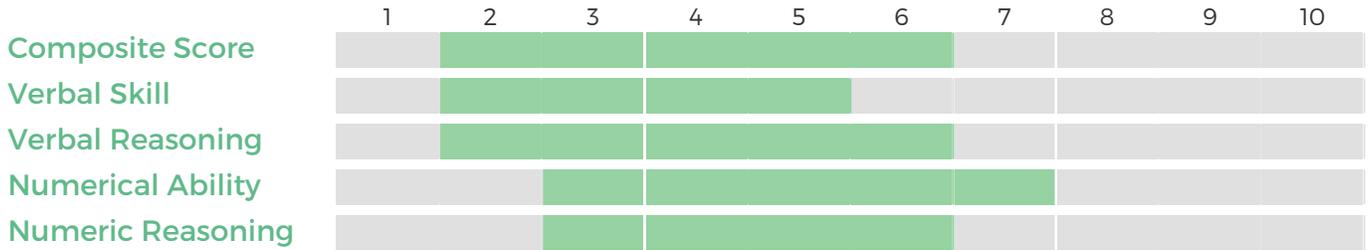
Interests for the Performance Model are based on the interests identified by those most successful in the position. The greater the degree of alignment between the individual's top three interests and the top three in the Performance Model, the more likely he or she is to find the job activities motivating and enjoyable, which could potentially keep him or her more engaged in the position.

Performance Model

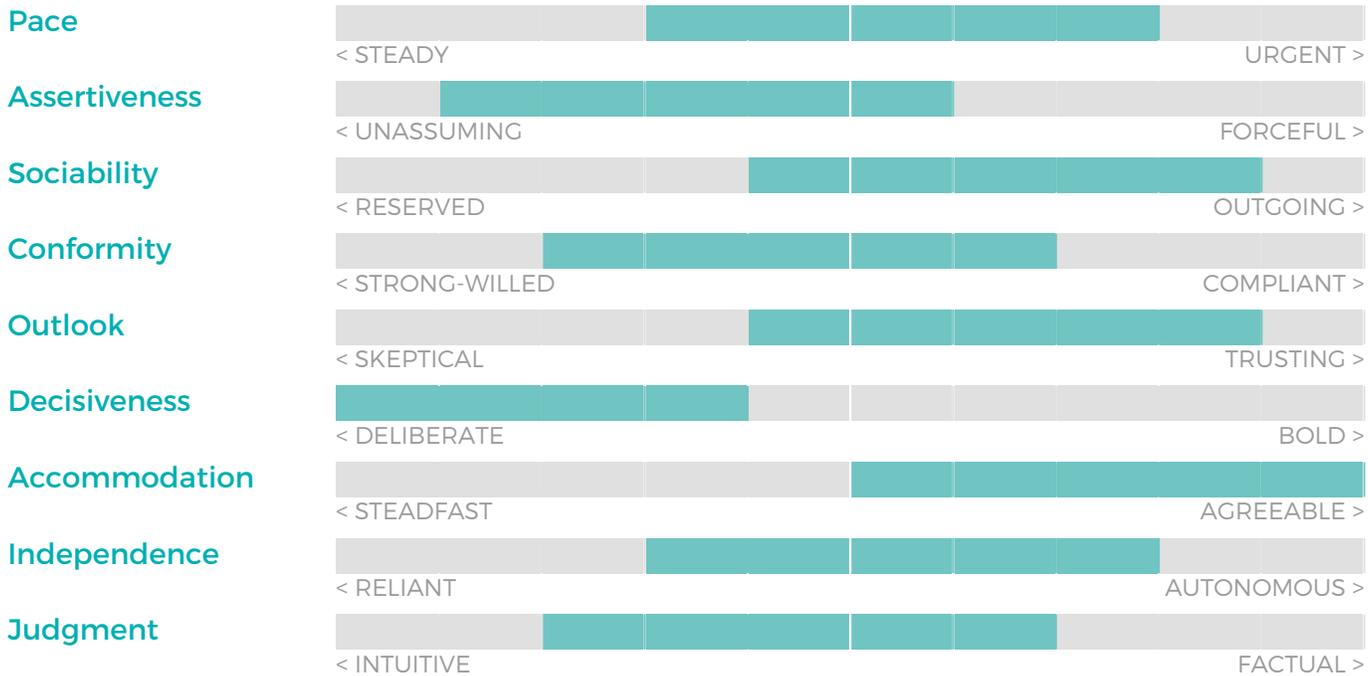
For Customer Service Representatives*

The highlighted ranges represent the Customer Service Representatives* Performance Model.

THINKING STYLE



BEHAVIORAL TRAITS



TOP INTERESTS

1-ENTERPRISING 2-PEOPLE SERVICE 3-FINANCIAL/ADMIN

Performance Model

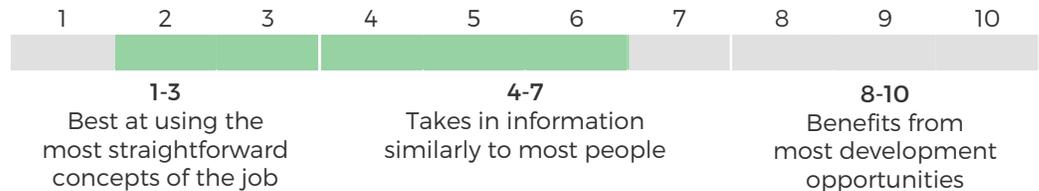
For Customer Service Representatives*

THINKING STYLE

A primary resource for learning is the ability to process information from one's environment. In most training situations, this information is in the form of either words or numbers. Each of the following scales measures an aspect of understanding words or numbers and using each as part of the reasoning process. They form the foundation for problem solving, communication, interaction, and learning skills used on the job.

Composite Score

A reflection of overall learning, reasoning, and problem-solving potential



Ideal Candidate: Assimilates information within normal limits but may occasionally require closer attention when learning new material.

Verbal Skill

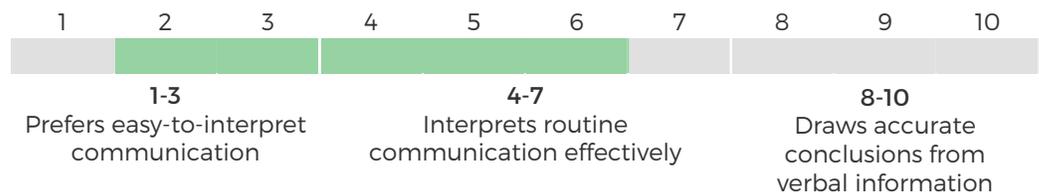
A measure of vocabulary



Ideal Candidate: Can process moderately complex language and has a vocabulary in the average range.

Verbal Reasoning

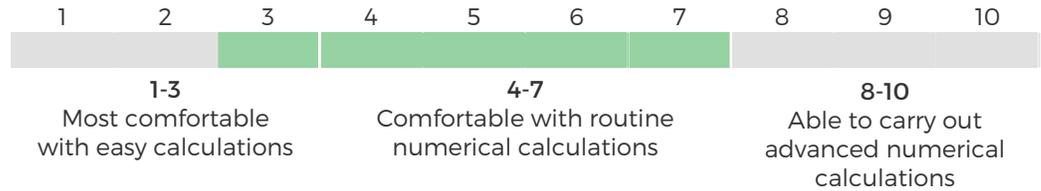
Using words for reasoning and problem solving



Ideal Candidate: Capable of analyzing and understanding moderately complex communication.

Numerical Ability

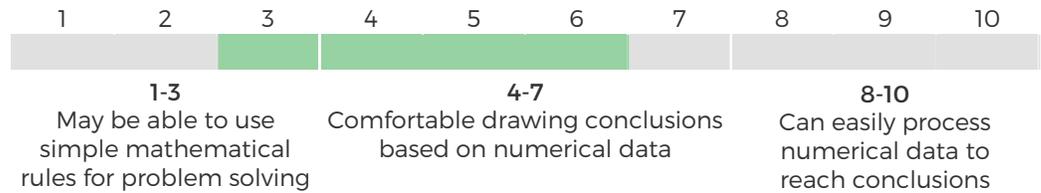
A measure of numerical calculation ability



Ideal Candidate: Utilizes basic calculations effectively, but prefers to avoid complex data or sophisticated numerical analysis.

Numeric Reasoning

Using numbers as a basis in reasoning and problem solving



Ideal Candidate: Able to make decisions based on basic numerical data and understands uncomplicated charts and graphs.

BEHAVIORAL TRAITS

Behavioral Traits help define who we are by influencing our behaviors. As our strengths and the combinations of our behavioral traits vary, so do our behaviors. The following are some of the traits that have been shown to be important in work settings.

Pace

Overall rate of task completion



Ideal Candidate: Responds well to time constraints and generally works at a brisk pace.

Assertiveness

Expression of opinions and need for control



Ideal Candidate: Somewhat willing to lead others, but most comfortable when given the chance to take direction from someone else.

Sociability

Desire for interaction with others



Ideal Candidate: Generally outgoing and capable of working effectively in a team environment.

Conformity

Attitude on policies and supervision



Ideal Candidate: Effective without direct management, yet welcomes some structure and supervision as needed.

Outlook

Anticipation of outcomes and motives



Ideal Candidate: Demonstrates a generally positive attitude, yet will express doubt on occasion.

Decisiveness

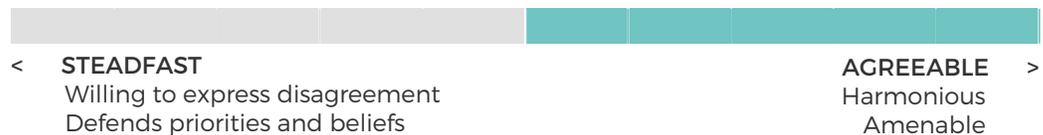
Use of speed and caution to make decisions



Ideal Candidate: Carefully considers and analyzes situations to make informed decisions.

Accommodation

Inclination to tend to others' needs and ideas



Ideal Candidate: Enjoys meeting the needs of others, even if it means suppressing his or her personal views and opinions.

Independence

Level of preference for instruction and guidance



Ideal Candidate: Moderately independent yet can accept necessary guidance and instruction.

Judgment

Basis for forming opinions and making decisions



Ideal Candidate: Uses judgment that balances common sense and practical experience.

INTERESTS

The Interests section may indicate an individual's motivation and potential satisfaction with various positions. The top three interests for this model, based on the interests of people who have been most successful in this position, are listed below in descending order.

1 - ENTERPRISING

An Enterprising interest suggests the enjoyment of leadership, presenting ideas, and persuading others. Individuals with this interest may desire responsibility and exercise initiative, ambition, and resourcefulness.

2 - PEOPLE SERVICE

A People Service interest suggests the enjoyment of collaboration, compromise, and helping others. It may indicate a strong sense of empathy and support and a knack for bringing people together.

3 - FINANCIAL/ADMIN

A Financial/Admin interest suggests the enjoyment of working with numbers, organizing information, and office routines such as record-keeping and completing paperwork. It could indicate an eye for detail and a desire for accuracy.

Ideal Candidate: Motivated to attend to the detailed aspects of a position while focusing on profit issues, balancing the administrative side of work with the competitive. This individual appreciates leading but also cooperating with others.