

**ABC Company**

**Prevue Report**

- Selection
- **Personal Development**  
Individual  
Succession Planning  
Working Characteristics

on

**Ms. Leslie Sample**

regarding the position of

**Customer Service Representative**

19/06/2003

**Serviced By:**  
Your Dealer  
(888) 277-3883

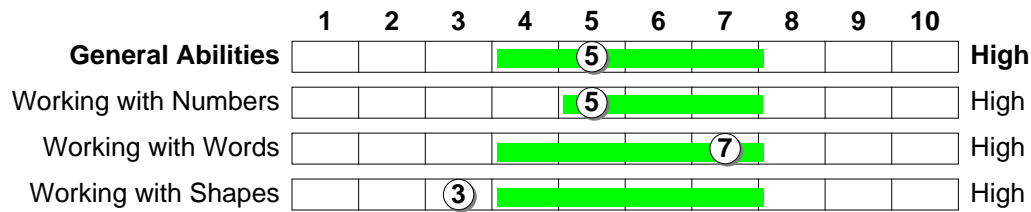


# Prevue Benchmark

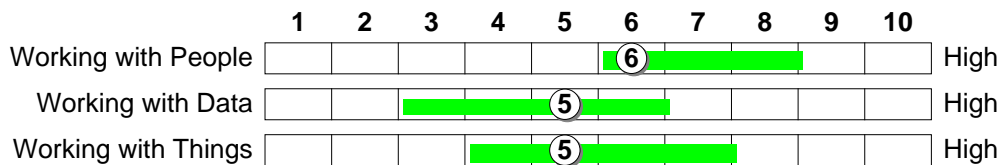
Leslie Sample

Customer Service Representative

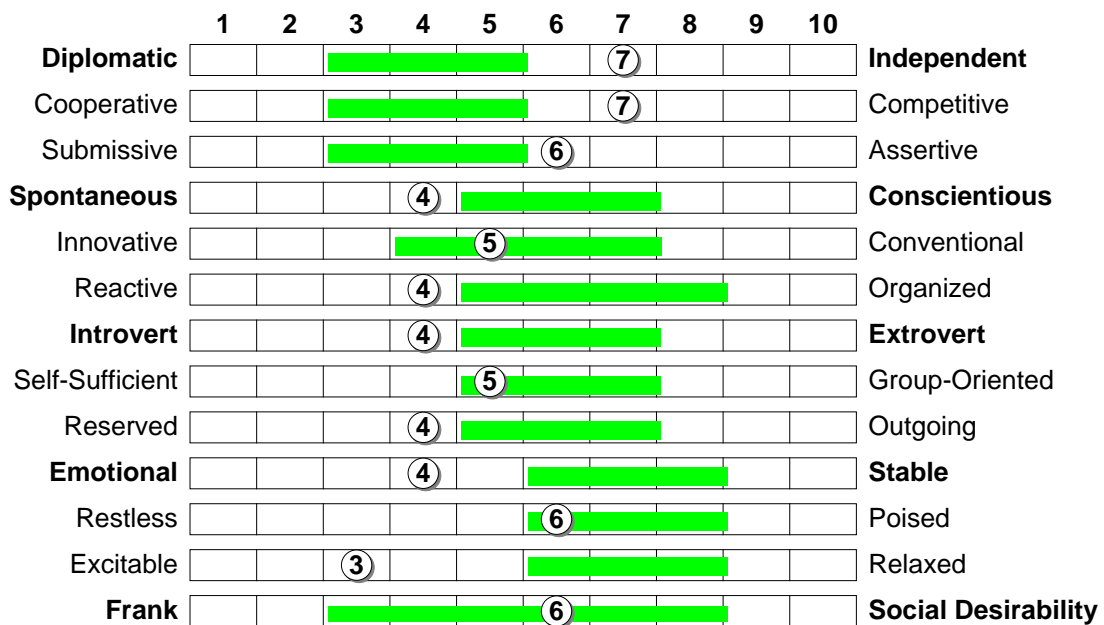
## Abilities



## Motivation/Interests



## Personality



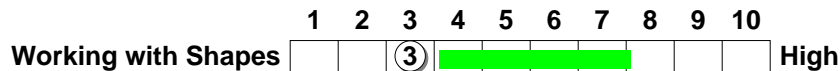
A Prevue benchmark illustrates the required characteristics of various jobs as decided by management. The shadowed areas above graphically represent the benchmark for this Customer Service Representative position. The number on each scale is Leslie Sample's actual score.

## How to Use the Prevue in the Coaching / Training Process

One of the challenges management faces in coaching and training individuals is the process of correctly identifying developmental needs. The Prevue Personal Training Report provides specific coaching and training information by simply matching Ms. Sample's assessment to this Customer Service Representative benchmark. For each particular requirement in the benchmark the manager or training professional is provided with a starting point that identifies the appropriate skills or competencies required for the Customer Service Representative position.

## Coaching Areas Off the Benchmark

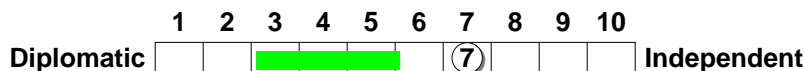
The following are areas where Ms. Sample did not match this benchmark. A brief explanation of the benchmark and score result is followed by suggestions and statements which may assist you in coaching her future performance as a Customer Service Representative.



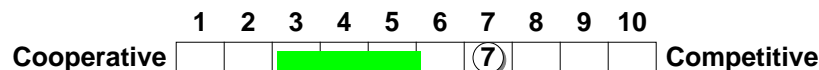
It will be evident that Ms. Sample does not fall within the Benchmarks for all of the dimensions of Abilities for this Customer Service Representative position.

A score above any of the Abilities Benchmarks will not generally be detrimental to overall performance. If this is the case for Ms. Sample, consideration should be given to whether the position provides her with sufficient challenge, stimulation and opportunity.

A score below any of the Abilities Benchmarks suggests Ms. Sample may have difficulty in quickly and effectively addressing and completing those aspects of the job where she is below the Benchmark. Courses at local colleges coupled with tutoring in the subject areas where Ms. Sample has scored below the Benchmark should be considered.



Ms. Sample is ambitious and proficient at getting things done, but she usually respects the needs of clients and co-workers. Because she can be hard-driving and determined, training should focus on specific abilities such as listening skills and goal setting to ensure the most effective use of her will to win. Coaching for this Customer Service Representative should encourage her to develop her diplomatic skills.

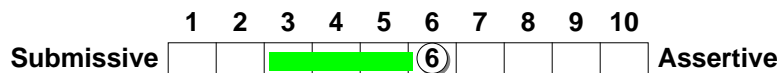


Although she is ambitious, Leslie Sample maintains helpful relationships with others. She prefers to be a front runner and this will-to-win could interfere with corporate goals. A personality profile to make her more aware of her competitive traits is recommended. An Outward Bound team endurance course would also promote this Customer Service Representative's cooperative spirit.

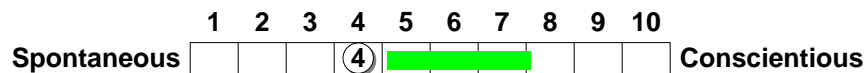
# Coaching / Training

Leslie Sample

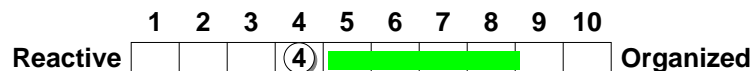
Customer Service Representative



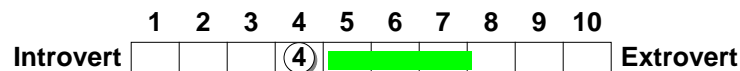
Ms. Sample is both self-assured and tactful. She can yield to others when that is the best course, but her inclination is to promote her own views. Guidance should focus on the value of her compliant nature, which is a boon to customer service. This Customer Service Representative should also be assisted to build on her thoughtful, rather than forceful, techniques.



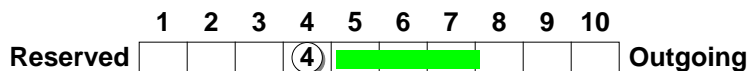
Although she is resourceful and likes to do the best job in the quickest way possible, Leslie Sample generally keeps within company guidelines. She might chafe a little if she has to work in a meticulous, time-consuming way, but this Customer Service Representative can adapt to change and "think on her feet" when fast decisions are needed. As Ms. Sample is fairly conscientious, she may only need prompting to follow established procedures and pay attention to technicalities.



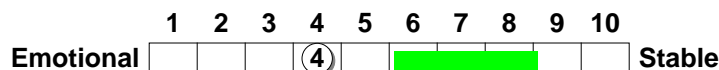
Moderately well organized, Leslie Sample will prefer to react quickly to last minute changes or unforeseen developments. This Customer Service Representative usually finds the right balance between administrative tasks and customer service, but she may be inclined to ignore details. Little coaching is likely required but Ms. Sample should be encouraged to maintain and increase her organizational skills.



While Ms. Sample enjoys meeting people and being with a group, she does not draw attention to herself and may prefer not to initiate conversation. In customer service, a tendency to introversion may hinder performance. Although her social and verbal skills may well be adequate for most tasks required of a Customer Service Representative, Ms. Sample could benefit from a public speaking course and participation in business-related social or sports activities.



Fairly quiet and reserved, Leslie Sample does not need constant social contact but she does enjoy working with others. She will be comfortable dealing with routine tasks but will want some variety in her work. Coaching should encourage social skills and promote a dynamic approach to customer service activities such as meeting and greeting customers.

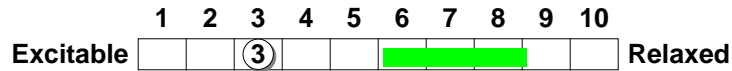


Although inclined to be apprehensive, Ms. Sample rarely loses her emotional stability. She is wary of other's motives, however, and would likely react appropriately to a customer who tried to take advantage of her. This Customer Service Representative does well to trust her instincts: the only guidance Ms. Sample requires is to maintain a cool demeanor in the face of adversity.

# Coaching / Training

Leslie Sample

Customer Service Representative



Ms. Sample tends to be anxious and excitable. If co-workers do not share her sense of urgency, she may become suspicious and distrustful. Similarly, if a customer remains unconvinced of the need for a certain product or service, Ms. Sample may be agitated, although she will strive to keep a business-like demeanor. Relaxation techniques, stress management, and trust exercises are all recommended.

# Total Person

Leslie Sample

Customer Service Representative

**Note:**

The Total Person is a combination of all the elements Ms. Leslie Sample completed in her Prevue Assessment.

Ms. Leslie Sample has above average ability to work with words, average ability with numbers, and below average ability to work with shapes. Assignments that involve reading and writing text will be easiest for her. She will be quick and accurate with moderately difficult paperwork and most written material. Being reasonably proficient with numbers, Ms. Sample will also be able to do simple arithmetic and to work with routine spreadsheets, data tables, etc. She will be slower to learn new tasks requiring spatial skills and may have difficulty following diagrams, estimating space requirements, or interpreting graphs. She may well require more instruction, guidance, and time to achieve competence in routine work if it requires spatial reasoning. Ms. Sample will perform best when the environment and work practices change slowly.

Ms. Sample is strongly interested in people and would be most happy in a job that involves contact with others. She is moderately motivated to work with data and things. This means that she could process abstract information and use technology so long as she still had opportunities for social interaction. She would perform best where she could take advantage of her preference for interpersonal activity. In a computer context, Ms. Sample would prefer direct communication with others via Internet connections, E-mail, and word processing.

Ms. Sample is competitive and assertive. While she may be a strong team player, she is likely to want to lead as she enjoys individual recognition. Her leadership style is marked by persuasion and encouragement, but she is unafraid of argument and sometimes is willing to take on even controversial issues. In non-threatening situations and with people she knows well, Leslie Sample will be outspoken and she will vigorously promote her own ideas. On occasion, Ms. Sample will use tact and diplomacy to maintain harmony in the workplace.

Leslie Sample is reasonably well-organized, tidy, and accountable. Although she prefers to work in a structured environment, she is flexible and can be innovative if necessary. She prefers the status quo to change for change's sake. However, she can adapt quite readily and is not an obsessive planner. As long as changes are not seen as arbitrary or radical, she can cope with new developments. Ms. Sample can tolerate a relatively constant flow of routine tasks and still deal well with the occasional novelty.

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

While keeping herself in control, Leslie Sample is highly sensitive to stress. However, even when suspicious and upset, she will strive to maintain her composure and will rarely reveal the depth of her feelings. In all but the most dire situations, Ms. Sample will retain her business-like demeanor and continue to function well.

# Individual Traits

Leslie Sample

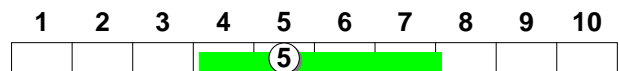
Customer Service Representative

## NOTE:

The individual traits on the following pages are descriptions of Ms. Sample'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.

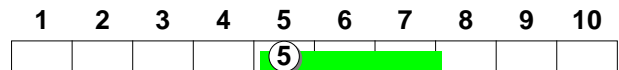
### General Abilities

Leslie Sample has an average level of speed and accuracy in reasoning and problem solving. She can learn and absorb new information without too much difficulty. She is as able as most, which means you will find her to be efficient working in an environment that makes reasonable demands. However, should this Customer Service Representative position demand very high levels of mental work load, she may find it difficult to cope.



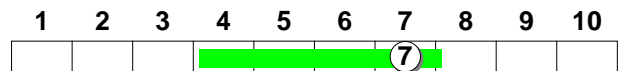
### Working with Numbers

Ms. Sample has a fair capacity for speed and accuracy in numerical reasoning. This indicates she is as able as most average adult workers dealing with simple numbers.



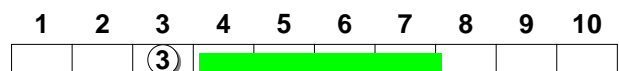
### Working with Words

Ms. Sample is talented in using language as a vehicle for reasoning and problem solving. She demonstrates a good level of speed and accuracy when dealing with written language.



### Working with Shapes

Ms. Sample has a below average skill in working with shapes. Although individuals with this score are likely to be reasonably competent in manipulating shapes, they may be rather slow. When under time demands they are likely to make more than an average number of mistakes in spatial visualization.



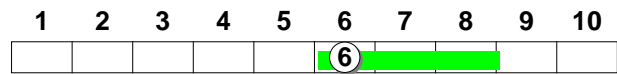
# Individual Traits

Leslie Sample

Customer Service Representative

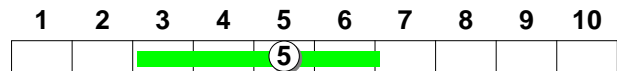
## Working with People

Ms. Sample shows an average level of interest in work that involves dealing with people. She is likely to prefer employment that involves contact with others and would not be happy working on her own.



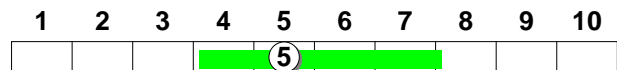
## Working with Data

Ms. Sample has some interest in working with data. Such a person should 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. She would not necessarily feel the need to work with data to form the major part of her job.



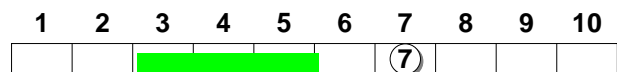
## Working with Things

Leslie Sample expresses an average level of interest in work that deals with inanimate objects such as machinery, tools or equipment. Such people are likely to be comfortable in handling goods or equipment, but would not see that interest being central to their work.



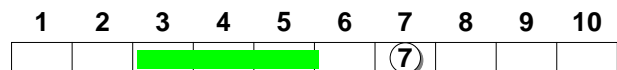
## Diplomatic / Independent

Leslie Sample is usually forthright and plays hard to win. She can be outspoken and unafraid of controversy and argument. Ms. Sample can participate in achieving team and individual goals.



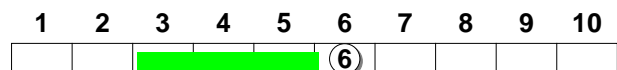
## Cooperative / Competitive

She describes herself as a competitive person who plays hard to win. Such individuals can accept compromise between their own achievements, and the need to maintain relationships with others.



## Submissive / Assertive

You will find, depending on the situation or the people involved, Leslie Sample can be assertive and outspoken. In groups she may promote herself as the leader.





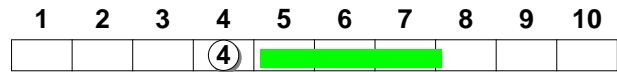
# Individual Traits

Leslie Sample

Customer Service Representative

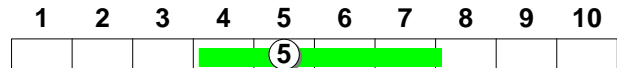
## Spontaneous / Conscientious

She is both flexible and spontaneous, therefore, she works well with change and innovation. Occasionally impulsive, she will occasionally need to be reminded of the framework in which she is operating.



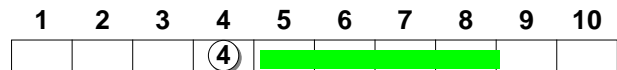
## Innovative / Conventional

Ms. Sample is balanced in her attitude toward change and innovation. While happy to be working in a traditional manner and following the rules, she can be flexible and accept change when necessary.



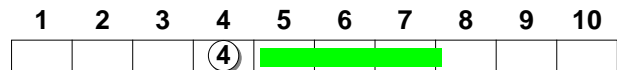
## Reactive / Organized

She prefers to focus on the overall picture rather than deal with the fine details. Ms. Sample does some degree of planning, yet remains capable of responding to spontaneous events.



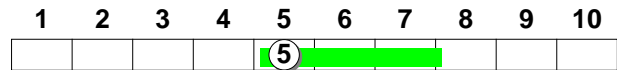
## Introvert / Extrovert

Leslie Sample is often content to work alone. At times she may need an audience to stimulate her ideas. She would rather be in the company of a few close friends rather than part of a large social gathering. She often behaves in a quiet and reserved manner.



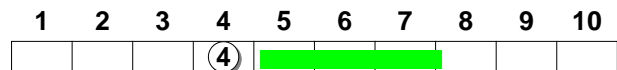
## Self-Sufficient / Group-Oriented

While she is someone who occasionally enjoys a stimulating work environment, she requires time to reflect and enjoy her own company.



## Reserved / Outgoing

Although she is comfortable in the company of others, she does not seek their attention. An individual like this can be talkative and outgoing in limited job situations.



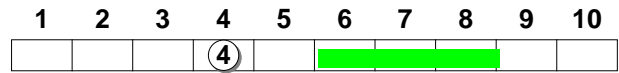
# Individual Traits

Leslie Sample

Customer Service Representative

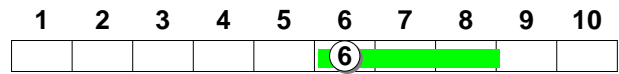
## Emotional / Stable

She tends to maintain a general level of acceptance and optimism, but will worry about the consequences of things going wrong, particularly when under pressure. Ms. Sample accepts people only after she is satisfied they are trustworthy. She can react sensitively and emotionally to criticism.



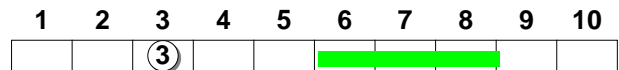
## Restless / Poised

In the face of difficult situations, Ms. Sample has an average balance between calm objectivity and any tendency to be upset and take things personally.



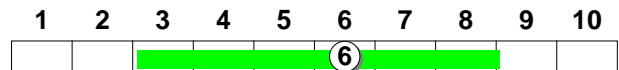
## Excitable / Relaxed

Ms. Sample is a somewhat excitable and anxious person, who is wary and cautious of others. Such people find it difficult to cope with high levels of pressure without becoming tense and anxious. It is best that Ms. Sample avoid work situations in which there are likely to be prolonged periods of high pressure.



## Social Desirability

Leslie Sample describes herself as someone who is usually considerate. Such individuals are aware of social rules and expectations.



## 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 7.
- 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 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.prevuesystem.com](http://www.prevuesystem.com).

- **Benchmark development:** The benchmark used for this report was designed by a method other than the recommended Concurrent or Combination methods(see Prevue Operating Guide). When a benchmark is created by the Job Description Survey method, such benchmarks should be upgraded when there is sufficient data from people in the position to review the benchmark using either the Concurrent or Combination methods. Only an authorized Prevue Distributor or other recognized professional should use From Existing Benchmark or Manual methods to create benchmarks. You can contact your Prevue Distributor to determine whether you need to upgrade the benchmark used for this report;

- **Assessment weighting:** The weight given to the Prevue Assessment in coaching or training applications should not exceed one-tenth to one-third of any human resource planning process. The remainder of the process, including the candidate's work history, interview, succession plan and other relevant information should be considered in association with the results of this report.
- **Ensure fairness:** When properly administered and utilized with other normal coaching and training procedures, the use of the Prevue Assessment will help to ensure that employees 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.



The Prevue Assessment is published by  
View Assessments International Inc.  
To report copyright violations, please call 1 888 277-3883