

PXT

Report designed for

**Jane Sample**

## ProfileXT® Interview Guide - Total Person

Performance Model: Office Administrator

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## Introduction

The interview is an important part of the selection process; however, studies show that most interviews are poorly done. Using a stock list of interview questions to ask every candidate will not lead the interviewer to the important areas necessary for the effective placement of each individual. This Interview Guide, coupled with the ProfileXT Performance Model Comparison, will help make each interview a valuable tool.

The scientifically developed Performance Model for this position reflects a solid understanding of what the job requires. The Total Person information related to this model allows us to create interview questions that will allow you to get the information you need to make the best possible decision about each candidate.

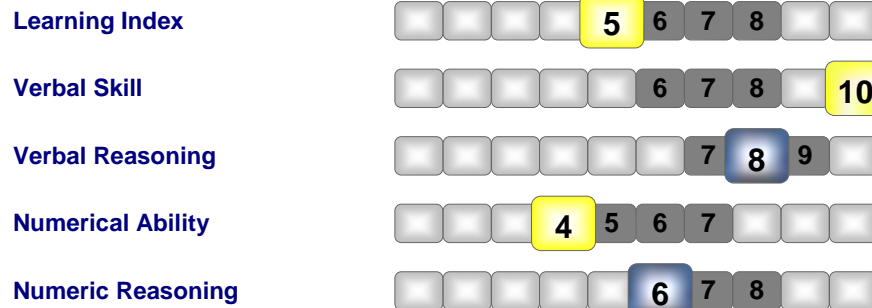
This report reflects the responses provided by Jane Sample when she completed the ProfileXT assessment. A Summary Graph is included that shows her scores and how she fits to the Performance Model for this position. It gives a quick overview of where she is in or out of the model and also shows her overall percentage match. The result for each characteristic is illustrated on a scale from 1 to 10. The darker area on each scale represents the best Job Match for the position. The enlarged segment of the scale shows where Jane scored. If the enlarged segment is dark, Jane is in the Job Match model. If it is lighter, she is not.

The interview questions provided are based on how well Ms. Sample fits the Performance Model. Where she is outside the model the questions will take the interviewer into areas where potentially important information will be addressed. The questions provided where she is in the model provide you with confirmation that she is right for the job. Each question should be considered for use in her placement interview. A space is provided to record the interviewer's thoughts when the response to a question provides important information regarding placement in the position for which Ms. Sample is being considered.

Please consult the User's Guide for additional information on using these results when working with Jane. As discussed in the User's Guide for this product, the results from this or any assessment should never make up more than a third of the final decision in placements.

## Summary Graph

### Overall Job Match - 65%



Thinking Style  
77% Match



Behavioural  
Traits 67% Match

Distortion for this assessment is  
within the acceptable range.


### Top Interests for Jane Sample

-  Enterprising
-  Creative
-  People Service

### Top Interests for this Performance Model

-  Financial/Administrative
-  Mechanical
-  Technical

Interests 35%  
Match

 = Match

## Interview Questions

Interview questions are provided for Jane to facilitate an effective interview process. Behavioral Considerations for each scale relate to her scores without reference to the Office Administrator model. Where the scores for Ms. Sample fall within the Performance Model, one interview question is provided. Should she fall outside of the model, additional questions are provided.

### THINKING

#### Learning Index

An index of expected learning, reasoning, and problem solving potential.



#### Behavioral Considerations

While Ms. Sample achieved a Learning Index score comparable to most people, it is below the designated Profile for this Job Match Pattern. This suggests that her ability to learn new information is moderately challenged in light of what the position typically requires. Discussions with her should determine her motivation for participating in training and what forms of training are most effective for her.

#### Interview Questions

- What training has worked for you in the past? What did they do that was so helpful for you?  
[Interviewer's Notes](#)
- Describe a situation when you had to really apply yourself to learn a new skill; how did you do?  
[Interviewer's Notes](#)
- Does the saying, 'Practice makes perfect' apply to you? How so, or not?  
[Interviewer's Notes](#)

- What do you find most frustrating about the way some people train others to do things?  
[Interviewer's Notes](#)

## Verbal Skill

A measure of verbal skill through vocabulary.



## Behavioral Considerations

On the Verbal Skill scale Ms. Sample is above the designated job profile for this position. This suggests that her command of vocabulary is greater than the position typically requires and that she may experience frustration when communicating with co-workers. Discussions with her should explore the possibility the position may not be sufficiently challenging to maintain her interest and/or level of performance.

## Interview Questions

- When you make notes, memos or written instructions, do people have to ask you what the meaning is of some words? Describe a time this has happened.  
[Interviewer's Notes](#)
- What are the advantages of a diverse and comprehensive vocabulary? The disadvantages?  
[Interviewer's Notes](#)
- Describe a recent situation in which you imparted your key points to a group with varying verbal skills.  
[Interviewer's Notes](#)
- Have you found yourself feeling impatient with how slow others are in understanding simple ideas?  
[Interviewer's Notes](#)

## Verbal Reasoning

Using words as a basis in reasoning and problem solving.



### Interview Question

- Do you ever notice you need to 'talk down' to people in order for them to understand you?  
[Interviewer's Notes](#)

## Numerical Ability

A measure of numeric calculation ability.



### Behavioral Considerations

While Ms. Sample achieved a Numerical Ability score comparable to most people, it is below the job profile for this position. This suggests that she is moderately less capable in calculating numerical data than the position typically requires and that she could be challenged by working with numbers. Discussions with her should determine her potential to enhance her Numerical Ability with minimal training.

### Interview Questions

- Describe the results you have had when instructed in a new mathematical process at work. How long did it take to get comfortable with the calculations?  
[Interviewer's Notes](#)
- When asked to determine total times, distances or prices, how do you solve the problems? Some people use a calculator, some pencil and paper, some do it in their heads, etc. How do you manage?  
[Interviewer's Notes](#)

- What opportunity have you had recently to calculate numerical problems? Did you use a calculator to help?

[Interviewer's Notes](#)

- Some people learn more quickly when shown the job, others like to read instructions and manuals. Which do you like? Give me some examples.

[Interviewer's Notes](#)

### Numeric Reasoning

Using numbers as a basis in reasoning and problem solving.



### Interview Question

- Describe a situation in which you had to prove to a superior that there was a mistake in their calculations.

[Interviewer's Notes](#)

## Behavioural Traits

### Energy Level

Tendency to display endurance and capacity for a fast pace.



#### Interview Question

- What experiences have you had in managing multiple projects; how did you cope with the stress of such a situation?

[Interviewer's Notes](#)

### Assertiveness

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



#### Interview Question

- Describe a time when you communicated something unpleasant or difficult to say to a friend or family member. How did you assert yourself?

[Interviewer's Notes](#)

### Sociability

Tendency to be outgoing, people-oriented, and participate with others.



#### Behavioral Considerations

On the Sociability scale Ms. Sample is below the designated Profile for this Job Match Pattern.

This suggests that her willingness to work within a team environment is low. Discussions with her should explore the possibility that for Ms. Sample, the challenge of a co-operative climate may lead to frustration.



### Interview Questions

- What is the perfect level of client or co-worker contact for you? What are your feelings about that?  
[Interviewer's Notes](#)
- What is your preference for how to make productive use of your time when things are quiet in the office?  
[Interviewer's Notes](#)
- If one person had to remain in the office while the rest went to a meeting, would you volunteer to stay? How would you make the best use of that time?  
[Interviewer's Notes](#)
- Tell me about an experience you have had where you were required to make 'small talk' to promote relations with a client or co-worker.  
[Interviewer's Notes](#)

### Manageability

Tendency to follow policies, accept external controls and supervision, and work within the rules.



### Behavioral Considerations

On the Manageability scale Ms. Sample is below the designated Profile for this Job Match Pattern. This suggests that her willingness to follow standard procedures is less than the position typically requires and that she could have a problem with the capability to perform in this area. Discussions with her should determine her potential for frustration within the constraints of this position.

### Interview Questions

- What is the role of management, in your own words?  
[Interviewer's Notes](#)
- When things go badly at the office, who deserves the blame and why?  
[Interviewer's Notes](#)
- Describe the results of a past conflict with a supervisor. How did it happen, who's fault was it, and how was it resolved?  
[Interviewer's Notes](#)
- It is pretty realistic to say that no job is a complete "bed of roses". Tell me about a time when you were able to express your opinions in spite of disagreements or objections.  
[Interviewer's Notes](#)

### Attitude

Tendency to have a positive attitude regarding people and outcomes.



### Interview Question

- How often do you feel your work relies on the attitude that you present to others? Give an example.  
[Interviewer's Notes](#)

### Decisiveness

Uses available information to make decisions quickly.



#### Interview Question

- How do you prepare for unforeseen circumstances?  
[Interviewer's Notes](#)

### Accommodating

Tendency to be friendly, co-operative, agreeable. To be a team person.



#### Interview Question

- In the work situation, we must all compromise to make things happen. Tell me about a time when you felt it necessary to compromise your own immediate interests in order to be tolerant of another person's needs.  
[Interviewer's Notes](#)

### Independence

Tendency to be self-reliant, self-directed, to take independent action, and make own decisions.



#### Behavioral Considerations

On the Independence scale Ms. Sample is above the designated job profile for this position. This suggests that her self-reliance is greater than the position typically requires and that she may become frustrated by the level of supervisory attention typical of this position. Discussions with her should explore the possibility the position may be too challenging to maintain her motivation and/or level of performance.

### Interview Questions

- Just about anybody can give a routine, standard answer to common problems; however, the payoff is often in the development of unique solutions to common problems. Give me an example of one of your unique and novel problem solutions.  
[Interviewer's Notes](#)
- Describe a situation in your experience when you required more breathing room (less supervision than was offered) to accomplish your work.  
[Interviewer's Notes](#)
- Describe your preferences concerning supervision of your work and explain the ideal situation that produces the best work you can do.  
[Interviewer's Notes](#)
- Creative persons seem to offer fresh insights. Give me an example of a time when one of your insights was particularly well received by others.  
[Interviewer's Notes](#)

### Objective Judgment

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



### Behavioral Considerations

On the Judgement scale Ms. Sample is below the designated job profile 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 may be overly challenging and could lead to frustration and a reduction in her level of performance.

### Interview Questions

- It is often important to use a common sense approach in making a decision. Tell me about a time when your common sense paid off for you.  
[Interviewer's Notes](#)
- 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](#)