

Tradesperson

for

Sam Sample

Produced by Selby & Mills in partnership with

Example Organisation

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Norm Group = **General population**

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The results are presented as stems where a score of 1 is low and 10 is high.

They are colour-coded; the darker the colour the higher the score and the stronger the persons preference.

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PRACTICAL

6

They will sometimes respond to novel propositions because of the people making them, although in general they will be oriented towards practical and achievable goals.

Suggested interview questions

- Novel suggestions from colleagues might have unknown consequences. How do you determine whether a novel approach in the workplace may be effective and worthwhile?
- When deciding how best to proceed, how practical a potential solution is should be considered. How do you determine whether a suggested solution to a problem is practical or not before implementing it?
- Tell me about an occasion where you have rejected your intuition when making a decision. How did you decide that you needed to investigate matters further?
- Give me an example of a time where you have rejected an attempt at an ideal solution in favour of one that was more practical. Why did you feel this approach was preferable to the other?

QUICK TO LEARN

3

Slower than most to pick up and learn new skills and techniques.

Suggested interview questions

- Tell me about how you adjust your behaviour when using a newly learned skill in comparison to when using an established skill. Provide an example of a time where it was necessary to use a newly learned skill. Describe how you acted to ensure success.
- Describe your ability to learn new skills. Would you say that your ability to learn new skills is above average? What characteristics do you have which make you able to learn new skills effectively?
- Describe the last time you learned a new skill to use in the workplace. Tell me about the learning process, how you first used the skill and how you ensured that you learned quickly.
- Using new skills practically can be a useful way of reinforcing the learning process. Tell me about how else you might ensure a newly learned skill is applied appropriately.

DETACHMENT

7

They display the capability to evaluate issues impartially and also probably display some reserve when with others. While this will have benefits in situations where they may need to discipline someone, it may prevent others being as open with them as may benefit work to maximum effect.

Suggested interview questions

- When resolving an issue at work, do you tend to look at the detail or stay with the 'big picture'? Why is this? Can you describe an example of a recent situation where you did this?
- If you feel the need to put some pressure on someone, what kind of things would you do? When might you need to do this? Describe a recent occasion when you needed to do this? What did you do? What result did you achieve? What else might you have done?
- Do you think it's necessary to handle conflict at work and away from work in different ways? Why? In what ways? Can you give an example of each from your experience?
- If you have time to yourself, do you prefer to spend it alone or with friends? Why is that? Is your preference a consistent one? Can you recall a recent occasion when this occurred? What did you do? Did you enjoy the time?

CLIENT SENSITIVE

1

Gives consideration to client's interests but can lose sight of the company's interest or the need for equity of treatment.

Suggested interview questions

- Satisfying customers might have to come at the expense of profit for the organisation. Provide an example of a situation where you would consider this to be acceptable.
- How do you ensure that you are acting in a manner which is sensitive to the needs of a client? Tell me about how you determine what the needs of a client are and provide an example from your past experience of a time where you have done this.
- Protecting the interests of the organisation when dealing with clients is an important ability. How do you go about doing this? Describe a situation where you have had to lose a sale due to the demands of a client.
- Tell me about how you maintain relationships with clients. What do you do to ensure that relationships with clients have reciprocal benefits?

SERVICE ORIENTATION

1

Has difficulty in establishing and maintaining working relationships with client management.

Suggested interview questions

- What characteristics do you possess which make it easy for you to develop relationships with colleagues and clients? Tell me about your experience of developing relationships with those you work with.
- Provide an example of a client who you have successfully maintained business with over a long-term period. How did you ensure that their business was repeated? How does repeat business benefit the organisation?
- Tell me how you provide high quality service for clients. What do you do that competitors might not? How do you ensure that the service you provide meets the needs of the clients?
- Gaining a client's business is important, but equally important is to ensure that the business is maintained. In what ways do you ensure that business relationships with clients are sustained over long term periods?

TECHNICAL ORIENTATION

4

Can handle complex issues as well as manage other people, sometimes enjoying complexity.

Suggested interview questions

- Some people prefer interaction with others in the workplace to in depth work. Provide an example of a time where you have had to focus solely on a task. Was this task completed successfully?
- Exploratory projects may have no clear goals or objectives. Tell me about how you might approach a task such as this? What might constitute success in this type of task?
- How well do you deal with complex tasks? Provide examples from your previous employment of times where you have successfully completed complex tasks. Tell me about how you manage this, how you plan for complex tasks and how you achieve your goals.
- Different individuals prefer different types of task. Given a choice between a complex, long-term project or the responsibility of managing people in a short-term task, which would you select? What characteristics do you possess which serve you well in your preferred type of task?

BUSINESS DEVELOPMENT

4

Tries to manage a low level of non-client responsibility, and will accept an internal authority role, works more independently of their peers.

Suggested interview questions

- Managing colleagues may be an important aspect of some job roles within the organisation. Tell me why you think you would be able to perform such duties effectively. Provide an example of an instance in the workplace which demonstrates your ability to manage others.
- Tell me where you prefer to focus your attention: attention directed towards colleagues, or attention directed towards clients? Why do you prefer to deal with this group?
- Imagine you are asked to manage a group of peers. What might you do to ensure that this is successful? Tell me about your experience of managing others in the workplace.
- Working closely with peers suits some individuals while other individuals prefer a more independent working environment. What might be some of the benefits of a close colleague working relationship? And what might some of the drawbacks be?

COMMERCIALISM

6

Will respond to work pressure and keen to seek new business opportunities. Can raise performance when necessary and is interested in exploiting new opportunities.

Suggested interview questions

- Tell me how your behaviour might change when placed under pressure within the workplace. Provide an example of a time where you have achieved results despite being under considerable pressure.
- Imagine you are placed in a situation where you are aware of a task of which the deadline is imminent. The task however does not fall within your remit. Describe how you would behave in this situation and explain the reasoning behind your behaviour.
- Raising your work rate to suit the level of urgency of a situation may be an important ability for many organisations. Tell me about your experience of raising your work rate in order to meet a target or objective. Describe why you feel that you are able to do this effectively.
- Describe how you might react in a situation where a colleague is under considerable pressure in comparison to yourself. Have you ever found yourself in a situation such as this? Describe the situation, and the action you took.

SALES ORIENTATION

8

They clearly value the feedback from making successful sales and enjoy doing business. It is likely that they are optimistic in their approach and this may communicate itself to others much of the time.

Suggested interview questions

- Making sales allows an individual to quantify their value to an organisation. Provide an example of a time where you have been motivated to make sales in a workplace role.
- Describe the experience you possess of working in sales. Provide a specific example of a time where you have made a successful sale to a client.
- Some people are naturally talented at making sales, whilst for others it is more of a struggle. Tell me about your approach to making sales. Is the ability to make sales something that you would actively strive for in the workplace given a choice?
- Making sales which may not benefit the client requires an element of ruthlessness. Do you believe that you would be able or willing to sell in this manner? What might some of the drawbacks to the organisation of behaving in this manner be?

DETERMINED

4

Identifies the main priority and sticks effectively to it. Under pressure performance may decline slightly and systematic approach may also decline.

Suggested interview questions

- Tell me how you might deal with a 'crisis' in the workplace. Talk me through your typical approach to dealing with such a situation.
- Working to high standards despite distractions or pressure in the workplace is a desirable ability to have. Provide an example of an occasion in the workplace where you have worked under pressure and still produced results.
- Why might you describe your approach to workplace issues as methodical? Is behaving in a methodical manner typical of your workplace behaviour? What are the benefits of doing so?
- Priority tasks take priority because they are generally more important than others. How difficult is it to distract you from a priority workplace task? Tell me about some of the circumstances when distractions may occur.

This is the end of your report.

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