



Aspects Report

Ali Example

10/07/2013



Sample Aspects Model -
Call Centre

Styles | Ability

Assessment	Completed date	Language
Aspects Ability Verbal	21/06/2013	English
Aspects Ability Numerical	21/06/2013	English
Aspects Ability Checking	21/06/2013	English
Aspects Styles	11/06/2013	English

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This report provides feedback on a candidate's Aspects Ability test score(s).

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Aspects Styles Competency Profile

This report shows the scores for each competency together with the overall suitability score.

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Aspects Styles Interview Guide

The Aspects Styles Interview Guide includes competency-based questions for use in a follow-up recruitment interview.

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This report has a shelf life of between 18 and 24 months under normal circumstances.

Aspects Ability Test Report

This report provides feedback on Ali Example’s Aspects Ability test score(s).

The tests taken were Verbal, Numerical and Checking. All of these tests are ‘dynamic’ (or ‘adaptive’).

Dynamic (or adaptive) tests adapt themselves to the answers that are given. If someone gives a correct answer, they are moved on to a more difficult question, and each time they give an incorrect answer (or fail to answer within the time limit) they are moved to a slightly easier question. This means that people do not waste time answering questions that are too easy or too difficult. Dynamic testing enables us to pinpoint a person’s probable level more quickly than is the case with conventional tests, where all those who take the test get the same or similar questions.

Comparison group: Composite

The score obtained was compared with a group of job applicants and job holders who have previously completed the tests, across a range of industry sectors and functions. The majority of the group consists of people applying for or having customer service, operational, and administrative jobs at entry level and supervisory level. The majority of the group are non-graduates.

Results

	Percentiles																			
	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	99
Aspects Ability Verbal																		90		
Aspects Ability Numerical																				99
Aspects Ability Checking														70						

Cut off: Verbal 30, Numerical 30, Checking 30

Aspects Ability Verbal

The test measures analytical reasoning skills in relation to understanding written information. The score is based on how many questions have been answered correctly within the time limit and also, the difficulty level of the questions. When compared with the appropriate norm group as indicated above, the score suggests a verbal reasoning ability which is better than 90% of the comparison group.

Time taken

7 minutes
24 seconds

much shorter than that taken by most other people.

Aspects Ability Numerical

The test measures the ability to understand numerical information. The score is based on how many questions have been answered correctly within the time limit and also, the difficulty level of the questions. When compared with the appropriate norm group as indicated above, the score suggests a numerical reasoning ability which is better than 99% of the comparison group.

Time taken

7 minutes
20 seconds

much shorter than that taken by most other people.

Aspects Ability Checking

The test measures the ability to compare information accurately and quickly. The score is based on how many questions have been answered correctly within the time limit and also, the difficulty level of the questions. When compared with the appropriate norm group as indicated above, the score suggests an information checking ability which is better than 70% of the comparison group.

Time taken

5 minutes
37 seconds

much shorter than that taken by most other people.

Aspects Styles Competency Profile – Sample Aspects Model - Call Centre

Influencing and Selling					
Influences effectively and enjoys situations involving selling. Strong in negotiations with others, assertive in their approach and wins others over to their perspective.	1	2	3	4	5
Interpersonal Skills					
Socially skilled and confident, knows how to behave in social situations and comfortable meeting new people.	1	2	3	4	5
Customer Orientation					
Focused on providing service to customers and meeting their needs. Enjoys listening and engaging with other people; demonstrates interest in helping them achieve their goals.	1	2	3	4	5
Complex Thinking					
Understands different perspectives on complex issues. Appreciates relevant theoretical models and successfully analyses situations with many different components.	1	2	3	4	5
Efficiency and Reliability					
Diligent in their approach to work, following through on tasks until they are completed and seeking to always deliver on their promises. Demonstrates strong attention to detail, observing rules and processes affecting their work.	1	2	3	4	5
Drive and Motivation					
Motivated by challenging, quantifiable targets. Ambitious and focused on delivering clearly defined objectives, drawing satisfaction from achieving their goals.	1	2	3	4	5

Suitability score (%): 20

The suitability score (percentage fit) is based on the candidate's average competency score and converted into a percentage format. Therefore the candidate would obtain a high fit score if they scored high on all the competencies.

Aspects Styles Interview Guide

Based on the Aspects Styles competency scores, the interview guide offers corresponding interview questions to support a follow-up recruitment interview to assess the individual's suitability in further depth. A set of suggested interview questions is provided and it is recommended that at least one from each area is used. These have been designed to enable you to explore the fit between the candidate and the role, in the light of the competency based sifting tool they have already completed. When you have completed your interview, you can record your ratings and any comments on the final summary page.

Influencing and Selling

Influences effectively and enjoys situations involving selling. Strong in negotiations with others, assertive in their approach and wins others over to their perspective.

1 Give me an example of a time when you have had to persuade and influence another person or group of people.

- How did you go about explaining your point of view?
- What did you do to win others over?

Notes

2 Tell me about a situation where you have had to supervise or manage others.

- How did you get the others to do what you wanted?
- How did you feel about this?

Notes

3 Tell me about a time when you have negotiated over a price or outcome.

- How did you feel about having to push your position?
- How did you know how far to push your position?

Notes

Interpersonal Skills

Socially skilled and confident, knows how to behave in social situations and comfortable meeting new people.

1 Tell me about a time when you have had to meet people for the first time.

- How did you feel about meeting people you didn't know?
- In general, what do you do to make yourself feel more at ease when you are with new people?

Notes

2 Tell me about a time when you have had to be in a formal situation with lots of other people.

- How did the formality of the situation make you feel?
- What did you do to make yourself feel more at ease?

Notes

3 Give me an example which demonstrates your typical interpersonal style in a work, or other relevant situation.

- What might be some of the downsides of the way that you generally interact with others?
- Talk me through how you have adapted or changed your style over time.

Notes

Customer Orientation

Focused on providing service to customers and meeting their needs. Enjoys listening and engaging with other people; demonstrates interest in helping them achieve their goals.

1 Think about a specific customer you have dealt with previously; tell me about your approach to working with them.

- What did you like about working with this customer?
- What did you do to make sure their needs were met?

Notes

2 Tell me about a time when you have had to learn/find out about a new customer.

- What did you do to find out about this customer?
- What customer information was the most important?

Notes

3 Tell me about a time when you have had to work with a customer who has made you feel angry or upset.

- What did you do to manage your feelings in front of the customer?
- What else do you do to manage your feelings in emotionally challenging situations?

Notes

Complex Thinking

Understands different perspectives on complex issues. Appreciates relevant theoretical models and successfully analyses situations with many different components.

1 Give me an example of a time when you have questioned or queried the theories or models used in the approach to your work or in other relevant situations.

- What made you question the theories and models in the first place?
- What kind of alternatives were you able to offer instead?

Notes

2 Tell me about a time when you have had to take into account a number of different perspectives on a complex issue to come to an appropriate outcome.

- How did you know which perspective or point of view was the most important?
- What kind of compromises did you have to make to achieve a good outcome?

Notes

3 Give me an example of a time when you have broken down a complex issue so that it could be more easily understood.

- What made this issue so complex?
- Why did you decide to break down the issue in the way that you did?

Notes

Efficiency and Reliability

Diligent in their approach to work, following through on tasks until they are completed and seeking to always deliver on their promises. Demonstrates strong attention to detail, observing rules and processes affecting their work.

1 Tell me about a time when you have had to follow specific rules and procedures in the way that you work.

- To what extent did you adapt your approach to ensure that you followed the rules and procedures?
- To what extent did the rules and procedures help or hinder you to achieve your outcome?

Notes

2 Give me an example of a time when it was hard for you to deliver on a commitment or promise.

- Why was meeting this commitment or promise hard?
- What did you do to make sure you did deliver on the commitment or promise?

Notes

3 Tell me about a time when the success of a task has depended upon a high degree of attention to detail.

- What steps did you take to check that you got the right level of detail?
- How did you know that this level of detail would reach the right standard?

Notes

Drive and Motivation

Motivated by challenging, quantifiable targets. Ambitious and focused on delivering clearly defined objectives, drawing satisfaction from achieving their goals.

1 Tell me about a time when you have worked hard to reach a goal or target.

- What made you want to reach this goal or target?
- What steps did you take to make sure you were successful?

Notes

2 Tell me about a time when you have worked hard to get something you have wanted in a work or other relevant situation.

- What did you do to make the extra effort?
- How did you feel about having to push yourself?

Notes

3 Give me an example of a time when you have had to deliver a task you have not enjoyed or wanted to be involved with.

- How did you keep yourself motivated until the task was done?
- What did you do to ensure you maintained your standards whilst delivering the task?

Notes

Interview summary

Competency	Rating
Influencing and Selling	
Notes	
Interpersonal Skills	
Notes	
Customer Orientation	
Notes	
Complex Thinking	
Notes	
Efficiency and Reliability	
Notes	
Drive and Motivation	
Notes	
Overall summary	
Notes	