PREVUE® ASSESSMENT

Benchmark Description Report

Tuesday, April 26, 2016

Customer Service Representative
Assess to Succeed, Melbourne, Victoria, Australia

Contents

Part 1 – Report Introduction

Purpose of the Benchmark Description Report

This report is designed to provide management at Assess to Succeed, Melbourne, Victoria, Australia with a better understanding of the characteristics of the preferred candidate for the Customer Service Representative position.

Part 2 of this report offers a graphic presentation of the abilities, interests and personality traits evident in top performers in the Customer Service Representative position. This graph appears in all Prevue Assessment reports to provide candidate information for screening, selection, coaching and succession planning activities.

Part 3 presents detailed descriptions of each of the benchmarks for the four Abilities scales, three Interests/Motivation scales, and thirteen Personality scales. The Prevue Assessment examines all of these scales with respect to the Customer Service Representative position.

What is a Prevue benchmark?

The Prevue Benchmark that will be developed for the Customer Service Representative position at Assess to Succeed, Melbourne, Victoria, Australia is a profile of the work-related abilities, interests/motivation, and personality traits of top performers in the position. The benchmark provides data about the requirements of the job and can be used to supplement, organize, and analyze the information provided in résumés, background searches, or the interview. The Prevue Benchmark is customized to address the unique requirements of the job within a particular corporate culture.
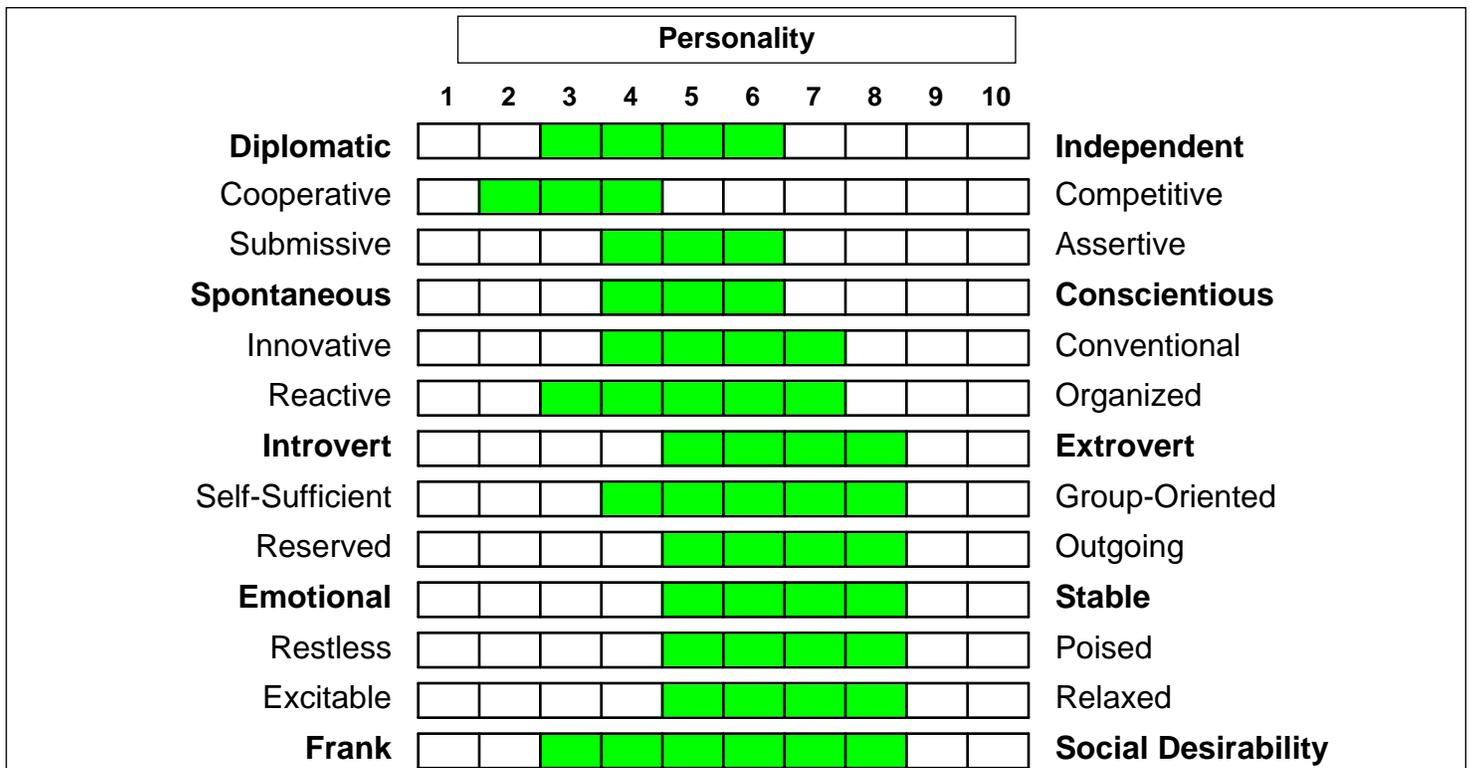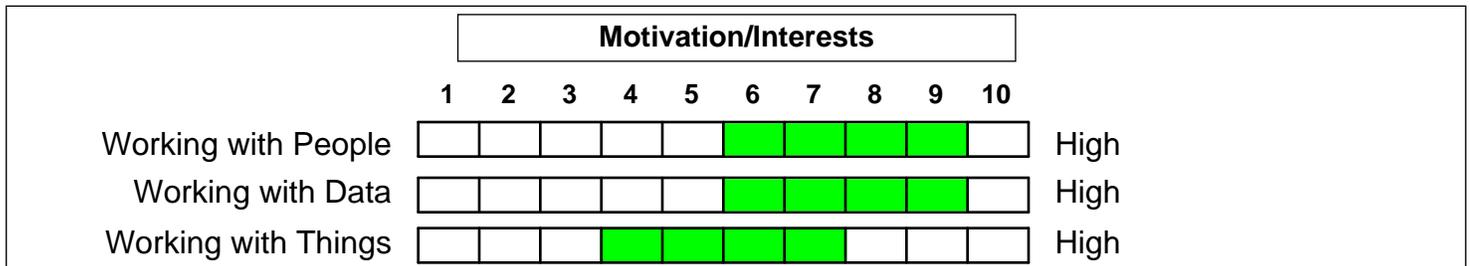
How is the Prevue Benchmark used?

Managers can use the Prevue Benchmark to:
- Select the best candidate for the position
- Obtain essential information beyond résumés, background searches or interviews
- Compare candidates to a preferred standard
- Identify individual training and coaching requirements
- Provide succession planning for the position and career planning for employees

Part 2 – The Prevue Benchmark Graph

This graph illustrates the required characteristics for the Customer Service Representative position as determined by management at Assess to Succeed, Melbourne, Victoria, Australia. Preferred candidates will produce scores within the shaded areas shown on the scales of the benchmark.

Abilities											
	1	2	3	4	5	6	7	8	9	10	
General Abilities				▓	▓	▓	▓				**High**
Working With Numbers				▓	▓	▓	▓				High
Working With Words				▓	▓	▓	▓				High
Working With Shapes			▓	▓	▓	▓	▓				High

Motivation/Interests											
	1	2	3	4	5	6	7	8	9	10	
Working with People						▓	▓	▓	▓	▓	High
Working with Data						▓	▓	▓	▓	▓	High
Working with Things				▓	▓	▓	▓				High

Personality											
	1	2	3	4	5	6	7	8	9	10	
Diplomatic			▓	▓	▓	▓					**Independent**
Cooperative		▓	▓	▓							Competitive
Submissive				▓	▓	▓					Assertive
Spontaneous				▓	▓	▓					**Conscientious**
Innovative				▓	▓	▓	▓				Conventional
Reactive			▓	▓	▓	▓	▓				Organized
Introvert					▓	▓	▓	▓			**Extrovert**
Self-Sufficient				▓	▓	▓	▓	▓			Group-Oriented
Reserved					▓	▓	▓	▓			Outgoing
Emotional					▓	▓	▓	▓			**Stable**
Restless					▓	▓	▓	▓			Poised
Excitable					▓	▓	▓	▓			Relaxed
Frank			▓	▓	▓	▓	▓	▓			**Social Desirability**

Part 3 –Prevue Scale and Benchmark Descriptions

The Prevue Benchmark is comprised of benchmarks for each of the Abilities, Interests/motivation and Personality scales measured by the Prevue Assessment. These characteristics should be evident in prospective top performers in the Customer Service Representative position. The preferred candidates for the position will produce scores on the Prevue Assessment that fall on or are very close to the benchmarks shown on each of the scales. The following pages provide both Scale and Benchmark Descriptions.

Abilities Scales

General Abilities

Scale Description

General Ability (based on **Working with numbers**, **words** and **shapes**) is an excellent predictor of performance in a wide range of occupations and training courses. Low to moderate levels are good for jobs requiring monotonous repetition and/or unskilled manual labour; mid-range is usually better for jobs requiring more training such as clerical work, administration, and/or skilled labour; and high levels are often important for decision-makers, managers, and advanced technical positions.

1	2	3	4	5	6	7	8	9	10

Benchmark Graph

Benchmark Description

This benchmark indicates that below average to above average General Abilities are required for successful performance in the Customer Service Representative position. Depending on the specific ability required, a top performer might learn new procedures at a moderately slow to moderately fast pace. The best work situation could be fairly challenging with reasonable demands and an average rate of change. Candidates with extreme General Abilities, either low or high, may not be suitable for this position.

Working With Numbers

Scale Description

Working with numbers shows the ability to use numbers for abstract reasoning and problem-solving. In many occupations—clerical, accounting, technical, sales, and managerial—the ability to work with numbers is essential.

Benchmark Graph

1	2	3	4	5	6	7	8	9	10

Benchmark Description

Based on this wide benchmark, a top performer might have below to above average ability for working with numbers. The position probably requires simple arithmetic skills and competence for number recognition. There may also be some higher-level tasks such as statistical analysis. Candidates with low ability may have difficulty with some tasks. Candidates with high scores in numerical ability could also be a poor fit for this position.

Working With Words

Scale Description

Working with words is the ability to use written language for reasoning and problem-solving. In many occupations—clerical, administrative, technical and managerial—the ability to work with written language is a fundamental requirement. While fluency or direct communication is different from verbal reasoning, there is a moderate correlation between scores on this scale and communication skill. People who score at the upper end of **Working with words** are more likely to be good communicators, but excellent fluency and good communication skills can occur irrespective of scores on this scale.

Note: Fluency can be assessed from the résumé and covering letter, and oral communication skills should be measured in the interview.

Benchmark Graph

1	2	3	4	5	6	7	8	9	10
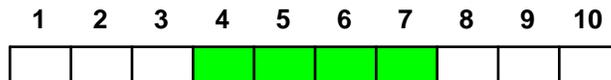
Benchmark Description

Based on this wide benchmark, a top performer could have below to above average ability with written language. The position may require simple verbal skills such as straightforward reading, writing, and recognition of spelling errors. Occasionally, there may be higher level tasks such as working with complex documents. Candidates with low ability might find some tasks overly challenging. Candidates with high ability with words might not reach their potential in this position.

Working With Shapes

Scale Description

Working with shapes involves a several facets of mental ability. Most important is the ability to imagine how something will look when it is moved in space or when its component parts are rearranged. Spatial visualization skills are important for tasks such as interpreting blueprints and diagrams, understanding graphs and charts, arranging objects for display or storage, and so on.

Benchmark Graph

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Benchmark Description

Based on this wide benchmark, a top performer might have below to above average ability for Working with Shapes. The position may require shape recognition and organization tasks such as packing or arranging objects for storage, display, or delivery. There may also be some higher-level tasks such as work with flow charts or diagrams and spatial analysis. Candidates with low ability could have difficulty with these tasks. Candidates with high scores in spatial ability could also be a poor fit for this position.
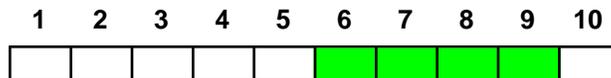
Interests/Motivation Scales

Working With People

Scale Description

Working with people indicates the preferred frequency, quality, and intensity of social contact for optimal job satisfaction. This satisfaction influences performance, especially in the long term.

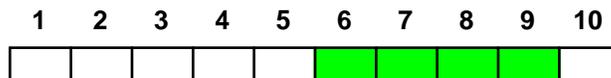| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Benchmark Graph

Benchmark Description

This benchmark denotes that the Customer Service Representative position requires a candidate with average to high interest in social contact. The preferred employee likely performs well with moderate to intense interaction with others and probably enjoys some tasks needing more advanced people skills. Top performers may choose telephone calls or face-to-face meetings (rather than e-mail) as contact methods. Candidates with below average motivation for Working with People would need to exert themselves in this position.

Working With Data

Scale Description

Working with data measures interest in information and analytical processes as well as overall motivation to work with facts and figures.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

**Benchmark Graph**

Benchmark Description

This benchmark denotes that the Customer Service Representative position requires a candidate with an average to high score on Working with Data. The preferred employee likely enjoys plenty of tasks involving figures, statistics, or accounts. Candidates with below average motivation for facts and figures would need to exert themselves for these tasks.

Working With Things

Scale Description

Working with things measures willingness to manipulate tools and machines and to operate equipment, computers, and other inanimate objects.

	1	2	3	4	5	6	7	8	9	10

Benchmark Graph
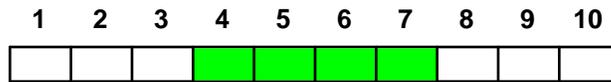
Benchmark Description

This wide benchmark denotes that candidates with below to above average scores on Working with Things could all be effective in the Customer Service Representative position. The preferred employee likely performs reasonably well with simple, reliable equipment and may occasionally operate more complex machinery. Candidates with extreme motivation (either low or high) for hands-on tasks with tools and objects could be less suitable for this position.

Personality Scales

Diplomatic / Independent

Scale Description

Diplomatic to Independent major scale measures willingness to compromise self-interest to be diplomatic in establishing relationships with others. It is based on a person's competitive instincts and assertiveness.

Benchmark Graph

| 1	2	3	4	5	6	7	8	9	10

Benchmark Description

This benchmark signifies that moderately diplomatic to balanced person is required in the Customer Service Representative position. The top performer will tend to be fairly good at getting things done while generally avoiding conflict and controversy. This person could be a reasonably self-confident, supportive team player with some potential for leadership. An extremely diplomatic employee might lack the determination necessary for excellent performance. Similarly, this position might not suit a moderately to highly independent employee who values achievement above relationships.

Cooperative / Competitive

Scale Description

Cooperative to Competitive minor scale measures a person's need to win. Some people are eager to be cooperative and refuse to engage in any form of competition. Conversely, others are driven to compete for high achievement but to the detriment of all other considerations.

Benchmark Graph

| 1	2	3	4	5	6	7	8	9	10
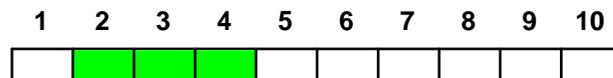
Benchmark Description

This benchmark shows that a moderately to extremely cooperative person is required for this position. The preferred candidate will like collaboration and be generally less concerned about winning or losing so long as personal relationships are maintained. He or she will tend to be a team-player who enjoys joint ventures and derives satisfaction from team achievements. A balanced to highly competitive person could be less effective in this role.

Submissive / Assertive

Scale Description

Submissive to Assertive minor scale measures willingness to dominate people and events.

Benchmark Graph

| 1	2	3	4	5	6	7	8	9	10
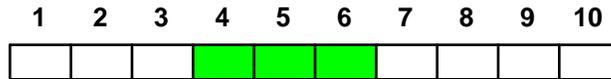
Benchmark Description

This benchmark indicates that successful performance in this position likely requires a moderately submissive to balanced person. The top performer may be cautious about speaking out on controversial issues and more willing to act as peacemaker and to avoid conflict. The preferred candidate will be reasonably outspoken and will usually accept the leadership role if this is encouraged or requested. Moderately to highly assertive candidates, who might push personal opinions and enjoy open debate, could be less effective in this position.

Spontaneous / Conscientious

Scale Description

Spontaneous to Conscientious major scale describes the actions of those who seldom plan anything and whose responses are almost always spontaneous versus those who tend to display consistent, planned and predictable behavior. This scale is based on the minor scales relating to conventional and organized behavior.

Benchmark Graph

| 1	2	3	4	5	6	7	8	9	10
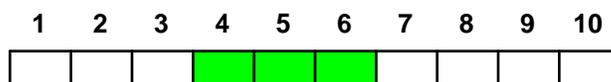
Benchmark Description

This benchmark signifies that moderate spontaneous to balanced person is required for the Customer Service Representative position. The top performer will tend to be fairly flexible, able to work with or without clear guidelines, and usually responsive to situations as they arise. The preferred candidate generally follows rules, but probably works best in an unstructured setting with casual work practices. This position might not suit a conscientious candidate who prefers traditional methods and meticulous planning in an orderly environment. Similarly, an extremely spontaneous person might lack the preparation skills necessary for excellent performance.

Innovative / Conventional

Scale Description

Innovative to conventional minor scale measures the likelihood of creative thinking and reliable behavior.

Benchmark Graph

1	2	3	4	5	6	7	8	9	10
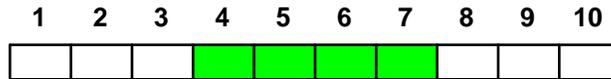
Benchmark Description

This broad benchmark denotes that moderately innovative to moderately conventional candidates could all be effective in this position. Current data indicate that only candidates with extreme traits might be less suitable for this position. This means that an extremely innovative person, who likes a fast-moving, unpredictable environment with few rules, might be a poor fit. At the other end of the scale, a highly conventional candidate, who resists change and adheres to traditional methods, could also be unsuitable for this job.

Reactive / Organized

Scale Description

Reactive to organized minor scale determines preference for planning, detail, schedules and order. Some people would rather innovate and improvise while engaging in "big picture" thinking but, for others, meticulous planning is essential for job satisfaction.

Benchmark Graph

| 1	2	3	4	5	6	7	8	9	10

Benchmark Description

This broad benchmark denotes that moderately reactive to moderately organized people could all be effective in this position. Future concurrent studies might provide more insight into a top performer's blend of liveliness and efficiency. Current data indicate that only candidates with extreme traits could be less suitable for this position. This means that an extremely reactive person, who is highly impulsive, casual about scheduling, and unwilling to plan or deal with details, might be a poor fit. At the other end of the scale, a highly organized worker who is very cautious, reluctant to disrupt plans, and overly concerned with tight scheduling could also be unsuitable for this job.

Introvert / Extrovert

Scale Description

Introvert to Extrovert major scale describes how a person interacts with others and measures the degree of social contact required. This scale is based on the minor scales for group-oriented and outgoing behavior.

Benchmark Graph

1	2	3	4	5	6	7	8	9	10
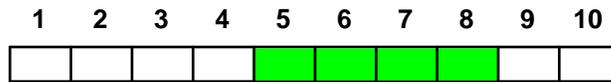
Benchmark Description

This benchmark signifies balanced to moderately extroverted candidates could all become top performers in the Customer Service Representative position. The preferred candidate will thrive in moderate social situations and make lively contributions without drawing undue personal attention. The top performer will probably have balanced needs for companionship and time alone. The position might not suit a moderate to extreme introvert, who may prefer to avoid meeting people in business activities. At the other end of the scale, a highly extroverted candidate, who wants frequent social interaction with co-workers and clients, could also be a poor fit for this position.

Self-Sufficient / Group-Oriented

Scale Description

Self-sufficient to Group-oriented minor scale measures whether a person prefers to generate ideas and stimulation in solitude or with a group.

Benchmark Graph

| 1	2	3	4	5	6	7	8	9	10

Benchmark Description

This broad benchmark denotes that moderately self-sufficient to moderately group-oriented candidates could all be successful in this position. The appropriate employee probably copes well with both semi-isolation and collaboration, but is unlikely to need total privacy or excessive social interaction. Future concurrent studies might reveal more about the required levels of resourcefulness and sociability. Current information suggests that only candidates with either low scores (very self-sufficient) or high scores (very group-oriented) might be less likely to succeed.

Reserved / Outgoing

Scale Description

Reserved to Outgoing minor scale measures whether a person's nature is to be somewhat detached from others or overtly friendly.

Benchmark Graph

1	2	3	4	5	6	7	8	9	10
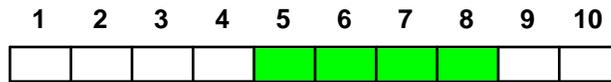
Benchmark Description

This benchmark indicates that a balanced to moderately outgoing candidate is required for the Customer Service Representative position. The top performer will tend to be genial and talkative. This person will likely enjoy variable tasks with some excitement, but will also tolerate routine work. With slight to moderate impulsiveness, the appropriate employee occasionally looks for extra attention and likes to choose when to speak out at meetings. Moderately to extremely reserved candidates might be too detached to be fully effective in this position. At the other end of the scale, highly outgoing candidates would most likely prefer much more variety and excitement.

Emotional / Stable

Scale Description

Emotional to Stable major scale describes reactions to changing conditions and new people. This scale is based on the minor scales related to restlessness and excitability.

Benchmark Graph

| 1	2	3	4	5	6	7	8	9	10

Benchmark Description

This benchmark signifies that a balanced to moderately stable candidate is required for the Customer Service Representative position. The top performer will tend to be secure and pragmatic when dealing with adversity, and usually accepts others at face value. Moderately to extremely emotional candidates might be unduly stressed in this position and some steadiness is necessary for excellent performance. At the other end of the scale, highly stable candidates might be perceived as impassive and they, too, could be less effective.

Restless / Poised

Scale Description

Restless to Poised minor scale indicates of how people respond to stress such as adverse events and the negative things that other people say, think or do. Some people can be unduly sensitive to this stress while others may seem impervious.

Benchmark Graph

1	2	3	4	5	6	7	8	9	10
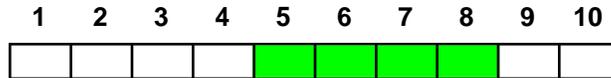
Benchmark Description

This benchmark denotes that the required person will be balanced to moderately poised. The top performer will have fairly good coping skills for most embarrassments, setbacks, and personal criticism. This employee will keep an open mind about the world and will only lose objectivity when personally involved in a conflict. A moderately to extremely restless candidate, who is easily upset and irritated, might not be as effective in this position. At the other end of the scale, a highly poised candidate could be perceived as unfazed by adversity and therefore might also be a poor fit for this position.

Excitable / Relaxed

Scale Description

Excitable to Relaxed minor scale measures response to potentially stressful situations. Some people are visibly upset by unexpected circumstances while others manage their emotions well.

Benchmark Graph

1	2	3	4	5	6	7	8	9	10

Benchmark Description

This benchmark indicates that a balanced to moderately relaxed person is preferred. The top performer will tend to be easy-going and generally accepts others at face value with few doubts about their trustworthiness. This person probably stays cool when things go wrong and has average or better coping skills for job-related stress. A moderately to extremely excitable candidate, who may be prone to worry and distrust, might not be a good fit for this position. At the other end of the scale, a highly relaxed employee, whose calm nonchalance could be seen as indifference or whose open, trusting nature could be vulnerable to exploitation, might also be less effective.

Social Desirability

Scale Description

Social desirability scale indicates how much the desire to present a good impression has influenced answers in the **Prevue Assessment™**. Most people will score in the middle range (4-5-6-7), but both high and low scores must be reviewed with care.

Benchmark Graph

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Benchmark Description

This benchmark indicates that the preferred candidate should be neither extremely frank nor highly influenced by social desirability and what is socially acceptable. Any impression, from mildly frank and negative to potentially less frank and mildly positive, will be satisfactory.