

# Select for Leasing Agents v3

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Survey Results for *Robin Example*

ID:

Test Date: 3/20/2017 1:09:31 PM

Organization: 060/0 [ ] æ ^

## This Report Is Confidential

- Lock it up
- Don't leave it out
- Don't show it to the candidate

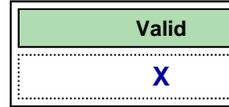
## Use This Report To Make Good Decisions

- Retest or avoid candidates with Invalid results
- Avoid candidates with Avoid scores
- Use interview probes and other report information to evaluate
- Combine information from all sources (survey, interview, refer

**SAMPLE REPORT**

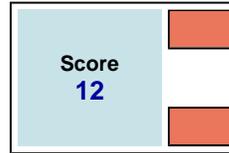
**Random Response:**

A check for random responding. If Invalid, the candidate could not or did not read the test well enough to avoid responding randomly, and these results should not be used.



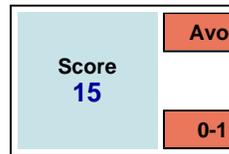
**Integrity Index:**

A measure of the candidate's attitudes about personal integrity and work ethic.



**Performance Index:**

A measure of the traits associated with successful performance in this job.



**Performance Sub-scale Analysis:**

The table presents the candidate's scores for each sub-scale of the Performance Index.

Flagged areas should be probed in the interview.

Subscale
<b>Energy</b> (activity level; action orientation)
<b>Assertiveness</b> (enjoy influencing others)
<b>Positive Sales Attitude</b> (positive attitude about the customer & sa
<b>Social Comfort</b> (at ease with, enjoy social interaction)
<b>Accommodation to Others</b> (willingness to accommodate the desires
<b>Frustration Tolerance</b> (remain emotionally positive in spite of fru
<b>Criticism Tolerance</b> (accept criticism constructively)
<b>Self-Reliance</b> (work independently)
<b>Acceptance of Diversity</b> (tolerance of others different from self)

\*If flagged, see interview probe sugge

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.....**Counterproductive Behaviors**

In this section, undesirable responses by the candidate to theft, job commitment etc. questions are presented. The total number of survey questions for each to selected an undesirable response to the following:

**JOB COMMITMENT (10 possible questions)**

- How many employers have you had in the last three years? . . **Three**

**WORK ETHIC (6 possible questions)**

- It would bother you very much if you knew another employee was lost  
**Disagree**

"  
"

**Preparation:**

- Review the application form
- Review the test results

**STEP 1: Open the Interview**

Hello, my name is \_\_\_\_\_ and I'm the \_\_\_\_\_ (your position). We're \_\_\_\_\_ position. The purpose of this interview is to learn more about you and your work experience. We'll ask you some questions about your previous experience, how you approach certain things, etc. You should bring some notes -- that's to help me remember better what you said after the interview is over. You can take some notes on my answers; what we want is to learn more about you. At the end, I'll leave some time to ask you some questions. If you are ready, we can begin.

**STEP 2: Review the Application and Investigate Potential Problems**

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| ___ All blanks completed?             | ___ Employment gaps?                  |
| ___ Application signed?               | ___ Extremely high or low earnings?   |
| ___ Several jobs in the last 2 years? | ___ Earnings show progress?           |
| ___ Vague reasons for leaving job(s)? | ___ Can complete all essential tasks? |

*Example Questions*

I see that you were unemployed from \_\_\_\_\_ to \_\_\_\_\_. Please tell me about this period.

I see that you left your previous employer. Would you explain further?

I noticed that you have changed jobs frequently in the recent past. Why?

**STEP 3: Review Test Flags and Begin In-depth Questions**

While asking the following interview questions, be sure to listen and probe in the following areas:

- Low Accommodation to Others

**1.** Do you have any prior leasing agent experience? Describe your experience with various types of commercial buildings, apartment buildings, townhouses. What did you like (or dislike) about your experience? (Listen for past experience, job fit)

**2.** (If no previous leasing experience) Tell me about your responsibilities in your previous job. What did you like most and why? Also, which did you like the least and why? (Listen for relevant work experience that may or may not fit this job.)

### Development Suggestions

**Congratulations on joining our team!** We want our team members to be successful from the start, and the purpose of this report is to help you along that path. This information you receive from your manager during your training, will help you to develop your effectiveness in the role.

As part of the selection process you completed an assessment tool which has been proven to have an impact on success in this type of role. Based on your results, we have identified development areas for you. These are highlighted in the Development Suggestions. Working to develop your skill set in this area(s), you can learn to be more effective and therefore putting yourself in the best position to succeed in this role.

#### Low Accommodation to Others

Your assessment responses suggest that you are less concerned about being perceived as someone who lets what others think of you affect your behavior. Often, however, compromise is necessary in order to achieve work goals. Consider the following suggestions for being more accommodating:

- Make cooperation one of your main goals whenever you are working with a "team" rather than on what your own interests are.
- Focus on finding solutions where both people get what they want and need. Compromise does not mean losing; instead it can help build goodwill for the future.
- Pay attention to what other people are saying that they want and need, and where you can provide assistance.
- Recognize other people's efforts and praise them publicly.
- If you work with customers, think about ways to make that customer feel valued. People, smiling and engaging them in conversations are all ways that your actions can go a long way.
- Be honest with yourself and assess how competitive you are in various situations. While being competitive can be an advantage but can also interfere with teamwork and become a hindrance.