SELECT for Retail Sales Associates˙v3 with Math

Select
Associate Screening System

*Survey Results for **Robin Example***

ID:

Test Date: 3/22/2017 10:14:31 AM

Organization: ŒÉÓ ÁÔ [{] æ}ˆ

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 Okay, Goo
- Combine information from all sources (survey, interview, references, etc.)

SAMPLE REPORT

Positive Response Pattern - Use Scores Cautiously

This person responded to the inventories in a positive manner, therefore, the re
candidate:

1. has a very positive view of himself/herself, others, and life in general;
2. lacks self-insight or is unaware of personal limitations; or
3. was trying to look good and say the right things on the survey.

Some people who respond in this manner may have a tendency to be bluffers; t
more favorable than subsequent job performance. Others with this type of favo
positive perspective regarding themselves, other people, and life in general. Sp
candidate is as good as he/she appears to be. References should be checked car

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.

Valid
X

Integrity Index:

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

Score	Av
10	
	0-

Retail Math Score:

A measure of retail math and basic numerical reasoning skills.

Score	Needs T
7	X
	0-

Performance Index:

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

Score	Avoid
17	
	0-14

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
Positive Sales Attitude (positive attitude about the customer & s
Persuasiveness (persuade, influence customers & associ
Energy (activity level; action orientation)
Initiative (take personal responsibility)
Good Judgment (factual, objective thinking)
Frustration Tolerance (remain emotionally positive in spite of fr

*If flagged, see interview probe suggestio

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 topic 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 losing
  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 p
position. The purpose of this interview is to learn more about you and your work exper
questions about your previous experience, how you approach certain things, etc. You
some notes -- that's to help me remember better what you said after the interview is ov
answers; what we want is to learn more about you. At the end, I'll leave some time to a
If you are ready, we can begin.

STEP 2: Review the Application and Investigate Potential Problem

   ___All blanks completed?   ___Employment gaps?
   ___Application signed?   ___Extremely high or low
   ___Several jobs in the last 2 years?   ___Earnings show progre
   ___Vague reasons for leaving job(s)?   ___Can complete all esse

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 follo

- Low Persuasiveness
- Low Retail Math Skills

1. Tell me briefly about your last job. Which aspects did you like most? Why? Also, w
(Listen for likes and dislikes that may or may not fit with this job.)

 2. Have you ever worked in a sales position? Did you have quotas? How were you pai
did you do? *(Listen for what motivates him/her? Also, listen for ability to meet and exc*

Development Suggestions

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

As part of the selection process you completed an assessment tool which measur proven to have an impact on success in this type of role. Based on your response development areas for you. These are highlighted in the Development Suggestion working to develop your skill set in this area(s), you can learn to be more effective therfore putting yourself in the best position to succeed in this role.

Low Influence Skills:

The assessment results suggest that you scored lower than desirable on a measu be more influential and persuasive, try these suggestions:

- To influence people, you need to present your ideas in a way that appeals about what is important or appealing to them. Some examples of others' i spending less time on a task, getting ahead at work, or even having more f common, use that as a point of conversation.
- If you are not sure what might appeal to another person, ask questions to fi is important to understand the customer's needs and what would make thi know about someone else's likes and needs, the easier it is to make a goo solution.
- If your first approach doesn't work, try a different one. Using the same arg produce the same results each time.
- Try to learn from others who are good at persuading or influencing others. about the person's needs? What do they do when they are faced with obj
- Remember that some people are more influenced by numbers and data w Show confidence and enthusiasm for your ideas - if people are convinced t more likely to believe in them too

Low Math Skills

The assessment results suggest that you scored less than desirable on the math an area you struggle in on the job, consider these suggestions:

- Get a workbook that is tailored to the level of math skills you need to impro bookstores, discount stores, and online. Make a commitment to regularly s problems.
- Focus on using math in your everyday life. For example, when you make a change you should receive in your head. This type of math practice will in dealing with numbers.
- If you search online for math games, you will find many websites that will p your skills in specific areas. Find a skill level that is right for you.
- Some people have a fear of math or see it as more complicated than it is. I problems, think of them as logic problems but with numbers rather than wo