

Candidate:

# Sam Sample

## Competency Profile

Selected Competencies					
Comfortable working with others, open in their dealings with colleagues. Contributes to team cohesion and calls on others for help when needed.	Teamwork				
	1	2	3	4	5
Influences effectively and enjoys situations involving selling. Strong in negotiations with others, assertive in their approach and wins others over to their perspective.	Influencing and selling				
	1	2	3	4	5
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.	Customer orientation				
	1	2	3	4	5
Gets over setbacks quickly, seeing the positive aspects of a situation. Resilient in the face of challenges and doesn't let small issues affect their outlook.	Resilience				
	1	2	3	4	5
Motivated by challenging, quantifiable targets. Ambitious and focused on delivering clearly defined objectives, drawing satisfaction from achieving their goals.	Drive and motivation				
	1	2	3	4	5

**Suitability score (%ile): 25**

# Teamwork

**Comfortable working with others, open in their dealings with colleagues.  
Contributes to team cohesion and calls on others for help when needed.**

1) Tell me about a time when you have helped fellow team members to get along.

- What did you do to improve relationships between team members?
- How did you know that members of the team were getting along better as a result?

Notes

2) Tell me about a time when you have had to develop relationships with new people at work or in another similar situation.

- How did you go about this?
- How did you feel about doing this?

Notes

3) We all have to ask for help at work or in other relevant situations from time to time. Tell me about a time when you have been reluctant to ask for help from a friend or colleague.

- At what point did you know that you needed to ask for help?
- Talk me through how you went about asking for the help.

Notes

# 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 work especially hard to persuade and influence a person or group who were resistant to changing their ideas or views.

- What made this person or group particularly resistant to changing their ideas or views?
- How did you adapt your approach as you went along?

Notes

2) Tell me about a time when you have had to lead a group who have been reluctant or unwilling to be lead.

- How did you go about overcoming their resistance?
- What steps did you take to ensure they followed your direction?

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

# 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

# Resilience

**Gets over setbacks quickly, seeing the positive aspects of a situation. Resilient in the face of challenges and doesn't let small issues affect their outlook.**

1) Tell me about a time when you have encountered a situation where it was unclear whether it would turn out well or not.

- How did you expect the situation to turn out?
- How have others described you in terms of your general outlook on life?

Notes

2) At work and in other relevant situations, we all have to deal with disappointments and set-backs. Tell me about a time when you have been disappointed at work, or in another relevant situation.

- What made this situation so disappointing for you?
- What did you do to get over this issue?

Notes

3) At times we all have projects and tasks that do not turn out as we expected. Tell me about a time when you have had to cope when something has gone wrong.

- What did you do to cope with the unexpected?
- What impact did the situation have upon your mood and feelings?

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
<b>Teamwork</b>	
Notes	
<b>Influencing and selling</b>	
Notes	
<b>Customer orientation</b>	
Notes	
<b>Resilience</b>	
Notes	
<b>Drive and motivation</b>	
Notes	
<b>Overall Summary</b>	
Notes	

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