

Lisa Sample

Position: Sample Test Portfolio
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PERSONALITY TEST

Employee Personality Profile

The EPP is a personality assessment that measures twelve traits. Scores for each trait are expressed as a percentile ranking, which reflects how a person scored on that trait relative to other test-takers. There are no “high” or “low” scores on the EPP; rather, people with certain traits tend to be a better fit for certain jobs. The EPP contains a series of job-specific benchmarks that assess how good a fit a person’s personality is for a given position.

Results Summary

67%

Analysis, Planning and Consulting Match

Score Details



Achievement



Assertiveness



Competitiveness



Conscientiousness



Cooperativeness



Extroversion



Managerial



Motivation



Openness



Patience



Self-Confidence



Stress Tolerance



Score Explanation

Achievement Percentile

91



The Achievement (ACH) scale score reflects an individual's ability to follow through and complete tasks and to achieve specific goals. It is also related to the amount of interest that a person has in intellectual or conceptual work. The ACH score in the 91st percentile for this person indicates he or she consistently achieves and follows through. This person is likely to perform at an above average level at work or in a career, and has an above average level of attention or energy available for intellectual reasoning or conceptual work. This person is likely to be successful in academic activities. The ability to perform and follow through is likely to be apparent at work or in this individual's career history.

Assertiveness Percentile

21



The Assertiveness (AST) scale score provides a gauge of an individual's directness in expressing himself or herself and in dealing with others. This person's AST score in the 21st percentile indicates an individual who is relatively unassertive.

Competitiveness Percentile

38



The Competitiveness (CMP) score reflects the need to win, to perform better than others, or to surpass standards of achievement or performance. This individual's CMP score in the 38th percentile suggests that he or she does not especially value competitiveness.

Conscientiousness Percentile

36



The Conscientiousness (CON) scale is an indicator of a person's tendencies with respect to being deliberate, self-disciplined, organized and dependable. This person's score in the 36th percentile suggests he or she is generally hard-working, responsible and dependable. Individuals with scores in this range tend to be reliable in work settings, but can occasionally be disorganized or prone to act impulsively.

Cooperativeness Percentile

93



The Cooperativeness (COP) score indicates a person's level of comfort in working closely with others and in taking the lead from others. A low COP score does not necessarily indicate uncooperativeness, but may indicate independence or aggressiveness in dealing with others. This COP score in the 93rd percentile suggests that this person is likely to display a high level of cooperativeness.

Extroversion Percentile

61



The Extroversion (EXT) scale score indicates the degree to which a person sees himself or herself as socially outgoing. For this individual, the EXT score in the 61st percentile indicates a person who is moderately extroverted. This person may be seen to be as extroverted and outgoing as the average person in business or social situations.

Managerial Percentile

68



The Managerial (MGT) score represents the degree to which a person's work strengths combine with his or her achievement, motivation, interpersonal strengths, and inner resources in a pattern similar to that of individuals in managerial and supervisory roles. This individual's MGT score in the 68th percentile suggests that his or her general characteristics are moderately similar to those of individuals in management or supervisory roles. This person is likely to be able to delegate authority and to have some ability to inspire and motivate others. This person may be seen as having moderately good overall management potential.

Motivation Percentile

64



The Motivation (MOT) scale score is intended to represent a person's inner drive, commitment to achieve, and the strength of inner emotions, needs, and values. This MOT score in the 64th percentile indicates a person whose motivation or inner drive is relatively high for certain personally important goals and not for others.

Openness Percentile

83



The Openness scale measures the extent to which an individual is imaginative and creative, as opposed to down to earth and conventional. The Openness score of 83rd percentile indicates that this individual is likely to be experimental, intellectually curious, and creative. They tend to be drawn to thinking about abstract ideas and the "big picture." Such individuals will often be open to change, and sometimes not as detail-oriented as those with lower Openness scores.

Patience Percentile

94



The Patience (PAT) scale indicates a person's ability to effectively cope with frustration encountered in completing tasks or in conflict-laden situations. This individual's PAT score in the 94th percentile suggests that he or she is more patient than most.

Self-Confidence Percentile

68



The Self-Confidence (SCN) score is an indicator of the level of confidence and self-assurance an individual brings to his or her work. The SCN score in the 68th percentile suggests this person is moderately self-confident.

Stress Tolerance Percentile

24



The Stress Tolerance scale measures the ways in which people respond to stress. The Stress Tolerance score of 24th percentile suggests that this individual is self-aware and perceptive. On the other hand, individuals with low Stress Tolerance scores may respond poorly to environmental stress.

Criteria Job Family Matches

Percentage match for various jobs based on profiles compiled by Criteria Corp.



Management and Leadership

55%

Key Job Responsibilities:

Planning, directing and overseeing the operations and fiscal health of a business unit, department or operating unit within a company. Overseeing and leading the work of a group of people. Develop personal growth opportunities, coach, counsel and discipline employees.

Example Job Titles:

Director, Chief, Executive, Supervisor

Higher scores in Managerial, Competitiveness and Assertiveness traits are characteristic of the Management and Leadership positions. Low to medium scores in Cooperativeness are also appropriate, because being too accommodating can be a hindrance to effective and objective decision-making. People in these positions also tend to have above average scores on Extroversion.



Accounting and Finance

66%

Key Job Responsibilities:

Planning, directing and overseeing the operations and fiscal health of a business unit, department or operating unit within a company. Overseeing and leading the work of a group of people. Develop personal growth opportunities, coach, counsel and discipline employees.

Example Job Titles:

Auditor, Budget Analyst, Forensic Accountant, Staff Accountant

A higher score on Conscientiousness is characteristic of Accounting and Finance. People in these positions tend to be considerably more introverted than the general population, reflecting the fact that their jobs do not often require a high degree of social stimulation. They also tend to have lower than average scores on Openness, reflecting a preference for the traditional and conventional over the experimental or creative.



Administrative and Clerical

76%

Key Job Responsibilities:

Handling office tasks, filing, reporting and presentations. Managing and distributing information within an office. Answering phones, taking memos. Sending and receiving correspondence. Typing, binding, scanning. Arranging travel and writing letters and emails for other staff.

Example Job Titles:

Administrative Assistant, Executive Assistant, Administrative Coordinator, Administrative Manager, Administrative Specialist, Legal Secretary, Human Resources Administrator, Secretary, Support Assistant, Billing Coordinator, Accounting Clerk, Bookkeeper, Office Manager

The Administrative and Clerical job family benchmark includes high scores on Cooperativeness and Conscientiousness, which have been linked to high performance in these positions. High scorers on Cooperativeness tend to be accommodating and easy to manage, and high scorers on Conscientiousness tend to be structured, careful and reliable.



Analysis, Planning and Consulting

67%

Key Job Responsibilities:

Gathering, interpreting and using complex data to develop actionable steps that will improve processes and enhance outcomes. Assess company and client needs, receive information, evaluate it looking for areas of improvement. Design technical solutions. Collect and store data on sales numbers, market research, logistics, and processes, and presents in ways to help business and companies make better decisions.

Example Job Titles:

Business Analyst, Product Owner, Product Manager, Project Manager, Systems Analyst, Process Owner, Management Consultant

Openness is one of the most prominent traits in the Analysis, Planning and Consulting group reflecting an affinity for problem solving and intellectual curiosity. This group also tend to score high on Achievement and on Conscientiousness, and slightly higher than average on Assertiveness.



Tellers and Clerical Finance

83%

Key Job Responsibilities:

Handling customer financial transactions like deposits, withdrawals, transfers, money orders, etc. Counting cash, answering phones and filing deposit slips. Balancing numbers at end of day.

Example Job Titles:

Coin Teller, Commercial Teller, Exchange Teller

The Tellers and Clerical Finance job family is characterized by high scores on Cooperativeness and Patience, which is typical for a customer service-oriented position. This group also tends to have much lower than average scores in Assertiveness and Openness.



Account Collection and Receivables

44%

Key Job Responsibilities:

Collecting payments on past due bills, resolving customer billing problems and reducing accounts receivable delinquency. Making outbound collection calls in a professional manner while maintaining customer relations. Mailing and faxing of documents to customers and accounts receivables.

Example Job Titles:

Collections Clerk, Collections Account Manager, Accounting Specialist

Traits typical of the Account Collection and Receivables group are very similar to those of the Sales and Business Development group, as Competitiveness, Assertiveness and Extroversion are correlated with success in both groups. High scores on Conscientiousness and Stability are also assets for Account Collection.

Criteria Job Family Matches

Percentage match for various jobs based on profiles compiled by Criteria Corp.



Client and Customer Service

70%

Key Job Responsibilities:

Supporting customers by providing helpful information, answering questions and responding to complaints. Front line of support for clients and customers to ensure satisfaction with a product or service. Suggests information, processes orders, prepares correspondence and fulfill customer needs. Can generate sales leads, builds relationships through interactive communication.

Example Job Titles:

Call Center, Client Support, Customer Engagement, Customer Advocacy, Support Agent, Support Specialist, Technical Service Engineer, Technical Customer Support Expert, Guest Service Agent, Service Desk Support

People in Client and Customer Service tend to score high on Cooperativeness and Patience, which are important for ensuring positive customer experiences. Conscientiousness is also important, as high scorers on Conscientiousness tend to be reliable and careful, assets for those in Client and Customer Service. This group also tends to have lower than average Openness scores.



Front Desk and Reception

75%

Key Job Responsibilities:

Handing front office reception, administration duties, greeting guests, answering phones and handling company enquiries, sorting and distributing mail. Schedule travel and meeting for executives. Service visitors. Maintain telecommunication system.

Example Job Titles:

Office Assistant, Secretary, Welcome Coordinator, Concierge

Front Desk and Reception is similar to the Customer Service profile. High scores in Conscientiousness, Cooperativeness, and Patience are important in this position, with lower to mid-range scores in Assertiveness.



Healthcare Practice and Support

64%

Key Job Responsibilities:

Verifies patient information, records medical history and confirms purpose of visit. Prepares patients for examination, performs preliminary physical tests including blood pressure, weight, temperature. Filling out insurance forms, handling correspondence, scheduling appointments.

Example Job Titles:

Dental Assistant, Registered Nurse, Phlebotomist, Dental Hygienist, Veterinary Assistant & Technician, Physical Therapy Assistant, Clinical Laboratory Technician

Similar to the Customer Service profile, high scores on Conscientiousness and Cooperativeness are an asset in Healthcare Practice and Support positions. High scores on Conscientiousness are important, as deliberate, careful, and detail-oriented people will be more likely to prosper in these positions. Below average scores in Openness are also typical.



Production and Manufacturing

69%

Key Job Responsibilities:

Manufacturing goods in an assembly line, feeding materials into machinery, assembling items, packaging or storing items. Operate machinery to assist in the production process. Assist in lifting, carrying and moving heavy loads are required. Unloads, sorts and stocks shipments.

Example Job Titles:

Assembler, Welder, Machinist, Operator, Quality Control Inspector, Woodworkers, Warehouse, Tool and Die Maker, Quality Assurance

Conscientiousness and Cooperativeness have been shown to positively correlate with high performance in Production and Manufacturing. People with high scores on Conscientiousness tend to be careful and dependable, and high scorers on Cooperativeness can be easier to manage.



Software Engineering and Development

84%

Key Job Responsibilities:

Developing and testing programming applications. Develop documentation to support application maintenance. Researching, designing, implementing and managing software programs. Writing and implementing efficient code. Maintaining and upgrading existing systems.

Example Job Titles:

Computer Programmer, Electrical Engineer, Software Developer, Computer Systems Analyst, Database Administrator, Software Quality Assurance Engineer, Network System Administrator

Software Engineering and Development employees tend to be significantly more introverted than the general population, reflecting the fact that their day-to-day jobs often do not require extensive social interactions. The group generally has much higher than average scores in Openness, reflecting their high degree of intellectual curiosity and a willingness to experiment.



Sales and Business Development

55%

Key Job Responsibilities:

Serving customers by selling products and services, using solid arguments to prospective customers. Obtain orders, establish new accounts by planning daily work schedule to call on existing potential sales outlets. Achieve agreed upon sales targets and outcomes within schedule.

Example Job Titles:

Sales Representative, Sales Development Representative, Sales Executive, Sales Consultant, Sales Associate, Account Manager, Relationship Manager, Sales Engineer

High scores in Competitiveness, Achievement and Extroversion are shown to correlate with success in Sales and Business Development. People in this group tend to be more assertive than average, and commonly have lower than average Cooperativeness scores, as being too accommodating can be a liability in effective sales closing.

Interview Questions

Achievement

Lisa scored in the range for Achievement. Questions to confirm this include:

- Tell me about your experience in defining long-range goals. Be specific and discuss how you set a particular goal, how you measured progress towards the goal, and how successful you were.
- Describe a time at work when you set a series of small goals to achieve a bigger underlying goal.
- Talk about your strategy at work to ensure that you are able to follow through in completing all of your various tasks, projects, and goals.

Assertiveness

Lisa scored below the range for Assertiveness. Questions to confirm this include:

- Give an example of how you have had to be firm and direct with someone you managed because of their failure to meet expectations.
- Give an example of how you have had to be firm or uncompromising with someone in order to accomplish a work-related goal.
- Describe a time that you spoke out on an issue of importance to you, even though you knew it would not be well received (by co-workers).

Conscientiousness

Lisa scored below the range for Conscientiousness. Questions to confirm this include:

- Tell me about a time when your organizational skills helped you solve a problem or challenge at work.
- Describe a specific thing you've done to try to improve your organizational skills.
- Describe a time when you went out of your way to make sure that a task or project was completed on time.

Openness

Lisa scored below the range for Openness. Questions to confirm this include:

- Tell me about a time when you encountered a change in the way things were done at your job; describe this change and how you responded to it.
- Discuss a time when you needed to be creative at work.
- Discuss your preference for working with clear and conventional tasks versus working with creative and open-ended tasks.

Validity & Response Style

The Validity and Response Style scales represent the individual's level of attention to the meaning of EPP statements (Inconsistent Responding) and tendency toward positive (Self-Enhancing) or negative (Self-Critical) self-presentation.

Inconsistent Responding (INC)

1

The **Inconsistent Responding (INC)** score of 1 indicates that this person paid appropriate attention to the meaning of EPP statements when giving responses, and is not likely to have responded carelessly or in a completely random fashion.

Self-Critical Score (CRT)

42

In addition, the **Self-Critical (CRT)** score in the 42nd percentile suggests that this individual does not emphasize negative characteristics or make self-critical statements any more or less than do most others.

Self-Enhancing Score (ENH)

35

This person obtained a **Self-Enhancing score (ENH)** in the 35th percentile. This suggests a style of self-presentation that may often be modest, minimizing accomplishments, special skills, or other strengths. Others are likely to describe this person as modest.