

**WIMBUSH-IC** **CSR MANAGEMENT TEST RESULTS**

Results for: **Good CSR Manager** Date: 9/29/2013  
Company Name: Your Company  
Contact Person: Fletcher Wimbush  
Position: CSR MANAGER

**ACCURACY OF RESULTS:** **Good**  
Due to good honesty in filling in the assessment.

This is not a positive in itself-it just means the results are a lot more reliable than average.  
**PERSONALITY FOR THIS POSITION:** **Ideal**

This person has the ideal personality quadrant for this position.

**COMPETENCY:** **Very Good**  
General competency looks very good.

**ATTITUDE:** **Good**

The sentence below describes what could happen when someone answers the questions like this person did.  
7 Attitude Level. There is an 90% chance of a good or very good attitude based on how this person filled in the assessment but a 10% chance of a poor or borderline attitude.  
Because the Ability to Apply is high, this has indicated in almost all cases that the person is a hard worker. If s/he is a job hopper, too critical of supervisors or has poor reasons for leaving jobs, reduce %s for attitude.

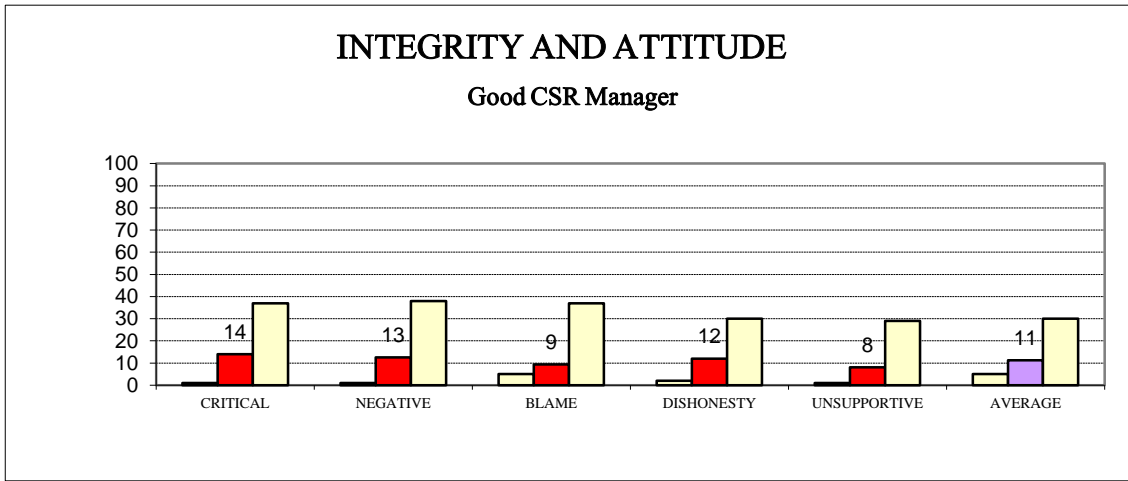
**LANGUAGE MASTERY** **Good**  
The word test indicates an above average ability to read.

**THE BEHAVIORAL TYPE:**  
This person has Analyzer/Logical behavior. He or she may tend to be interested in being methodical, organized, thorough, exact, structured and tend to pay attention to details. Believes in following rules more than feelings. See page 87 and 90 of the Assessment Manual for a more expanded description. S/he has the traits for doing methodical and detail type activities such as technical work.

**POSITIONS MOST SUITED FOR:**  
Engineer, Technician, Estimator, Accounts Person, Vehicle Driver.  
Administrative Assistant.  
Supervisor.

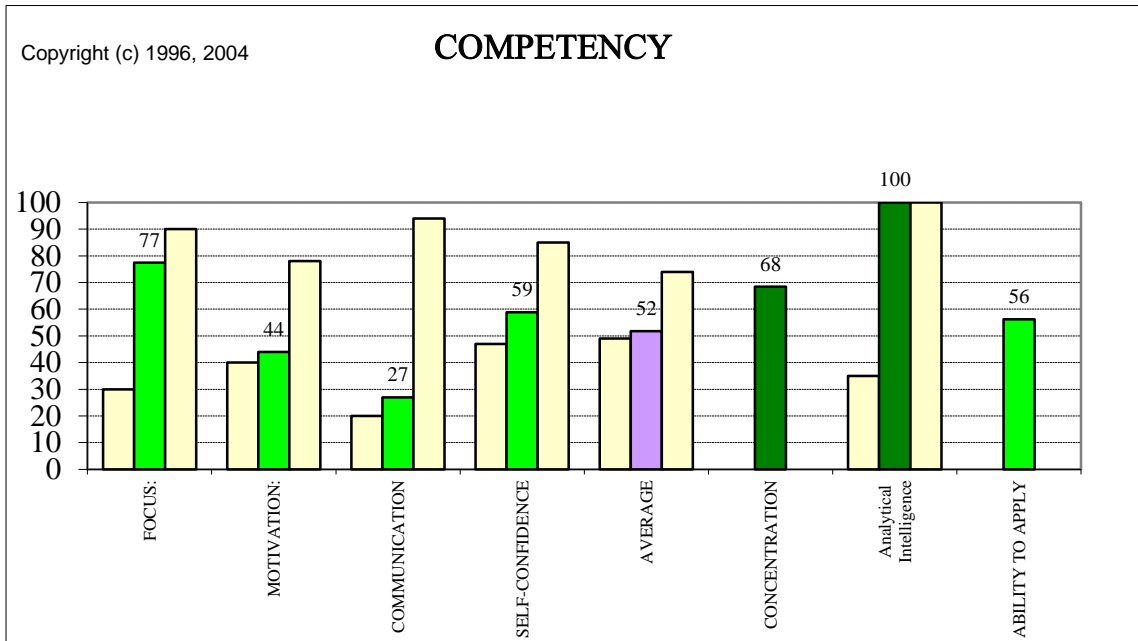
**% CHANCE OF A GOOD HIRE** **90**

Based on the Ability test results and four categories above.  
The word test indicates an above average ability to read.  
(This % is based on the assumption the person has the right experience, training and interest for this position.)  
I would risk hiring this person if interviews etc. also look good.



The more below the 30 average the better the attitude. The higher above the 30 average the worse the attitude.

[Critical](#)      [Negative](#)      [Blame](#)      [Dishonesty](#)      [Unsupportive](#)      [Average](#)



[Focus](#)      [Motivation](#)      [Communication](#)      [Self Confid.](#)      [Average](#)      [Concentration](#)      [Analytical Intelligence](#)      [Ability to Apply](#)

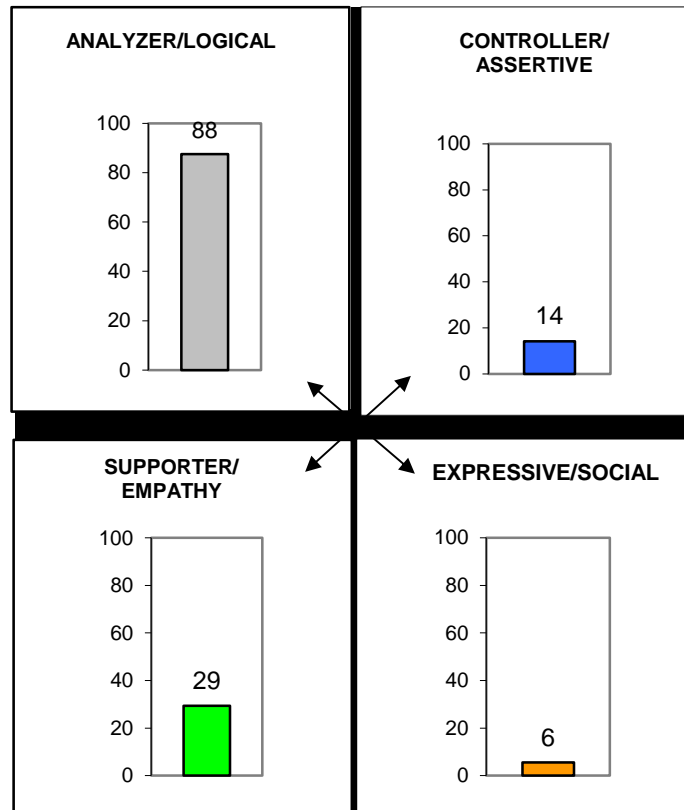
The more above the 40 average the better the competence. Below the 40 average the worse competence.

If the person is an existing employee, ask to be remarked free of charge as such.

## THE BEHAVIORAL QUADRANTS

THE PERSONALITY TYPE IS:  
**AN ANALYZER/LOGICAL.**

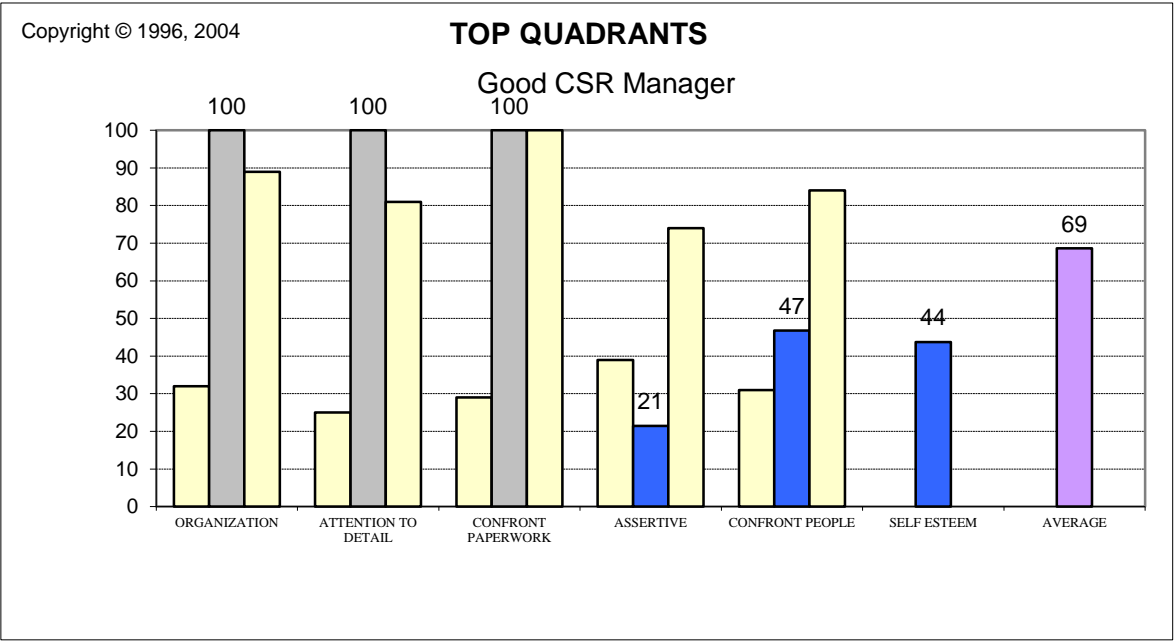
Benchmark: A good CSR Manager can be in any quadrant. However, most managers have been found in the Analyzer/Logical & between the Controller/Assertive & Expressive/Social quadrant



The dominant quadrant is determined by the largest diagonal quadrant differential.

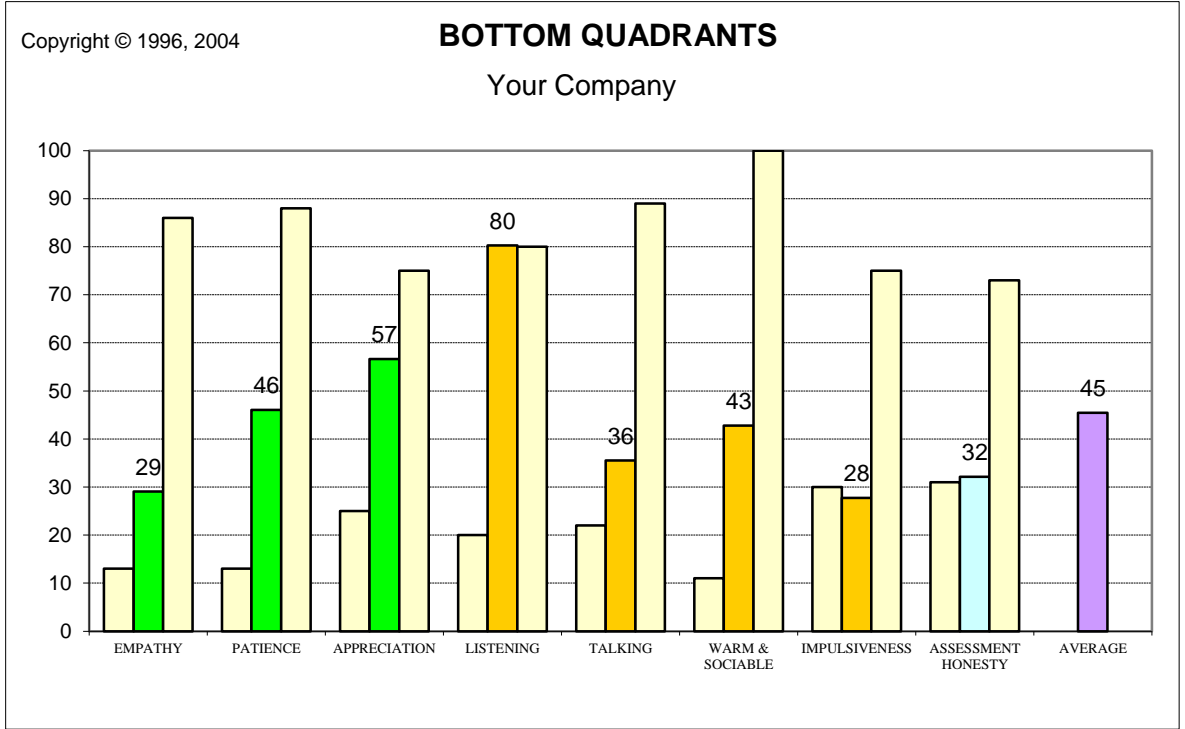
SL OK. Unknown % chance:

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The yellow bars are the lowest and highest levels for top performers.

[Organization](#)      [Confront Paperwork](#)      [Confront People](#)      [Average](#)  
[Attention to Detail](#)      [Assertiveness](#)      [Self Esteem](#)



The yellow bars are the lowest and highest levels for top performers.

[Empathy](#)      [Appreciation](#)      [Talking](#)      [Impulsiveness](#)      [Average](#)  
[Patience](#)      [Listening](#)      [Warm & Sociable](#)      [Assessment Honesty](#)

**Overall**

Results for:

**Good CSR Manager**

9/29/2013

CAUTION: The results of these tests are designed as an aid or tool for interviewing. These results by themselves should not be used for pre-employment screening or other personnel decisions.

**LANGUAGE MASTERY**

The word test indicates an above average ability to read.

**CONSISTENCY:**

The questions were answered consistently.

**ATTITUDE:**

**From a good (6.0) level to an excellent (8) highest level attitude.**

Others who answered the questions in the same way ended up with the following results:

Attitude based on history: 5% of being poor, 5% borderline, 65% good, 25% very good.

**COMPETENCY:**

**From a very good (7) level to an Excellent (8) level of competence.**

**THE BEHAVIORAL TYPE:**

AN ANALYZER/LOGICAL.

**POSITIONS MOST SUITED FOR:**

Engineer, Technician, Estimator, Accounts Person, Vehicle Driver.

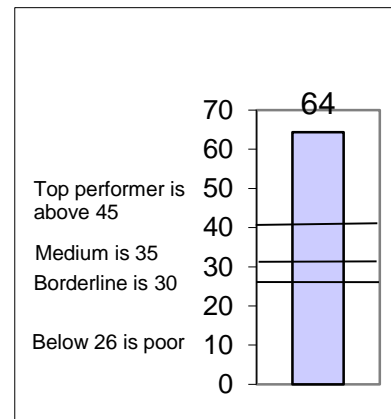
Administrative Assistant.

Supervisor.

**OVERALL RECOMMENDATION**

As a CSR Manager.

**64**



- CRITICAL: This applicant has a balanced view of other's faults.  
NEGATIVE: This applicant has a mostly positive outlook on life.  
BLAME: This applicant tends to take responsibility for his or her mistakes.
- DISHONEST: This applicant is likely to be very honest.
- UNSUPPORT: This applicant will be very supportive of leadership.
- AVERAGE: This person's attitude is highly likely to be good.

THE TEXT DESCRIPTIONS BELOW ARE TEXT BOOK DESCRIPTIONS OF PEOPLE LIKE THIS

**ANALYZER/LOGICAL AS IT RELATES TO THIS PERSON**

*This person has Analyzer/Logical behavior. He or she may tend to be interested in being methodical, organized, thorough, exact, structured and tend to pay attention to details. Believes in following rules more than feelings. See page 87 and 90 of the Assessment Manual for a more expanded description. S/he has the traits for doing methodical and detail type activities such as technical work.*

**CONTROLLER/ASSERTIVE AS IT RELATES TO THIS PERSON**

This person would rather organize and systemize for more efficient production than push for immediate results. This person would rather focus on being exact and paying attention to details. He or she would rather not lead or push others for results.

This person would rather do methodical and detail work than take on a leadership role.

**EXPRESSIVE/SOCIAL AS IT RELATES TO THIS PERSON**

This person may not enjoy talking to others and may avoid it if s/he can get away with it. He or she may be more afraid of making mistakes and less afraid of experiencing a loss of image. This person may be more serious about work than doing fun activities at work. This person may have interest in serving work such as customer service.

**SUPPORTER/EMPATHY AS IT RELATES TO THIS PERSON**

Supporting and showing compassion may be more important than pushing others for results. He or she wants the facts and figures regardless of how fashionable it is. Accuracy may be more important than being fashionable. S/he has the traits for doing methodical and detail type work such as technical, admin or accounting.

THE ABOVE DESCRIPTIONS ARE PARTLY A SUMMARY OF HOW THE PERSON ANSWERED THE QUESTIONS AND PARTLY FROM THE TYPICAL BEHAVIOR FOR HIS OR HER QUADRANT. THESE DESCRIPTIONS ARE FAR MORE LIKELY TO DESCRIBE THE PERSON'S TRUE FEELINGS AND BELIEFS THAN HIS OR HER OUTWARD PRESENTATION, WORDS AND ACTIONS. NOTE: THESE QUADRANTS WERE FIRST NOTED 2,400 YEARS AGO AND ARE WIDELY USED TODAY. EVERY QUADRANT HAS ITS PROS AND CONS--MATCHING THE JOB TO RIGHT QUADRANT IS THE KEY.