

## Wimbush Individual Contributor Ability Test Results

RESULTS FOR: **Example** Date: 3/25/2014  
 Contact Person: Fletcher  
 Position: Customer Service Representative

Researcher's Comments: Please feel welcome to call anytime with questions. 714-582-2730

### Excellent with People and Logic combined.

My comments will be included in the Aptitude test results.

### Minutes to do the test:

27

Because it took less than 29 minutes, the overall results were increased by 10%.

### Position Benchmarks: CUSTOMER SERVICE REP.

#### DEFINITION:

CUSTOMER SERVICE: The person will be good at calming people down and helping them with their concerns. A step above the entry level and a step below the service coordinator.

#### TESTING PROFILE:

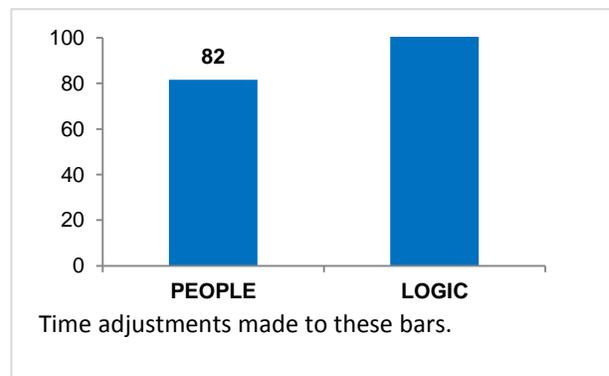
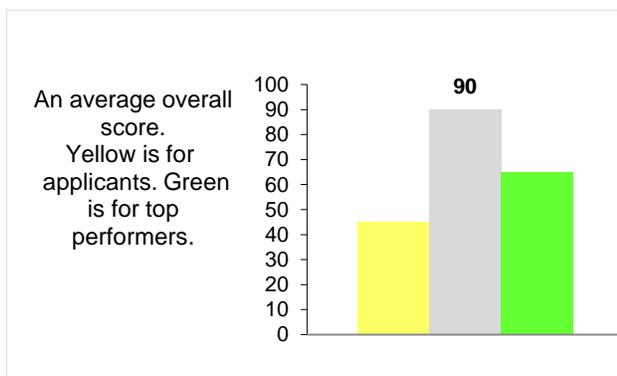
CSRs are usually strong on the CSR trait and often weak on the Not Nice Guy and the Confront People traits. The overall score for a good CSR is around the low 50s.

**Honesty:** 100

CUSTOMER SERVICE: The average customer service person gets around 60 on honesty

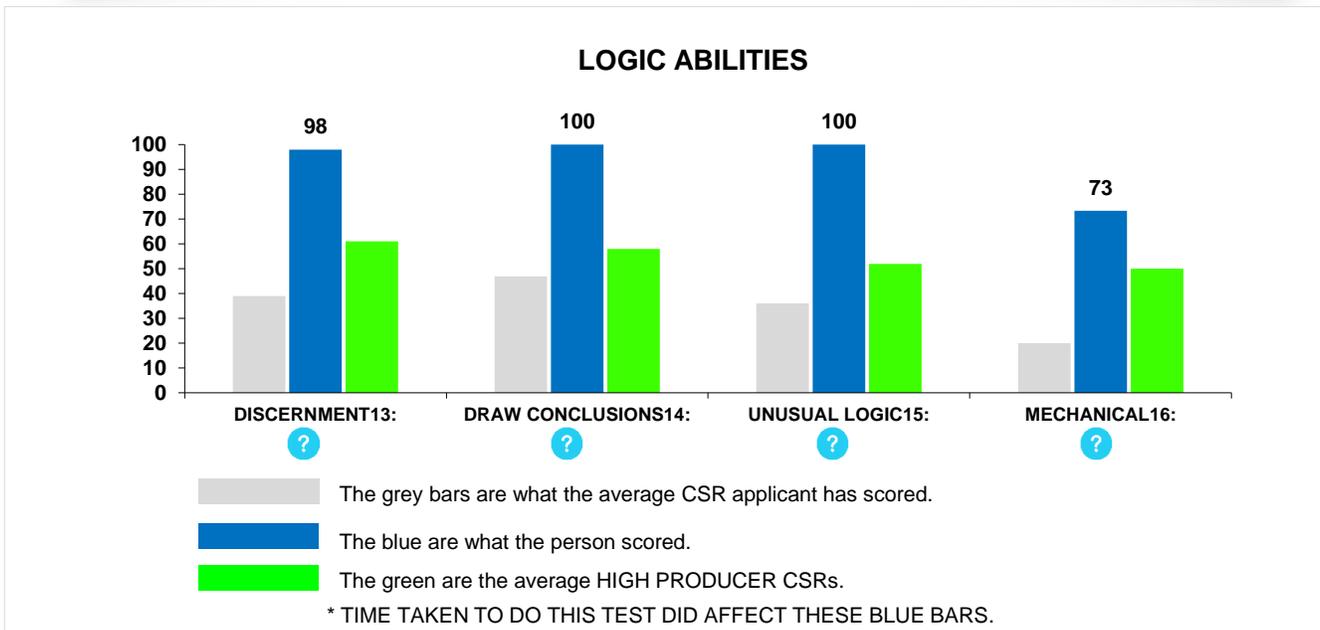
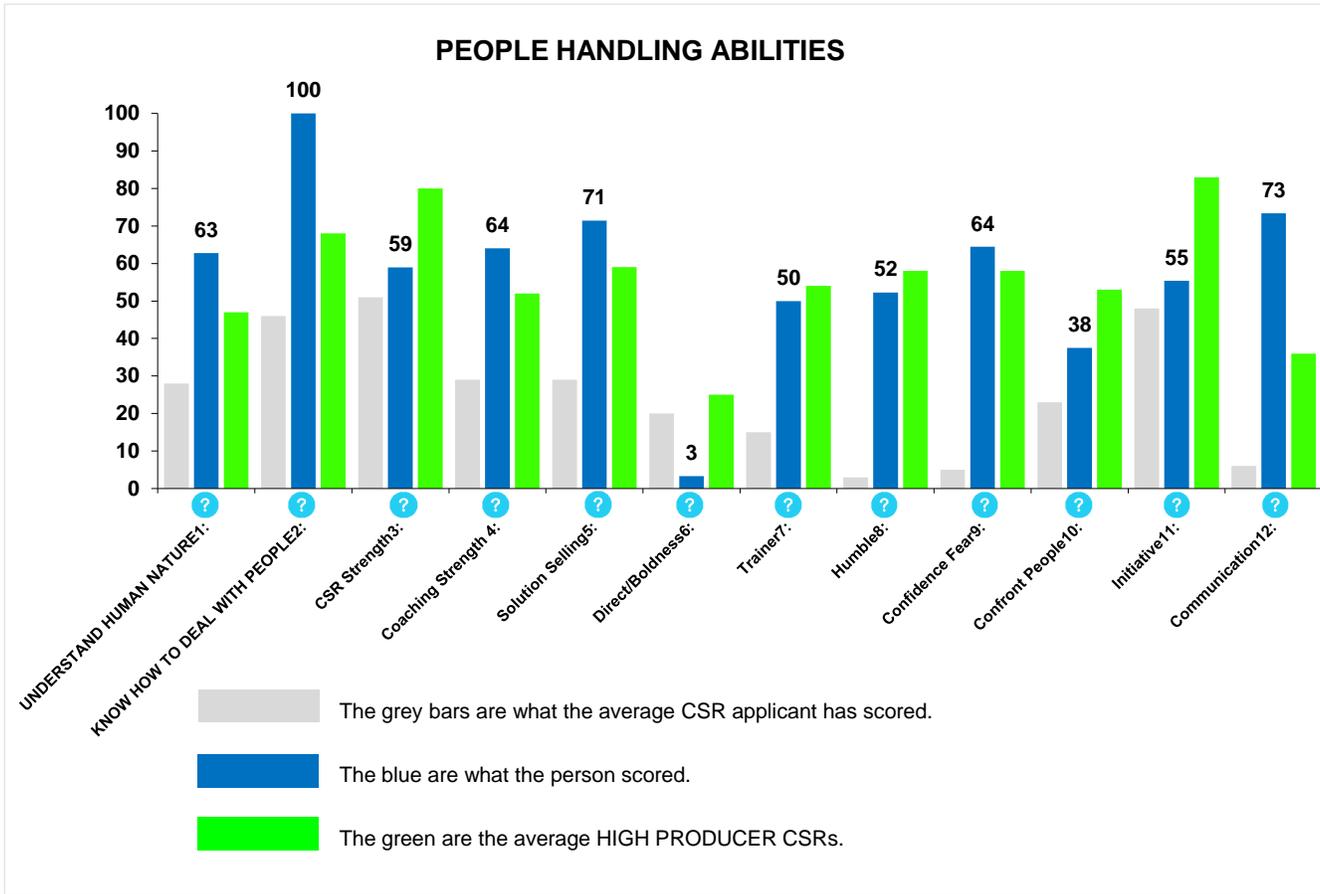
**Attitude:** 54

### IC ABILITY CHARTS



PEOPLE and LOGIC Percentage with time adjustments: **90**

**PEOPLE AND LOGIC CHARTS**



## IC ABILITY People Traits and Descriptions

### PEOPLE PERSON/LOGICAL PERSON BALANCE:

This person is better at analytical problem solving than dealing with people.



### UNDERSTANDING HUMAN NATURE:

Understanding how people will behave, or are, in given situations is excellent.



### KNOWING HOW TO DEAL WITH PEOPLE:

Knowing how to deal with people in given situations is excellent.



### CSR (CUSTOMER SERVICE REPRESENTATIVE) STRENGTH:

An OK savvy of being CSR humble but good CSR communication and CSR listening.



### COACHING STRENGTH:

A good savvy of a realistic approach and coach listening but excellent coaching motivation.

SUB COACHING-A realistic approach.

An excellent understanding of interactive coaching but borderline reading people signs.



### SOLUTION SELLING:

An excellent understanding of speaking up and sol. sell. listening but very poor questioning.



### DIRECT/BOLDNESS:

A very poor understanding of not being nice about confronting people and confronting reality.



### TRAINER:

An excellent understanding of the value of interactive training but very poor observing comprehension.



### HUMBLE:

May be modest, open to learn new things, admit mistakes and has an OK idea of one's limitations.



### CONFIDENCE FEAR:

This person has a good understanding how fear can affect personal confidence.



### CONFRONT PEOPLE:

This person has a borderline understanding of the need to confront people at times.



### INITIATIVE:

This person mostly believes in using initiative.



### COMMUNICATION:

This person has an excellent idea of what it takes to efficiently get an idea over to another.

## IC ABILITY Logic Traits and Descriptions

### DISCERNMENT:

This person is excellent at seeing the subtle differences between one thing and a similar group of things.



### DRAW CONCLUSIONS (Only 2 questions to this trait.):

This person is Excellent at being able to deduct one piece of information from another group of information.



### UNUSUAL LOGIC:

This person has an excellent ability to step outside the box and see simple solutions to logic problems.



### MECHANICAL PROBLEMS:

This person is good at being able to solve mechanical problems accurately.

