

WIMBUSH-IC

CUSTOMER SERVICE REP.

Results for: **Example** Date: 3/25/2014
 Company Name: Your Company
 Contact Person: Fletcher
 Position: CUSTOMER SERVICE REPRESENTATIVE

Accuracy of Result ? **OK**

Due to exaggeration in filling in the assessment.
 This would only affect the reliability of this assessment's results but not be a negative by itself.

Personality for Position ? **Ideal**

This person has the ideal personality quadrant for this position.

Competency ? **Very Good**

This person could be a fast worker because s/he took a less than average time to do the comp. test.
 Motivation is weak and may be a concern.
 IC Ability result for Know How to Deal with People is strong.

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.

Language Mastery ? **Good**

The word test indicates an above average ability to read.

The Behavioral Type ?

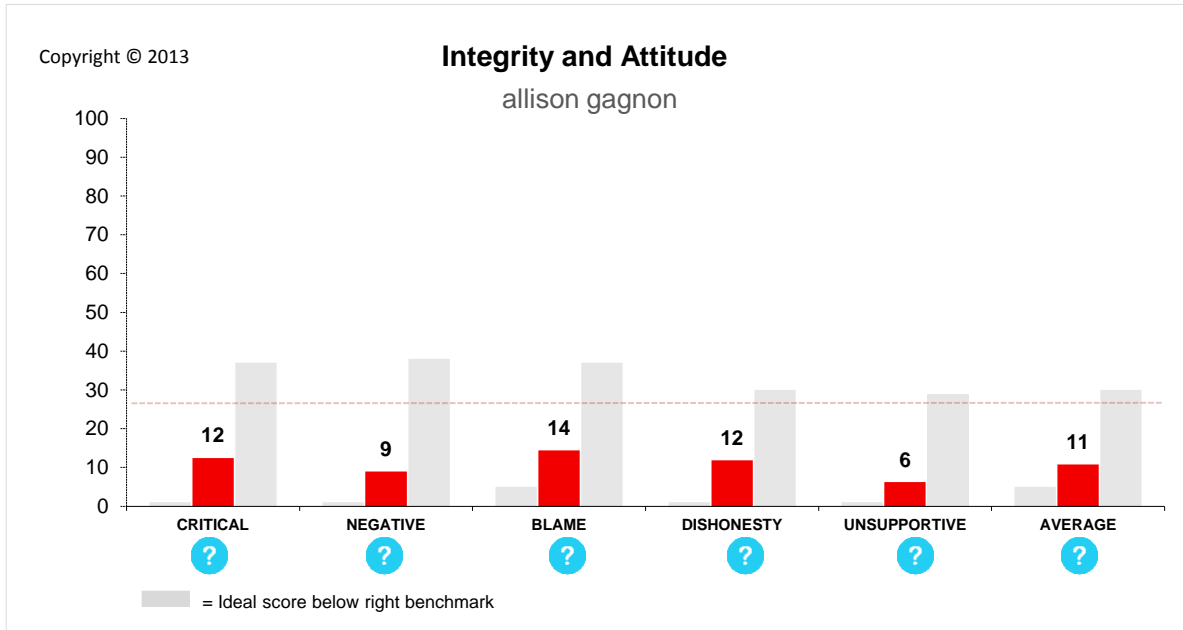
This person has Analyzer/Logical behavior. He or she may tend to be interested in being methodical, organized, thorough, exact, structured and tend to pay attention to details. Believes in following rules more than feelings. See page 87 and 90 of the Assessment Manual for a more expanded description.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

Positions Most Suited for ?

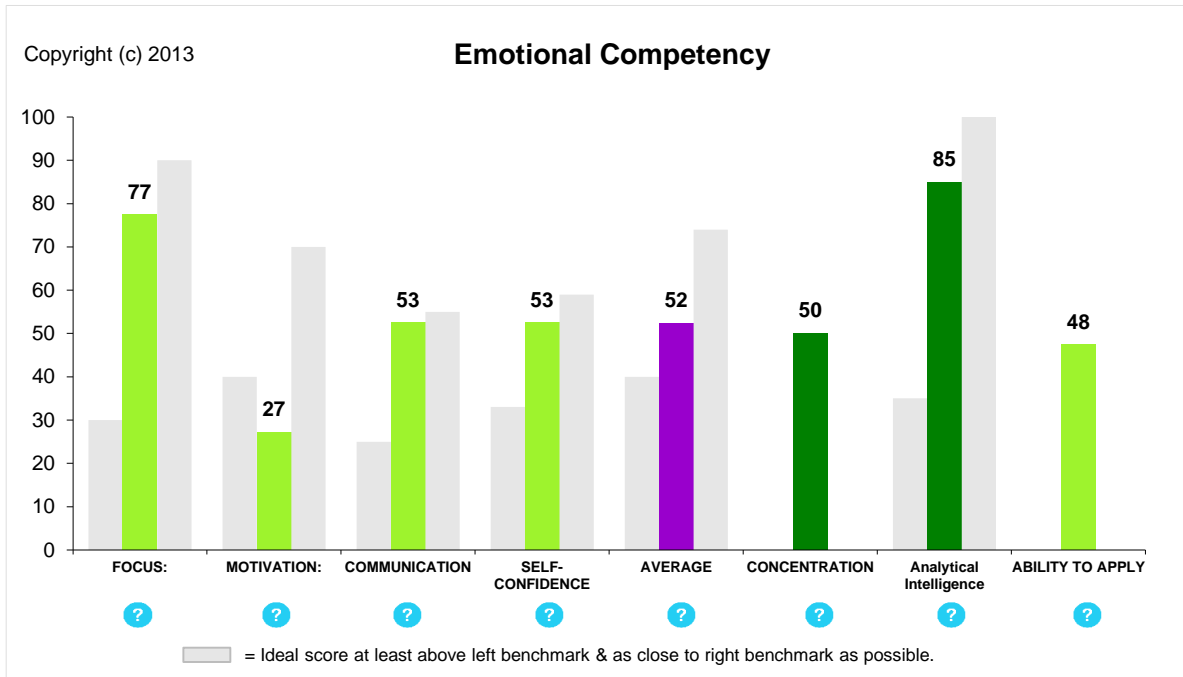
Engineer, Technician, Estimator, Accounts Person, Vehicle Driver.
 Administrative Assistant.
 Customer Service Representative.

% 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.)
 Even though the reliability of the way this assessment was filled in is weak, I would still 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.



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.

[CLICK HERE](#) for information on how results for existing employees differ from candidates.

Results for: **Debra Behnke**

Date: 3/25/2014

THE BEHAVIORAL QUADRANTS

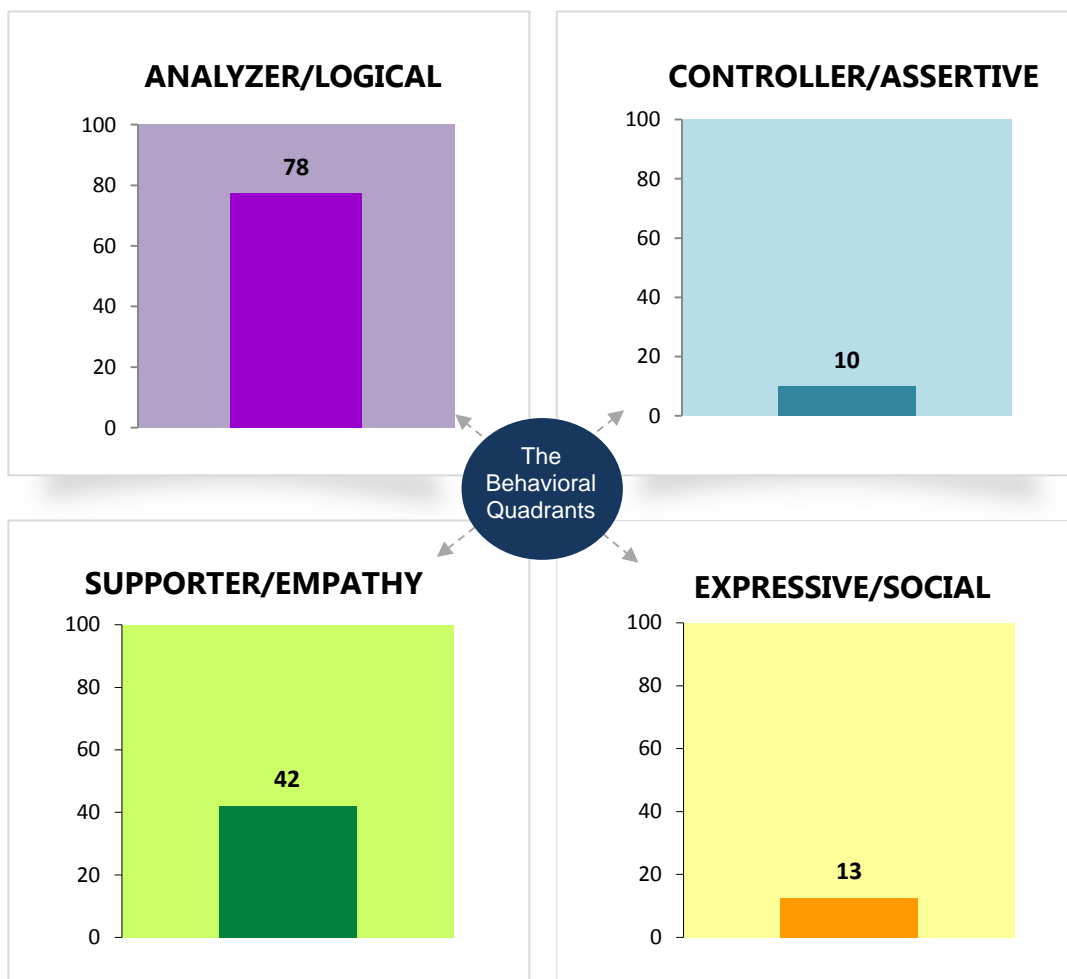
The Personal Type is :

AN ANALYZER/LOGICAL.

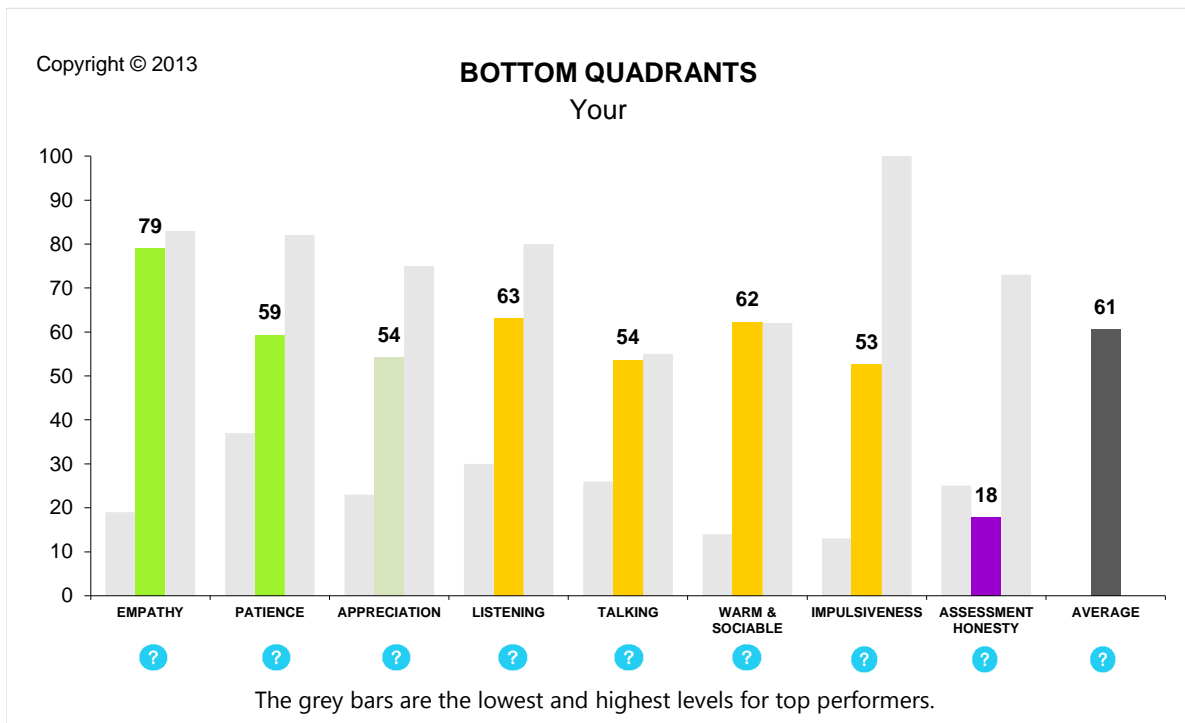
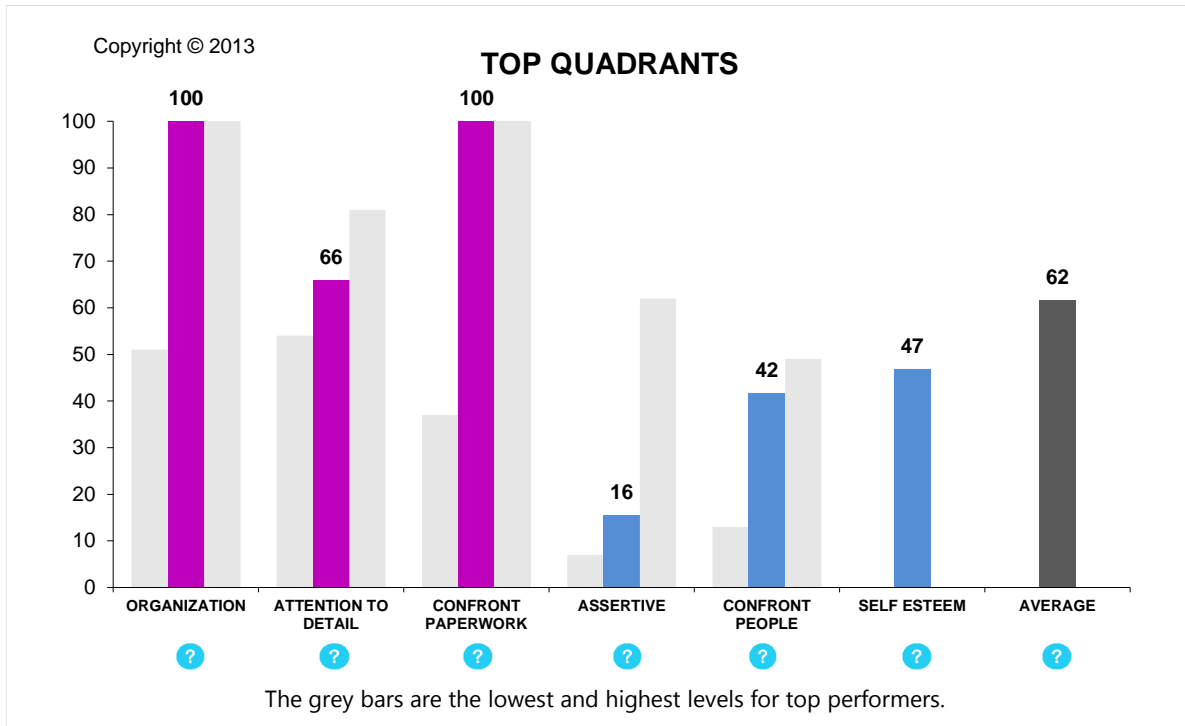
Benchmark:

A CSR, should ideally be a Supporter/Empathy and an Analyzer/Logical together.

In half the cases Analyzer/Logicals & Expressives/Socials by themselves aren't successful CSRS.



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



Overall

Results for:

Debra Behnke

3/25/2014

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 an OK (6.0) 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.

Behavioral Type ?

AN ANALYZER/LOGICAL.

Positions Most Suited For: ?

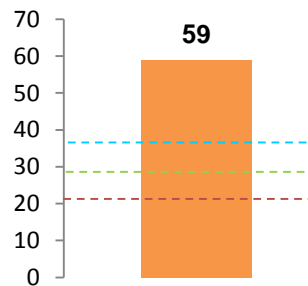
Engineer, Technician, Estimator, Accounts Person, Vehicle Driver.
Administrative Assistant.
Customer Service Representative.

Overall Recommendation ?

As a CSR:

59

Top performer is over 45
Medium is 35
Borderline is 30
Below 26 is poor



Integrity And Attitude

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 would rather do logic type work than talk to others.

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.