The Hire Talent
A Talent Assessment Company

WIMBUSH INDIVIDUAL CONTRIBUTOR ABILITY TEST RESULTS

RESULTS FOR: **Good Software Support**   Date: **9/19/2013**

Contact Person   Fletcher Wimbush

Position: SOFTWARE SUPPORT

Researcher's Comments: Please feel welcome to call me with any questions. 719-637-8495

Good with People and OK Logic.

My comments will be included in the Aptitude test results.

Minutes to do the test:

45

Position Benchmarks: SOFTWARE SUPPORT

DEFINITION:

SOFTWARE SUPPORT: The person will be good at calming people down and helping them with their software concerns.
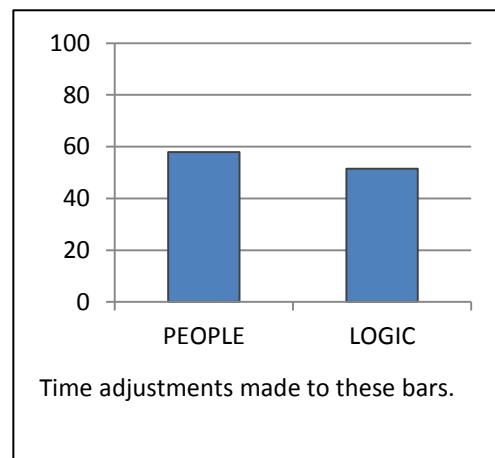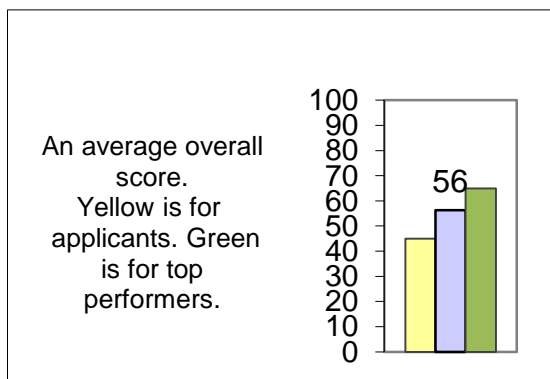
TESTING PROFILE:

Software Supporters are usually strong on the CSR trait and often weak on the Not Nice Guy and the Confront People traits. This person should have strong Mechanical and Unusual Logic scores.

Honesty: **83**   SOFTWARE SUPPORT: The average customer service person gets around 60 on honesty
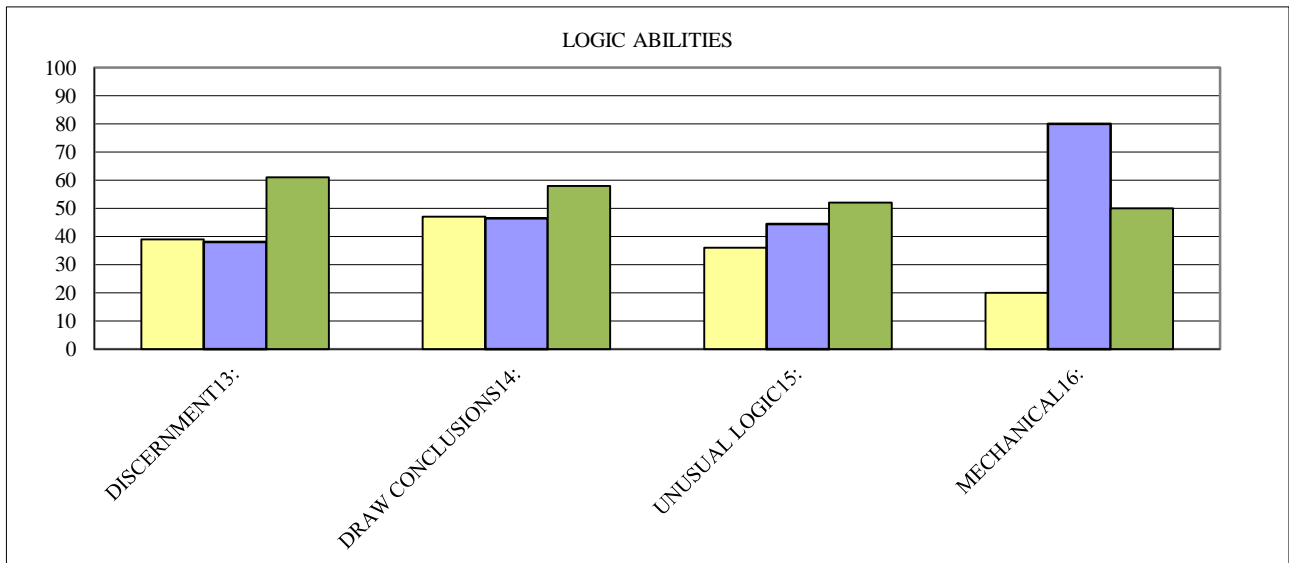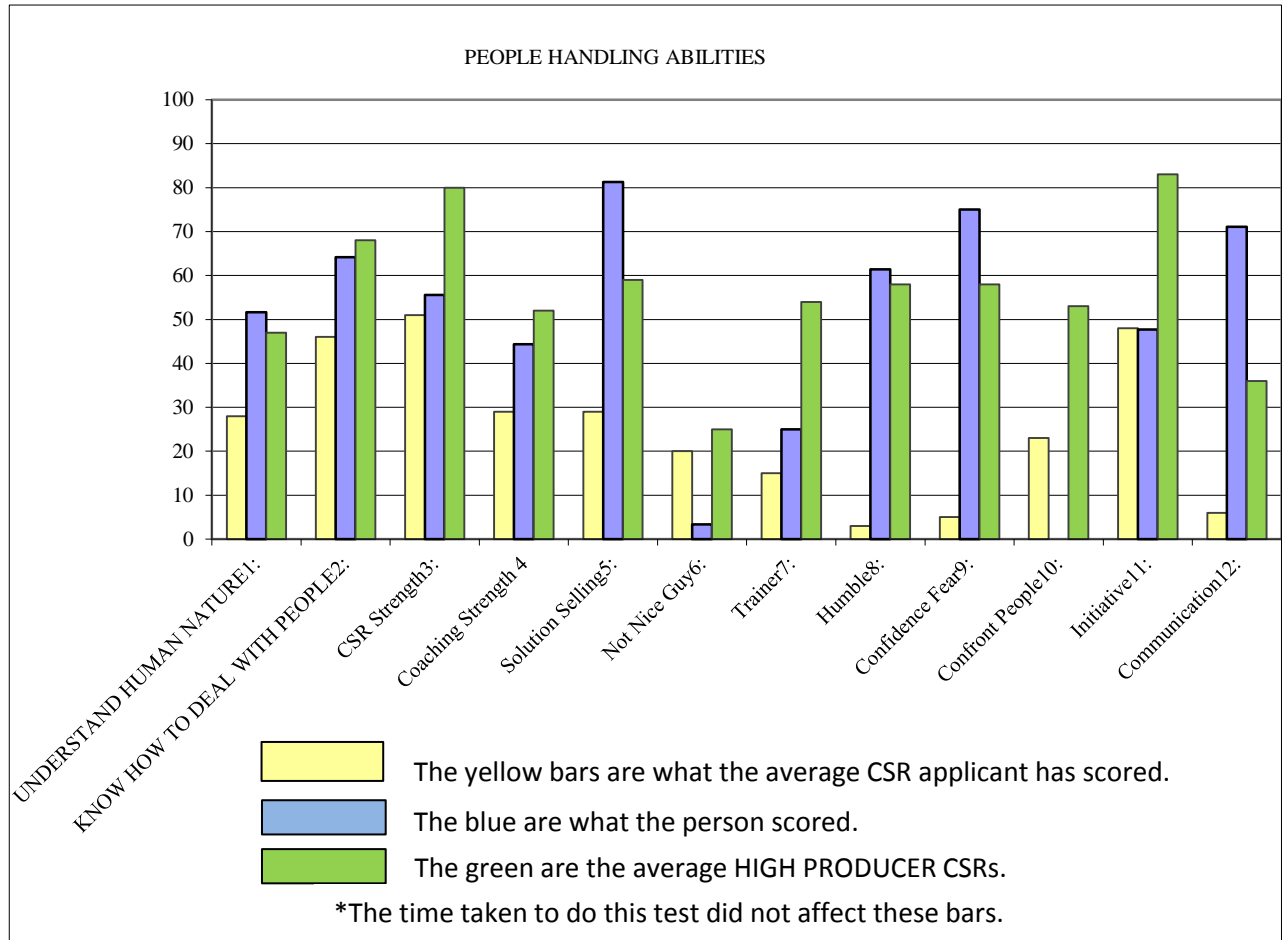
Attitude: **46**

IC ABILITY CHARTS

An average overall score. Yellow is for applicants. Green is for top performers.

56

PEOPLE   LOGIC

Time adjustments made to these bars.

PEOPLE and LOGIC Percentage with time adjustments: **56**

PEOPLE AND LOGIC CHARTS

PEOPLE HANDLING ABILITIES

The yellow bars are what the average CSR applicant has scored.

The blue are what the person scored.

The green are the average HIGH PRODUCER CSRs.

*The time taken to do this test did not affect these bars.

LOGIC ABILITIES

* TIME TAKEN TO DO THIS TEST DID AFFECT THESE BLUE BARS.

IC ABILITY People Traits and Descriptions

PEOPLE PERSON/LOGICAL PERSON BALANCE:

This person is better suited to people handling positions than doing analytical problem solving.

UNDERSTANDING HUMAN NATURE:

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

KNOWING HOW TO DEAL WITH PEOPLE:

Knowing how to deal with people in given situations is very good.

CSR (CUSTOMER SERVICE REPRESENTATIVE) STRENGTH:

A very poor savvy of being CSR humble, borderline CSR communication and good CSR listening.

COACHING STRENGTH:

An OK savvy of a realistic approach, excellent coach listening but borderline coaching motivation.

SUB COACHING-A realistic approach.

A good understanding of interactive coaching and OK reading people signs.

SOLUTION SELLING:

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

NOT A NICE GUY:

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

TRAINER:

A very poor understanding of the value of interactive training and 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 an excellent understanding how fear can affect personal confidence.

CONFRONT PEOPLE:

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

INITIATIVE:

This person has an OK belief 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 poor 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 borderline at being able to deduct one piece of information from another group of information.

UNUSUAL LOGIC:

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

MECHANICAL PROBLEMS:

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