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AN IN-DEPTH SOLUTION FOR CANDIDATE SELECTION

Report For: Kelly Warren

ID: HA165071

DATE: January 19, 2010

Job Title: Customer Care Representative





INTRODUCTION

This is the Pre-Employment Assessment Report for Kelly Warren. It is divided into different sections, and they are described below.

SECTION I - GRAPHIC REPORT

Hogan Personality Inventory (HPI) Graphic Report

This section provides a graphic report of the candidate's results on the Hogan Personality Inventory (HPI). The HPI evaluates people on seven well-known characteristics that influence occupational success.

SECTION II - SUMMARY OF ASSESSMENT RESULTS

Employment Fit

This section reviews the candidate's results, focusing on general characteristics relevant to that person's success in most work environments. The review covers the candidate's reaction to stressful situations, how the candidate will manage the assignments associated with a job, and how the candidate will approach learning in a new job.

Job Fit

This section reviews the candidate's assessment results in terms of fit with a particular job. Different characteristics are important for success in different jobs, and characteristics that are important in one job may interfere with performance in others.

Candidate Interview Style

This section summarizes the candidate's interview style. Interview style can impact the evaluation of a candidate's fit for the position. This section indicates what to expect from a candidate in order to minimize the impact of interviewing skills.



Section II – Summary of Assessment Results

Employment Fit — Overall Suitability for Work

Kelly Warren tends to be calm and even tempered, and should easily adjust to fast paced environments and heavy work loads. He/She will express emotions appropriately and handle stress well. He/She usually is conscientious, careful about rules and procedures, and will gather the information needed to make informed decisions. Kelly Warren tends to be achievement oriented, interested in training, and will stay up to date on new developments in business and technology.

Job Fit — Suitability for the Position

Individuals who are successful in customer service positions are energetic, enthusiastic, outgoing, and build strong relationships with others. They are comfortable dealing with difficult situations and always focus on meeting the needs of others. Successful customer service representatives will also be comfortable positioning new products and services as beneficial to existing customers. Finally, successful candidates enjoy the challenge that is inherent in these types of service and sales positions, and are strongly motivated to reach performance targets and goals.

Mr./Ms. Warren will remain calm in stressful or highly demanding situations. Kelly Warren is an energetic, hardworking person who is eager to succeed and willing to take initiative. Kelly Warren will be seen as very diplomatic, warm, and friendly. He/She will work to develop and maintain effective relationships with customers. However, at times, his/her need to build a relationship and avoid conflict may interfere with good business decision He/She will be interested in and keep up to date with both technical advances, new techniques, and business concepts; all in an effort to deliver high quality service. This candidate will maintain the high standards for performance necessary to complete the job.

Candidate Strengths

- Calm, rational, and self-assured
- Handles emotions maturely
- Energetic, competitive, and upwardly mobile
- Assertive, leaderlike, and decisive
- Very effective at building and maintaining relationships
- Understands the needs and feelings of others
- Interested in learning new things and applying them to the job
- Can be sought out for problem solving advice
- Very attentive to rules
- Works to meet goals and objectives

Candidate Areas of Concern

- Ignores negative feedback
- Will not admit mistakes
- May compete with peers for recognition
- Dissatisfied if promotional opportunities not available and emphasized
- May avoid conflict and not effectively confront problem situations
- Reluctant to take initiative
- May grasp new technology before understanding its benefits and usefulness
- Overly reliant on technical solutions
- May seem rigid and inflexible
- Treat all requests as equally important



Overall Candidate Recommendation

Based on the HPI assessment results, and in comparison to the job specific profile created for your company, Kelly Warren's overall fit for the position is:



No Fit



Low Fit



Moderate Fit



High Fit



Excellent Fit

Candidate Interview Style

The following suggests how Kelly Warren is likely to behave during the interview.

Interview Style	Low	Moderate	High
Emotional Demeanor Candidates with low scores may appear tense and nervous; those with high scores may appear calm and relaxed.			X
Rapport Candidates with low scores may seem quiet and even shy; those with high scores may seem talkative and approachable.		X	
Relationship Building Candidates with low scores may appear challenging and independent; those with high scores may seem agreeable and ingratiating.			X