Date: Jun 29, 2006

CluesAssessments
provided by
Success Performance Solutions

Name: Julie Testing
ID: 137903

- Good
- Ok
- Poor

Human Resources Summary

General Reasoning
(Cognitive)


Slower Processing
Accepts Simple & Repetitive Work
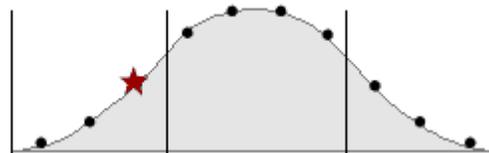
Faster Processing
Needs Intellectual Challenge

- Julie tends to take more time and to be more methodical in approach to learning to new things
- Better suited for Human Resource and Personnel positions that are more routine and do not require complex or quick problem solving
- Julie should be allowed additional time to learn new procedures, legal reporting requirements and include hands-on training

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious
(Organization)

Carefree
Impulsive
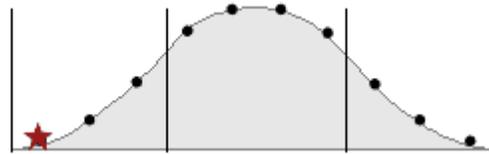
Detail Oriented
Dependable

- Easy going nature may cause Julie to overlook details which can be critical in many Human Resource roles particularly when it comes to legal requirements of reporting, etc.
- Julie tends to be reactive and more comfortable than most people when it comes to dealing with interruptions
- Important to have systems or procedures in place that force Julie to fill out forms or computer screens in order to capture critical details

Question: Describe a time when you forgot to handle a form or procedure and it caused a problem. What did you do?

Tough Minded

Cooperative
Agreeable
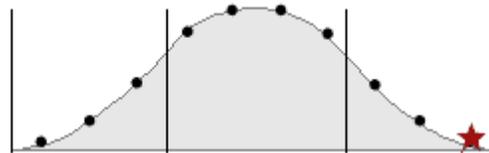
Direct
Determined

- Julie tends to be direct and tough minded which can help to deal with difficult employee issues
- Confrontational nature may be seen as argumentative by employees
- Human Resource positions that require Julie to deal with more outspoken and tough minded employees will be more suitable than those positions requiring a warm, tactful and compassionate approach

Question: Tell me about a time when you became impatient with a employee because they were being unreasonable. What happened?

Conventional
(Rules)

Open to New Experience
Flexible
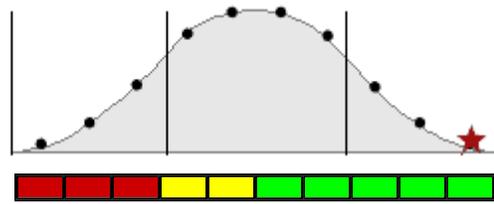
Consistent
Structured

- Julie prefers a working environment that is structured and procedural, which is common in many Human Resource positions
- Tends to be consistent and follow the procedures and policies closely
- Difficulty working in an environment where Julie is expected to think outside of the box versus utilizing predictable solutions

Question: Describe a time when you had to begin working on a task and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Extroversion

Reserved
Listener
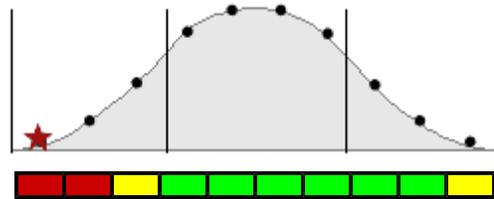
Outgoing
Talker

- Julie tends to be introspective, reserved and quiet and prefer minimal interaction with people which can be difficult in many Human Resource positions particularly since this role is typically the internal spokesperson for employees
- May not be quick to interact with employees in a friendly manner
- Doesn't typically mind working alone for long periods of time

Question: Tell me how you handle employees who like to chat with you even though you need to move on to the next task.

Stable

Sensitive
Anxious
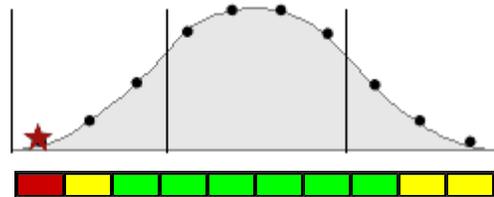
Calm
Stress Resistant

- Julie typically feels stress faster than others
- Julie tends to have a high level of sensitivity to employee's needs
- Ongoing pressure and stressful situations can be difficult for Julie

Question: Describe a time when you became very irritated with an employee and lost your cool. What happened?

## Team

Individualistic Competitive — Collaborative Win-Win
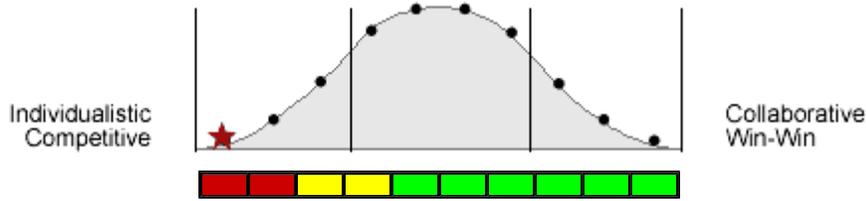
- May have difficulty being the champion for employees rather than looking out for their own interests
- Julie is typically self-motivated and very competitive
- May not be collaborative with internal team or co-workers

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Good Impression
(Social Desirability)

Frank Candid — Exaggeration Disguised
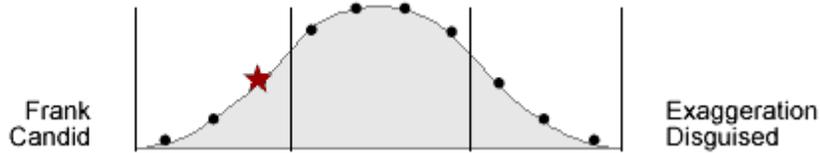
- Julie's responses have been frank and open

*The participant has scored in the "red zone" in 4 areas.

Overall
39% *

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Human Resources Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were expected to solve problems for employees even though you had not been properly trained. How did you deal with it?

Question: Give me an example of when you have been able to think quickly to solve a problem for an employee.

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious (Organization)

Question: Tell me how you keep track of the details of various phone conversations, meetings and tasks during the day. Describe a time when this method failed you and something was missed?

Question: Give me an example of how you have followed up with an employee who asked for additional information on a policy or program.

Question: Describe a time when you lost track of an important document or information and it caused a problem. What did you do?

Tough Minded

Question: Tell me about a time when you became impatient with an employee because they were being unreasonable. What happened?

Question: Give me an example of a time when you were compassionate with an employee even though you were having a bad day. How did you do it?

Question: Tell me about a time when you disagreed with a supervisor about how an employee situation should be handled. What did you do?

Conventional (Rules)

Question: Describe a time when you had to begin working on a task and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Question: How have you handled a situation where there was no procedure in place? What would you do differently next time?

Question: Tell me about a time a good employee wanted something that was not consistent with policy.

What did you do?

Extroversion
Question: Tell me how you handle employees who like to chat with you even though you need to move on to the next task.

Question: Give me an example of a time that someone praised you for your ability to listen to them. What was the situation?

Question: Tell me about a time at work when you needed to take a break and get away from people for a while.

Stable
Question: Tell me about a time when an employee was very upset and was being unreasonable. What did you do?

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Describe a time when you became very irritated with an employee and lost your cool. What happened?

Team
Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a big project. What was the situation and were you acknowledged for your help?

Question: Give me an example of when you helped an employee and you were actually praised for it in front of the team. How did your coworkers respond?

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