



Date : Oct 3, 2006

Name : Julie Testing  
ID : 137903**Collector Graph**

Characteristic	Above Average	Average	Below Average
<b>Mentally Focused on Immediate Tasks</b>	●		
<b>Quickly Builds Relationship with Customer</b>			●
<b>Persistence in Negotiations with Customer</b>	●		
<b>Compliant with Government and Call Guidelines</b>	●		
<b>Emotionally Stable During Difficult Situations</b>			●

**Mentally Focused on Immediate Tasks**

- Julie is generally very focused on immediate tasks
  - Very important to allow Julie additional training time using hands on experience whenever possible
- QUESTION: Describe a time when you felt the training you received was not sufficient to be successful in your job. How did you handle it?

**Quickly Builds Relationship with Customer**

- Julie generally has difficulty building relationships with customers particularly if it needs to be done quickly
  - Julie tends to be a better listener than talker
- QUESTION: Describe a time when you felt that you had to be extra friendly to a customer to get them to open up to you. How did it work out?

**Persistence in Negotiations with Customer**

- Julie tends to be very persistent when negotiating with the customer
  - May be viewed as pushy and argumentative by some customers
- QUESTION: Describe a time when you had to soften your delivery when you asked a customer to agree with you on something. How did it work out?

**Compliant with Government and Call Guidelines**

- Julie is usually very compliant with government and call guidelines
  - Generally prefers that call scripts and procedures are well defined
  - Julie may take a little longer to accept changes to procedures once they are learned
- QUESTION: Describe a time when you felt that the procedures for your job were not well defined and kept you from being as productive as you would like. What did you do?

**Emotionally Stable During Difficult Situations**

- Julie may have difficulty remaining calm in highly stressful environments
- May become burned out very quickly

QUESTION: Describe a time when you had to handle a great deal of difficult customers throughout the day. How did you deal with it?

**Good Impression (Social Desirability)**

- Julie's responses have been frank and open

**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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