



## Recruit Assist

### An Example Selection Report

5th December 2012

This report presents a summary of interpretations of the candidate's responses to the Trait personality inventory for the purposes of sales selection.

Personality assessment can help you understand their natural preferences and patterns of behaviours. This enables you to learn about their natural strengths and to anticipate and plan around weaknesses and development needs.

Recruit Assist is a measure of key competencies that are essential for sales performance. It has been evaluated and researched extensively in providing an accurate summary and proven links to sales performance.

For each of the key competencies in Recruit Assist you will find the following in this report:

1. Performance Implications - performance behaviours and indicators for the dimension.
2. Questions for exploration in interview - questions to ask at interview to explore the candidate's profile further.

In interpreting their responses we have compared them to a sample of working adults. Each dimension is scored on a scale 1 - 10. Their scores are indicated by solid orange circles marked on the scales. In general, higher scores indicate people are better suited to sales roles.

Also shown in the report is an overall suitability score - this indicates the overall suitability of the candidate for a sales role. Scores of 7-10 indicate people who are particularly well suited to a sales environment.

Please note that information about the candidate's Trait profile is confidential and should only be seen by you and the individual. Please ensure that these reports are stored for no longer than three months after making your hiring decision.

CompletionTime: 5 minutes

## Process Management

<b>Innovation and Creativity</b>	Creative and innovative in approaching problems and client needs, thinking outside own scope and role.	1	2	3	4	5	6	7	8	9	10
<b>Planning and Organisation</b>	Methodical and systematic in planning, following a schedule and committed to delivering.	1	2	3	4	5	6	7	8	9	10
<b>Problem Solving</b>	Analytical in generating solutions to problems, and methodical in implementing them.	1	2	3	4	5	6	7	8	9	10

## Relationship Building

<b>Customer Orientation</b>	Being sensitive, attentive, caring, and patient with customer needs.	1	2	3	4	5	6	7	8	9	10
<b>Persuasive Communication</b>	Confident socially, and able to guide communication assertively in negotiation	1	2	3	4	5	6	7	8	9	10
<b>Working With Others</b>	Cooperating and preference for working collaboratively with other members of the team.	1	2	3	4	5	6	7	8	9	10

## The Salesperson

<b>Drive and Target Orientation</b>	Being target-driven, ambitious, competitive, and committed to delivery.	1	2	3	4	5	6	7	8	9	10
<b>Resilience</b>	Positive outlook, and resilient in the face of setbacks, handles pressure effectively.	1	2	3	4	5	6	7	8	9	10

## Process Management

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Innovative and creative, plans and organises and demonstrates problem solving abilities 1 2 3 4 5 6 7 8 9 10

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## Innovation and Creativity

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Creative and innovative in approaching problems and client needs, thinking outside own scope and role. 1 2 3 4 5 6 7 8 9 10

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### Performance Implications

- Likely to generate new ideas and ways of working over the tried and tested.
- Their profile indicates they will think creatively around customer objections or issues and come up with original solutions.

### Interview Prompts

- Describe a time when you came up with a new idea instead of using the tried and tested?
- Talk through a situation that meant you had to do something differently in support of a customer sale or need.
- Describe how have you demonstrated creativity in your past roles rather than following the ideas of others?

## Planning and Organisation

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Methodical and systematic in planning, following a schedule and committed to delivering. 1 2 3 4 5 6 7 8 9 10

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### Performance Implications

- Likely to plan own time effectively and work in a structured and methodical way.
- for each sale, with the necessary paperwork and admin completed promptly and error free.

### Interview Prompts

- How do you plan your time effectively to deliver results?
- Describe how you have followed processes and procedures in the sales environment to conclude all sales activity.
- Describe how you work through the admin process in your current or in a previous position to demonstrate that you complete and finish all sales.

## Problem Solving

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Analytical in generating solutions to problems, and methodical in implementing them. 1 2 3 4 5 6 7 8 9 10

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### Performance Implications

- Likely to analyse customer needs and objections and identify the best products, services that meet their needs.
- Their profile indicates they will tend to demonstrate rational thinking and adopt a logical and systematic approach to the sales process.

### Interview Prompts

- Describe a time when you solved a problem in a logical way, what was the situation and what did you do?
- What has been the hardest problem you have had to overcome and how did you resolve it?
- How have you analysed problems in the past and identified the causes?

## Relationship Building

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Customer orientated, persuasive communicator and works well with others 1 2 3 4 5 6 7 8 9 10

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## Customer Orientation

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Being sensitive, attentive, caring, and patient with customer needs.

1 2 3 4 5 6 7 8 9 10

### Performance Implications

- Likely to be naturally caring about customers and wanting to provide an excellent customer facing impression, interacting in a warm, calm and engaging manner.
- Their profile indicates they will genuinely want to meet customer needs and will be able to remain calm when dealing with difficult customers.

### Interview Prompts

- Describe a time when you demonstrated what you believe to be particularly good service to someone and cared about the outcome?
- Describe a difficult customer situation you resolved in the recent past, how did you do this?
- What signals do you look for from customers when you are interacting with them during the sales process – can you give an example?

## Persuasive Communication

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Confident socially, and able to guide communication assertively in negotiation

1 2 3 4 5 6 7 8 9 10

### Performance Implications

- Likely to be confident meeting all types of customers, communicating clearly the products and services.
- Their profile indicates they may adapt their communication to suit and present in a way that engages and creates interest.
- Likely to take control of the interaction with the customer and demonstrate a desire to win in the negotiation process.

### Interview Prompts

- Describe a time when you had to persuade and influence someone to change their mind, what did you do?
- Talk through a time when you had a tricky negotiation to manage, how did you ensure it was successful?
- Describe a situation where you had to modify your approach with a customer because of their communication style

## Working With Others

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Cooperating and preference for working collaboratively with other members of the team.

1 2 3 4 5 6 7 8 9 10

### Performance Implications

- Likely to work cooperatively with others in the sales team and share best practice, while interacting in a supportive and engaging way.
- Their profile indicates they will have a preference for collaboration and avoiding disputes or disagreements.

### Interview Prompts

- Describe a time when you worked cooperatively with others, how did you ensure you worked well with them?
- How do you support your colleagues when the going gets tough? – please give an example
- Describe a situation that you believed to be confrontational and how you overcame it?

## The Salesperson

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Driven, Target Orientated and Resilient

1 2 3 4 5 6 7 8 9 10

## Drive and Target Orientation

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Being target-driven, ambitious, competitive, and committed to delivery.

1 2 3 4 5 6 7 8 9 10

### Performance Implications

- Likely to work hard and effectively to achieve sales targets and deliver on results.
- Their profile indicates they will be ambitious and want to be seen as an effective salesperson.
- They are likely to be reliable and deliver on their promises.

### Interview Prompts

- Describe a time when you worked hard to meet your sales targets, what did you do to ensure you met them?
- Explain how you drive sales during the non peak sales times and give an example of how you have achieved this?
- Describe a time when you were competing with another supplier for the same business and how you won the deal

## Resilience

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Positive outlook, and resilient in the face of setbacks, handles pressure effectively.

1 2 3 4 5 6 7 8 9 10

### Performance Implications

- Likely to be able to deal with challenging sales targets and setbacks in a calm and positive way, without dwelling on what went wrong.
- Their profile indicates they will be free from worry and anxiety when under pressure and are likely to be able to manage the competing sales and admin demands of the role.

### Interview Prompts

- Describe a time when you had to deal with a lot of pressure, how did you manage this so it did not affect your performance?
- What mechanisms and tools do you use to ensure you cope with times of pressure?
- How you keep your feelings positive when you have lost a sale?

## Next Steps

Thank you for using the Trait inventory. We hope you found it useful, and that it has contributed in helpful ways to your selection process at work.

If you do have any questions about the report we are always very happy to respond to questions, so feel free to contact our team.

## Your Notes

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