



Aspects Report

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Sample Aspects Model -
Call Centre

Styles

Assessment

Aspects Styles

Completed date

15/04/2015

Language

English (UK)

Contents

Aspects Styles Competency Profile

This report shows the scores for each competency together with the overall suitability score.

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Aspects Styles Interview Guide

The Aspects Styles Interview Guide includes competency-based questions for use in a follow-up recruitment interview.

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This report has a shelf life of between 18 and 24 months under normal circumstances.

Aspects Styles Competency Profile – Sample Aspects Model - Call Centre

Influencing and Selling					
Influences effectively and enjoys situations involving selling. Strong in negotiations with others, assertive in their approach and wins others over to their perspective.	1	2	3	4	5
Interpersonal Skills					
Socially skilled and confident, knows how to behave in social situations and comfortable meeting new people.	1	2	3	4	5
Customer Orientation					
Focused on providing service to customers and meeting their needs. Enjoys listening and engaging with other people; demonstrates interest in helping them achieve their goals.	1	2	3	4	5
Complex Thinking					
Understands different perspectives on complex issues. Appreciates relevant theoretical models and successfully analyses situations with many different components.	1	2	3	4	5
Efficiency and Reliability					
Diligent in their approach to work, following through on tasks until they are completed and seeking to always deliver on their promises. Demonstrates strong attention to detail, observing rules and processes affecting their work.	1	2	3	4	5
Drive and Motivation					
Motivated by challenging, quantifiable targets. Ambitious and focused on delivering clearly defined objectives, drawing satisfaction from achieving their goals.	1	2	3	4	5

Suitability score (%): 15

The suitability score (percentage fit) is based on the candidate's average competency score and converted into a percentage format. Therefore the candidate would obtain a high fit score if they scored high on all the competencies.

Aspects Styles Interview Guide

Based on the Aspects Styles competency scores, the interview guide offers corresponding interview questions to support a follow-up recruitment interview to assess the individual's suitability in further depth. A set of suggested interview questions is provided and it is recommended that at least one from each area is used. These have been designed to enable you to explore the fit between the candidate and the role, in the light of the competency based sifting tool they have already completed. When you have completed your interview, you can record your ratings and any comments on the final summary page.

Influencing and Selling

Influences effectively and enjoys situations involving selling. Strong in negotiations with others, assertive in their approach and wins others over to their perspective.

1 Give me an example of a time when you have had to persuade and influence another person or group of people.

- How did you go about explaining your point of view?
- What did you do to win others over?

Notes

2 Tell me about a situation where you have had to supervise or manage others.

- How did you get the others to do what you wanted?
- How did you feel about this?

Notes

3 Tell me about a time when you have negotiated over a price or outcome.

- How did you feel about having to push your position?
- How did you know how far to push your position?

Notes

Interpersonal Skills

Socially skilled and confident, knows how to behave in social situations and comfortable meeting new people.

1 Tell me about a time when you have had to meet people for the first time.

- How did you feel about meeting people you didn't know?
- In general, what do you do to make yourself feel more at ease when you are with new people?

Notes

2 Tell me about a time when you have had to be in a formal situation with lots of other people.

- How did the formality of the situation make you feel?
- What did you do to make yourself feel more at ease?

Notes

3 Give me an example which demonstrates your typical interpersonal style in a work, or other relevant situation.

- What might be some of the downsides of the way that you generally interact with others?
- Talk me through how you have adapted or changed your style over time.

Notes

Customer Orientation

Focused on providing service to customers and meeting their needs. Enjoys listening and engaging with other people; demonstrates interest in helping them achieve their goals.

1 Sometimes we cannot meet all of our customers' expectations. Give me an example of a time when you have not been able to meet all of your customers' expectations.

- What did you do to understand your customer's expectations?
- What did you do to overcome the gap between their expectations and what you could deliver?

Notes

2 Give me an example of a time when it has been hard to understand what your customer's needs were.

- How did you go about getting this information from your customer?
- What did you do to ensure your understanding of their needs was right?

Notes

3 Tell me about a time when you have had to work with a customer who has made you feel angry or upset.

- What did you do to manage your feelings in front of the customer?
- What else do you do to manage your feelings in emotionally challenging situations?

Notes

Complex Thinking

Understands different perspectives on complex issues. Appreciates relevant theoretical models and successfully analyses situations with many different components.

1 Give me an example of a time when your work, or other relevant tasks, have involved the application of theory or models.

- How did you learn about the theory or model in the first place?
- How did you go about continually improving your understanding of the theory or model?

Notes

2 Tell me about a time when you had to work through a complex issue or situation.

- How did you go about taking into account the varying perspectives that could be taken on the issue or situation?
- What did you do to ensure you had fully understood these different perspectives?

Notes

3 Give me an example of a time when you have broken down a complex issue so that it could be more easily understood.

- What made this issue so complex?
- Why did you decide to break down the issue in the way that you did?

Notes

Efficiency and Reliability

Diligent in their approach to work, following through on tasks until they are completed and seeking to always deliver on their promises. Demonstrates strong attention to detail, observing rules and processes affecting their work.

1 Tell me about a time when you have had to follow specific rules and procedures in the way that you work.

- To what extent did you adapt your approach to ensure that you followed the rules and procedures?
- To what extent did the rules and procedures help or hinder you to achieve your outcome?

Notes

2 Give me an example of a time when it was hard for you to deliver on a commitment or promise.

- Why was meeting this commitment or promise hard?
- What did you do to make sure you did deliver on the commitment or promise?

Notes

3 Tell me about a time when the success of a task has depended upon a high degree of attention to detail.

- What steps did you take to check that you got the right level of detail?
- How did you know that this level of detail would reach the right standard?

Notes

Drive and Motivation

Motivated by challenging, quantifiable targets. Ambitious and focused on delivering clearly defined objectives, drawing satisfaction from achieving their goals.

1 Tell me about a goal or target which you have set and reached for yourself.

- What did you do to ensure you achieved this goal or target?
- What made you set the goal or target at the level you did?

Notes

2 Tell me about a time when you have had to strive to get something you have really wanted in your career.

- What made this something worth striving for?
- What steps did you put in place to get closer to your ambition?

Notes

3 Give me an example of a time when you have persisted with the delivery of a task in spite of lack of support/interest from others.

- How did you keep yourself engaged in the task in spite of the lack of support you were receiving?
- How successful were you in delivering the task?

Notes

Interview summary

Competency	Rating
Influencing and Selling	
Notes	
Interpersonal Skills	
Notes	
Customer Orientation	
Notes	
Complex Thinking	
Notes	
Efficiency and Reliability	
Notes	
Drive and Motivation	
Notes	
Overall summary	
Notes	