

Candidate: Betty Penske

Assessment: First-Line Supervisor - Retail Sales (Spanish)

Completed: May 7, 2024 Prepared for: Susan Bookman

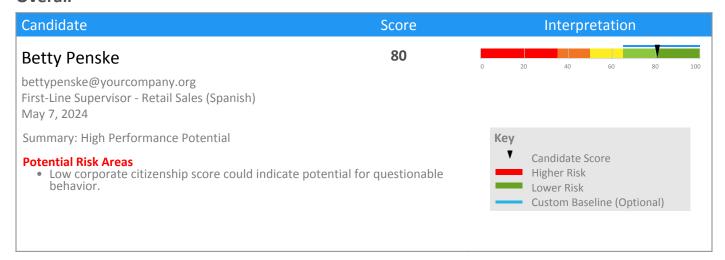
HR Avatar Data Collection Account

Test Results and Interview Guide

The First-Line Supervisor - Retail Sales (Spanish) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.

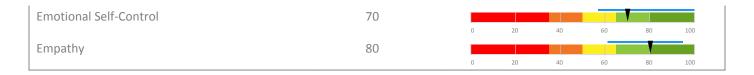


Overall



Competency Summary





Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	0	10	20	30	40	50	60	70	80	90	100
Global	80th											
United States	66th									i i	i I	
HR Avatar Data	74th		1				1			I I	I I	



Assessment Overview

This assessment provides scores for a number of important factors and competencies that are related to success on the job. Scores are presented based on their potential impact on job performance.

Scores are presented individually on a scale of 0-100. In most cases, including the overall score, higher scores represent higher expected job performance. However, for some competencies, either extreme low or extreme high scores indicate a risk of lower performance. Refer to the interpretation section of each competency for additional information.

Individual competency scores are also combined into a single overall score. Please note that individual competencies are weighted differently, depending on their type, and on fine adjustments based on data from the US Government's Occupational Data Network (O*Net).

Each competency measured includes one or more suggested interview questions, in an easy-to-use format. These questions should be used for additional probing, especially when the score shows an area of relative weakness.

Some of the competencies measured evaluate preferences for doing (or not doing) specific activities. Scores for these competencies can be used to evaluate job-fit.

We wish to emphasize that the data contained in this report should be used as part of a comprehensive process for evaluating job candidates. Additional data should include in-person interviews, job tryouts, resume review, and background checks.

Detail

Candidate: Betty Penske, bettypenske@yourcompany.org

Assessment: First-Line Supervisor - Retail Sales (Spanish)

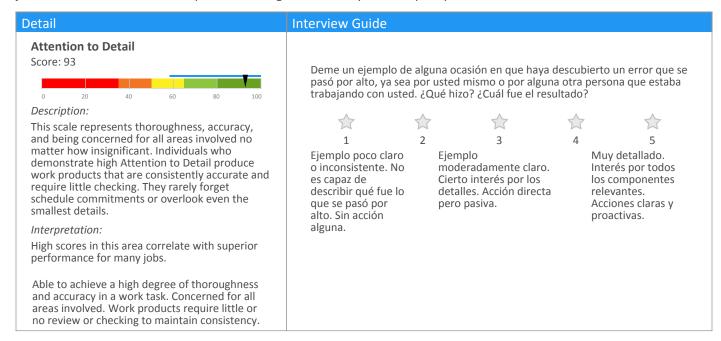
Authorized: May 7, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz

Started: May 6, 2024, 11:27:32PM EST Completed: May 6, 2024, 11:27:32PM EST

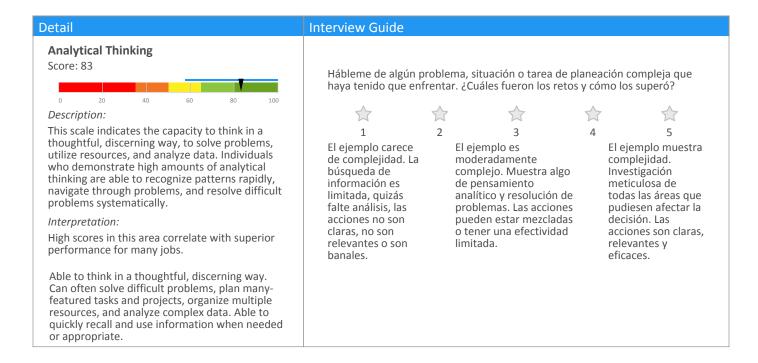
Overall Score: 80

Cognitive Abilities Detail

This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using HR Avatar's simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the ability to learn quickly.

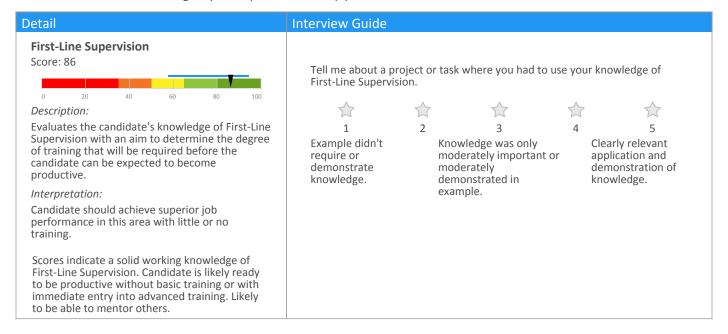






Knowledge and Skills Detail

This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.



Personality Characteristics Detail

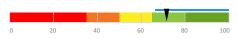
This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.

Continued on next page.



Detail **Adaptable**

Score: 71



Description:

This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements. Changing work requirements usually cause stress and put pressure on an individual to adapt. High scorers usually thrive under changing work conditions, while low scorers may burn out or become paralyzed.

Interpretation:

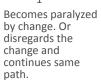
The candidate's score in this area should contribute to enhanced overall job performance.

Prefers a dynamic work environment. Able to remain focused and positive in times of significant workplace change. Fairly easy-going and relaxed.

Interview Guide

Would you rather work in a job where the work is predictable or one where activities are constantly changing? Why?







Resistant and fearful of change, or appears to live for change.

3



Comfortable with change, though feels some stress or anxiety. Usually able to stay focused.

5

Describe a time at work or school when things were changing so fast it was hard to stay focused. How did you adjust to it?



3



Experienced higher anxiety but tried to deal with changes

in a positive way.

Stayed focused.

Enjoyed the chaos of fast change. Became disinterested or negative and waited for things to calm down.

Did best but felt paralyzed and unable to work effectively.



Score: 70



Description:

This scale indicates a person's desire for accuracy. People with high perfection scores are committed to meeting or exceeding standards for quality and take pride in the accuracy of their work. People with too little perfectionism may be sloppy and unconcerned with quality.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Seeks the highest possible quality in almost every task. Willing to put in extra effort or resources to ensure a task is done correctly. Takes pride in producing work that is virtually perfect every time.

Can you describe a time when you were trying to finish a project or task but your boss made you stop before you felt it was ready?



Frequently cut

because standards

short by boss

are too high.







Sometimes cut short but not often.



Rarely cut off because has a good sense of what is good enough.

5

When you perform a task, how do you decide when it's good enough to consider it completed or 'ready' for the customer?



No emphasis on

quality.









other constraints.





Insists on a high degree of quality before releasing work.



Corporate Citizenship

Score: 10

Description:



This scale indicates the degree to which an individual's behavior embraces the spirit of an organization's mission, objectives, and strategy. High scorers project an attitude characterized by cooperation, trust, and openness. Low scorers often question the motives behind decisions. They may withhold information, display hostility, be defensive, or do just enough to get by.

Interpretation:

The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.

Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies.

Interview Guide

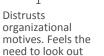
How do you feel about being part of an organization? Do you think most organizations have their employees' best interests at heart or do you have to always watch out for yourself?



Distrusts

for self.







Supports organization but is wary of being taken advantage of.



4

5

Embraces organizational membership. Believes in organizational mission.

Competitive

Score: 94



Description:

This scale indicates the degree to which an individual is driven by a desire to impress their leaders and exceed their peers. Being competitive can either be damaging or useful, depending on the job. Competitive people spend much of their time thinking about themselves and the impact decisions may have on them, and their actions are often guided by these thoughts, which can either provide the drive needed to achieve a goal, or can damage the ability of a team to work together. In general, high scorers perform well in sales and related jobs.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Highly motivated by challenging goals, financial rewards, and/or recognition, and willing to work very hard to succeed. Very focused on personal achievement.

Would you describe yourself as competitive? Can you give me an example?

3





example, or doesn't show any consideration for others.



Example unclear. Doesn't address impact on others.



5

Competitive example that demonstrates drive and shows consideration of others.

Describe a time when you had to place accomplishing your objectives above supporting your team. Why do you think it was justified?



or personal

team.

1

reasons. Shows

little remorse for

failing to support

Justified for selfish

W

W 5

Shows remorse and feels action was a mistake.

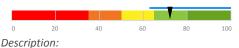
3

Clearly justified or was forced to do so by superiors. Strongly regrets and wishes could change.



Develops Relationships

Score: 72



This scale indicates a person's desire to cultivate relationships. High scorers seek opportunities to meet new people and get to know them well enough to form a lasting relationship. Low scorers tend to minimize interacting with people they don't know.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Actively cultivates relationships. Comfortable meeting new people and sensitive to how others feel. Maintains a broad social network, and uses it to achieve work objectives.

Interview Guide

Can you describe a time when you had to choose between getting the job done or preserving a relationship with a friend or co-worker?



Places relationship above the work objectives in all or most cases.



Sometimes struggles between work and relationships, but usually balances well.

3



Focuses on getting the job done but makes an effort not to hurt relationships.

5

Describe your ideal job. Would it include working closely with others or would you prefer working mostly by yourself?



Prefers to work

alone.



Cultivates relationships

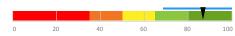
when opportunity arises or is necessary.

5

Enjoys cultivating relationships. Finds teamwork constructive.

Enjoys Problem-Solving

Score: 86



Description:

This scales represents a person's willingness to deal with complicated problems on a frequent or recurring basis. People with high scores prefer jobs that require mental challenge. Individuals with low scores may be intimidated when faced with complex or even simple issues on a regular basis. When jobs are routine or repetitive. people with low scores are usually a better fit.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Likes to analyze and formulate solutions to problems as a part of his or her daily work. Confidently accepts mental challenges. Optimistic that most problems can be resolved with effort and application.

Describe some of the biggest on-the-job problems you have faced. How did you overcome them? How did you know they were solved?



actions taken

unclear.

1 Problems poorly described and



Moderately complex



problems. Simple or obvious actions taken.



5

Described one or more complex problems. Actions taken are clear and relevant.



Expressive and Outgoing

Score: 83

Description:



There are many jobs that require outgoing personalities, such as selling, management, public relations, or jobs that require positive public contact. People who score high on expressiveness label themselves as outgoing and have many social contacts. Low scores indicate the person may not have the interest or willingness to assert themselves in social settings.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Likes to be the center of attention and freely asserts thoughts, ideas, and opinions among friends and strangers alike.

Interview Guide

Tell me how you've acted in group meetings when you're discussing an important issue. Do you participate in the discussion, lead it, or wait until someone asks for your opinion?





Passive in actions with others. Timidly speaks when addressed. Prefers listening.



Speaks up and speaks out but doesn't need to be center of attention.

3



4

5

Likes to be center of attention. Speaks confidently and volunteers opinions constructively.

Can you describe a time when you worried you were being too forthright or outspoken during a discussion among your friends or co-workers?



1

because always

seems to be the

most active.

Frequently worries

3

4

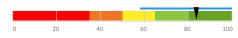
5

Occasionally worries but not very often.

Rarely worries because knows when to back off beforehand.

Innovative and Creative

Score: 83



Description:

This scale indicates the degree to which the person considers themselves capable of formulating original approaches to problems and other work challenges. Individuals who score high on this scale are comfortable with jobs that require them to analyze situations and/or data, and use their imagination to identify alternative approaches to evaluate each to select the most effective solution. Lower scoring individuals prefer to follow a more cookie-cutter or predefined approach to dealing with a specific problem. When organizations expect their people to continually generate new and better ways of producing work, it is a good idea to hire people who share this interest.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Sees him or herself as creative and capable of generating novel or original solutions to issues or problems. Open to free-form discussion of different ideas.

What is the most creative solution you have ever come up with? What were the circumstances, and why do you think it was creative?



1

Idea does not demonstrate creativity or is not related to the problem. No problem described.



7

to problem.

Moderately creative idea or only partially related



Doth prob

Both problem and use of creativity well described and related to one another.



Detail **Interview Guide Exhibits a Positive Work** Attitude How do you feel having a regular job and going to work? Is it something you Score: 96 enjoy? Why or why not? 20 Description: 5 1 3 For some people, work is a second-place activity. Views work as a Likes work but doesn't Considers work a That is, given a decision to take either personal means of income truly enjoy it. Balances key priority in life. time or go to work, low scorers will choose time only. Does not priority and energy with Enjoys working and off. Low job priority could indicate a 9 to 5 enjoy. Does not other obligations. always applies best mentality. care about energy. Takes pride professional in work reputation. Interpretation: reputation. The candidate's score in this area should contribute to enhanced overall job performance. Expects to receive both financial and personal rewards in exchange for applying his or her best energies to the job. Enjoys working. Trusts the organization to help career. **Needs Structure** Score: 86 What kind of job would you prefer: one in which you know exactly what you need to do each day or one in which you start each day with a blank slate and have to decide what to do based on circumstances? Why? Description: This scale indicates the degree to which a person prefers to work within an ordered environment, 1 3 with well-defined tasks, activities, rules, Prefers a dynamic, Equally comfortable with Clear preference processes and expectations. It also reflects the for defined tasks changing work well-defined and general thoroughness and care applied by the environment. dynamic work and activities. candidate when performing work tasks. environments. Interpretation: The candidate's score in this area should contribute to enhanced overall job performance. Have you ever had to work in a job that had little or no structure or where no Follows rules closely and consistently. Makes one told you what to do? What did or didn't you like about it? decisions carefully and thoughtfully. Follows through on commitments. Able to create and/or follow detailed plans. 2 3 5 1 4 Large mismatch Some mismatch Comfort with between comfort between comfort with structure matches with structure and structure and structure the structure level structure level of level of intended job. of the intended intended job. iob.

Behavioral History Detail

This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate"s past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

Continued on next page.





Emotional Intelligence Detail

This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.

Continued on next page.



Emotional Self-Awareness

Score: 91



Description:

The ability to pay attention to, monitor, and understand how and why one reacts a particular way in different situations, and to know how to conduct oneself appropriately and effectively in social situations.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Demonstrates exceptional strengths in maintaining awareness of his or her emotional reactions and behaviors and the potential impact of those behaviors on others, and an extremely high level of knowledge of what behaviors are appropriate for different situations. Likely to be very effective at identifying how his or her feelings may affect his or her behaviors and ensuring those behaviors stay focused and conform to social norms, enabling extremely appropriate, measured interactions with customers and coworkers.

Interview Guide

How aware are you of your own emotions? Can you describe a time when your awareness helped you make a better decision?



awareness.





3 Some ability to sense own emotions and control decision-making.

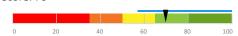


Very in tune with own emotions. Able to improve decisions through awareness.

5

Emotional Self-Control

Score: 70



Description:

The ability to manage the desire to satisfy urges or impulses, showing restraint and managing behaviors to ensure appropriate and effective interactions with others.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Demonstrates strengths in self control and impulse control, enabling the ability to employ a balanced approach to managing risk, maintain composure during stressful times, and calmly relate to others at work. Likely to be effective at prioritizing and staying focused on long-term goals, and to interact with others in a way that helps build lasting relationships.

Are you able to control your own actions when you become emotional? Can you give me an example of how using self-control helped at work or school?



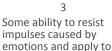
kick in.

Unable to control

self when emotions







work situations.





Able to detect own emotions and control reactions in work or business situations.

5

Detail Empathy Score: 80 0 20 40 60 80 100

Description:

The ability to sense and understand other people's feelings, feel sympathy for others, and see things from other people's point of view.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Demonstrates exceptional strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be very effective at demonstrating to customers or coworkers that they understand and care about them, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.

Interview Guide

Are you good at relating to the feelings of others? Can you give me an example of how this helped you navigate a difficult situation at work or at school?



Not able to sense how others feel. Unable to provide example.



Some ability to sense how others feel. Example shows some ability to use senses at work.

3





Able to relate to others and sense how they feel. Example shows can easily apply senses at work.



Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

Photo Analysis Results	
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)









Pre/Post-Test Photo

ID Photo

In-Test Error Detected (No Face Detected)

In-Test Error Detected (No Face Detected)









In-Test Error Detected (No Face Detected)

In-Test Photo

In-Test Photo

In-Test Photo





In-Test Photo

Pre/Post-Test Photo

Minimum Qualification Guidelines - from O*Net

The following are suggestions from O*Net, the United States government's occupational information network, regarding prerequisites for this job type.

Item	
Educational Achievement	High School
Job-Related Training	6 Months - 1 Year
Job-Related Experience	1 - 2 Years



Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the
 assessment is scored. As additional instances are completed, the comparative data may change. You can always update a
 report to the current values by clicking on "Recalculate Percentiles" within the online results viewing pages at
 www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- This assessment makes use of data from the Occupational Information Network (O*NET), which is funded by the U.S. Federal Government U.S. Department of Labor/Employment and Training Administration (USDOL/ETA) as a primary source of occupational information. The O*NET database contains information on hundreds of standardized and occupation-specific descriptors that are continually updated by ongoing research. These data are used in preparing descriptive information as well as setting relative weights between competencies used in calculating the overall score. For additional information about O*NET, visit http://www.onetcenter.org.
- O*Net Standard Occupational Code (SOC) Used: 41-1011.00
- O*Net Version: 26.3
- Sim ID: 922-6, Key: 0-0, Rpt: 13, Prd: 384, Created: 2024-05-07 04:27 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko



Score Calculation Detail

The following table provides a summary of how the overall score was calculated from the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Adaptable	71.7235	Z-Statistic	0.4482	2.9258
Attention to Detail	93.1717	Z-Statistic	1.8781	13.1762
Emotional Self- Awareness	91.3421	Z-Statistic	1.7561	2.8102
Emotional Self-Control	70.0532	Z-Statistic	0.3369	2.8102
Seeks Perfection	70.0011	Z-Statistic	0.3334	2.5146
Corporate Citizenship	10.0000	Z-Statistic	-3.6667	2.8249
Competitive	94.9477	Z-Statistic	1.9965	2.3495
Develops Relationships	72.4808	Z-Statistic	0.4987	2.1758
Enjoys Problem-Solving	86.5123	Z-Statistic	1.4342	2.2002
Empathy	80.0168	Z-Statistic	1.0011	2.1297
History Survey - Performance	69.2159	Z-Statistic	0.2811	7.1845
History Survey - Tenure	65.9321	Z-Statistic	0.0621	7.1845
Expressive and Outgoing	83.4434	Z-Statistic	1.2296	1.8335
Innovative and Creative	83.6589	Z-Statistic	1.2439	1.8597
Exhibits a Positive Work Attitude	96.9132	Z-Statistic	2.1275	2.9166
Analytical Thinking	83.0363	Z-Statistic	1.2024	11.8517
First-Line Supervision	86.2519	Z-Statistic	1.4168	28.7378
Needs Structure	86.5996	Z-Statistic	1.4400	2.5146
Weighted Average of Cor		1.0531		
Mean applied to Raw We		0.0000		
Standard Deviation appli		1.0000		
Normalized Raw Score:		1.0531		
Mean:		65.0000		
Standard Deviation Used		15.0000		
Final Overall Score:		80.7964		



Notes

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