



SELECT for Help Desk Agents

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| | |
|----------------------------|------------------------|
| Survey Results for: | Susanne Example |
| ID: | 123-45-6789 |
| Test Date: | 6/8/00 10:51:06 AM |
| Organization: | Software Company, Inc |
| Region: | South |
| Area: | Texas |



This Report Is Confidential

- Lock it up
- Don't leave it out
- Don't show it to the candidate



Use This Report To Make Good Decisions

- Retest or avoid candidates with Invalid results
- Avoid candidates with Avoid scores
- Use interview probes and other report information to evaluate Okay and Good candidates
- Combine information from all sources (survey, interview, references, etc.) to make a final decision

Results



Random Response:

A check for random responding. If Invalid, the candidate could not or did not read the test well enough to avoid responding randomly, and these results should not be used.

| Random Response: | Valid | Invalid |
|------------------|-------|---------|
| | X | |

Integrity Index:

A measure of the candidate's attitudes about personal integrity and work ethic.

| Score: 6 | Avoid | Okay | Good |
|-------------|-------|------|------|
| | 0-3 | 4-6 | 7-8 |

Performance Index:

A measure of the traits associated with successful performance in this job.

| Score: 36 | Avoid | Okay | Good | Better |
|--------------|-------|-------|-------|--------|
| | 0-33 | 34-39 | 40-46 | 47-57 |

Details



| Subscale | Okay | Flag* |
|--|------|-------|
| Energy (activity level; action orientation) | X | |
| Problem Solving (enjoy solving problems and finding solutions) | | X |

Performance Sub-scale Analysis:

The table presents the candidate's scores for each sub-scale of the Performance Index.

Flagged areas should be probed in the interview.

| | | |
|---|---|---|
| Multi-Tasking (juggle many tasks) | X | |
| Accountability (accept personal responsibility for performance) | X | |
| Assertiveness (enjoy asserting influence over others) | | X |
| Collaboration (team-oriented, enjoy working with others to find solutions) | X | |
| Frustration Tolerance (remain emotionally positive in spite of frustration) | X | |
| Criticism Tolerance (accept criticism constructively) | X | |
| Acceptance of Diversity (tolerance of others different from self) | X | |
| *If flagged, see interview probe suggestion(s) in later section. | | |

Job Task Responses:

| How willing are you to . . . | Would do it and enjoy it | Would do it | Would do it, but not like it | Would not want to do it | Would not do it |
|--|--------------------------|-------------|------------------------------|-------------------------|-----------------|
| Work weekdays? | | X | | | |
| Work evenings or nights? | X | | | | |
| Work weekends? | | | | | X |
| Work holidays? | | | | | X |
| Work overtime? | | | | | X |
| Commit to being on time, every time? | X | | | | |
| Serve or assist customers? | X | | | | |
| Work cooperatively with others? | X | | | | |
| Handle demanding people? | | | X | | |
| Handle rude customers? | | | X | | |
| Listen to customers using headphones or an earjack? | X | | | | |
| Closely follow a telephone script? | X | | | | |
| Meet daily performance goals? | | X | | | |
| Have your customer calls monitored? | X | | | | |
| Work with computers? | X | | | | |
| Sit for long periods of time? | X | | | | |
| The table above reports the candidate's stated willingness to do tasks commonly required in jobs similar to this one. Indications of reluctance should be probed during the interview. | | | | | |



Preparation:

- Review the application form
- Review the SELECT test results

STEP 1: Open the Interview

Hello, my name is _____ and I'm the _____ (your position). We're glad that you are interested in this position. The purpose of this interview is to learn more about you and your work experiences. I will be asking you some questions about your previous experience, how you approach certain things, etc. You will probably see me jotting down some notes -- that's to help me remember better what you said after the interview is over. There are no correct or incorrect answers, what we want is to learn more about you. At the end, I'll leave some time to answer any questions you might have. If you are ready, we can begin.

STEP 2: Review the Application and Investigate Potential Problem Areas

- | | |
|--|--|
| <input type="checkbox"/> All blanks completed? | <input type="checkbox"/> Employment gaps? |
| <input type="checkbox"/> Application signed? | <input type="checkbox"/> Extremely high or low earnings? |
| <input type="checkbox"/> Several jobs in the last 2 years? | <input type="checkbox"/> Earnings show progress? |
| <input type="checkbox"/> Vague reasons for leaving job(s)? | <input type="checkbox"/> Can complete all essential functions? |

Example Questions:

I see that you were unemployed from _____ to _____. Please tell me about this period of unemployment.

I see that you left your previous employer for personal reasons. Would you explain further?

I noticed that you have changed jobs frequently in the recent past. Why?

STEP 3: Review SELECT Flags and Begin In-depth Questions

While asking the following interview questions, be sure to listen and probe in the following areas highlighted by SELECT:

- Low Problem Solving
- Low Assertiveness

1. Tell me about your responsibilities in your previous (or current) job. Which did you like most and why? Also, which did you like the least and why? (*Listen for relevant work experience, likes and dislikes that may or may not fit this job.*)

2. Why are you considering leaving or why did you leave your current/last job? (*Listen for reliability, job fit.*)

3. What attracts you to this job with our company? (*Listen for a desire to work and a desire to serve others as well as an interest in your organization.*)

4. Have you ever worked or volunteered in a position where you primarily assisted people over telephone? How did you like it? How successful were you? (*Probe for willingness to serve the needs of others.*)

5. How would you describe yourself as an employee? What are your strengths? What things do you think you might need to improve? (*Listen for work ethic, willingness to serve others.*)

6. What type of people do you like best? And least? Why? (*Listen for openness and a lack of prejudice.*)

7. What type of supervisor do you like best? Why? (*Listen for a willingness to be supervised.*)

8. Think of a company that you feel provides good customer service. What is it about this company that makes you think of them? (*Listen for service knowledge, values.*)

9. Tell me about a time when someone failed to provide good service to you. Give me examples of what the person did poorly. How could he/she have improved? (*Listen for service knowledge, values.*)

10. Sooner or later, we all have to work with a customer who is unreasonable. What types of behavior would you find most frustrating? How would you respond under such a circumstance? (*Listen for openness, tact and ability to handle difficult people.*)

11. From your understanding of the job, what aspects of the job will you like the most? What are some things you might dislike? (*Listen for job knowledge and job fit responses.*)

If you are still concerned about the Performance Flag areas, here are some additional questions to ask:

Low Problem Solving: Tell me about a time when you were unable to solve a customer's problem. What did you tell the customer? What did you do to try to resolve the problem? Tell me, step by step, the process you take when trying to

solve a problem. What kinds of problems are you good at solving? Which kinds of problems are more difficult? What do you do when you cannot find a solution? (Listen for his/her enjoyment of problem solving; does he/she see them as challenges or as frustrations?)

Low Assertiveness: In previous sales jobs, how did you overcome customer objections to influence them to buy your product? Please give several specific examples. If you have not had a sales job in the past, please describe other situations in which you persuaded people to do what you wanted them to do. (Listen for how well he/she is able to control the conversation with a customer. Also, observe his/her ability to be persuasive with you during the interview.)

STEP 4: Conclude the Interview

Those are all the questions that I have for you. I appreciate the time that you have given to me. Is there anything that you would like to ask me?

STEP 5: Make the Hiring Decision

- Resist the temptation to hire someone just because you need to fill the job. You are likely to pay for a hiring mistake both in money and time.
- Focus on how well the candidate fits the demands of the job, not how much you like the candidate's personality or how much you have in common with the candidate.
- The selection process is designed as an aid to the well-reasoned judgment of a hiring manager, not a replacement for this judgment. In the end, every hiring decision is a judgment call. Use the tools provided in this process to inform your decision, not make it for you.

Use the following checklist to guide your decision. Please indicate your recommendation and write your comments in the appropriate Recommendation box. In addition, write your initials in the Initials column.

| Actions | Recommendation | | | Initials |
|---------------------------|----------------|-------------------|------------------|----------|
| Review Application | Not Acceptable | Some Reservations | Consider Further | |
| | Not Acceptable | Some Reservations | Consider Further | |

| | | | | |
|--|-------------------|------------------------|------------------|--|
| Prescreen (Optional) | | | | |
| Test Candidate & Review the SELECT Report | Not Acceptable | Some Reservations | Consider Further | |
| Behavioral Interview | Not Acceptable | Some Reservations | Acceptable | |
| Reference Checks (Optional) | Not Acceptable | Some Reservations | Acceptable | |
| Background Check (Optional) | Not Acceptable | Some Reservations | Acceptable | |
| Decide | Do Not Make Offer | Eligible At Later Date | Make Offer | |
| Drug/Medical Screen (Optional) | Fail | | Pass | |

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