



ASSESSMENTS 24x7
A Global Leader in Online Assessments

Fitness Report

Personalized Report For:

Sample Report

Job Profile Fitness: For Customer Service

7/16/2010



Inside This Report

How to use this Report

The Fitness report evaluates job candidates by first measuring and then identifying how the candidate's typical behavioral style matches the behaviors required by job. Use this report to identify and measure how each candidate's behavioral style matches the job requirements.

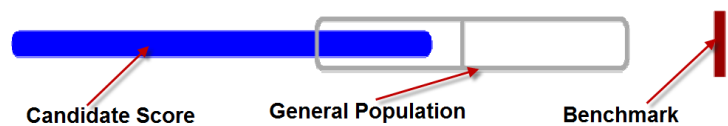
Understanding Integrated Behavioral Fitness

Integrated Behavioral Fitness combines all four dimensions of DISC and uses the behavioral similarities and/or differences to maximize behavioral effectiveness on the job. In this report, all four dimensions of DISC behavior have been integrated in one overall measure of fitness when comparing an individual to a targeted job profile.

Job Profile Fitness

The fitness rating is scored on a scale between 1% and 100%. The fitness rating represents the strength of the relationship between the candidate's behavioral style and the behavioral requirements of a specific job.

The higher the fitness rating, the more able the candidate's natural behavioral style can be applied to the task of getting the job done consistent to the job profile.



Candidate Profile

The Candidate Profile is an overview of specific behavioral elements relevant to the candidate.

Job Profile

The Job Profile is an overview of specific behavioral elements relevant to the job

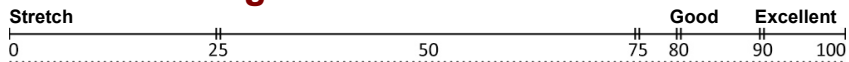
Applying Fitness Rating

A sequential step by step approach to applying your fitness rating score.

Job Profile Fitness: Sample Compared to Customer Service



Fitness Rating: 70%



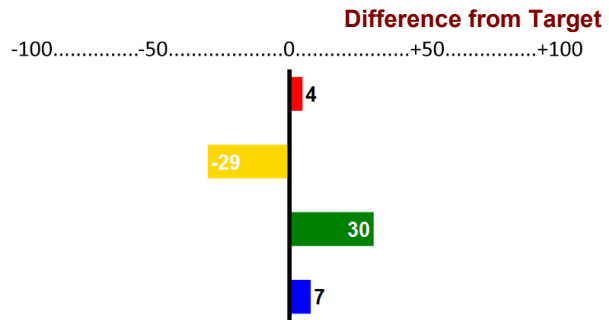
Blue bar = candidate score Red hash mark = benchmark Grey range = general population.

Behavioral Style: Planner

Description of difference from target (right)

Values closest to (0) zero indicate a greater fitness for the specific role. Values furthest from the target indicate a lower fitness for the specific role.

Dominance
Influence
Steadiness
Conscientiousness



Sample Style Fast Facts:

Integrated Fitness Rating: **70%**
Style Category: **Steadiness**
Style Name: **Planner**
% of General Population with same style: **5%**

Candidate Most Effective When

- Established practices, procedures, and protocols.
- Clear areas of responsibility with minimal ambiguities.
- Interaction with people in a comfortable, non-hecktic manner.

Strengths Candidate Brings to Job

- You show an extremely high level of patience when working with others.
- As a leader or member of a project team, you take a deliberate, dispassionate, and serious approach to solving problems.
- You possess a high degree of internal loyalty to people, projects, and ideals. As a result, you are able to model the professional stability necessary to grow within an organization.

Customer Service Style Fast Facts:

Integrated Fitness Rating: **100%**
Style Category: **Influence**
Style Name: **Assessor**
% of General Population with same style: **7%**

Ideal Candidates Most Effective When

- Freedom to express your ideas.
- Activities including many opportunities for interaction with people.
- Projects requiring you to motivate and persuade people.

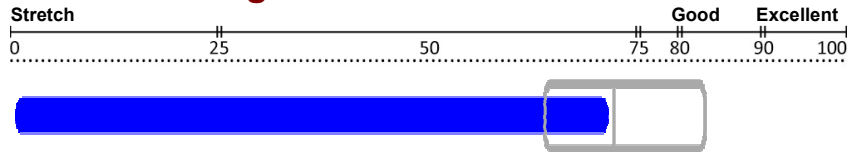
Ideal Candidates for Job Bring

- On the job, you bring a high degree of optimism and a strong desire to win.
- You have the ability to handle both the "people side" and the detail side of a project with equal skill and confidence.
- You show a special ability to help others on the team visualize the activities necessary to obtain success in a complex project.

Job Profile Fitness Continued: Sample Compared to Customer Service



Fitness Rating: 70%



Behavioral Style: Planner

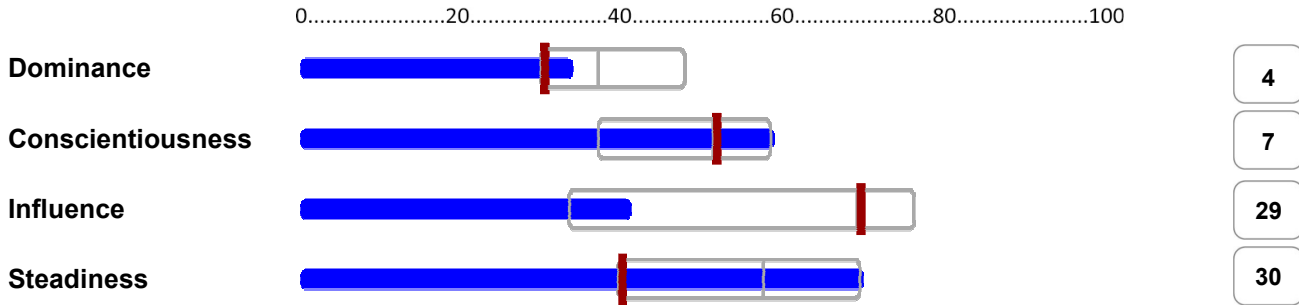
Blue bar = candidate score

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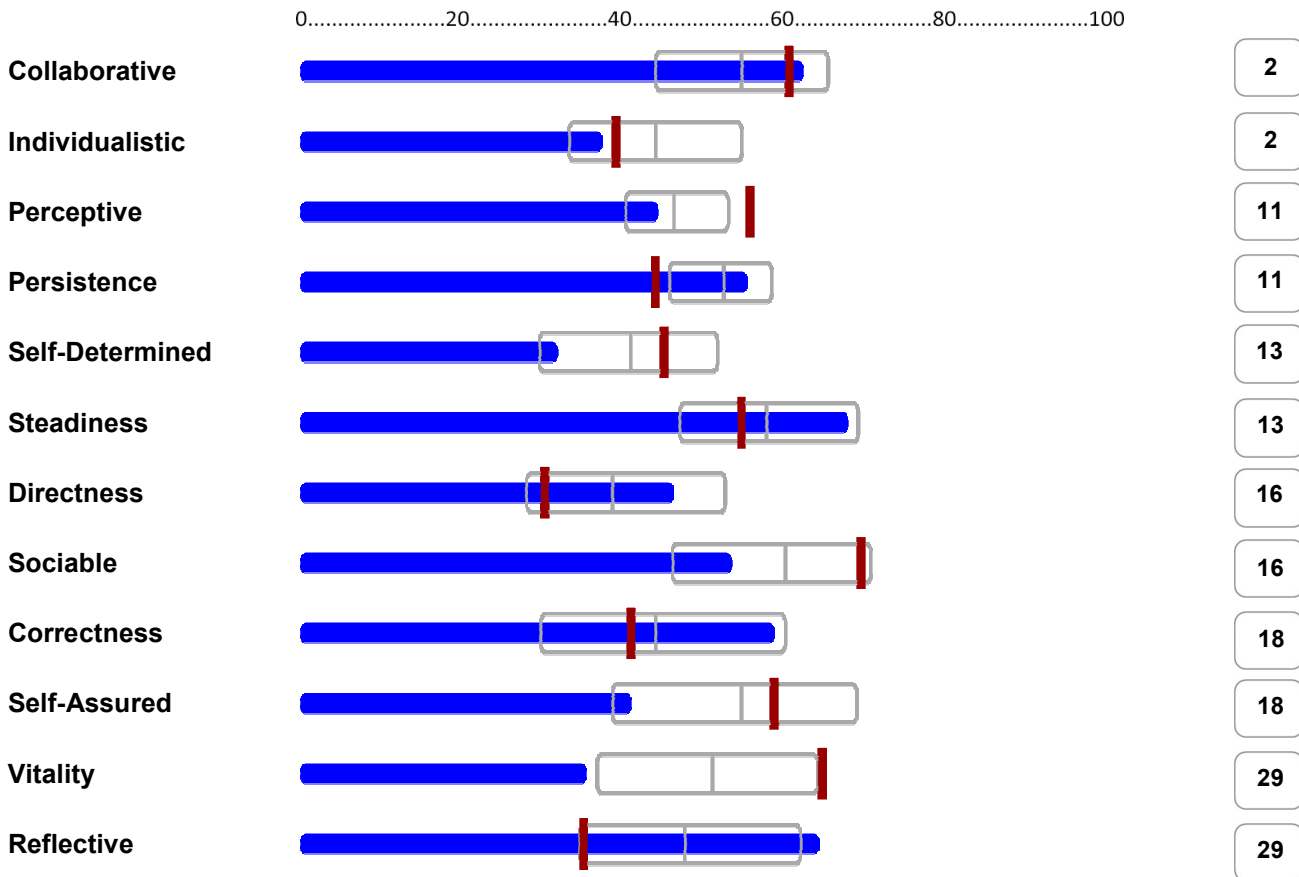
(4) DISC Factor Comparison: Sample

Difference from Target



(12) DISC Factor Comparison: Sample

Difference from Target

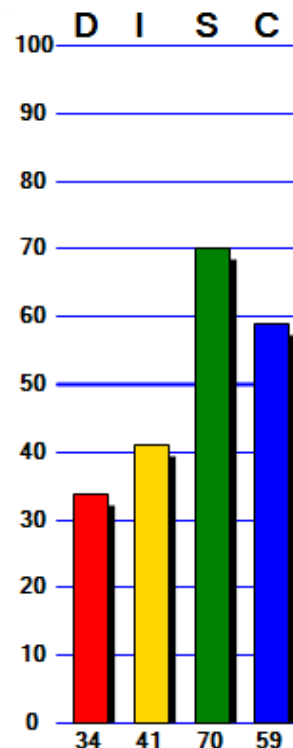


Sample's Behavioral Style: Overview

Sample's Behavioral Style: **Planner**

Planner Style Overview

- **Emotional characteristic:** Will often bring balance, temperance and composure to interactions.
- **Goals:** Consistency and retention of the status quo with a minimum of disruptive change.
- **How others are valued:** Through quality of relationships and demonstrated competency.
- **Influences group:** Reliable and consistent performance that can be counted on.
- **Value to the organization:** Reliable and consistent efforts that can be counted on.
- **"Watch-out-for":** Unlikely to take risks; will quietly resist change.
- **When under pressure:** Likely to adapt to a power figure or group direction; avoid "first to try" actions.
- **Fears:** Rapid changes; chaotic and haphazard activities.



Sample Strengths:

- You can be depended upon to do what you say you will do.
- You have a rare ability to calm people who are angry or upset.
- You are an excellent teacher or coach to others on the team, especially in situations requiring patience and specialized skills.

Sample Potential Areas For Improvement:

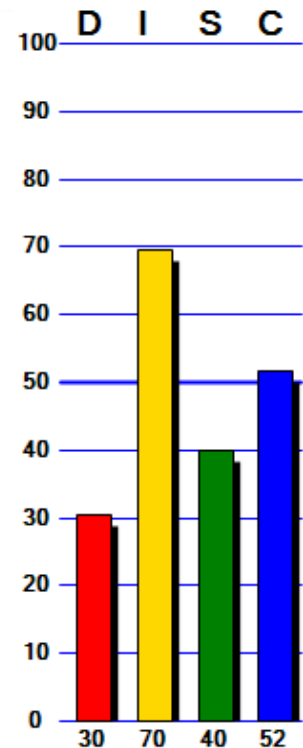
- You may need help prioritizing tasks when under pressure or facing deadlines.
- You may tend to hold back and wait for others to initiate ideas and processes.
- You have a long memory for wrongs committed, and thus may be considered by some to be a grudge-holder.

Job Profile (Benchmark): Customer Service Overview

Behavioral Style: **Assessor**

Assessor Style Overview

- **Emotional characteristic:** Strong desire to look good to others.
- **Goals:** To win and to win with style.
- **How others are valued:** By their ability to trigger action and activities.
- **Influences group:** Acknowledgement of others' competitive ideas.
- **Value to the organization:** Players who work through others.
- **“Watch-out-for”:** Can overstep bounds of authority and be overly clever.
- **When under pressure:** Can become overly critical and impatient with others.
- **Fears:** Looking bad in the eyes of other people and/or not being viewed as a winner.



Customer Service Strengths:

- You have the ability to handle both people and details, with equal skill and confidence.
- An optimistic team player, you are able to motivate others toward their goals.
- You are able to negotiate conflicts between people and teams in a win-win manner.

Customer Service Potential Areas For Improvement:

- Your high level of enthusiasm may be seen by some as shallow or self-absorbed.
- You may tend to promise a bit more than you can deliver, then enlist the help of others to ensure timely delivery.
- You may be overly optimistic in judging others' abilities.

Applying Fitness Rating

A behavioral style itself is not so much what the individual thinks or says about a person, thing or idea. It's your observation of how that individual tends to **act** toward people, things and ideas.

Your behavioral style fitness rating places a candidate's fitness compared to a specific job benchmark. A three-level rating system is used ranging from stretch to excellent to further clarify the fitness rating.

A candidate's fitness % rating is viewed as their style's behavioral "distance" from the job style target.

1st Consider the fitness rating score like a score you are familiar with on a scale from 1 to 100. The higher the fitness rating score, the more confident you can be that the desired behaviors you want for a specific job will be observable with this candidate.

2nd Remember that in human relationships, opposites attract because each person has something that other feels will be desirable. However, in the behavioral style fitness rating, attracting opposites is not our goal. Our goal is to reduce the behavioral uncertainty between the behaviors of a candidate and the targeted behaviors for a specific job.

3rd A fitness rating of .75% means that the candidate and the job profile share .75% of the target behaviors whereas 25% of the behavioral style is different. To understand which behaviors are similar or different, look at the 12 factors and four factor details on page 4 of this report.

Please note: When interpreting behavioral style ratings, the lower the fitness rating, the more you can expect the candidate will revert to their natural behavioral style under stressful work conditions caused by the natural demands of the job.

4th There are certain job profiles that are very unique and not easily found in the workplace. While a candidate's job profile rating may appear lower than desired, the candidate job profile rating may be the "best of the worst" scores.

In these situations, you may need to take two actions: (1) focus on specific attributes of the candidate (use either the (12) factor analysis or (4) factor analysis on page 4) that **must** fit the job profile and (2) use other work structures, reminders or support for the candidate in those areas that the candidate falls far from the target behavior (see the 12 factors).

5th The general percentile ranking measures the similarity rating for this specific job against the general working population. The general percentile ranking of 85%, for example, means the candidate similarity rating is higher than the scores of 85% of the general working population.

6th Excellent Fitness Ratings means the employee/candidate will spend less energy adapting their behaviors to the behavior required of the targeted job role.

A **Good** Fitness Rating means the employee/candidate will need to be reminded from time to time of their behavioral effectiveness in their role.

A **Stretch** Fitness Rating means the employee/candidate will need to facilitate their behavioral effectiveness through consistent timely feedback about their behavioral effectiveness.