



**C O N F I D E N T I A L**

**Dan Sample**

Customer Service

# Management Report

**Demo Company**  
Assessed: Apr 16, 2021

 **synergypeople**



# Reading the graphs

## 1 Scale elements

Each of the candidate's scores will be rendered on a scale of 1 to 10. The blue elements represent the desired benchmark for this particular position and will always appear grouped together. Elements outside this range are shown in light grey.



The arrow points to the user's score. It can land anywhere on the scale and will change color in accordance to its position relative to the desired benchmark. If it ends up within the allocated range, it will be colored green. Orange is close, but just outside the benchmark's range, while Red is quite far from the job's specifications.



## 2 Matching percentages

Percentages are shown on a colored background that will aid you in quickly "reading" the data. The colors range from a warm green for high match rates to a purple and red shade for lower match rates.



Dan Sample - Demo Company - Customer Service

# Summary

87.93%

## Overall Match

76.8%

1

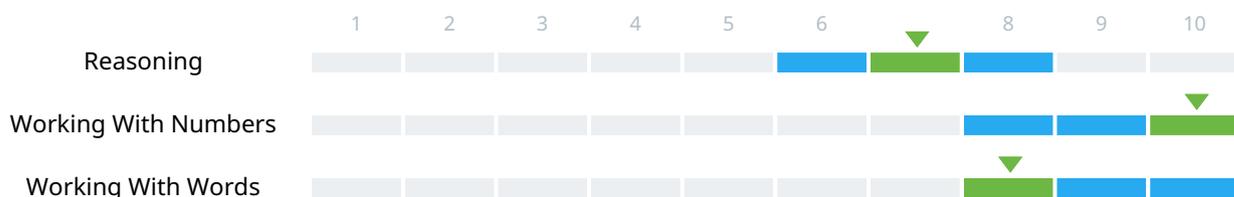
## Behaviour Section



100%

2

## Cognitive Section



86%

3

## Interests Section

Top 3 Interests for  
**Company Demo - Customer Service**

- 1 SOCIAL
- 2 CONVENTIONAL
- 3 ENTERPRISING

Top 3 Interests  
for **Dan Sample**

- 1 CONVENTIONAL
- 2 SOCIAL
- 3 ARTISTIC

The Distortion score for this assessment warrants a special alert due to abnormal statistical results. This suggests that the candidate may have tried to influence the outcome of the assessment through disingenuous answers in order to portray themselves in a favourable light. The conclusions may thus not be truly representative and should be used with caution.

Overall **87%**

 Behaviour Section **76%**

 Cognitive Section **100%**

 Interests Section **86%**


# Conscientiousness

Tendency to be thorough, organised and dependable.



● On the Conscientiousness dimension Dan is above the optimal range for this position. This suggests that his decision-making and planning process involves less of a perspective of the "big picture" than the position normally requires. Discussions should explore the possibility that the position could be somewhat frustrating for him.

## Behavioural Insights

Individuals with similar results will typically:

- Have a work style that ordinarily focuses on accuracy and organisation.
- Approach a job according to specified procedures.
- Prefer working within structured guidelines.

## Coaching and Development Suggestions

- Discuss, with Dan, ways to be more creative and spontaneous in his work. Try to assign him tasks that will allow him to take a more unplanned approach to work.
- Discuss with Dan the advantages of taking an unstructured approach to some work. Provide opportunities for him to work on tasks using a free and open style, focused on innovation.
- You should encourage Dan to jump into a task without a specific plan. Provide training activities that offer ways to improve him spontaneity.

Overall **87%**

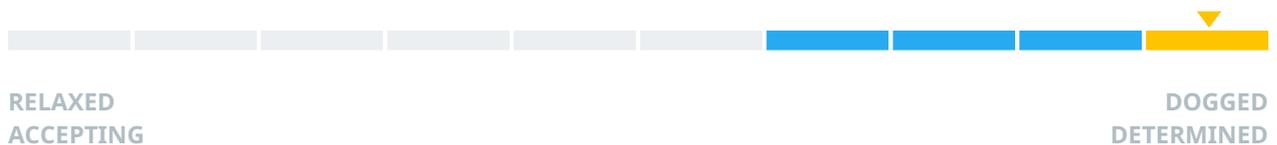
 Behaviour Section **76%**

 Cognitive Section **100%**

 Interests Section **86%**


# Tenacity

Tendency to be determined and to persevere.



● On the Tenacity dimension, Dan is above the designated score range for this position. This suggests that his diligence and determination level is greater than the position typically requires. Discussions should explore the possibility that the less goal-orientated nature of the position could be somewhat frustrating for him.

## Behavioural Insights

Individuals with similar results will typically:

- Approach the solving of most problems positively.
- Be aware that setbacks to projects will occur and be prepared to overcome such a situation and finish the project according to plan.
- Maintain the motivation needed to complete tasks by keeping a focus on the intended purposes and objectives.

## Coaching and Development Suggestions

- Discuss, with Dan, the advantages and drawbacks of persevering in an idea or project that does not seem very realistic or viable. Propose a series of methods for the assessment of tasks in which it is worth investing time and effort.
- Support Dan in capitalising on his capacity to find the longest possible list of alternative solutions to solve the professional problems he is faced with. Help him to discover individual and group techniques that might help him.
- Show Dan your appreciation for his successful completion of professional tasks taken on, set new professional targets to stimulate his interest and indicate the rewards and bonuses related to them.

Overall **87%**

 Behaviour Section **76%**

 Cognitive Section **100%**

 Interests Section **86%**


## Customer Focus

The capacity to anticipate and understand client needs. Uses diplomacy in solving any difficult situations. Has manners in relation to clients.



 Dan's score on this dimension fits in the benchmark for Demo Company - Customer Service.

### Behavioural Insights

Individuals with similar results will typically:

- Truly believe that what others say is true and genuine even if there is evidence to the contrary. Show no suspicion towards the intentions of other people and strongly believe people are honest.
- Make a conscious effort to be diplomatic to customers, sometimes saying things they believe the customer wants to hear. Avoid conflict and inconvenience in how they present themselves to others.
- Be open to changes, so much so that others may feel that it is a challenge to keep up with them when they suggest new approaches to getting results. Be pleased with new ideas, concepts and ways of improving the way they work. Be open to innovation.

### Coaching and Development Suggestions

- Dan shows such a high level of trust in the motivations of others that he might be seen as naive by some customers. In order for others not to take advantage of him, he might benefit from directions on how to approach a manipulative customer. Additionally, if lack of experience in this position constitutes a problem, he will benefit from the experience of real-life situations in due course.
- By putting so great an emphasis on tactfulness and refinement in communication, Dan might lose sight of the practical side of more open communication. Try to balance his talent in diplomacy with the abilities needed to communicate more directly and specifically, when the need arises. Collaborating with a co-worker who has achieved this balance could provide the necessary training.













