



CONFIDENTIAL TEST REPORT

Results for: Mike D. Sample

Date tested: June 1, 2005

Available through:



Employment Technologies
CORPORATION

Name:	Mike D. Sample	Test ID:	Mike0003	Date:	6/01/2005
Company:	Sample	City:	Bloomington	State:	IL

The following report is divided into several sections each summarizing the applicant's performance on the CSFI.

Response Validity

Suspect and Highly Suspect scores indicate that applicant's self-descriptions were unrealistic. This may have been in an attempt to appear more favorable to hiring managers, or may have been the result of random or careless responses.



Section A

Work Tolerance: Results reflect the applicant's self-reported reactions to core job responsibilities and environmental characteristics. It is a visual depiction of the applicant's tolerance for the job of a Customer Service Representative. This applicant scored in the **Low** range.



Work Tolerance Dimensions

Listed below are the dimensions of Work Tolerance that comprise the CSFI Test. Through their responses to items in Section A, applicants receive one of three ratings: Unacceptable, Questionable, or Acceptable. An "Unacceptable" rating indicates that the applicant reported a high likelihood to be frustrated, aggravated, or bothered with work situations associated with the target dimension.

	Unacceptable	Questionable	Acceptable
Routinization			
Working Under Time Pressure			
Emotionally Stressful Situations			
Coping with Criticism			
Problem Solving			
Irregular Work Schedule			
Physical Demands			
Using Electronic Equipment			
Coping with Value Conflict			

Section B

Personality: Results reflect the applicant's self-reported personality styles.

Conscientiousness - Mike D. Sample scored **Low** in this area.



This applicant will likely be consistently impulsive, unconventional, disorganized, but flexible. They likely will resist rules and close supervision; however, they could be creative, spontaneous, and venturesome. They also likely will be especially impatient with details, get bored easily, and tend to not plan ahead. There is a possibility of resistive and counterproductive work habits that may be viewed as disloyalty to the company.

Emotionality - Mike D. Sample scored **High** in this area.



This applicant will likely be calm, confident, steady under pressure, and well-liked because their moods are so consistent. They will generally seem relaxed, even-tempered, and peaceful in their daily interactions with others, which allows them to maintain a level of "objectivity" even in tense crisis situations. They are likely to complain very little about physical discomforts or "being out of sorts."

Extraversion - Mike D. Sample scored **Low** in this area.



This applicant will tend to be reserved, quiet, passive, and lethargic. They generally will not interact well with strangers, finding it laborious to "carry" the conversation. They may be able to answer others' questions, but generally will not initiate interactions with others. They will generally not call attention to themselves and they likely prefer to work alone. If the job requires frequent interpersonal interactions with others, they may with time become frustrated or uncomfortable. In addition, those with whom they do interact are likely to describe them as joyless and timid.

Ambition - Mike D. Sample scored **Low** in this area.



This applicant will tend to be quiet, unassertive, and not at all interested in advancement or competing with others for performance or position. They likely will come off as self-doubting and thus unable to assert their competencies publicly. They may be a good "team player" in that they will listen to what others say, collaborate on tasks, and generally accept the group's decision. They may lack vision or focus, seem indecisive, and avoid telling management about staff concerns.

Agreeableness - Mike D. Sample scored **Moderately High** in this area.



This applicant will tend to be friendly and sociable, and will tend to foster trust in others. In this way they are likely to be regarded as being straightforward and may be sought out for council on various matters. They listen to others' concerns, and they generally tolerate views different than their own. They tend to get along with most people, and succeed in jobs that require positive social interaction. They tend to build and maintain relationships at work, encourage cooperation and teamwork, and earn the trust of their coworkers.

Openness – Mike D. Sample scored **Low** in this area.



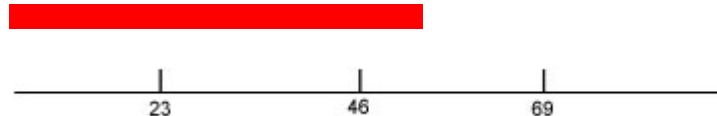
This applicant will be practical, narrow, conventional, lacking curiosity and down-to-earth. They will think in concrete terms rather than conceptualizing the systems around them. Thus others may view them as thinking in a shallow way about the world around them. They will tolerate routine or “boring” tasks, deriving satisfaction from rigid structure. They will likely resist innovation, avoid providing others with feedback about performance, ignore the big picture, and be overly decisive, and rather short-sighted at times. They are "set in their ways", and viewed as socially inept in novel social and professional situations.

Overall Profile

A combination of Section A and B information is used to compute the overall job-fit score and turnover risk rating. The Total CSFI score ranges from 0 to 92.

Total CSFI Score:

▶ **53.25**



Final Rating - Mike D. Sample has received a rating of:

▶ **High Turnover Risk**

CSFI Profile Plus Report Glossary

Work Tolerance: Results reflect the applicant's self-reported reactions to core job responsibilities and environmental characteristics.

Routinization: Following a detailed course of action or standard procedure regularly. Complying with company policies and procedures that include a set sequence of steps regarding work activities. Having little variety and high repetition in work activities.

Working Under Time Pressure: Planning work activities and budgeting time to complete tasks promptly. Quickly learning new information in order to make snap decisions. Working at a very fast pace. Working efficiently to finish tasks on time.

Emotionally Stressful Situations: Maintaining composure and taking steps to defuse the anger of dissatisfied customers. Using carefully chosen words and diplomacy when speaking with rude or difficult people. Maintaining a professional demeanor when faced with conflict.

Coping with Criticism: Accepting criticism without getting upset. Maintaining composure while being rejected/attacked by others. Tolerating being yelled at for something that was not your fault.

Problem Solving: Using reflective inquiry to identify and evaluate options. Interpreting and integrating data in order to solve resolve issues. Using knowledge obtained in training to answer technical questions from customers. Considering consequences of decisions prior to taking action.

Irregular Work Schedule: Adjusting to unplanned changes in work schedules or priorities. Working beyond established or ordinary work periods. Working different shifts each week or month. Working on weekends.

Physical Demands: Remaining seated for extended periods of time. Wearing a headset to communicate with customers or clients. Working under conditions that may be physically uncomfortable.

Using Electronic Equipment: Operating electronic equipment including using a keyboard to enter information into a computer. Researching computer databases to find necessary information. Reading statements from a script or computer screen. Sending and receiving information over the telephone.

Coping with Value Conflict: Following instructions or orders even when disagreeing with them. Conforming to organizational policies even to the expense of personal gain. Sacrificing quality to get a lot of work done.

Conscientiousness: The extent to which one is very organized, dependable, and cautious versus consistently impulsive, unconventional, disorganized.

Emotionality: The extent to which one is calm, confident, and steady under pressure versus tense, self-critical, moody.

Extraversion: The extent to which one is outgoing, attention-seeking, and energetic versus reserved, quiet, and passive.

Ambition: The extent to which one is active, leader-like, competitive, and upwardly mobile versus quiet, and unassertive.

Agreeableness: The extent to which one is friendly, warm, sociable versus skeptical, critical, and independent.

Openness: The extent to which one is imaginative, inventive, active, and creative versus practical, narrow, conventional, and lacking curiosity.

Overall Profile: A combination of Section A and B information is used to compute the overall job-fit score and turnover risk rating. The Overall Profile score is a numerical estimate of job fit.