

Book-keeper

for

Sam Sample

Produced by Selby & Mills in partnership with

Example Organisation

Report Date Thursday 18th September 2014

Norm Group = General population

This report has been prepared with every care and in good faith. However the interpretation arises from the sum of the candidate's choices and preferences in answering a series of self-report inventories, and should therefore be seen purely as indicative of certain trends in their attitudes at that time.

The results are presented as stems where a score of 1 is low and 10 is high.

They are colour-coded; the darker the colour the higher the score and the stronger the persons preference.

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ORGANISATIONAL ACCEPTANCE

7

Complies with policies and procedures. Will institute changes only after some consultation.

Suggested interview questions

- Imagine you are placed in a situation where an optimum solution is attainable but you must deviate from organisational policy to reach it. What would you do?
- Discoveries can be made when people behave in ways which are unconventional or untraditional. Describe a time where an unconventional method proved successful for you? Why was this method deemed unconventional?
- Provide an example of a time where you have acted contrary to an organisational policy. Tell me about the situation, why you acted in this way, and the outcome of your actions.
- Tell me about a time where you have acted in accordance with organisational policy despite being tempted to act conversely. Describe the situation and what made you act in the way you did.

STRUCTURE

8

They prefer clear work structures, status and objectives. When these are in place they feel they work most effectively. They may be unsettled by prolonged change and uncertainty.

Suggested interview questions

- Tell me about a time where having objectives benefited your performance. What might you work towards if you are not provided with objectives?
- Achieving results provides most people with a sense of satisfaction. Tell me how you typically celebrate a workplace success. Provide an example of a specific time where you have celebrated a success.
- Structure within an organisation may allow an individual to understand where they stand in regard to their colleagues. Is this important to you? What benefits might a clear organisational structure have for those people within it?
- Tell me how being provided with objectives might enable you to focus on achieving results.

VIGILANCE

4

Will maintain generally high standards, although they will not be consistent if the issue is perceived to be a lower priority. May be expedient with what they believe to be less important. Generally helpful and understanding of others, unless they disagree with their approach.

Suggested interview questions

- Tell me how you might approach a task which is considered to be of lesser importance than others.
- Being helpful with colleagues may lead to reciprocity. Describe an occasion where you have gone beyond the call of duty to assist a colleague in the workplace.
- In a working year there may be times that could be considered 'busy periods'. During more quiet periods, how do you ensure that the standards you set for yourself and others remain high? Provide an example of a standard you have set for yourself previously. Did you reach this standard?
- Tell me about a time where you have showed compassion towards a colleague in the workplace. Why do you feel that this was necessary?

SELF-DISCIPLINE

8

This person will display considerable self-discipline and deliver commitments with close attention to detail. A strong result.

Suggested interview questions

- Rigidly following policies and procedures in the workplace may display a lack of flexibility. Tell me about your experiences with breaking workplace policies or procedures.
- Delivering commitments is a hallmark of an effective individual. Provide an example of a time where you have failed to meet a commitment you made. Why was this the case? What did you learn from the experience?
- Do you believe that colleagues would describe you as disciplined? Tell me about some of your past behaviour which might justify their response.
- In some situations, it may be better to disregard standard policy and procedure in order to achieve results. Have you ever had to behave in a manner such as this in the workplace? Describe the situation. What was it about the situation that made acting in this manner acceptable?

COST CONTROL

8

Concerned to control costs and provide clients with value for money.

Suggested interview questions

- Imagine that you are tasked with providing a client with a service. In what ways do you ensure that the service represents good value for money for the client? And in what ways do you ensure that the service is profitable for the organisation?
- Controlling your costs or the cost of a project is important to the overall profitability of an organisation. What methods do you employ that ensure you keep costs down in your workplace performance?
- Provide an example of an instance within the workplace where you have controlled costs effectively.
- Describe any experience you have in cost effectiveness considerations in your previous roles.

DETAIL CONSCIOUS

10

Very strongly attracted to and suited for work which involves the accurate handling of administrative matters and detail.

Suggested interview questions

- Avoiding mistakes is a key component of the ability to complete administrative tasks effectively. When completing paper-based tasks, how do you ensure that you avoid mistakes?
- Some people prefer administrative tasks to those of a less detailed manner. Tell me about your preferences in this regard. Are you comfortable completing detailed tasks? What makes this so?
- Detailed tasks can be difficult to complete while remaining fully focused. Tell me how you ensure that your attention does not waiver when completing tasks of this nature. Describe an occasion where you have completed an administrative task to an exemplary standard.
- Describe your general attitude towards administrative tasks. Do you prefer these to tasks of a practical nature? Why is this?

LOGIC AND ANALYSIS

4

Evaluates data within the immediate constraints and current resources. Investigates the present symptoms before devising an action plan.

Suggested interview questions

- How might you be able to make decisions which take into consideration events or requirements of the future? Provide an example of a time where a decision you have taken has been based on future considerations.
- Some individuals display exemplary decision making skills, whereas others prefer to deal with practical tasks. What makes you good at making workplace decisions? How do you examine the potential consequences of decisions before making them?
- Describe how you typically approach a workplace issue with regard to making decisions. What factors are you likely to consider before making a decision?
- Remaining detached from situations will allow an individual to make an impartial decision. How do you ensure that your decisions are impartial and rational? Provide an example of past behaviour which demonstrates this.

PROBLEM SOLVING

4

Plans ahead but may sometimes not prioritise or plan for the available resources to be in the appropriate place at the appropriate time.

Suggested interview questions

- Tackling problems or challenges is a key ability in many modern job roles. Does your behaviour change from normal when faced with a problem in the workplace? Describe an occasion where you have had to change your normal behaviour in order to solve an issue in the workplace.
- Planning can help an organisation or individual achieve results. Describe some situations where it may be necessary to plan well in advance. Describe some situations where it might be better not to plan at all.
- One benefit of planning for the future is that it may prevent problems before they arise. Provide an example of a time where you have done this.
- Once a plan has been formulated, it is important to implement the required action. Tell me how you go about transforming your plans into action. Provide an example of a time which demonstrates your typical approach to making plans a reality.

RELIABILITY

3

Their reliability will depend upon the priority they give an issue and they are capable of changing their plans in the light of new information. This is not a particular strength.

Suggested interview questions

- Imagine circumstances dictate that a change of plans is needed. Describe what you would do to ensure that those who need to be made aware of this change are informed. Tell me about how you might react to a short-notice change of plans.
- Describe your general attitude towards changing plans once they have been agreed. Provide an example of a time where you have stuck to an agreed plan despite it being detrimental to your performance. Why did you deem it appropriate to stick to the plan on this occasion?
- Unforeseen circumstances may lead to a sudden change of plans. Provide an example of a time where you had to deal with a sudden change of plans. Tell me about the situation and the action you took in order to ensure your performance was unaffected by the change.
- Imagine you have scheduled a meeting with a colleague or client. What circumstances might occur that would mean that you cancelled or rearranged the meeting? Tell me how you might behave in a situation where the meeting was cancelled.

COMMITMENT

2

Expedient and less conventional, putting more value on self-interest than commitment to the organisation.

Suggested interview questions

- Achieving results requires a lot of effort. Tell me about a time in the workplace where you have exerted a great deal of effort in order to achieve a result. Describe the situation, your action, and the outcome.
- Sometimes it may be necessary for an individual to put their personal needs before those of the organisation. Tell me about when you believe circumstances would deem this appropriate. Provide an example of a time in your experience where you have put your own needs before those of the organisation.
- Do you feel that it is important that individuals show commitment to their organisation? Why?
- 'Conventional workplace attitudes' may dictate that the needs of the organisation take priority over personal needs and that considerable effort will be put in to achieving results. Describe an occasion where you believe your behaviour has represented a 'conventional workplace attitude'.

PERSONAL STANDARDS

3

Shares in the setting of standards for staff, but only occasionally monitors them closely; may be aware of short-term conflicts of interest, but generally does not review commitments with the 'big picture' in mind. Is comfortable to accept second place.

Suggested interview questions

- Accepting second best may be inevitable in the workplace from time to time. Tell me when you would be willing to accept second best. Provide an example of a time in the workplace where you had no choice but to accept second best.
- Observing the high standards you set for yourself may be difficult to do consistently. Tell me about your experience of achieving targets you have set for yourself. How do you set targets which are realistic?
- Setting high standards for yourself and your colleagues can be beneficial to performance. Tell me how determine where standards should be set. How do you ensure that the standards you set are not too high?
- Describe your general attitude towards setting standards for others. Is this something that you like to do yourself, or do you prefer your colleagues to set their own standards?

This is the end of your report.

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