

Care Worker

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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HARD WORKING

1

Tends to be multi-focused and easy going, probably reacting rather than initiating. Focus will vary according to issue.

Suggested interview questions

- Tell me about your experience of setting standards for colleagues in the workplace. How do you determine how high these standards should be set?
- Some workplace issues require complete focus and attention, possibly at the expense of other matters. When would you believe an issue falls into this category?
- Some workplace situations require people to be ruthless in order to achieve results. Tell me about a time where you have been ruthless in order to achieve an objective or target.
- Tell me how you generally prioritise short-term and long-term matters. Describe a situation where you have had to prioritise the short-term. What did you do?

LOYAL

6

They are likely to be conscientious and conventional, putting equal weight on commitment to the organisation and self-interest.

Suggested interview questions

- Tell me about how you might decide between the needs of the organisation you represent and a personal interest? Have you ever experienced this conflict in the workplace before? Describe it.
- Acting selflessly in the workplace can benefit others who may need help. Describe a time where you have acted in a way which you deem to be selfless.
- Describe a situation where you might put your own personal interest before the needs of the organisation. Tell me about an occasion where you have done this.
- Conscientiousness is a virtue that might be valued by an employer. Tell me about what you believe conscientiousness to be. How do you display conscientiousness at work?

STRESS TOLERANCE

6

Performs satisfactorily under pressure, and adjusts in time to adversity or disappointment.

Suggested interview questions

- Working in fast-paced environments can prove stressful to some people. How do you deal with the stresses of the workplace? Are you likely to suffer due to intense pressure?
- Tell me about a time that you have failed to achieve a target or objective in the workplace. How did you deal with this disappointment? Did you learn anything from the failure?
- Disappointments can affect people in different ways. Tell me how disappointments affect you.
- Working under pressure can affect the quality of work and decisions that people make. How do you behave when placed in a high pressure situation?

QUICK TO LEARN

3

Slower than most to pick up and learn new skills and techniques.

Suggested interview questions

- Describe the last time you learned a new skill to use in the workplace. Tell me about the learning process, how you first used the skill and how you ensured that you learned quickly.
- New skills can be reinforced by using them in a real-life situation. Describe how else you can ensure that new skills are learned effectively.
- Learning quickly can be beneficial as time is not wasted waiting for a new skill to be perfected. Would you say that you pick up new skills and techniques quickly? Provide an example of an instance in the workplace which highlights this.
- Tell me about how you adjust your behaviour when using a newly learned skill in comparison to when using an established skill. Provide an example of a time where it was necessary to use a newly learned skill. Describe how you acted to ensure success.

EMPATHETIC

4

Is sometimes not aware of others' feelings and can sometimes ignore them when dealing with them.

Suggested interview questions

- Tell me what you consider to be empathetic behaviour. Provide an example of a time where you have behaved in this manner within the workplace.
- Self-awareness might include the ability to keep your feelings to yourself if they are likely to upset another individual. Tell me about some other aspects of self-awareness which might be beneficial for workplace performance and which of these you display.
- Being aware of the feelings of colleagues can influence your behaviour. Tell me about a time where you tailored your behaviour due to the perceived feelings or opinions of a colleague. Talk about the situation and how your behaviour was tailored.
- Tell me about an occasion where the feelings of a colleague have influenced your decision on a matter. Was this appropriate? What might you do differently in future?

WILLINGNESS TO ASSIST

2

Rarely willing to help and support others.

Suggested interview questions

- When under pressure, people may be less willing to help others. Describe an occasion where you have helped a colleague despite being under pressure or busy. Why did you feel that it was necessary to help your colleague?
- Helping others in the workplace may involve acting selflessly. Describe an occasion where you have acted in a way which you consider to be selfless. Why did you choose to behave in this way?
- Provide an example of an occasion where you have gone beyond the call of duty to assist a colleague.
- Describe your general attitude towards assisting colleagues. When do you believe you would be least likely to assist a colleague in need?

TEAMWORK

2

Prefers to operate as an individual with their own professional colleagues.

Suggested interview questions

- How might being provided with roles help group members achieve a common goal?
- Working effectively alone and as a member of a group can be difficult for some people. Tell me how you adapt your working habits when going from one style to the other. How do your working methods differ between working individually and working as a member of a group?
- Working as an individual allows for more control. How do you react when placed in a group environment? Does your behaviour change at all from a situation where you are working as an individual?
- Working individually is different in many ways to working within a group. Tell me about when you might prefer one of these methods over the other. Would you be more inclined typically to work alone or within a group? Why is this?

CLIENT SENSITIVE

1

Gives consideration to client's interests but can lose sight of the company's interest or the need for equity of treatment.

Suggested interview questions

- Tell me about your approach towards ensuring customers are satisfied with the service you provide. Describe an instance where you have satisfied a customer and generated profit for the organisation simultaneously.
- Tell me about how you maintain relationships with clients. What do you do to ensure that relationships with clients have reciprocal benefits?
- Satisfying customers might have to come at the expense of profit for the organisation. Provide an example of a situation where you would consider this to be acceptable.
- Provide an example of a positive relationship you have developed with a client in a previous role. How did this come about?

SERVICE ORIENTATION

1

Has difficulty in establishing and maintaining working relationships with client management.

Suggested interview questions

- Some people enjoy dealing with clients and customers, whereas others prefer to focus on administrative or theoretical tasks. What is your attitude in relation to this? Why do you prefer this?
- Providing the best possible service may be a deciding factor for a client. In which ways do you ensure that the service you provide is of a higher standard than competitors? How do you sustain this over a long-term period?
- Give an example of a time where you have provided 'exemplary' service to a client. What do you think made the service that you provided exemplary? What was the outcome of this instance?
- Provide an example of a client who you have successfully maintained business with over a long-term period. How did you ensure that their business was repeated? How does repeat business benefit the organisation?

INTEGRITY

3

May have difficulty handling sensitive or confidential information.

Suggested interview questions

- Are colleagues able to rely on you? Tell me what characteristics you possess which make this so. Provide an example of an instance in the workplace where you have been relied on by colleagues; tell me about the situation, your actions, and the outcome.
- Do you have any experience of dealing with sensitive or confidential workplace information? Tell me about how you typically ensure that the information remains confidential until the appropriate time.
- Would other colleagues trust you with confidential information? What makes you suitable to be entrusted with confidential or sensitive matters?
- Imagine you are in a situation where you have not explicitly been told so but are concerned that information you are privy to is confidential. How might you behave in a situation like this?

HUMILITY

5

Usually willing to accept shortfalls and will admit to mistakes although may prefer not to. Appreciates that there may be value in learning from mistakes.

Suggested interview questions

- How important do you consider learning from mistakes to be? Tell me about a time where a mistake has turned out to be positive because of what was learned as a result.
- Criticism can damage an individual's confidence. Tell me about how you generally react to criticism from other people.
- Describe the last time you made an important mistake in the workplace. How did you rectify the mistake? What did you learn from making the mistake?
- Accepting your shortfalls may be difficult but can allow people to ensure that they stick to tasks which are considered strengths. Tell me about what you consider to be your strengths and weaknesses in the workplace.

This is the end of your report.

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