

## Graphics Designer

for

**Sam Sample**

**Produced by Selby & Mills in partnership with**

**Example Organisation**

Report Date **Thursday 18th September 2014**

Norm Group = **General population**

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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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## TECHNICAL ORIENTATION

4

Can handle complex issues as well as manage other people, sometimes enjoying complexity.

### Suggested interview questions

- Different individuals prefer different types of task. Given a choice between a complex, long-term project or the responsibility of managing people in a short-term task, which would you select? What characteristics do you possess which serve you well in your preferred type of task?
- Complex issues may take considerable time and effort to complete but the rewards can be substantial. Describe the last time you successfully completed a complex task. Tell me about the situation, how you planned completion, the action you took and the outcome.
- How well do you deal with complex tasks? Provide examples from your previous employment of times where you have successfully completed complex tasks. Tell me about how you manage this, how you plan for complex tasks and how you achieve your goals.
- Would you say that you are technically oriented? If so, tell me about some of your characteristics which make you this way. If not, what type of activities do you prefer to ones of a technical nature?

## OPEN MINDED

3

May try, but has difficulty considering new possibilities and the views expressed by others.

### Suggested interview questions

- New possibilities excite some people. Tell me about your attitude towards new possibilities within the workplace. Are you likely to embrace an opportunity for change? When is this most likely?
- Would you say that you are open to new possibilities within the workplace? Provide an example of an instance which substantiates your answer.
- Collating opinions from colleagues may provide you with a general consensus. When might you be hesitant to base a decision on the consensus of colleagues?
- When might you be most willing to consider a suggestion from a colleague? Contrastingly, when might you be least willing to consider a suggestion from a colleague?

## PERSUASIVE

4

Sometimes uses ideas and facts in an unsystematic way and occasionally fails to present them according to the expectations and preferences of others.

### Suggested interview questions

- Imagine you are tasked with persuading a group of colleagues that a certain method is most suitable for a project. Tell me what steps you might take in your attempt to persuade.
- Manipulating facts or evidence to suit your arguments can be a key skill in persuading others. What might be some of the drawbacks of behaving in such a way?
- Presenting ideas in a convincing manner is a way in which individuals can persuade others. Describe an occasion where you have successfully persuaded others. Tell me about how you presented the information and how you think you managed to persuade your colleagues or clients.
- What techniques of persuasion have you found most successful in the past? Tell me about a time where you have successfully persuaded an individual to your way of thinking using these techniques.

## 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.
- Providing clients with value for money increases the chances of repeat business. What do you do to ensure that the customer or clients' needs are met while still being good value for money?

## CUSTOMER RELATIONS

1

Customer relations may not be a priority and they may not be keen on customer-facing work responsibilities. They may be more technically oriented or prefer administrative tasks.

### Suggested interview questions

- The ability to provide exemplary customer service is valued by many organisations. Tell me about your experiences in providing customer service from your past roles.
- Tell me about your working preferences: do you prefer a role which entails customer-facing tasks or do you prefer a role which involves administrative or detailed matters? Describe where you might prioritise customer relations compared to other workplace responsibilities.
- Relationships with clients can work reciprocally. Tell me how you might develop a relationship such as this within the workplace. Have you ever experienced a damaged relationship with a client? If so, describe the situation which led to this, and how you attempted to rectify the damage.
- How do you provide exemplary service to your customers? Provide an example of a time where you have gone 'beyond the call of duty' in order to satisfy a customer.

## TEAMWORK

2

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

### Suggested interview questions

- Working in groups can lead to some conflict between members. Provide an example of a time where this has occurred. What was the issue that caused the conflict? How did you resolve the issue? What was the outcome? Did this experience lead you to behave differently at all when working in a group?
- Tell me about your experiences of leading a team in your previous roles. Describe some situations in which you have led a team, any problems you encountered, what you did, and the outcome of such group tasks.
- 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?

## WHOLE BUSINESS APPROACH

5

Prefers work where there can be some integration of activities but is more comfortable with relatively sequential activities than complexity.

### Suggested interview questions

- Tell me about your experience in previous roles of dealing with complex long-term projects. Can you tell me about a time where you have co-ordinated activity from different departments?
- Goals or objectives which are clearly defined provide the people striving to achieve them clarity regarding what is expected. Why might working without goals be beneficial in the long run?
- Tell me about how you might approach a complex task that involves a number of different departments. What steps would you take to ensure that all collaborators share common goals?
- When an individual has clearly defined roles and expectations, the work they are completing will flow naturally. Tell me about a time where you have worked on a collaborative effort, either with colleagues from another department or peers from another organisation. Describe the situation, your actions, any problems encountered, and the outcome.

## RESPONSIBLE

9

Takes commitments extremely seriously and will go to any length to avoid breaking them once taken on. Expects the same standard from others.

### Suggested interview questions

- Some individuals will never break a commitment once it has been made. Although honourable, this approach may have some drawbacks. What do you consider the drawbacks of behaving in this manner to be?
- Tell me about your typical approach towards commitment. Are you likely to break a commitment if a more pressing issue arises? Tell me about a time where you have deemed it necessary to break a commitment. Why was this behaviour deemed acceptable on this occasion?
- Once you have committed to an issue, how likely are you to backtrack or withdraw your commitment? In what circumstances would you deem this behaviour to be acceptable?
- Tell me about how you react to workplace setbacks. Provide an example of an instance in the workplace where you have dealt with a setback and still achieved results.

This is the end of your report.

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