

## **Personal Assistant**

**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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## ADMINISTRATION

6

May handle the routine aspects of information flows throughout their function, including delegation.

### Suggested interview questions

- Completion of administrative tasks can be very important for some organisations. Describe your experience of administrative work in your previous employment.
- When might you feel uncomfortable delegating work to others? Describe an example where you have completed the work yourself rather than delegate. Why did you behave in this way?
- How would you ensure that routine aspects of your job role are not overlooked once they become highly familiar? Provide an example of a responsibility in a previous role which became familiar or repetitive. What did you do to ensure that it was not overlooked?
- Administrative tasks can take a considerable amount of time to complete. Tell me how you maintain your motivation and work rate when completing a repetitive task.

## LOYAL

6

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

### Suggested interview questions

- 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.
- Do you believe that a passion for your work might be related to the quality of such work that you produce? What motivates you to do well?
- Would those who know you well describe your attitude towards work as conventional? Provide an example of your behaviour that supports this response.
- 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.

## PRACTICAL

6

They will sometimes respond to novel propositions because of the people making them, although in general they will be oriented towards practical and achievable goals.

### Suggested interview questions

- Unconventional approaches occasionally unearth surprising results. When would you be most willing to use an unconventional approach to solve a workplace issue? Provide an example of a time where you have done so.
- Provide an example of your behaviour in a previous role which demonstrates that you use a practical approach to problem solving.
- Novel suggestions from colleagues might have unknown consequences. How do you determine whether a novel approach in the workplace may be effective and worthwhile?
- Tell me about an occasion where you have rejected your intuition when making a decision. How did you decide that you needed to investigate matters further?

## FLEXIBLE

2

Likely to have difficulty in adapting to change; will prefer a stable environment and predictable routines.

### Suggested interview questions

- Imagine you wish to implement a change in the workplace that you feel will improve effectiveness dramatically. How would you convince a sceptical colleague that the change will be beneficial?
- Long-term routine may lead to complacency. Tell me how you counteract potential complacency when performing routine tasks.
- Some people become bored or frustrated with routine. Seeking changing circumstances is a way to counteract this by ensuring that new tasks are undertaken regularly. Describe a time where you have strived to change your circumstances within the workplace.
- Being able to work effectively regardless of the circumstances may be termed 'flexibility'. Provide an example of a time where you believe that you have shown flexibility within the workplace.

## WILLINGNESS TO ASSIST

2

Rarely willing to help and support others.

### Suggested interview questions

- Describe an occasion where you have had to reject a colleague's request for assistance. Explain why the request had to be rejected. What took priority over the request?
- Describe your general attitude towards assisting colleagues. When do you believe you would be least likely to assist a colleague in need?
- By assisting others, an individual may receive reciprocation in the future when they are in need of assistance. Tell me about some of the other benefits of assisting a colleague.
- Tell me how you would determine which takes priority: a task that you are completing or a request from a colleague. Imagine you are working under intense pressure. How might you react to a request for assistance from a colleague in this situation?

## 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

- Tell me how you typically attempt to persuade others to your way of thinking. If an attempt fails, how likely are you to persist in these attempts?
- 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.
- 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.
- When presenting a message to a group of colleagues, different manners of presentation can be used. Tell me about a scenario where you used an unconventional method of presentation in order to portray a message to colleagues. Why was this deemed necessary? What was the outcome of the scenario?

## CORPORATE AWARENESS

10

Always perceives the impact and implications of activities on other parts of the organisation.

### Suggested interview questions

- Imagine that you are placed in an organisation which is organised departmentally. Tell me about how you might consider the needs of a separate department before making decisions for your own. Provide an example of a time where inter-departmental needs were considered in a decision you made.
- Tell me about how you ensure that you are aware of ongoing activities throughout the organisation. Describe your general approach towards keeping up to date with developments.
- When making decisions, it is important to consider the impact your actions might have throughout the organisation. Provide an example of an occasion where you have felt it necessary to do this. Tell me about the situation, the potential consequences considered, and your final decision.
- How can you ensure that your actions do not have negative effects on other parts of the organisation? Tell me about what factors you may typically consider when making a workplace decision.

## DETAIL CONSCIOUS

10

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

### Suggested interview questions

- Do you feel as if you are suited to completing tasks of an administrative nature? What characteristics do you possess which deem this so?
- Completing administrative tasks may be more attractive for some people than for others. What do you enjoy about administrative tasks? Is this enough for you to prefer administrative tasks over those of a practical nature?
- Attention to detail is important when completing administrative tasks. Tell me how you ensure that you remain focused when completing repetitive tasks. Provide an example of a time where you have completed a detailed task to a high standard. How did you ensure that you avoided mistakes in this instance?
- 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.

## CAN JUGGLE WITH SENSITIVITY

4

Less willing to handle many issues simultaneously; sometimes misreads or overlooks the impact of extraneous subjects.

### Suggested interview questions

- There is an argument for handling one task at a time rather than multiple tasks so that full concentration can be given to the work. Tell me about your attitude towards this matter. Are you more likely to handle multiple tasks simultaneously or focus on one until completion and move on? Why is this approach more effective for you?
- Tell me about your experience of handling multiple tasks simultaneously within a previous role. Talk about what you do to ensure that multiple tasks are completed successfully.
- Completing multiple tasks at the same time may lead to an increase in the amount of errors made. What might you do that ensures that mistakes are kept to a minimum in the workplace? Tell me about a time where you have completed multiple tasks simultaneously and achieved effective results. How did you do this?
- Given a choice of handling multiple tasks simultaneously or the same amount of tasks consecutively, what might you choose? Tell me about why you believe this approach is more suitable.

This is the end of your report.