

Receptionist

for

Sam Sample

Produced by Selby & Mills in partnership with

Example Organisation

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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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Prospect House, Prospect Place, Beechen Cliff, Bath BA2 4QP United Kingdom
Phone +44 (0)1225 311399 Email info@selbymills.co.uk

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ADAPTABLE

4

Will adapt with support and provided understanding about the need for change has been clearly explained. Prefers continuity to continuous change.

Suggested interview questions

- Tell me about a time where you have had to adapt your behaviour to suit the circumstances.
- Describe a time where your behaviour has been different from normal due to the novelty of the situation. Tell me about what you did and what you might do differently if placed in a similar situation in the future.
- Imagine you are placed in a situation where you are asked by a senior member of staff to alter your methods of working. Tell me about what you would do to ensure this change occurs smoothly. Provide an example of a time where you have changed the way you work successfully.
- Routine provides a degree of comfort to most people. Tell me how you react to unfamiliar situations in the workplace and provide a specific example of an unfamiliar situation you encountered. How did you deal with this situation?

APPROACHABLE

2

Communication with others is not a priority for them and they may become impatient if approached by many others for an explanation of their work or actions. Some of those who work closely with them may find them harder to approach than they think.

Suggested interview questions

- Imagine your organisation is experiencing an unusually busy period. What might you do to ensure that you remain approachable to colleagues who have queries or questions?
- Tell me about how you determine which colleagues or clients need to be informed of information when it becomes available.
- Communicating with a variety of individuals may be an important part of work within a large organisation. Tell me about a time where you have tailored your communication method in order to suit the needs of those you were communicating with. Talk about the scenario, and how and why you tailored your communications.
- If your communication was described by others as unclear, how might you react? Tell me about a time where you have had to clarify a piece of communication you had made to others'. What was unclear about your original message? How did you ensure that this did not occur again?

IMPRESSIVE

3

Appearance and behaviour is occasionally poorly judged, shows some hesitancy and can be unimpressive.

Suggested interview questions

- Provide an example of a time where you felt you left a positive first impression. What were the consequences of this?
- Do you believe that colleagues would describe you as impressive on first meeting? Describe why you believe this to be the case. Provide an example of a positive first impression that you made previously.
- Leaving a poor first impression might reduce the chances of success in the future. How might someone recover from leaving a negative first impression?
- What is your approach towards ensuring first impressions are positive? Tell me why first impressions might be of importance.

IMPARTIAL

4

Has difficulty keeping an open mind. Often lets their personal opinions and views influence decisions.

Suggested interview questions

- What is the importance of impartiality within the workplace? Tell me about an occasion where you have had to remain impartial in order to achieve success.
- Decisions which have important consequences should be made irrespective of personal views. Why might personal views influencing decisions in the workplace be inappropriate?
- Keeping an open mind in the workplace may allow the individual to consider options that they may not have otherwise. Have you ever experienced a time in the workplace where an unexpected or previously dismissed solution to a problem was most effective? Describe the situation. Are you likely to keep an open mind when making decisions in the workplace?
- Why might it be unwise to allow personal views or opinions to influence workplace decisions? Tell me about how you typically make a decision in the workplace.

INTEGRITY

3

May have difficulty handling sensitive or confidential information.

Suggested interview questions

- 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?
- Tell me how you might interpret whether a piece of information needs to remain confidential. Additionally, describe how you might typically deal with confidential information.
- Would other colleagues trust you with confidential information? What makes you suitable to be entrusted with confidential or sensitive matters?
- 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.

SELF-DISCIPLINE

8

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

Suggested interview questions

- Following procedures may be more important for some organisations than others. Tell me about your attitude towards following procedures. When do you consider it permissible to disregard procedures in the workplace? When might it be paramount that procedure is followed?
- Working under pressure may lead to some individuals taking shortcuts. Describe an occasion in the workplace where you have been tempted to take a shortcut. Tell me about the situation, why a shortcut was considered, your actions, and the outcome.
- 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?
- 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.

CAN JUGGLE WITH SENSITIVITY

4

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

Suggested interview questions

- Handling multiple tasks at one time requires a great deal of concentration. Tell me about your ability to handle multiple tasks simultaneously. Provide an example of a time where you have done so 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.
- 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.

COMMUNICATOR

6

Able to deal easily and effectively with all groups of colleagues and clients, provided there is common understanding about the task. Will prefer work oriented rather than socially oriented groups, unless the group has much in common.

Suggested interview questions

- One of the characteristics of having a large group of contacts is that the individuals within the group may be diverse. Tell me about a time you have had to deal with a diverse group of colleagues or contacts. How did you ensure your communication was clear and easily understood?
- Settling in to a new role or group can be difficult for some individuals. Tell me how you behave in these situations and how your behaviour might differ from normal at first.
- Working in a large group may make some individuals feel uncomfortable. If you were overseeing a group of colleagues or peers, what would you do to ensure that all of the individuals within the group felt comfortable?
- Communicating with all types of people may be made easier if both parties share an understanding of the topic being discussed. How might you tailor your method or manner of communication when dealing with an individual who lacks understanding or knowledge of the topic? Provide an example of occasion where you have done this. Was it effective?

This is the end of your report.

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