

Retail Sales

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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DETACHMENT

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They display the capability to evaluate issues impartially and also probably display some reserve when with others. While this will have benefits in situations where they may need to discipline someone, it may prevent others being as open with them as may benefit work to maximum effect.

Suggested interview questions

- Do you think it's necessary to handle conflict at work and away from work in different ways? Why? In what ways? Can you give an example of each from your experience?
- When resolving an issue at work, do you tend to look at the detail or stay with the 'big picture'? Why is this? Can you describe an example of a recent situation where you did this?
- Do you show anger or displeasure with others? How do you show this? Describe a recent occasion when you did this? What was the other person's response?
- How do you handle conflict at work? Do you enjoy it and consider it a natural part of what happens? If not, why not? If yes, why is it? Can you describe an example when you had to deal with conflict at work recently? What happened? Do you think you were effective? Why? What might you do differently next time?

PERSONAL IMPACT

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May make a positive impression, through well developed social skills, but strong logic will not be a first approach. May vary their opinions, depending on their perception of the other person.

Suggested interview questions

- Imagine you are meeting a person for the first time. How can you ensure that the information you provide them is clear and easily understood?
- When meeting people for the first time, it is important to leave a positive first impression. Tell me how you might tailor your message to suit the needs of the target audience.
- How concerned are you with leaving positive first impressions? Do you believe it to be of great importance? Why?
- Imagine you hold strong opinions on an issue that you are discussing with someone you are meeting for the first time. Tell me how you might go about expressing these opinions. Is your behaviour likely to be different to if you were with a highly familiar individual? In which ways?

FAIRNESS

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They generally take care not to take on too many commitments and will deliver them effectively. They can relax and enjoy themselves with people with whom they feel comfortable, living for the moment at such times.

Suggested interview questions

- Taking on too much responsibility may lead to a failure to meet your commitments. Describe an occasion where you held too much responsibility at one time. How did you deal with this situation? What might you have done differently to ensure that you were able to meet these responsibilities?
- Would you consider self-discipline to be one of your strengths? Tell me about why having high self-discipline can benefit an individual's work performance. Provide an example of an occasion in the workplace where you have displayed high self-discipline.
- Setting reasonable expectations might motivate colleagues to perform to a high standard. Unreasonable expectations will likely frustrate those they are set for. Provide an example of a time where you set expectations which were deemed appropriate and reasonable to achieve.
- Tell me about how you can ensure that you do not take more responsibility on than you are able to handle. Provide an example of a time where you have managed your workload effectively.

EXTERNAL IMAGE

3

Endeavours to provide a limited vision and act as an ambassador and mentor to subordinates, may occasionally develop the business through empowering colleagues.

Suggested interview questions

- Tell me about an occasion in the workplace where you have mentored a colleague. Provide an example of how this had a positive effect on their performance.
- Some people find it easier to represent an organisation to an external market than others. Describe how you might encourage or motivate an individual who finds this difficult.
- Representing the organisation to an external market can be an important role. What characteristics do you feel you possess that would make you effective at something like this? Tell me about a time where you have done this effectively.
- Acting as an ambassador for your organisation involves considerable skill. How well do you think that you would perform in a role such as this? Tell me about some of your characteristics which might make you suitable for something like this.

INTERPERSONAL SENSITIVITY

4

Mostly pays attention but may not check that understanding has taken place.

Suggested interview questions

- Tell me about a time where you have double checked your understanding of an issue to be correct. Why was this necessary?
- Tell me about a time where you have failed to comprehend the intended meaning of a colleague's message. What did you do to check your understanding? How did you rectify this misunderstanding?
- Tell me what you understand by the term 'active listening'. How does your behaviour in the workplace reflect this?
- Describe a situation in the workplace where listening attentively to a colleague has allowed you to achieve results. Why was it vital to listen attentively to this colleague? Tell me about the situation, what listening attentively allowed you to achieve, and what you learned from the situation as a whole.

KEEN TO DELIVER

3

Has some awareness of commercial issues and may raise work performance when issues become urgent.

Suggested interview questions

- Tell me about your experience of working with urgency. Do you display urgency in everything you do or prefer to act with urgency only when the situation warrants? Provide an example of a time where you believe your actions have needed to be urgent. What did you do?
- Individuals tend to react to urgent situations in different ways. Tell me about how you are likely to react to a task or project of urgent priority. Provide an example of a time in the workplace where you have had to deal with an issue such as this.
- Tell me about how your work rate differs between quiet and busy periods. Is behaving in this way a conscious choice of yours? If so, why do you choose to act in this way?
- Maintaining a high level of performance throughout busy and quiet periods can be difficult for some individuals. Tell me about how you maintain consistent performance.

MOTIVATION

2

Satisfaction comes from areas outside their particular role and the tasks associated with it.

Suggested interview questions

- Taking satisfaction from ones job may motivate an individual. What satisfies you in the workplace?
- Having a good balance between work and leisure activities may prove beneficial for the well-being of individuals. Describe some of your interests outside of the workplace. How much emphasis do you place on activities outside of the workplace in comparison to your job role?
- Having responsibilities in the workplace provides some individuals with a level of satisfaction. Describe your responsibilities of a previous role. Did you feel challenged by these responsibilities?
- Tell me about what has motivated you to perform well In your previous roles. Why would you be motivated to perform well in this role?

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

- Provide an example of your behaviour in a previous role which demonstrates that you use a practical approach to problem solving.
- When deciding how best to proceed, how practical a potential solution is should be considered. How do you determine whether a suggested solution to a problem is practical or not before implementing it?
- Novel suggestions from colleagues might have unknown consequences. How do you determine whether a novel approach in the workplace may be effective and worthwhile?
- Work situations can be well structured or spontaneous. When do you believe a well-structured work environment would be most appropriate? And when do you believe a spontaneous work situation may be acceptable?

COMPANY WORKER

7

Such people are oriented towards working with groups and are committed to achieving results through a cohesive team based approach. Under such circumstances these people will produce impressive results.

Suggested interview questions

- Imagine you are working in a situation where you are leading a team. How would you attribute credit amongst the team members if a task was completed successfully?
- Having clearly defined roles within a group may be paramount to its success. Imagine you are placed in charge of a workplace group. How would you determine which roles are given to each individual?
- Working within a group can alter the behaviour of individuals. Tell me how you act or behave differently when in a group compared with working on an individual basis.
- Working on an individual basis may allow you to work clearly towards goals, whereas working in a group may cloud the perceived aims. Tell me about a time where you have worked in a group and achieved success. How did you ensure that members of the group shared common goals?

SALES ORIENTATION

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They clearly value the feedback from making successful sales and enjoy doing business. It is likely that they are optimistic in their approach and this may communicate itself to others much of the time.

Suggested interview questions

- Making sales allows an individual to quantify their value to an organisation. Provide an example of a time where you have been motivated to make sales in a workplace role.
- Do you believe that you are talented as a salesperson? Tell me about why you believe this to be the case.
- Are you likely to be interested in a role which involves making sales as a key responsibility? Tell me about some of the characteristics you possess which allow you to make sales effectively.
- Some people are naturally talented at making sales, whilst for others it is more of a struggle. Tell me about your approach to making sales. Is the ability to make sales something that you would actively strive for in the workplace given a choice?

This is the end of your report.

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