The Omnia® Profile

Assessment for

Troy Simpson

Omnia - Profile Samples

Interpreted by: AJA
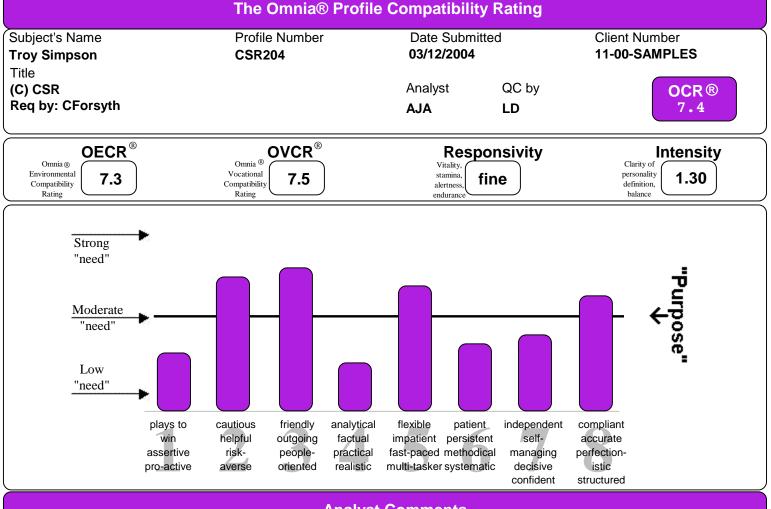QC by: LD

Client #: 11-00-SAMPLES
Requested by: CForsyth
Position: CSR

The Omnia® Profile Compatibility Rating

Subject's Name	Profile Number	Date Submitted	Client Number
Troy Simpson	**CSR204**	**03/12/2004**	**11-00-SAMPLES**

Title
(C) CSR
Req by: CForsyth

	Analyst	QC by	
	AJA	**LD**	**OCR® 7.4**

OECR®	OVCR®	Responsivity	Intensity
Omnia® Environmental Compatibility Rating **7.3**	Omnia® Vocational Compatibility Rating **7.5**	Vitality, stamina, alertness, endurance **fine**	Clarity of personality definition, balance **1.30**

Strong "need"

Moderate "need"

Low "need"

"Purpose"

plays to win assertive pro-active	cautious helpful risk-averse	friendly outgoing people-oriented	analytical factual practical realistic	flexible impatient fast-paced multi-tasker	patient persistent methodical systematic	independent self-managing decisive confident	compliant accurate perfection-istic structured
1	2	3	4	5	6	7	8

Analyst Comments

The similarity of Troy's Omnia Profile results to your indicated needs is 7.4 out of 10. On this basis, he is conditionally recommended for the CSR position. He is probably a very friendly, socially outgoing individual, and clients are apt to find him warm, engaging and personable. He may be adept at creating rapport and building relationships with others. However, Troy might not be as analytical as you request. He could have a tendency to overtalk and might not attentively listen to the information customers give him. Therefore, role-play various service-related situations with him to assess his listening skills. Since he could become distracted from his researching duties by opportunities to socialize, have Troy work in a quiet, low-traffic area. Also, confirm he is grounded in the more technical information about your products/services that he will need to know in order to answer customers' questions with customized answers, not just vague generalities. He appears to approach his tasks with a brisk pace and be eager to complete his assignments so he can move on to other duties. Troy should be capable of multi-tasking and will likely adapt well to changes and interruptions. He shows a genuine desire to produce quality work, but make sure his desire for fast results does not hinder the accuracy of his data entry or documentation. Help him to set short-term goals that will enable him to focus on one or two tasks at a time and give him frequent feelings of accomplishment.

Troy appears to be a supportive, helpful individual who will probably give some forethought to his decisions and avoid taking uncalculated risks. He should be compliant to your company's policies, and he may want a manager who is available to answer his questions when he faces unfamiliar situations. Troy seems motivated by public praise and by affirmation of his importance to the group.

Troy Simpson's Primary Personality Traits

Tall Column 2:
Troy is a natural team player who is comfortable supporting others and providing a service to clients. Co-workers and clients should find him helpful, easygoing and eager to please. However, he might be more comfortable responding to customers' service requests than proactively calling them to sell additional insurance. Build his cross-selling confidence by role-playing different situations. He would find it reassuring to know he can defer angry or difficult clients to his superior, at least until he becomes highly familiar with the position.

Tall Column 3:
Troy should possess an enthusiastic, outgoing communication style and an ability to connect easily with clients. Rapport-building will likely rank among his key strengths. He should be able to describe your services in a colorful manner and reassure customers who are dealing with difficult issues. While he may have no trouble initiating conversations, he might not be a strong listener. Coach him on asking questions to get to the bottom of customers' needs; otherwise, he may not tailor specific solutions to their problems but, instead, rely on a "one-size-fits-all" approach. Encourage him to cite facts and industry knowledge to impress customers rather than relying on his personal charm.

Tall Column 5:
Troy works with a strong sense of urgency. He should react well to pressing deadlines and probably feels comfortable tending to multiple priorities at once. He does not have a strong need for routine and should readily shift gears in response to shifting priorities. You may need to make sure he is devoting adequate time to each customer, not just focusing on handling their requests as quickly as possible. Keep him aware of priorities, and watch that he is not trying to accomplish too many things simultaneously. Break lengthy assignments into short stages so that he can frequently get a sense of accomplishment. His tolerance for repetitive work may not be high, so give him different types of tasks to complete in a typical workday.

Tall Column 8:
With strong attention to detail, he should carefully check his work for accuracy and diligently handle customers' requests. He is not inclined to cut corners and will likely make sure he is completing assignments according to company guidelines and his superior's wishes. Dealing with criticism can be difficult for Troy, as he might be especially hard on himself if he makes an error. Therefore, discuss his performance in a highly diplomatic manner. If he will be cross-selling, keep in mind that he can take rejection personally; remind him that it is a normal part of the process, not a reflection on him.

Combination of Tall Columns 2 and 3:
Laid back but outgoing, Troy should seem helpful and diplomatic when interacting with customers. He probably likes working as part of a team and having extensive client contact. He is not likely to mind working behind the scenes as long as he has the opportunity to relate to people. Troy is probably not highly assertive or comfortable with confrontation, but his upbeat communication style might help him suggest additional services, make outbound calls and soothe disgruntled customers.

Combination of Tall Columns 2 and 5:
Troy's tall columns 2 and 5 tell us he wants to help customers and co-workers, and he is willing to handle different tasks simultaneously as well as respond to interruptions. Consequently, he might easily become overextended by trying to help out too many people at once. He might find it difficult to say "No" to just one more assignment. Therefore, his supervisor will need to monitor his workload and make sure not to overburden him. Customers are apt to like his supportive demeanor and flexibility.

Combination of Tall Columns 3 and 5:
Quick-paced and outgoing, Troy should strive to handle customers' needs in a friendly, efficient manner. He should not be fazed by interruptions or the need to handle different tasks at once, and he should like working in a busy environment where there are ample opportunities to interact with people. Although he should seem pleasant when helping customers, he might not be a strong listener. Encourage him to slow down so customers do not feel rushed, and make sure he asks questions and gives customers a chance to speak. Keep his work varied but allow for plenty of client contact, and minimize the amount of time he must deal with dry, repetitive tasks.

In addition to the eight columns, there are other areas the Profile measures that can provide valuable insight into behavior. These areas are known as responsivity, intensity and purpose.

Purpose

Troy shows good quality and purposefulness to his behavior. This means that he should not surprise you by behaving out of character. It also suggests that he has a considered reason for what he says or does and should typically give mature forethought to the consequences of his words and actions.

Intensity

Troy shows a fine intensity score that is within the recommended range. This means that he depicted himself in definitive terms, giving us a clear, distinct picture of who he is, along with his probable hot and cold buttons. Thus, we can make valid assessments about which behaviors you are likely to see. It also allows us to provide management tips and discern what motivators you can use most effectively with Troy.

Responsivity

Individuals with "fine" responsivity normally have good mental alertness. Accordingly, we see good potential in Troy for productive behavior throughout your typical workweek for this position, without undue performance fades or burnout. Troy should be easily trainable.

Managing Troy Simpson For Maximum Potential

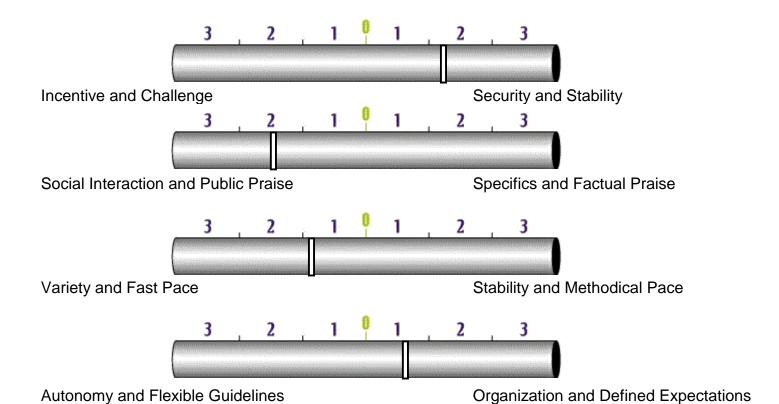## Hot Buttons

● A secure, stable work environment where teamwork is emphasized and competition among associates is discouraged. A dependable paycheck rather than commission-based earnings. A supervisor who handles conflicts with co-workers or difficult clients.

● Praise from management that is awarded in front of teammates. Fancy titles, a stylish office and symbolic awards like "employee of the month." Working extensively with people.

● Working on a variety of tasks and projects. Cross-training in other areas or taking on special assignments. Focusing on tasks with short turnaround times.

● A clear chain of command and open lines of communication with management. Knowing exactly what is expected and receiving appreciative feedback for hard work. Having written guidelines or a mentor figure to consult when facing an unfamiliar task.

Cold Buttons

● Frequently having to deal with difficult customers in an assertive manner. Being pressured to aggressively sell or promote products or having a large portion of pay based on commission. A lack of job security due to major structural changes in the workplace.

● Not receiving praise from management or receiving formal, factual commentary instead of enthusiastic compliments. Being required to work alone on technical tasks. A lack of interaction with co-workers or organized social activities in the workplace.

● Performing repetitive tasks for long periods or having to focus on one tedious assignment for an extended time. No spontaneity in the work day; knowing beforehand exactly what will happen. Not being able to try new things or to change gears.

● Being subjected to criticism. Having to handle assignments without knowing exactly what is expected. An unavailable manager or one who provides only vague feedback.

For Best Performance Troy Simpson Needs:

3　2　1　0　1　2　3

Incentive and Challenge　　　　　　　　　Security and Stability

3　2　1　0　1　2　3

Social Interaction and Public Praise　　　　Specifics and Factual Praise

3　2　1　0　1　2　3

Variety and Fast Pace　　　　　　　　Stability and Methodical Pace

3　2　1　0　1　2　3

Autonomy and Flexible Guidelines　　　　Organization and Defined Expectations

The Interview: Questions To Ask Troy Simpson

The following behaviorally-based questions are a possible supplemental interview tool we are providing to help you better interview this candidate. They are not a substitute for a standard set of interview questions you ask all candidates but can provide additional, helpful information. These six questions have been chosen randomly from Omnia's database of behaviorally based interview questions to target required vocational traits and/or any personality issues identified by the writing analyst.

1. What effect do increased job pressures have on your work performance?

2. On a scale of 1 to 10, how well do you think you listen?

3. Tell me about a time when you had to make an important decision with limited facts.

4. Tell me about a time when you had to deal with an irate customer.

5. Define your ideal supervisor.

6. Give me two examples of decisions you had to make on your last job.

Name of candidate: _____**Troy Simpson**_____ **Date:** _____

Interviewed by: _____

The Omnia Selection Companion is designed to help you weigh the steps of the selection process and evaluate candidates uniformly and objectively. Interviewers should examine the candidate in three categories: Past accomplishments, present interests, and future goals and timetables. Circle the appropriate scores, then add the points. At the conclusion of the interview, compare your candidate to the scoring ranges on the following page to gauge his or her probability of success.

1. Punctuality

Did the candidate arrive at the interview on time?

Poor	Unimpressive	Ordinary	Good	Excellent
1	2	3	4	5

2. Appearance

Neatness and appropriateness of clothing, hair, make-up, scent.

Poor	Unimpressive	Ordinary	Good	Excellent
2	4	6	8	10

3. Degree of Confidence

Good eye contact, direct answers, good questions.

Poor	Unimpressive	Ordinary	Good	Excellent
2	4	6	8	10

4. Stamina

General vitality, ability to concentrate, alertness.

Poor	Unimpressive	Ordinary	Good	Excellent
2	4	6	8	10

5. Interview Results

Consistency of PAST interests, activities and experience with job behavior demands.

Poor	Unimpressive	Ordinary	Good	Excellent
1	2	3	4	5

Interview Results

Consistency of PRESENT interests, activities and experience with job behavior demands.

Poor	Unimpressive	Ordinary	Good	Excellent
1	2	3	4	5

Interview Results

Consistency of FUTURE goals and timetables with job behavior demands.

Poor	Unimpressive	Ordinary	Good	Excellent
1	2	3	4	5

Designed for those responsible for the selection of personnel. Helps cover and weigh the steps of the selection process.

Name of candidate: **Troy Simpson**

6. Resumé and Job Application

Consistency of information with job behavior demands.

Poor	Unimpressive	Ordinary	Good	Excellent
2	4	6	8	10

7. Overall Impression

Compatibility with firm, manager, peers

Poor	Unimpressive	Ordinary	Good	Excellent
2	4	6	8	10

8. Judgement and Maturity

Grasp of reality, thoughtful/accurate answers

Poor	Unimpressive	Ordinary	Good	Excellent
2	4	6	8	10

9. Skills, Knowledge

Poor	Unimpressive	Ordinary	Good	Excellent
0	10	20	30	40

10. The Omnia Profile

Omnia Profile Score

<6	6-6.9	7-7.9	8-8.5	>8.5
0	10	20	30	40

11. References

(1 OR 2) Should confirm past performance has been consistent with job demands (ask about judgement, reliability, commitment)

Poor	Unimpressive	Ordinary	Good	Excellent
0	10	20	30	40

Total Score:

A score above 160 is excellent: there is high probability of the Candidate's success. A score of 125 - 160 is fair: there is a reasonable probability of the Candidate's success. A score under 125 is risky: there is a low probability of the Candidate's success.