



TALEAGENT.

DETAIL REPORT

Interview Guide Report

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Completed 31 Oct 2022, 03:58

Professionals

This Talegent Interview Guide gives you a report designed for use within an interview. It provides an overview of scores along with questions & probes to gain a greater understanding of how a candidate has scored. It contains sensitive personal information, and should be kept in a secure location with minimal access. The report should be disposed of confidentially once the results are no longer valid.

CONTENTS

Summary.....	2
Profile.....	2
Interview Guide	3
Resilience	3
Building Relationships.....	4
Directing Action.....	5
Customer Focus.....	6
Adherence	7
Organisation.....	8
Implementation	9
Communication	10

Summary

Overall



ABOVE AVERAGE
76th Percentile

Profile

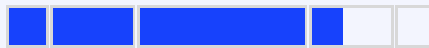
Component Competencies

Component Competency Scores

ABOVE AVERAGE



Resilience



ABOVE AVERAGE
78th Percentile

AVERAGE



Building Relationships



AVERAGE
70th Percentile



Directing Action



AVERAGE
61st Percentile



Customer Focus



AVERAGE
55th Percentile



Adherence

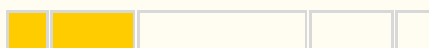


AVERAGE
44th Percentile

BELOW AVERAGE



Organisation



BELOW AVERAGE
30th Percentile



Implementation



BELOW AVERAGE
30th Percentile



Communication



BELOW AVERAGE
12th Percentile

Interview Guide

Component Competencies



Resilience

Above Average - 78th Percentile

Is confident and persistent, remains calm and optimistic even under pressure.

High Scorers are Likely to

- Persevere in the face of setbacks
- Believe in their ability to succeed
- Keep calm and composed during stressful times
- Focus on opportunities rather than problems
- React well to change, variety, and new situations

Questions

Talk me through a time when you maintained positivity despite facing a setback.

- What coping strategies did you rely on to stay upbeat?
- How did you adapt?
- How did you overcome the challenge?

Talk me through a stressful situation you've endured at work.

- What were the stress triggers for you?
- How did you react?
- How did you push yourself to keep going despite the difficulty?

Talk me through a time when you felt you demonstrated real resilience at work.

- What was the situation?
- Why was high resilience required?
- How did you get yourself through this time?
- What did you learn?

Negative Themes

- Gets flustered under pressure
- Overly open with negative emotions
- Comes across as pessimistic during challenging times
- Finds change stressful

Positive Themes

- Positive, open to change
- Displays the right amount of emotion
- Is confident in their ability to handle adversity
- Remains calm during difficult situations

Rating

- Very Low Low Medium High Very High



Building Relationships

Average - 70th Percentile

Initiates and maintains relationships with others, connects widely.

High Scorers are Likely to

- Be outgoing and enjoy talking to new people
- Tune into social cues, and adapt their behaviour to suit
- Get along well with different people
- Make people feel at ease right away during interactions
- Trust easily, and believe that most people are honest

Questions

When and how have you initiated an interaction with someone to try and build a relationship?

- How did you manage your first impression?
- What interpersonal signals did you look for to know if it was working?

Describe a time when you were required to build productive relationships across a diverse work group.

- How did you tackle this challenge?
- How did you establish rapport?
- What was the outcome?

Tell me about a time where you needed to adjust your interpersonal style to really connect with someone.

- Why did you need to adjust your style?
- How did you do it?
- What impact did this have on your relationship?

Negative Themes

- Dislikes meeting new people
- Shy and reserved around others
- Finds it hard to connect with people who do not have shared interests
- Struggles to read social cues

Positive Themes

- Enjoys interacting with others
- Socially confident, will initiate conversations
- Can relate to others from different backgrounds
- Reads others' body language and tone, and adapts their response

Rating

- Very Low Low Medium High Very High

Directing Action Average - 61st Percentile

Leads, gives direction and drives progress through engagement and delegation.

High Scorers are Likely to

- Enjoy taking on leadership opportunities
- Leverage the strengths and motives of each individual
- Drive the team to achieve good results
- Empower team members to own their performance
- Act with confidence, and believe in their own authority
- Promote accountability amongst team members

Questions

Talk me through a situation where you set clear objectives for your team and measured progress to ensure successful outcomes.

- What were the key challenges you faced?
- What was the result you achieved?

Describe a situation in which your instructions or decision as a leader ended up being detrimental to team performance.

- How did you identify the problem?
- What was the final outcome?
- What responsibility did you assume?

Talk me through a scenario in which you were required to balance taking a directive approach with empowering team members to take charge of their own performance.

- How did you drive progress?

Rating

- Very Low Low Medium High Very High



Customer Focus

Average - 55th Percentile

Fulfils customer obligations, interacts in a friendly and composed manner.

High Scorers are Likely to

- Follow through on promises to customers
- Treat all customers equally
- Interpret client reactions well, and adapt accordingly
- Care about customers and their experience
- Remain calm and controlled with frustrated clients

Questions

Tell me about a time when you dealt with a particularly difficult customer.

- Why were they so challenging?
- What did you do to adapt your response?
- How did you stay calm and composed?

Tell me about a time when you used your understanding of a customer's needs to help them through a problem.

- How did you know what their needs were?
- How did you use this information?
- What was the outcome?

Tell me about a time when you exceeded a customer's expectations.

- What did you do?
- How did you ensure you delivered on the promises you made?
- What skills did you use to help you deliver this superior outcome?

Negative Themes

- Makes little effort to build rapport
- Lets some customer commitments slip
- Takes customer complaints to heart
- Uses the same approach for every customer, regardless of the situation

Positive Themes

- Follows through on promises
- Changes their approach based on the unique customer situation
- Remains calm and professional, even when under pressure
- Deescalates difficult customers

Rating

- Very Low Low Medium High Very High



Adherence

Average - 44th Percentile

Prefers to follow rules, guidelines, and processes consistently.

High Scorers are Likely to

- View processes as helpful rather than a hindrance
- Follow rules and guidelines closely
- Keep commitments made to others
- Pay close attention to procedures

Questions

Please share an example of a time when you had to operate diligently within the rules.

- How did you make sure you understood the rules?
- To what extent did they help you?
- Did you miss anything?

Please share an example of a time when it was critical for you to adhere to a set process, despite feeling frustrated by it.

- Why was following this process so important?
- What did you do?

Please share an example of a time when you felt lost without the right guidelines in place to carry out your work sufficiently.

- Why did you feel this way?
- What actions did you take to resolve this?

Negative Themes

- Disregards guidelines
- Sees rules as unnecessary or restrictive
- Likes to create their own way of doing things
- Finds following process challenging

Positive Themes

- Appreciates the value of having rules
- Likes working with guidelines
- Seeks out and follows current processes
- Finds it easy to stick to the rules

Rating

- Very Low Low Medium High Very High



Organisation

Below Average - 30th Percentile

Transforms objectives into actionable steps through detailed planning to ensure delivery.

High Scorers are Likely to

- Set clear objectives, and strive to complete goals
- Analyse projects and tasks to help plan effectively
- Focus on the details, specifying milestones clearly
- Keep to commitments and deadlines
- Account for future events that may impact delivery

Questions

Can you give me an example of a time when you used good planning and organisation to get something done?

- What was the situation?
- How did your approach help you to achieve?
- How did you build in contingencies?

Please talk me through a challenging goal you achieved.

- How did you establish milestones?
- What did you do to track your progress towards these?
- How did you manage any obstacles that arose?

Please describe how you balance great organisation with having to reprioritise your workload at times?

- How do you establish priorities?
- How do they relate to business strategy?
- Is there a specific example that reflects this?

Rating

Very Low Low Medium High Very High



Implementation

Below Average - 30th Percentile

Works in a focused and meticulous manner to execute to a high standard.

High Scorers are Likely to

- Remain focused on the tasks at hand
- Consistently deliver on time
- Produce high quality, error-free work
- Appreciate procedures and work well within guidelines

Questions

Tell me about a time when it was vital to follow through very precisely on a task.

- Why was this task so critical?
- How did you set about it?
- How did you ensure you didn't miss any details?

Can you share an example of a time when you had to deliver on a project, despite situational factors making this very difficult for you?

- How did you maintain focus?
- What were the challenges you faced?

Can you share an example of a time when your ability to deliver on a commitment was impaired?

- How did you feel about this?
- What went wrong?
- How did you manage others' expectations?

Rating

Very Low Low Medium High Very High



Communication

Below Average - 12th Percentile

Shares information in a confident and articulate way, that suits the audience.

High Scorers are Likely to

- Grasp the point behind communications quickly and accurately
- Persuade others to align with their opinion or argument
- Pick up on body language and non-verbal cues
- Communicate confidently and fluently on a range of topics

Questions

Can you describe to me a time when you adapted the information you were sharing to suit your audience?

- How did you adapt it?
- Why was this necessary?
- What was the result of doing so?

Tell me about a time when poor communication led to incorrect assumptions or misunderstandings.

- What was the context?
- How were the issues with the communication?
- What did you learn from this?

Take me through a situation where you were able to change someone's opinion on an issue through good communication.

- Why was your communication so persuasive?
- How successful did you expect to be?
- What were the consequences?

Negative Themes

- Too wordy, rambles on
- Disorganized, key point is unclear
- Answer is unconvincing
- Response and example lack confidence

Positive Themes

- Clear and articulate
- Succinct response
- Actively selects a different communication style based on the audience
- Can persuade someone to adopt their point of view

Rating

- Very Low Low Medium High Very High