

Date: Jul 13, 2008

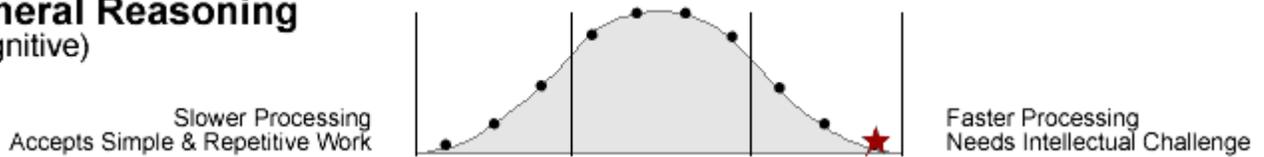


Name: Tom Tester
ID: 295689



Counselor Summary

General Reasoning (Cognitive)



- Tom tends to learn and understand the bigger picture very quickly which can help in some more complex counseling situations
- Because of fast cognitive speed, Tom should discuss issues and recommendations carefully to make sure clients understand
- Tom can project the consequences of decisions or behaviors and help clients understand choices and consequences
- There may be times when Tom does not effectively focus on the immediate and day to day issues with clients because of the desire to stay focused on longer term issues

Question: Describe a time when you were frustrated by a client's lack of understanding of suggestions you were making to solve his or her problems. How did you deal with it?

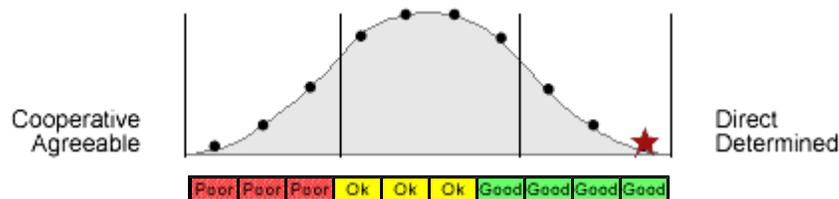
Conscientious (Organization)



- Tom is carefree and may be casual about details and plans, however faster learning speed can help compensate for this
- Some clients may find Tom's easygoing approach comfortable
- Tom may not be fully reliable about scheduling clients and keeping appointments
- Tends to be more comfortable than others in handling interruptions and changes in the schedule during the day

Question: Tell me about a time you were especially successful in working with a client. What was it about this client and his or her issues that enabled you to be so helpful?

Tough Minded



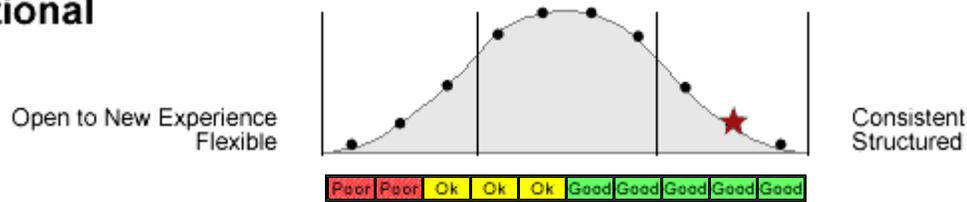
- Being straight forward and digging deeper into issues can help Tom push a counseling client

to get on track and stay there

- Tom's tough minded approach may sometimes be harsh and may not allow a counseling client enough opportunity to learn for him or herself at their own pace
- You may expect Tom to be decisive and able to handle difficult situations
- May not be as well suited for counseling situations where a warm and softer approach is found to be more effective

Question: Describe a time when you became frustrated with a client who seemed unwilling or unable to deal with the issues that had led to counseling. How did you deal with this client and how successful were you?

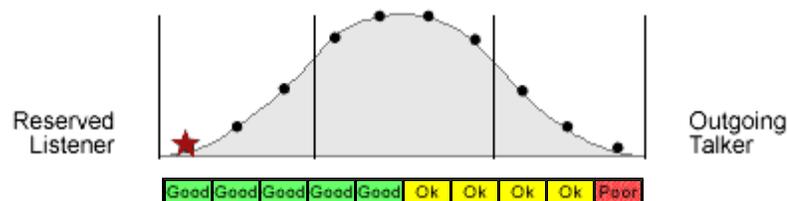
Conventional (Rules)



- Although Tom has a very quick learning speed, Tom typically prefers to use tried and true methods of counseling
- Tom is usually very consistent and focused and will follow through on commitments to clients as long as there are intellectually interesting situations and cases to manage
- You can count on Tom to follow standard guidelines for counseling clients
- Generally better suited for more structured situations rather than those where things are open-ended and continually changing

Question: Describe a time when you started a new job where guidelines and procedures for working with clients were very different from your past experience. How did you adjust to the new approach?

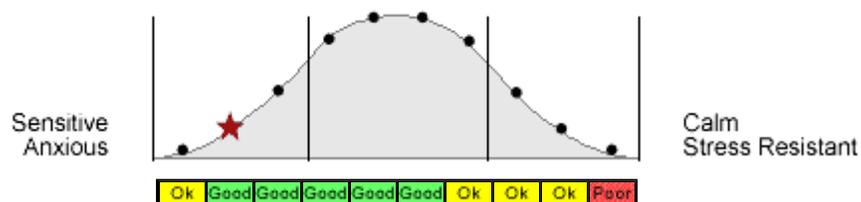
Extroversion



- Tom tends to be quiet and reserved, but remains attentive and thoughtful
- You may expect Tom to have good listening skills
- Likely to have some difficulty working effectively with clients who are highly reserved and need motivation to engage in solving their issues

Question: How have you effectively engaged a client who was quiet or unwilling to participate in the counseling relationship?

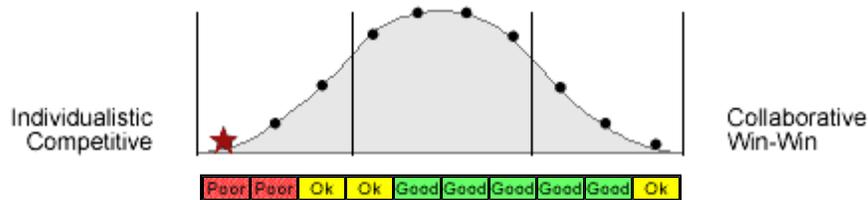
Stable



- Tom likely to become stressed sooner than others and can potentially appear to the client as too emotional
- Faster learning speed and sensitivity may allow Tom to be very creative with approach to clients' issues and counseling strategy
- Can understand and empathize with clients' issues so easily that Tom may have some difficulty separating them from Tom's own issues
- May be better suited for counseling situations that are not highly emotional or difficult

Question: How have you dealt with a situation when your work with a client was not going as well as you thought it should?

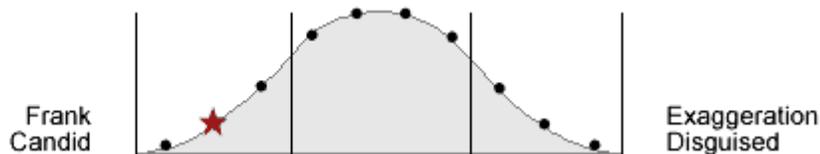
Team



- Tom tends to be highly competitive and self-motivated
- May not enjoy many counseling roles where the focus should be on the client's personal success within a program versus on Tom's success in helping the client
- Likely to have difficulty working collaboratively and tends to compete with other team members for recognition
- Usually motivated by individual recognition and rewards rather than team rewards

Question: Tell me about a time when you felt very productive and effective in your work. What sort of environment were you working in and what types of clients did you have?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 1 area.

Overall
82% *

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Name: Tom Tester
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Counselor Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were very motivated to do your job every day. What were you doing and what types of problems did you deal with?

Question: Tell me about a time when a coworker kept asking you the same question over and over again. What did you do?

Question: Give me an example of a job where you were given many simple or routine tasks to perform daily. How did you handle that?

Conscientious (Organization)

Question: Tell me how you keep track of the details of a project or task.

Question: Give me an example of how you have followed up with someone who asked for additional details on a project or task. How did you handle the follow up?

Question: Describe a time when you lost track of some details for a project and it caused a problem. What did you do?

Tough Minded (Assertiveness)

Question: Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

Question: Tell me about a time when you became impatient with a coworker or supervisor because they were being unreasonable. What happened?

Question: Give me an example of a time when you had to make an important decision on something even though it wasn't your responsibility. What was the situation and how did it work out?

Conventional (Rules)

Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Question: How have you handled a situation where there was no procedure in place?

Question: Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

Extroversion

Question: Give me an example of a time that someone praised you for your ability to listen to them. What was the situation?

Question: Tell me how you handle coworkers who like to chat with you even though you need to move on to the next task.

Question: Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

Stable

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Tell me about a time when a customer or coworker was very upset and was being unreasonable. What did you do?

Question: Describe a time when you worked in an environment that you thought was motivating but not too stressful. What was your day like and what made it motivating?

Team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a project or task. What was the situation and how did you handle it.

Question: Give me an example of a time when you were praised for your performance in front of the team. How did your coworkers respond?

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