

Date: Jul 13, 2008



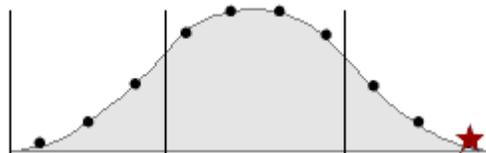
Name: Tom Tester  
ID: 295689



## Collections Summary

### General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge

- Tom learns new information very quickly
- Many collections positions require a rudimentary and simplistic approach which can be difficult for Tom
- Quick mental abilities may lead Tom to respond too quickly or tersely for customers to understand easily
- Can easily become bored if the job does not require continual learning and complex problem solving

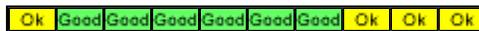
**Question:** Describe a time when you thought you were going to be able to work on some exciting projects but were stuck doing mundane tasks every day. What did you do?

### Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable



- Tom may overlook details but can generally compensate with faster cognitive speed
- Generally responds well to interruptions and unexpected requests even if they are complex

**Question:** Tell about a time when you forgot some important details of a project. How did you handle that?

### Tough Minded

Cooperative  
Agreeable



Direct  
Determined



- Tom is generally comfortable making decisions
- Tom can use their skeptical nature to identify problems or issues with evasive delinquent account cases
- Tends to be tough minded, out-spoken, and capable of dealing with difficult cases and situations

**Question:** Tell me about a time when you had a someone who was very difficult, possibly

even untruthful with you. What did you do and what happened?

## Conventional (Rules)

Open to New Experience  
Flexible



Consistent  
Structured

Poor Poor Ok Ok Good Good Good Good Good Good

- Prefers an environment that is structured and predictable
- Tom tends to be consistent and follow the procedures closely
- May have some difficulty working in an environment where requests are often unique and unexpected

**Question:** Describe a time when it seemed as if policies and procedures were changing too quickly and it was difficult to keep up. What was it like?

## Extroversion

Reserved  
Listener



Outgoing  
Talker

Poor Poor Ok Ok Good Good Good Good Good Good Ok

- Tom tends to be reserved and quiet and prefer low to moderate interaction with others during the day
- Tom is typically a good listener and doesn't mind working alone
- Better suited for a position that doesn't require continual interaction with others

**Question:** Tell me about a time when you had to make a presentation before several people in a meeting. What was it like?

## Stable

Sensitive  
Anxious



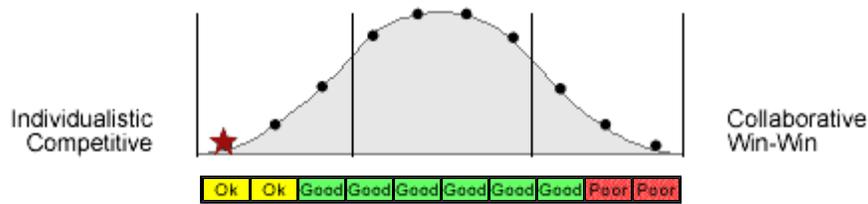
Calm  
Stress Resistant

Poor Poor Ok Ok Good Good Good Good Good Good

- Tom may become stressed sooner than most others, especially when faced with difficult and emotional delinquent account cases
- Tom likely to be more productive when allowed to work at their own pace and set their own schedule

**Question:** Tell me about a time when you became very upset at work. What was the situation and what happened?

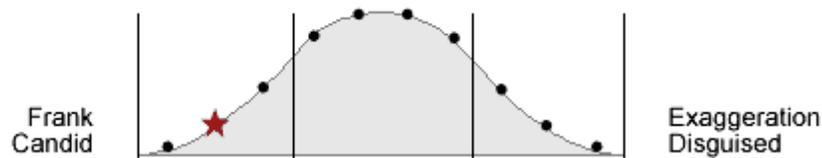
## Team



- Tom is typically self-motivated and very competitive
- May have difficulty working within a team
- May not be collaborative with internal team or co-workers
- Better suited for roles that allow for individual recognition

**Question:** Give me an example of a time when you had to pick up the slack for someone else but you did not receive credit for it. What was that like?

## Good Impression (Social Desirability)



- Tom's responses have been frank and open

\*The participant has scored in the "red zone" in 2 areas.

Overall  
**68% \***

**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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## Collections Interview Questions

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### 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?

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### 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?

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### 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?

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### 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?

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**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?

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**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?

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**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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