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assessment

By

HUMANCE

Assessment Report
CLIENT SERVICE

Sample candidate
Date

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INTRODUCTION

This assessment report was generated by the Humance expert system.
It contains information that can help you better understand the assessed individual's potential.

This report contains the following:

HUMAN RESOURCES

DISTINCTIVE COMPETENCIES

An indicator of the individual's potential to demonstrate the key skills that generally lead to success in a given role.

DETAILED RESULTS

Detailed results for each of the competencies measured

PROBLEM-SOLVING ABILITY

An indication of an individual's tendency to quickly assimilate new information, understand complex ideas, demonstrate a logical mind, and draw appropriate conclusions.

ONBOARDING AND DEVELOPMENT ADVICE

Tips to optimize new hires' onboarding experience - Advice to establish conditions for a successful development process

MANAGER

BEHAVIORAL QUESTIONS

Suggested questions for the recruitment interview or to stimulate discussions around development based on the assessment results

CAVEAT ON USE OF THE REPORT

The results obtained through the assessment process may provide insight for selection or promotion decisions or fuel reflection as part of a professional development or succession management process
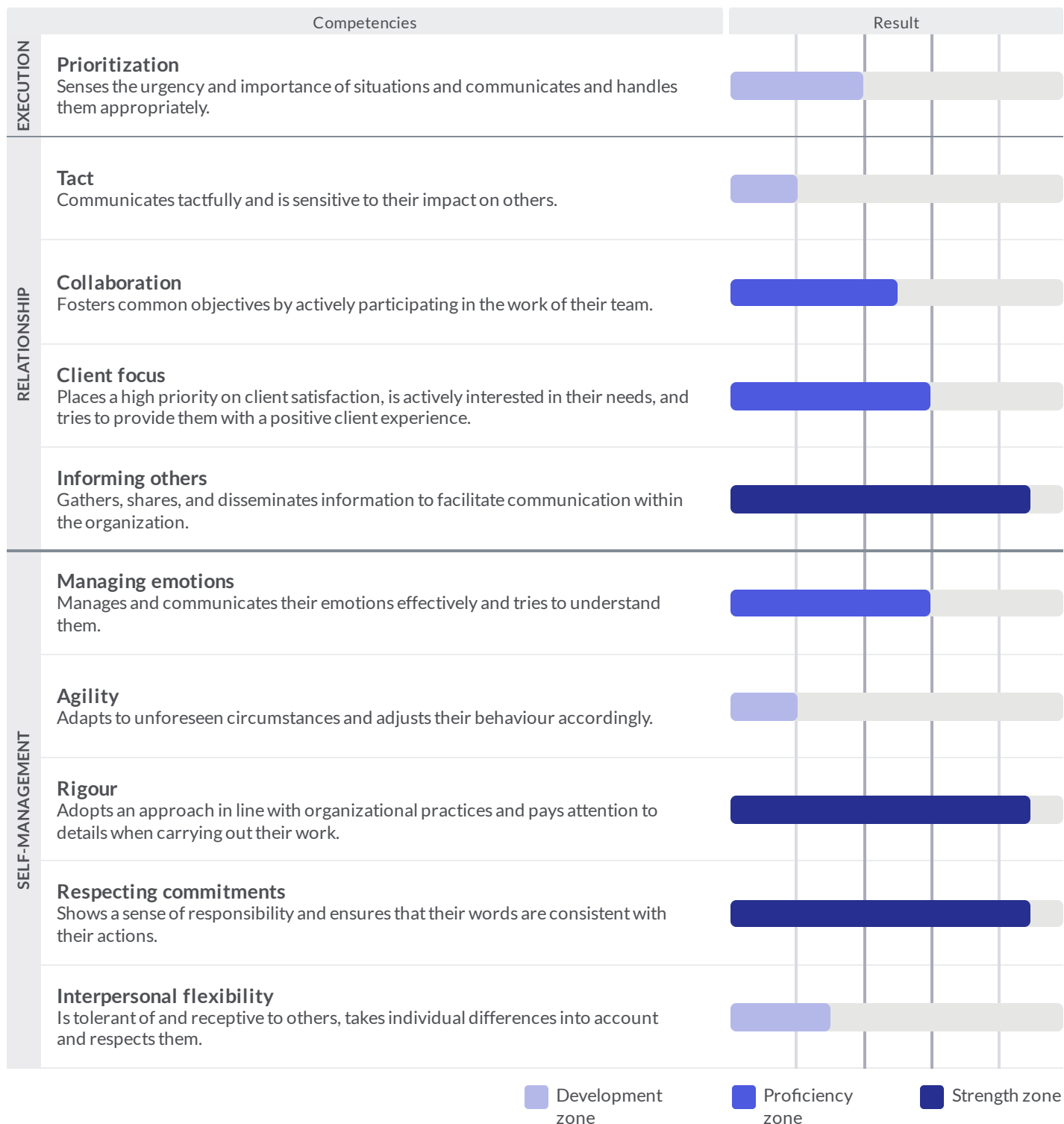
These results are valid for up to two years.

This document is strictly confidential. The only people who may consult it are those authorized by the assessed individual, i.e. those directly involved in the selection, promotion, or professional development process. We recommend that you keep this document in a safe place. Also, the report may not be released to the assessed individual without the customary precautions .

INTERPRETATION OF FINDINGS

The competency results are based on psychometric indicators derived from the person's responses. Note that demonstration of a competency depends on other factors as well, including the person's work experience, degree of motivation and the work context. This report should be used as a complement to other information sources, such as the behavioral interview and reference checks, to create a more accurate portrait of the competencies of the person assessed.

DISTINCTIVE COMPETENCIES

	Competencies	Result
EXECUTION	**Prioritization** Senses the urgency and importance of situations and communicates and handles them appropriately.	
RELATIONSHIP	**Tact** Communicates tactfully and is sensitive to their impact on others.	
	Collaboration Fosters common objectives by actively participating in the work of their team.	
	Client focus Places a high priority on client satisfaction, is actively interested in their needs, and tries to provide them with a positive client experience.	
	Informing others Gathers, shares, and disseminates information to facilitate communication within the organization.	
SELF-MANAGEMENT	**Managing emotions** Manages and communicates their emotions effectively and tries to understand them.	
	Agility Adapts to unforeseen circumstances and adjusts their behaviour accordingly.	
	Rigour Adopts an approach in line with organizational practices and pays attention to details when carrying out their work.	
	Respecting commitments Shows a sense of responsibility and ensures that their words are consistent with their actions.	
	Interpersonal flexibility Is tolerant of and receptive to others, takes individual differences into account and respects them.	

Development zone Proficiency zone Strength zone

DETAILED RESULTS

This section describes the assessed individual's results and helps define their contribution value. The competency profile trends presented are calculated based on algorithms developed from thousands of psychometric data points aimed at replicating the analysis of assessment experts.

Prioritization

Development zone

People with a similar score tend to:

- Have trouble determining the level of urgency of situations and fail to handle them quickly.
- Not inform others of the level of urgency of situations.

Tact

Development zone

People with a similar score tend to:

- Deliver sensitive messages in less-than-ideal circumstances.
- Take a direct or inappropriate tone when communicating a sensitive message.

Collaboration

Proficiency zone

People with a similar score tend to:

- Do the work expected by their team and help others when they need it.
- Seize only certain opportunities to facilitate discussion or to foster their team's synergy.

Client focus

Proficiency zone

People with a similar score tend to:

- Be attentive and prepared to satisfy client needs when asked to do so.
- Be respectful about their clients' reality and concerns.

Informing others

Strength zone ■

People with a similar score tend to:

- Take a proactive approach to finding work-related information by consulting multiple sources and developing ways to optimize its dissemination.
- Systematically share information with the appropriate people in the right way and using suitable means.

Managing emotions

Proficiency zone ■

People with a similar score tend to:

- Be able to identify most of their emotions and keep them under control after a disconcerting event.
- Express their emotions based on what they feel is appropriate under the circumstances.

Agility

Development zone ■

People with a similar score tend to:

- Prefer routine and be resistant to change and new ideas.
- Consider the unexpected and new ideas as hard to manage and fail to adapt behaviour to new demands in their environment.

Rigour

Strength zone ■

People with a similar score tend to:

- Demonstrate a facility for clearly and optimally structuring how they work and appear organized and concerned about details.
- Be comfortable following the organization's procedures.

Respecting commitments

Strength zone ■

People with a similar score tend to:

- Clearly articulate their commitments and specify the expectations.
- Do what is necessary to meet their professional obligations and keep their promises despite the personal sacrifices involved.

Interpersonal flexibility

Development zone ■

People with a similar score tend to:

- Not be very receptive to differences in others.

- Have a hard time accepting ideas or ways of doing things that are different from their own and not be very open to adapting their approach to take into account individual differences.

PROBLEM-SOLVING ABILITY

This section presents the assessed individual's potential to quickly assimilate new information, understand complex ideas, demonstrate a logical mind, and draw appropriate conclusions.
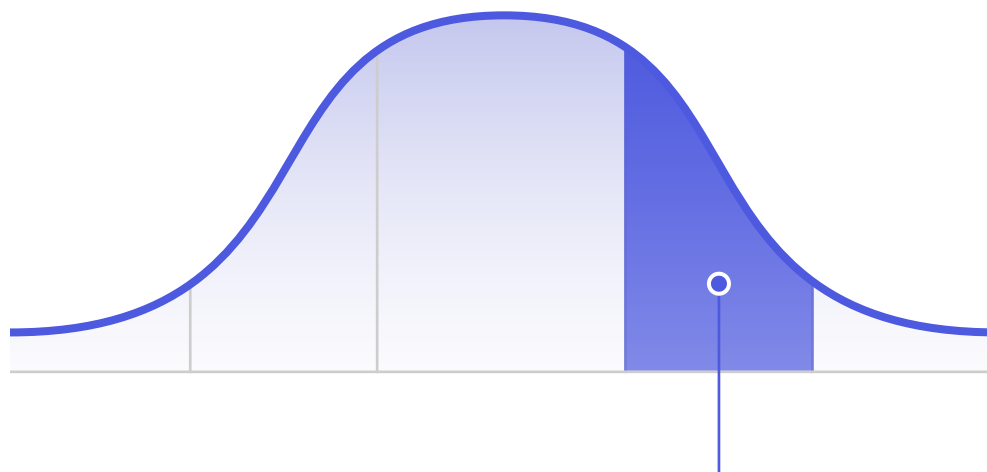
People with a similar score tend to:

- Grapples with relatively complex ideas as quickly as expected.

- Takes a bit more time to assimilate and grapple with new ideas and problems.

Onboarding Advice

It would be beneficial for the organization to:

Give them enough time to think about less common problems and assimilate them. Invite them to collaborate on complex projects with a colleague who is skilled at solving problems so that they can benefit from their way of working.

Development Advice

It would be beneficial for the person assessed to:

Identify the types of problems that challenge them more and find the appropriate resources (help from colleagues, sufficient time, documentation, etc.). Structure their approach to make sure they have taken all relevant elements into account when solving problems.

ONBOARDING AND DEVELOPMENT ADVICE

This section presents advice on how to maximize the onboarding and the professional development of the assessed individual in light of the results of this assessment.

COMPETENCIES WITH THE HIGHEST SCORES

	It would be beneficial for the organization to:	It would be beneficial for the person assessed to:
Rigour	Seeking their collaboration in structuring processes or improving existing working methods.	Sharing their tips for adopting a structured and systematic approach with colleagues.
Respecting commitments	Giving them ambitious mandates with fixed timelines.	Offering to help colleagues who have trouble meeting commitments by sharing strategies to better manage their time and responsibilities and achieve their objectives.
Informing others	Telling them which communication tools, resources, and channels are at their disposal and encouraging them to suggest ways to optimize communication.	Creating opportunities to discuss and share information with those who find it difficult by talking about what they do, both formally and informally.

COMPETENCIES WITH THE LOWEST SCORES

	It would be beneficial for the organization to:	It would be beneficial for the person assessed to:
Tact	Offering them guidance on how to deliver messages of a sensitive nature.	Being aware of their influence on others by paying close attention to their reactions and asking how they took it. Adjusting their message based on the feedback.
Agility	Pairing them with a mentor known for their agility to develop their ability to take risks and cope with change.	Obtaining additional information to understand how new circumstances will influence their work and trying to find solutions to their concerns.
Interpersonal flexibility	Inviting them to ask questions to colleagues with different opinions to help them understand the needs of others and be more tolerant of individual differences.	Being prepared to change behaviour based on individual differences they perceive in their environment.

BEHAVIORAL QUESTIONS

The following is a list of questions on the distinctive competencies assessed that will allow you to capture concrete examples of behaviors exhibited by the assessed individual . A constructive discussion will confirm the levers to focus on to maximize performance and target certain conditions for success to avoid potential pitfalls in the exercise of the role.

Prioritization

There are days when you don't know where to start. Tell me about a situation where you decided to set aside what was on the agenda due to urgent situations arising at the last minute.

- What prompted you to make this decision?
- What happened?

Tact

Tell me about a situation at work where you approached a sensitive discussion with the clear intention of not hurting or upsetting the person you were speaking to.

- How did you deliver your message?
- Why did you choose that approach?

Collaboration

Tell me about a recent situation at work in which you had to work with partners (colleagues, clients, superiors) to achieve an objective.

- What was your role within the group?
- What did you do or say to foster teamwork? What was the outcome?

Client focus

Tell me about a particularly difficult or demanding client you recently had to deal with.

- How did you manage the situation?
- How did the client react to your approach? What was the outcome?

Informing others

Tell me about a situation that you managed well in terms of communications and information flow, i.e., you kept the right people up to date at the right time.

- What strategies did you use?
- Why was it effective?

Managing emotions

Give me an example of a work situation that was frustrating.

- How did you respond? How did you feel?
- Whom did you discuss it with? And what did you tell them?

Agility

Tell me about a recent situation in which you had to adapt to a major unexpected event at work.

- What was your comfort level in this situation?
- What strategies did you use to deal with this unexpected event? What was the outcome?

Rigour

Tell me about a situation in which you had to produce high quality work that involved a lot of details.

- What tactics did you use to obtain such high quality?
- In what way did you find this situation motivating or demotivating?

Respecting commitments

Give me an example of a situation where you were proud to have met your commitments despite an ambitious timeline.

- How did you manage it?
- In your opinion, what would have been the repercussions if you hadn't been able to meet your commitments?

Interpersonal flexibility

Tell me about a time when you and a colleague had different views.

- How did you manage the situation? What did you do or say?

- How did your colleague react to your approach? What was the outcome?