

Interview and Hire like a PRO!

The **Sales Interview Report (SIR)** takes all the guesswork out and helps you target and uncover potential problematic issues you may need to investigate further.

Gain deeper insight into your candidate by using information that goes beyond traditional interview questions.

AREAS OF POTENTIAL CONCERN

This section is designed to help you spot certain behaviors that could impact productivity and bring into question someone's ability to perform ANY job. This profile yielded 4 areas of potential concern that need to be evaluated and understood before making a decision. More than one area of concern is quite unusual in successful employees, so these should be considered carefully, especially in light of the demands and responsibilities of this particular job. There should be supportive material from other sources (e.g., background investigation, second interviews, and reference checks) to validate a positive hiring decision.

1. Factor C (Score = 3) **Low frustration tolerance**

He may become easily overwhelmed by the challenges of the day, and sometimes unable to function effectively under moderate levels of stress or frequently changing priorities. He can get upset over relatively small issues at the office, and may have difficulty "bouncing back" the next day after being upset.

2. Factor L (Score = 10) **Suspiciousness**

There is a potential for him to be questioning, blaming, mistrustful, and irritable to co-workers in the work environment. He may assume he is being taken advantage of.

3. Factor O (Score = 8) **Worrying (above average)**

Excessive worrying about inconsequential issues is suggested, as well as a fear of making mistakes. He may feel compelled to share his poorly defined worries with co-workers. A fear of being blamed may keep him from voicing his ideas.

4. Factor IM (Score = 5) **Poor impression management**

He is so little concerned with what others think of him, especially under the circumstances of the testing, that his motivation and judgment must be questioned.

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SH SAMPLE

PROBLEM-SOLVING ABILITY

Problem-Solving Ability: More Concrete More Abstract

Score = 4

potential concern			desirable						
1	2	3	4	5	6	7	8	9	10

Problem-Solving Ability reflects the salesperson's approach to solving problems. It measures a person's ability to quickly grasp verbal concepts and ideas and work through data and information. High scores usually equate to people who grasp things quickly and enjoy being intellectually challenged. Low scores usually equate to people who learn in a hands on fashion. In roles that are more challenging, complex or even highly technical in nature, people with low scores may have trouble conceptualizing and even getting up to speed in areas where they may be unfamiliar.

Verbal Facility (Factor B = 4)

Mr. Sample scored much lower than the typical salesperson on this dimension, raising concerns around his level of reasoning. When scores are unexpectedly low on Factor B (1 - 3), given the person's educational level or other achievements, further investigation is warranted before a hiring decision is made, because other personality concerns may be interfering with the person's concentration. When scores on Factor B are both low and consistent with the individual's past accomplishments, then a positive hiring decision should be made only upon consideration of the importance of cognitive functioning for that particular position. A low score on Factor B is considered an area of potential concern and, as noted in user's manual, in general two such areas of potential concern may signal a need for caution. When one such area is Factor B, it suggests that the person may lack the cognitive strengths to compensate for the other area. A low score on a test of verbal facility may be discounted if English is not the person's first language.

Verbal Facility Interview Questions

- What is the depth of your formal education?
- Tell me about your education and your experiences in school.
- What have you done regarding continuing education? (i.e., seminars, courses)
- What are a couple of the best and worst decisions you have made in the past year?
- What are a couple of the most difficult or challenging decisions you have made recently?
- Please describe your decision-making approach when you are faced with difficult situations
- In comparison with others at about your level in the organization, are you decisive and quick, but sometimes too quick, or are you more thorough, but sometimes too slow?
- Are you intuitive or do you go purely with the facts? Do you involve many or few people in decisions?
- How creative are you? What are the best examples of your creativity in processes, systems, methods, products, structure, services and sales?
- Do you consider yourself a better visionary or better implementer...and why?
- Tell about a time when you got frustrated with a customer or someone at work because it took them a long time to understand a point you were making.

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UNIQUE FEATURES

- 6 Key Performance Factors critical for sales success
- Over 100 open-ended interview questions to help guide the interview process
- Behaviors identified that could potentially derail productivity

The **Sales Interview Report** is based on 30 years of research with the 16PF® and over 23 years of experience interpreting 16PF scores when consulting with corporations ranging from small, family-owned businesses to Fortune 500 companies.