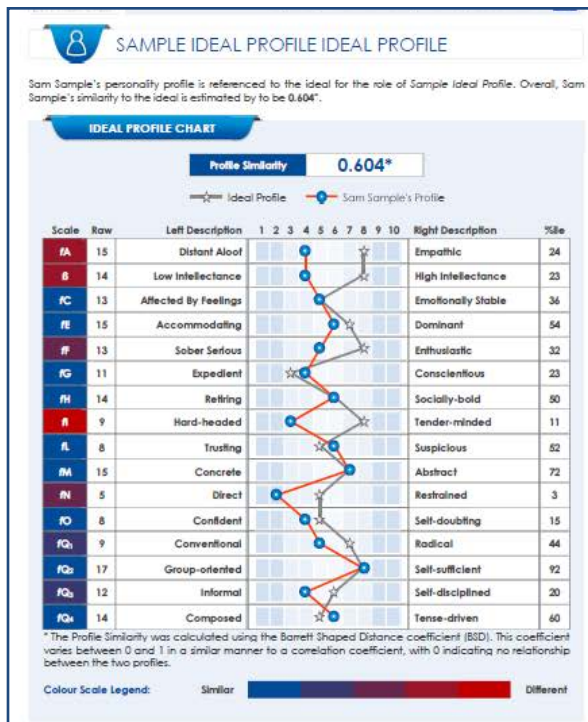


Based upon the 15FQ+ Full personality profile, “**Ideal Profiling**” utilises a unique job profiling system to compare each candidates personality to their role profile. Question prompts are provided in order for key gaps to be explored at interview.

The questionnaire is available in both English and Arabic.

15FQ+
FIFTEEN FACTOR
QUESTIONNAIRE



QUESTION PROMPTS

The following section lists a number of points which can be inferred from a comparison of Sam Sample's profile and the profile of an ideal candidate for the post of Sample Ideal Profile. The interviewer may wish to use these as the basis for further probing within an interview.

INTERPERSONAL STYLE

fA	The Ideal Candidate	will be gregarious and outgoing.
	Sam Sample	will be fairly reserved with a preference for working independently.
POSSIBLE QUESTIONS: <ul style="list-style-type: none"> What percentage of your time do you think you might spend: a) with others? b) on your own? What aspects of your work give you most satisfaction? 		
fF	The Ideal Candidate	is a spontaneous, enthusiastic person who will react impulsively to a situation.
	Sam Sample	attempts to achieve a balance between caution and spontaneity.
POSSIBLE QUESTIONS: <ul style="list-style-type: none"> Do you regard yourself as more or less predictable than others in your work group? How do you think others amongst your working group cope with routine and boredom? Are you less tolerant or more tolerant of routine than others in your group? 		
fQ₂	The Ideal Candidate	is drawn to solitary pursuits.
	Sam Sample	is drawn to solitary pursuits.
POSSIBLE QUESTIONS: <ul style="list-style-type: none"> What type of activities do you enjoy with other people? Can you think of an occasion when you have found it easier to work with other people in order to solve a difficult problem? When you feel under stress, is it easier if there are other people around with whom to share the problem? What advantages are there in working with a group rather than in isolation? 		



Example

1

I never take no for an answer.

☐ true
 ☐ ?
 ☐ false

1 2 3


Organisations use competencies and competency frameworks to identify, develop and reinforce specific behaviours that are required to achieve organisational success.

Today almost all the fortune 500 corporations have integrated the concept of competencies in all critical areas of human resources management. The competency focused solution aids organisations in the identification and development competency related behaviours.



This solution uses Apply/PSYTECH Universal Competency Framework to predict respondents' typical behaviour in each of these areas.


Integrity	Planning and Organising	Interpersonal Skills
Creativity	Quality Orientation	Persuasiveness
Logical and Analytical	Energy and Drive	Resilience



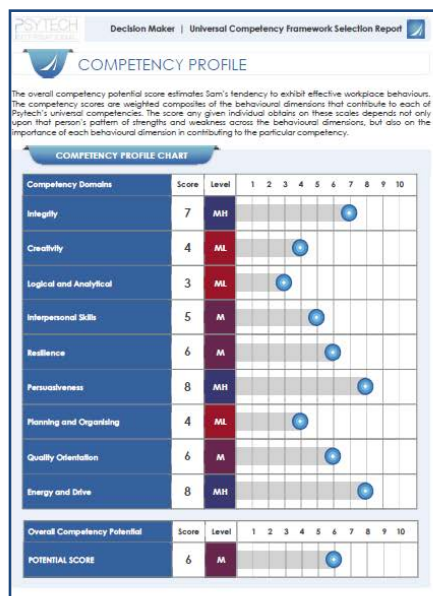
Sam Sample
10th June 2013

DECISION MAKER

UNIVERSAL COMPETENCY FRAMEWORK SELECTION REPORT



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Decision Maker | Universal Competency Framework Selection Report

INTERVIEW GUIDE: INTEGRITY

MH INTEGRITY

Commitment to following organisational rules

Profile Description
Sam is likely to feel a reasonable sense of commitment to organisational rules, regulations and procedures. However, since he is as spontaneous and flexible as most people, he is unlikely to feel compelled to rigidly adhere to rules if he believes they are unfair or unreasonable.

Situation	Task	Action	Result
Q1 Tell me about a time when you had to work with an enforce organisational procedure on a project or task.	What were the procedures? What purpose did they serve?	How did you apply the procedures? Were there any you felt inclined to disregard?	Ultimately, did adhering to the procedures advance or hinder the work? Please explain your reasoning.
Q2 Describe a situation where you tried your hardest despite working on a project you did not feel committed to.	Why did you feel less commitment to this particular project?	How did you support the project?	Was the project ultimately successful? How were your efforts received?

MH Desire to conform to established principles of right and wrong

Profile Description
Sam's results indicate he is quite respectful of authority and is quite inclined to conform to established principles of right and wrong. As a result, Sam would be expected to be relatively committed to the organisation's ethical culture and to have a reasonable sense of responsibility and duty.

Situation	Task	Action	Result
Q1 Give an example of being given a project or task by your boss or management which you disagreed with.	Why did you disagree with the task you were assigned?	How did you handle the situation?	Why did you take this position?
Q2 Tell me about a time when you had to work with formalities and protocols that existed in your workplace.	What was the purpose of such formalities?	How did you deal with such formalities?	Do you believe that such formalities support or hinder your work?

(Test time = 30 mins approx)

EMOTIONAL INTELLIGENCE

Emotional intelligence refers to a set of skills that define how effectively an individual perceives, understands, reasons with, and manages their own and others' feelings, emotions, and mood states.


Research has suggested that people with high Emotional Intelligence (EI) tend to be more transformational in their leadership style, have better negotiation skills, higher stress tolerance, and less absenteeism.

15FQ+
FIFTEEN FACTOR
QUESTIONNAIRE




What EI Measures?

This assessment is a self-report of how frequently an individual displays emotionally intelligent behaviours in the workplace.



Sam Sample



Fifteen Factor Questionnaire +
15FQ+ Emotional Intelligence

EI Profile

Poleman this report defines emotional intelligence as consisting of competencies in intrapersonal and interpersonal domains. Within these domains, EI competencies are split into two clusters. The four EI competency clusters are presented below, along with definitions.

Competency Cluster	Raw	1	2	3	4	5	6	7	8	9	10
Awareness	8										
Management	7										

Self-awareness Competency Cluster includes: Emotional Self-awareness; Self-confidence and Self-regulation. These competencies enable a person to: accurately understand themselves, their traits; trust their own judgement and take confident decisions; express their views with candour; realistically appraise their skills, aptitudes and abilities and be able to use performance.

Self-management Competency Cluster includes: Emotional Self-control; Optimism; Achievement Orientation; Conscientiousness; Adaptability and Trustworthiness. These competencies enable a person to: effectively manage their emotions and have the drive, energy and speed; produce work of a high standard; plan for the future and diligently attend to detail; be open to change; maintain high levels of personal integrity.

Competency Cluster	Raw	1	2	3	4	5	6	7	8	9	10
Relationship Management	6										
Self-Management	4										

The Social Awareness Competency Cluster includes: Empathy; Interpersonal Openness; Organisational (political) Awareness and Service Orientation. These competencies enable a person to: understand others' motives, emotions and behaviour; be open to others' points of view and perspectives; be sensitive to interpersonal and organisational dynamics.

The Relationship Management Competency Cluster includes: Persuasiveness; Conflict Management; Inspirational Leadership; Change Catalyst; Team Working and Open Communication. These competencies enable a person to: influence others positively; resolve conflicts; inspire and motivate others; work effectively in teams; and communicate openly and honestly.

Self-management Competency Cluster

This competency cluster details behavioural styles that are characterised by:

- Emotional Self-control
- Achievement Orientation
- Optimism
- Conscientiousness
- Adaptability
- Trustworthiness

These competencies enable a person to: effectively manage their emotions and have the drive, energy and speed; produce work of a high standard; plan for the future and diligently attend to detail; be open to change; maintain high levels of personal integrity.

Competency Cluster	Raw	1	2	3	4	5	6	7	8	9	10
Self-management	7										

Self-control

Results suggest that River Ho is likely to be fairly stable and emotionally mature. As a result she should be able to let her emotions cloud her judgment or adversely affect her performance at work. Her colleagues are unlikely to view her as being particularly moody or unpredictable. She is able to lose her composure when placed under pressure, or have great difficulty maintaining her composure in noisy, distracting environments. As such she would not be expected to have particular difficulties with the emotional demands of challenging working environments. As her scores suggest that she has low levels of frustration tolerance, she should be no more likely than most to become short-tempered when things go wrong. Moreover, she should not have undue difficulty dealing with slow people and is no more likely than most to lose her temper in such situations.

Achievement Orientation

Results suggest that River Ho is by nature that lively and fun-loving, it would nonetheless be expected that she is relatively unlikely to be troubled by feelings of despondency or depression. In general, she is able to have enough energy to meet fairly demanding work schedules. She should not be particularly worried about the future, or anticipate problems where others see none. As a result, she is fairly optimistic and positive outlook, with her being inclined to anticipate success from the outset.

The 15FQ+ can now be generated to inform specific competencies as oppose to just commentary on personality factors. (If required AADC can also customise this report to match the competency framework model used by the organization).

PSYTECH
INTERNATIONAL

Sam Sample
Aug 2013

EXPERT

COMPETENCY
DEVELOPMENT REPORT

FIFTEEN FACTOR QUESTIONNAIRE PLUS

Psychometrics Ltd. WWW.PSYTECH.COM

Persuasiveness	6	M
Planning and Organising	10	H
Quality Orientation	10	H
Energy and Drive	7	MH
Overall Competency Potential	Score	Level
POTENTIAL SCORE	8	MH

Sam Jacques
@Psychometrics Ltd.

15FQ+

FIFTEEN FACTOR
QUESTIONNAIRE

Competency Development Report

COMPETENCY PROFILE

All score estimates Sam's tendency to exhibit effective workplace behaviours. The scores are based on the behavioural dimensions that contribute to each of the 15 competencies. The score any given individual obtains on these scales depends not only on the individual's strengths and weaknesses across the behavioural dimensions, but also on the relative dimension in contributing to the particular competency.

PROFILE CHART

Score	Level	1	2	3	4	5	6	7	8	9
10	H									
3	ML									
5	M									
6	M									
9	H									
6	M									

PSYTECH INTERNATIONAL

Expert's Competency Development Report

INTERPERSONAL SKILLS

M INTERPERSONAL SKILLS

M Interest in establishing rapport with colleagues and clients

Profile Description

- Having a profile which indicates she is warm and sympathetic to most people, Sam is not likely to experience undue difficulty establishing rapport with colleagues and/or clients.

Development Recommendations

- Sam may possibly benefit from training aimed at further developing her awareness and concern for others' feelings and emotions.
- Promote an environment that encourages staff to support each other.

M Collaboration with others

Profile Description

- While Sam's results suggest she may not be as assertive as some, she is not expected to experience particular difficulty pressing uncooperative colleagues into action when this is called for.

Development Recommendations

- Sam may well benefit from assertion skills training.

MH Tact and diplomacy

Profile Description

- Sam's responses to the questionnaire indicate she is likely to be relatively attuned to the nuances of interpersonal relationships. As a consequence, she would be expected to tend to relate to people in a relatively diplomatic and tactful manner. Having a profile which indicates she has a high degree of sensitivity to social norms and expectations, she should generally be fairly keen to smooth over difficult interpersonal situations.

Development Recommendations

- Sam's profile indicates no specific training or development needs in this dimension.

M Interest in developing trusting relationships with colleagues

Profile Description


- Sam's pattern of results suggests that while she does not have a great need for others' company, she is not inclined to be cynical about human nature. Consequently, it should not take her much longer than harmless sociable colleagues to develop trusting relationships.

Development Recommendations

- Promote an environment that encourages a collaborative/team-based approach to work.

Sam Jacques

The 15FQ+ can now be generated to inform specific competencies as oppose to just commentary on personality factors. (If required AADC can also customise this report to match the competency framework model used by the organization for a one off fee).



**Sam Sample
(Selection Report)**

DECISION MAKER

**UNIVERSAL COMPETENCY
FRAMEWORK**

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15FQ+
FIFTEEN FACTOR
QUESTIONNAIRE

Decision Maker | Selection | Universal Competency Framework

SUMMARY OVERVIEW

The following tables list the major strengths and potential areas of concern that can be inferred from Bader's responses to the questionnaire. Further details are available in the behavioural interview guides.

Level	Competency	Behavioural Dimension
H	Integrity	Commitment to following organisational rules
H	Integrity	Ability to work without close supervision
H	Creativity	Preference for seeking new solutions to problems
MH	Logical and Analytical	Interest in solving problems in a logical manner
H	Logical and Analytical	Preference for logical problem solving
MH	Logical and Analytical	Preference for logical problem solving
MH	Resilience	Confidence
H	Planning and Organising	Desire to be prepared
H	Planning and Organising	Effective time management
MH	Planning and Organising	Delegation of tasks
H	Quality Orientation	Commitment to quality
H	Quality Orientation	Detail orientation
H	Energy and Drive	Results orientation

Level	Competency	Behavioural Dimension
ML	Integrity	Desire to conform to organisational rules
L	Creativity	Intuition and imagination
L	Creativity	Preference for logical problem solving
ML	Creativity	Adaptability and flexibility
L	Interpersonal Skills	Collaboration with others
ML	Interpersonal Skills	Interest in developing others
L	Resilience	Emotional stability

Decision Maker | Selection | Universal Competency Framework

INTERVIEW GUIDE: INTEGRITY

Situation	Task	Action	Result
Q1	Describe a situation when you had to work with or enforce organisational procedures on a project or task.	What were the procedures? Why was it necessary to adhere to them?	How did you apply the procedures? Ultimately, did adhering to the procedures advance or hinder the project? Please explain your reasoning.
Q2	Give an example of doing your best while working on a project you did not feel very committed to.	Why work hard on a project you did not feel committed to?	What did you do to ensure the success of the project? How successful was the project? How were your efforts received?

ML Desire to conform to established principles of right and wrong

Profile Description
Bader's results indicate he is not strongly inclined to follow social conventions and codes of conduct without question. As a result, he might not be expected to feel a very strong sense of allegiance to the organisation's ethical values and culture.

Situation	Task	Action	Result
Q1	Describe a situation where you disagreed with your management over their decisions.	What were the decisions? Why did you disagree with them?	How did you deal with the situation? Why did you deal with the situation in this manner?
Q2	Give an example of having to work despite the formalities and protocols of your workplace.	Why did you have to deal with such formalities?	How did you deal with such formalities? Do you believe that such formalities support or hinder your work?

This report provides clear indication of candidates strength and areas for development, providing detailed questions to ask at interview.



Discover Potential

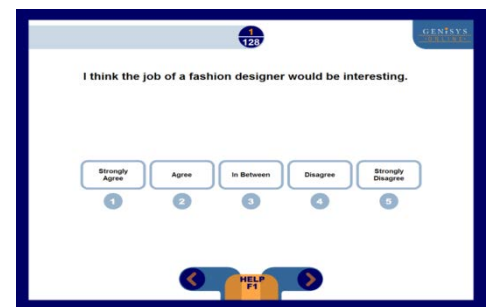
Occupational Interest Profile +

OIP+

Designed to provide a comprehensive and fully integrated assessment for career guidance and development, OIP+ consists of an occupational interest questionnaire and a measure of 'personal work needs'. It was originally developed following extensive trialing on 16 to 18 year-olds and has subsequently been extended for use with older adults.

What OIP+ Measures?

OIP+ assesses eight vocational interests and five personal work needs. The vocational interests identify work areas which an individual is likely to enjoy whereas the work needs assess how well suited they are to different environments.

The screenshot shows a digital questionnaire interface. At the top, it says 'I think the job of a fashion designer would be interesting.' Below this is a rating scale with five buttons: 'Strongly Agree', 'Agree', 'In Between', 'Disagree', and 'Strongly Disagree'. Each button has a corresponding number (1 to 5) below it. At the bottom, there are navigation arrows and a 'HELP F1' button.



OPP

The OPPro provides a focussed assessment of nine personality traits of central importance in customer facing roles. The questionnaire is written in a straight forward and direct style that is accessible to people of a wide range of abilities. It should be used for Selection and recruitment for customer facing, sales and general office roles.

What OIP+ Measures?

Providing a detailed assessment of interpersonal style, thinking style and patterns of coping with stress, the personality dimensions measured by the OPPro have been selected for their occupational relevance. These characteristics are crucial in determining productive and counter-productive behaviour in your organisation.

For example the OPPro can identify people who:

- | | |
|--------------------------------|----------------------------------|
| Are moody and irascible | • Are tactless and blunt |
| Are Negative and defeatist | • Are submissive and avoidant |
| Avoid challenges | • Are rigid and unbending |
| Are disorganised and chaotic | • Are naive and candid |
| Are shy and retiring | • Destroy trust |
| Are stress prone | • Are sensitive and gullible |
| Are stable and composed | • Are diplomatic and persuasive |
| Are optimistic and persevering | • Push for action |
| Rise to a challenge | • Are adaptable and flexible |
| Are systematic and meticulous | • Are socially astute |
| Are lively and gregarious | • Foster trusting relationships |
| Are resilient | • Are Tough-minded and realistic |

JTI

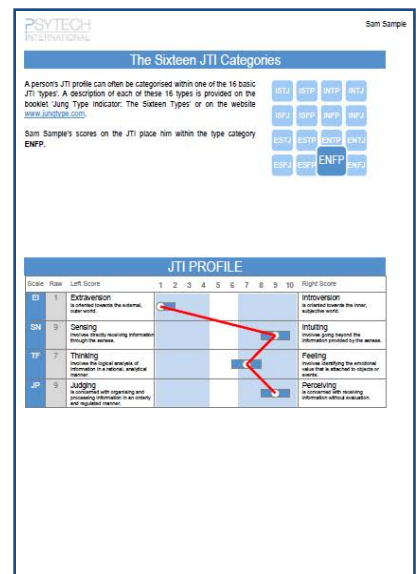
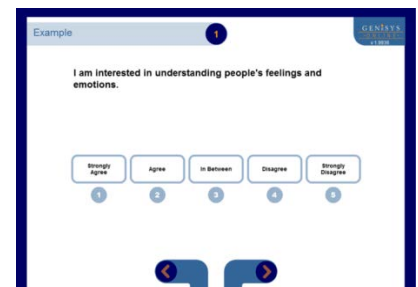
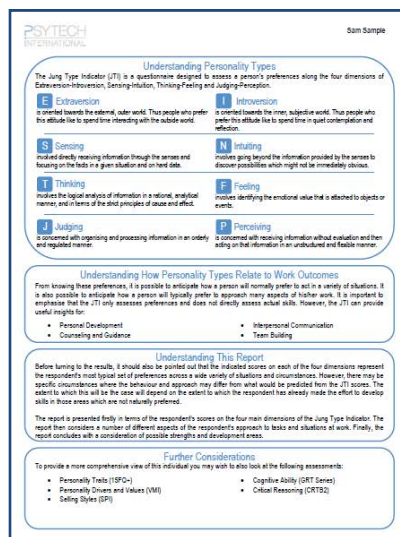
An alternative to the Myers-Briggs Type Indicator®, the JTI assesses personality within Jung's framework of Psychological Type. In addition to identifying a person's preferred Type the JTI uses a scaled approach to each dimension, giving a more detailed description of preference than most Type indicators.

What JTI Measures?

The JTI is based on the work of Swiss Psychologist Carl Jung, who identified how our preferences influence how we relate to the world and others around us. Jung's model of Psychological Type identifies dimensions of preference: Extraversion vs. Introversion (EI), Thinking vs. Feeling (TF) and Sensing vs. Intuiting (SN). The fourth dimension, Judging vs. Perceiving (JP), identifies a person's dominant preference towards the world as either a judging attitude (T or F) or a perceiving attitude (S or N).

Advantages

Assessing a person's preferences and how they impact on areas including thinking style, interpersonal styles and problem-solving, the JTI is particularly effective for personal development, enhancing communication, counselling, guidance and team building, administration and scoring. Emphasising the strengths and developmental challenges of each Psychological Type, the JTI is a valuable tool to facilitate training and development programmes



TECHNICAL TESTS NORMATIVE

TECHNICAL TEST BATTERY

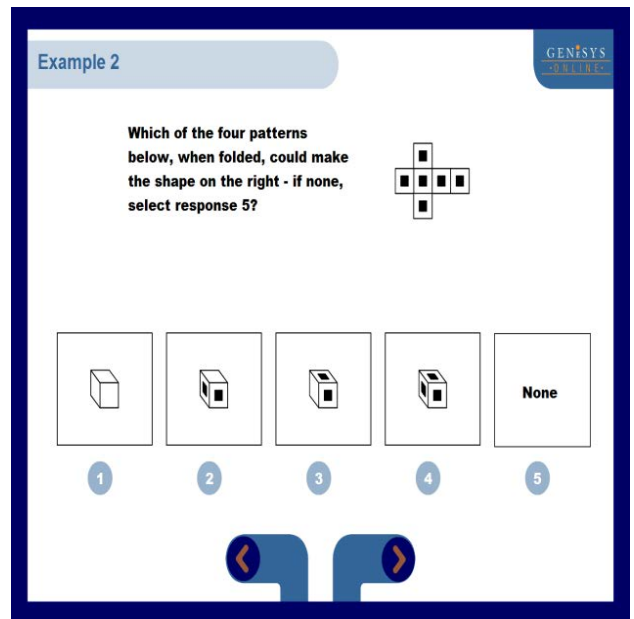
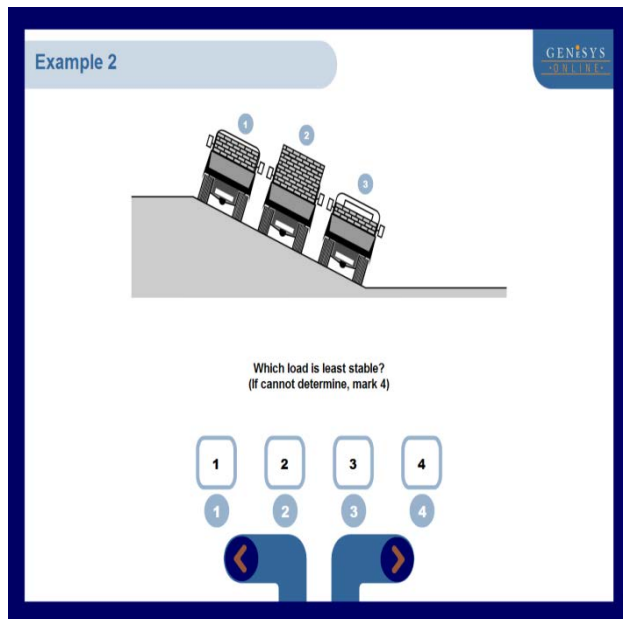


The Technical Test Battery - TTB2 measures the core skills that are required for selecting and assessing staff for **engineering apprenticeships, craft apprenticeships or technical training**. It consists of two tests, which can be administered individually or together, Mechanical Reasoning (MRT2) and Spatial Reasoning (SRT2).

Mechanical Reasoning (MRT2) measures the ability to understand mechanical concepts and physical principles in operation. The items have been selected from a wide range of areas (including optics, electrics, fluids and mechanics) so users can be confident that they are measuring a broad range of mechanical reasoning ability.

Spatial Reasoning (SRT2) measures spatial ability through items that assess the ability to visualise patterns in three dimensions and match three-dimensional objects to two-dimensional patterns. The items have been selected to represent a wide range of shapes (e.g. cubes, pyramids, cones, rhomboids and an innovative variety of other multi-faceted shapes). Therefore, users can be confident they are measuring a broad range of spatial/ diagrammatic ability.

An example question from the TTB Tests is provided below:



PERSONALITY ASSESSMENT - Values & Motives Inventory



VMI

Understanding a person's energies and drives helps identify where they are likely to gain most satisfaction and make the biggest contribution at work. VMI is a normative self-report questionnaire which profiles a person's motivations to determine the amount of energy and effort they are likely to expend in different activities.

What VMI Measures?

VMI scales have been selected for their relevance to the workplace. The 12 scales are grouped into three areas:

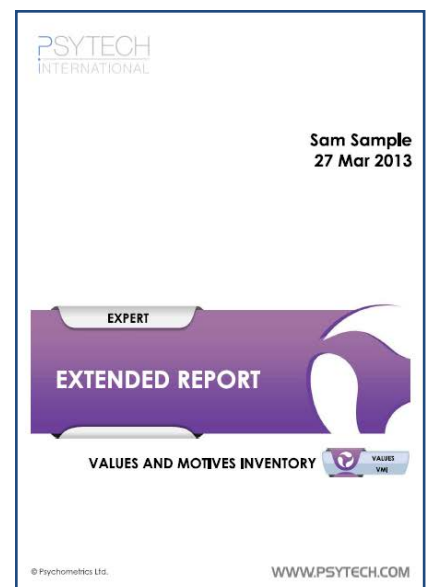
Interpersonal - values which influence an individual's approach to relationships with others.

Intrinsic - values relating to personal beliefs and attitudes which guide an individual's approach to everyday problems.

Extrinsic - values which influence behaviour in the workplace.

Advantages

VMI provides a focussed, reliable and comprehensive assessment of personal values and motives. It can be used on its own or as part of an assessment battery for selection, development, guidance or team-building. It is available in paper and pencil format, or online and offline using the GeneSys platform.



ASSESSMENT CENTRE – Verbal & Numerical Critical Reasoning

TESTING TOOLS – ABILITY TESTS (Managers+)

CRTB
CRITICAL REASONING
TEST BATTERY



Critical Reasoning is an ability that is central to all roles that require the incumbent to take logical decisions based on complex information. CRTB2 has been developed to this core ability in a time and cost effective manner. CRTB2 comprises two sub-tests which measure verbal and numerical critical reasoning. These can be administered either individually or together.

For example the CRTB2 can identify people who:

- | | |
|--|--|
| Weigh up evidence logically | - Take ill informed decisions |
| Identify trends in data | - Fail to grasp numerical concepts |
| Isolate the key points in an argument | - Overlook core information |
| Understand complex arguments | - Struggle to grasp complex arguments |
| Assimilate all the evidence | - Fail to appreciate all the evidence |
| Quickly comprehend statistical and financial information | - Are confused by statistical and financial data |
| Process information quickly | - Are slow to process information |
| Make well-informed business decisions | - Have poor business judgement |
| Solve problems effectively | - Are unable to find solutions to problems |

Available in English / Arabic online - supervised

ASSESSMENT CENTRE – Ability Assessment (Verbal Numerical & Abstract Reasoning)

The **Verbal Critical Reasoning Test** directly assesses the ability to understand semi-technical reports and accurately draw logical conclusions and inferences from complex written data. It forms a key assessment device for all managerial and professional jobs which require quick and reliable interpretation of written reports and appropriate decision making.

CRTB
CRITICAL REASONING
TEST BATTERY

The **Numerical Critical Reasoning Test** directly measures the ability to understand and critically evaluate a wide range of numerical information presented in Tabular form, and accurately use this information in a logical way. It forms a key assessment device for all managerial and technical positions which require a detailed understanding of financial, numerical and statistical data.

Example 1

MARKETING WEEKLY

While the number of commercial radio stations has doubled over the last ten years further growth is limited as no new radio frequencies are now available. While a few popular radio stations are making substantial profits most, however, are running at a loss. This is mostly due to poor audience figures limiting the amount that can be charged for advertising space. In this context, it is expected that some radio stations may go bankrupt within the next few years.

It is likely that the recent rapid expansion in the number of commercial radio stations will continue.

True Cannot Determine False

1 2 3

Example 1

MEN

% of Men, within each Age Group, citing each of the listed Characteristics as the most important feature of a car.

CHARACTERISTIC	20-29	30-39	40-49	50-59	60-69
Performance	32	28	18	32	29
Economy	3	20	18	27	
Reliability	20	28	18	22	36
Safety	5	15	13	22	5
Design	20	5	13	6	4

WOMEN

% of Women, within each Age Group, citing each of the listed Characteristics as the most important feature of a car.

CHARACTERISTIC	20-29	30-39	40-49	50-59	60-69
Performance	18	12	8	10	5
Economy	17	24	29	28	32
Reliability	34	32	24	27	35
Safety	18	30	32	31	27
Design	13	2	7	4	1

For Women, which is the least important feature of a car?

Performance Economy Reliability Safety Design Cannot say

1 2 3 4 5 6

Abstract Reasoning (GRT2A) measures the ability to understand abstract logical problems and use new information outside the range of previous experience. This is the purest form of mental ability and is least affected by previous education and achievement. It is therefore ideally suited to assess individuals of various educational backgrounds and cultural groups.

GRT2
GENERAL
REASONING TEST

Example 1

what comes next?

1 2 3 4 5 6

The Verbal Critical Reasoning Test directly assesses the ability to understand semi-technical reports and accurately draw logical conclusions and inferences from complex written data. It forms a key assessment device for all managerial and professional jobs which require quick and reliable interpretation of written reports and appropriate decision making.

The Numerical Critical Reasoning Test directly measures the ability to understand and critically evaluate a wide range of numerical information presented in Tabular form, and accurately use this information in a logical way. It forms a key assessment device for all managerial and technical positions which require a detailed understanding of financial, numerical and statistical data.

An example question from the Numerical Test is provided below:

Example
1

MARKETING WEEKLY

While the number of commercial radio stations has doubled over the last ten years further growth is limited as no new radio frequencies are now available. While a few popular radio stations are making substantial profits most, however, are running at a loss. This is mostly due to poor audience figures limiting the amount that can be charged for advertising space. In this context, it is expected that some radio stations may go bankrupt within the next few years.

It is likely that the recent rapid expansion in the number of commercial radio stations will continue.

True

Cannot Determine

False

1
2
3

1

MEN

% of Men, within each Age Group, citing each of the listed Characteristics as the most important feature of a car.

CHARACTERISTIC	20-29	30-39	40-49	50-59	60-69
Performance	52	32	38	32	26
Economy	3	20	18	18	27
Reliability	20	28	18	22	38
Safety	5	15	13	22	5
Design	20	5	13	6	4

WOMEN

% of Women, within each Age Group, citing each of the listed Characteristics as the most important feature of a car.

CHARACTERISTIC	20-29	30-39	40-49	50-59	60-69
Performance	18	12	8	10	5
Economy	17	24	29	28	32
Reliability	34	32	24	27	35
Safety	18	30	32	31	27
Design	13	2	7	4	1

For Women, which is the least important feature of a car?

Performance

Economy

Reliability

Safety

Design

Cannot say

1
2
3
4
5
6

GRT2 - A comprehensive and in-depth measure of mental agility, GRT2 has been designed to assess general reasoning ability. Suitable for non-graduate level applicants, it consists of three sections which can be administered individually or together, measuring Verbal (VR2), Numerical (NR2) and Abstract (AR2) reasoning ability.

GRT2
GENERAL
REASONING TEST

What GRT2 measures

Verbal Reasoning (VR2) measures basic vocabulary, verbal fluency and the ability to reason using words. This test is appropriate for all jobs which require a general level of verbal ability (e.g. junior sales and administrative positions, clerical jobs).

Numerical Reasoning (NR2) measures the ability to use numbers in a logical, efficient way. This test is appropriate for all jobs which require a general level of numerical ability (e.g. accounts clerks and technical roles).

Abstract Reasoning (AR2) measures the ability to understand abstract logical problems and use new information outside the range of previous experience. This is the purest form of mental ability and is least affected by previous education and achievement. It is therefore ideally suited to assess individuals of various educational backgrounds and cultural groups.

An example question from the GRT2 Tests is provided below:

Example 3

Which of the following is the odd one out?

- 1 Cheese
- 2 Rice
- 3 Sugar
- 4 Bread
- 5 Wood
- 6 Cereal

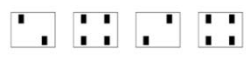
Example 2







Which of the following is the odd one out?

- 1 2/4
- 2 6/8
- 3 3/6
- 4 4/9
- 5 4/8
- 6 2/6

Example 1

what comes next?



- 1 
- 2 
- 3 
- 4 
- 5 
- 6 

Discover Potential

Abstract Reasoning Test



GRT2A - measures the ability to understand abstract logical problems and use new information outside the range of previous experience. This is the purest form of mental ability and is least affected by previous education and achievement. It is therefore ideally suited to assess individuals of various educational backgrounds and cultural groups.

GRT2A can identify people who are:

Are quick thinking

Benefit from training



Are slow to understanding

Are slow to benefit from training

An example question from the GRT2 Tests is provided here:

Example
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DESIGN

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what comes next?

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Available in English /Arabic online - supervised

The Clerical Test Battery - consists of four tests assessing a range of clerical aptitudes and skills: Verbal Reasoning (VR2), Numerical Ability (NA2), Clerical Checking (CC2) and Spelling (SP2). Designed for general clerical and administrative positions, tests can either be administered individually to assess a specific aptitude or as a whole battery to produce a candidate profile.. The CTB2 sub-tests can be administered either individually or together.

Verbal Reasoning (VR2) measures basic vocabulary, verbal fluency and the ability to reason using words.

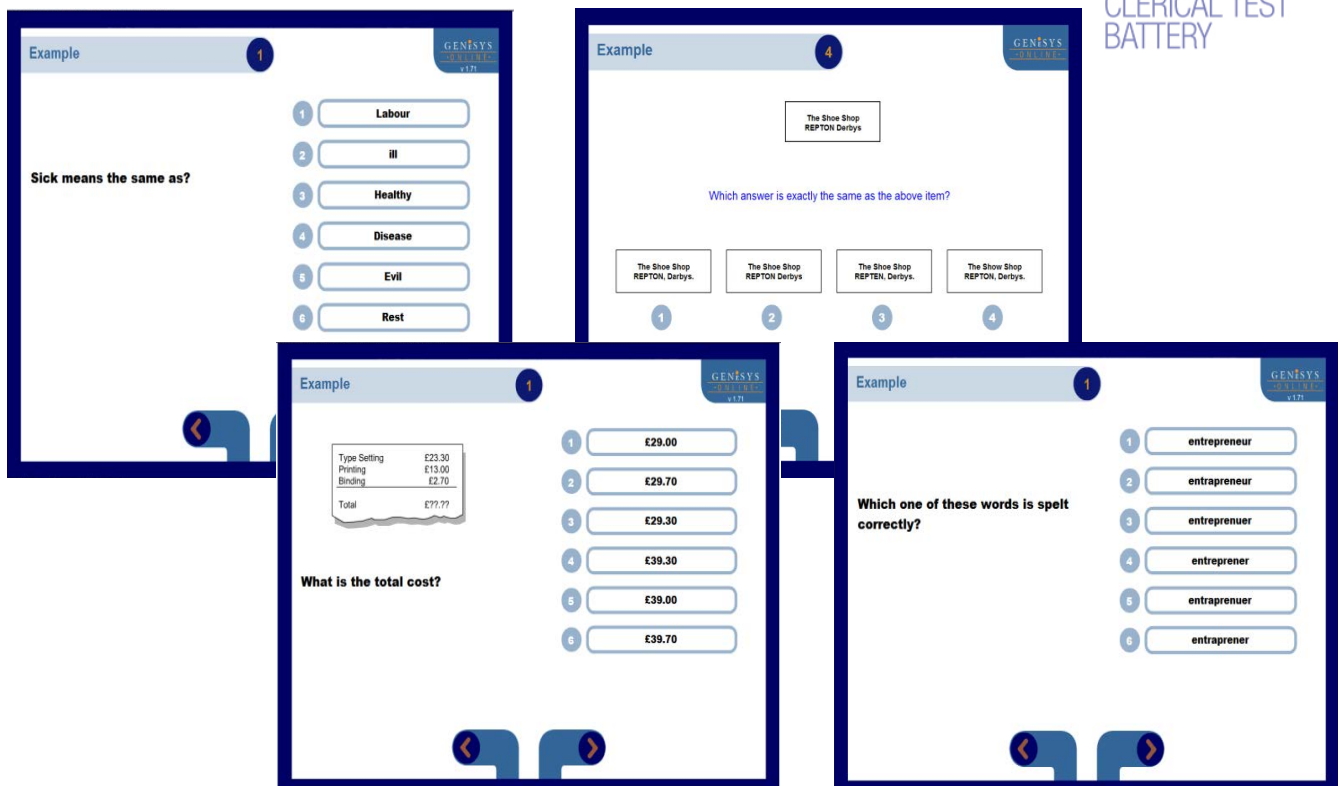
Numerical Ability (NA2) measures the ability to use numbers efficiently in clerical and administrative contexts. This test assesses the ability to perform such tasks as calculating travelling expenses and working out the unit pricing of goods.

Clerical Checking (CC2) assesses the ability to quickly and accurately check verbal and numerical information (names, addresses, code numbers and telephone numbers, etc.) against a target. CC2 is a classic speed/precision test which assesses the ability to quickly and accurately code data.

Spelling (SP2) assesses the ability to correctly spell commonly misspelt words. This test provides a quick and reliable measure of the candidate's ability to spell accurately.

An example question from the CTB2 Tests is provided below:

CTB2
CLERICAL TEST
BATTERY



Example 1 (Verbal Reasoning): Sick means the same as?

- Labour
- ill
- Healthy
- Disease
- Evil
- Rest

Example 2 (Numerical Ability): Which answer is exactly the same as the above item?

The Shoe Shop
REPTON, Derbys.

- The Shoe Shop
REPTON, Derbys.
- The Shoe Shop
REPTON Derbys
- The Shoe Shop
REPTEN, Derbys.
- The Show Shop
REPTON, Derbys.

Example 3 (Numerical Ability): What is the total cost?

Type Setting	£23.30
Printing	£13.00
Binding	£2.70
Total	£??.??

- £29.00
- £29.70
- £29.30
- £39.30
- £39.00
- £39.70

Example 4 (Spelling): Which one of these words is spelt correctly?

- entrepreneur
- entrapreneur
- entreprenuer
- entreprenner
- entrapreneur
- entragreneur

ABILITY ASSESSMENT (ONLINE)



A comprehensive, detailed and accurate measure of mental ability, this test has been specifically designed to be carried out online, where supervised testing is not possible, to assess general reasoning. It consists of three sections, which can be taken individually or together, measuring Verbal, Numerical and Abstract reasoning ability.

What the IRT Measures

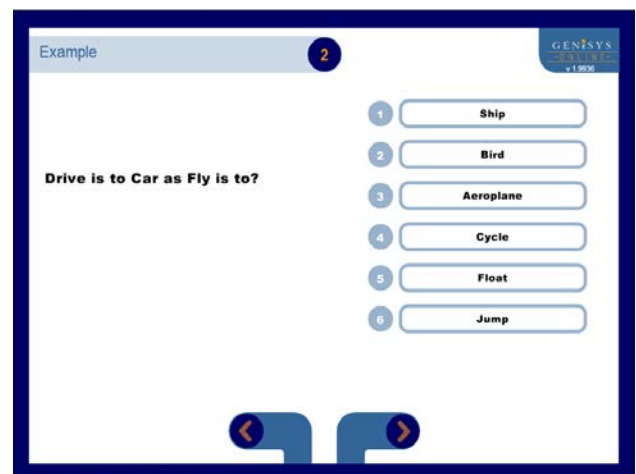
Verbal Reasoning measures basic vocabulary, verbal fluency and the ability to reason using words. This test is appropriate for all jobs which require a general level of verbal ability.

Numerical Reasoning measures the ability to use numbers in a logical, efficient way. This test is appropriate for all jobs which require a general level of numerical ability.

Abstract Reasoning measures the ability to understand abstract logical problems and use new information outside the range of previous experience. This is the purest form of mental ability and is least affected by previous education and achievement. It is therefore ideally suited to assess individuals of various educational backgrounds and cultural groups.

Advantages

IRT is quick to complete, taking 14 minutes (plus time for example questions), yet it provides an indication of the candidate's abilities. Available online, it can be administered quickly with the provision of full name and email address. The results can be generated by importing into the GeneSys software, immediately producing a report against the desired comparison group. Quick and cost effective, the IRT is the ideal brief assessment tool.



Critical Reasoning is an ability that is central to all roles that require the incumbent to take logical decisions based on complex information. CRTBi is an item banked assessment that has been designed to assess critical reasoning ability and is available for unsupervised administration via Psytech GeneSys. It is recommended for: Adults of graduate & management level caliber to assess high level critical reasoning ability.

What CRTBi measures:

Verbal Critical Reasoning measures the ability to understand and accurately draw logical conclusions and inferences from complex reports. Consequently, it forms a key assessment for managerial and professional roles which require accurate interpretation of written reports and rational decision making.

Numerical Critical Reasoning measures the ability to understand and critically evaluate a wide range of numerical data and draw logical conclusions from this. Consequently, it forms a key assessment for managerial and professional roles which require the ability to understand financial, numerical and statistical information.

Example 1

MARKETING WEEKLY

While the number of commercial radio stations has doubled over the last ten years further growth is limited as no new radio frequencies are now available. While a few popular radio stations are making substantial profits most, however, are running at a loss. This is mostly due to poor audience figures limiting the amount that can be charged for advertising space. In this context, it is expected that some radio stations may go bankrupt within the next few years.

It is likely that the recent rapid expansion in the number of commercial radio stations will continue.

True Cannot Determine False

1 2 3

Example 1

MEN						WOMEN					
% of Men, within each Age Group, citing each of the listed Characteristics as the most important feature of a car.						% of Women, within each Age Group, citing each of the listed Characteristics as the most important feature of a car.					
CHARACTERISTIC	20-29	30-39	40-49	50-59	60-69	CHARACTERISTIC	20-29	30-39	40-49	50-59	60-69
Performance	52	32	38	32	26	Performance	18	12	8	10	5
Economy	3	16	18	20	27	Economy	17	24	29	26	32
Reliability	20	28	18	22	38	Reliability	34	32	24	27	35
Safety	5	15	13	22	5	Safety	18	30	32	31	27
Design	20	5	13	6	4	Design	13	2	7	4	1

For Women, which is the least important feature of a car?

Performance Economy Reliability Safety Design Cannot say

1 2 3 4 5 6

CRTBi is quicker to administer than most other critical reasoning tests. Both the verbal and numerical sub-tests can be completed in 40 minutes. Applicants find CRTBi to be more acceptable than traditional reasoning tests as it contains problems which are relevant to management and business functions



Purpose

A sales success indicator

For

Adults, young adults, all levels of position

SPI

SPI provides an invaluable insight into characteristic behaviours in sales-related environments. Designed to be used as part of an assessment battery, it enables you to identify people best suited to different sales roles.

What SPI measures

SPI measures 6 core dimensions of sales activity and have been developed from an extensive literature review and empirical validation of objective sales success. The 6 dimensions of sales activity are:

Adaptive selling	Networking
Emotional objectivity	Organisational focus
Outgoing sales persona	Competitiveness

SPI provides a quick, reliable measure of individual sales performance potential

ABILITY ASSESSMENT – Industrial Proficiency Test

The **IPT** is a robust measure of reasoning ability specifically designed for warehousing, factory and process orientated roles. This assessment is ideally suited to individuals with a basic level of education and includes sub-tests of Numerical and Symbolic Reasoning, Following Instructions and Checking.

IPT Dimensions:

Following Instructions

Measures proficiency in following written, tabular and diagrammatic instructions and the ability to understand and follow work processes, checklists and timetables.

Numerical Test

This test consists of questions which assess one's basic understanding of number sequences, numerical transformations and their ability to perform basic numerical computations.

Checking Test

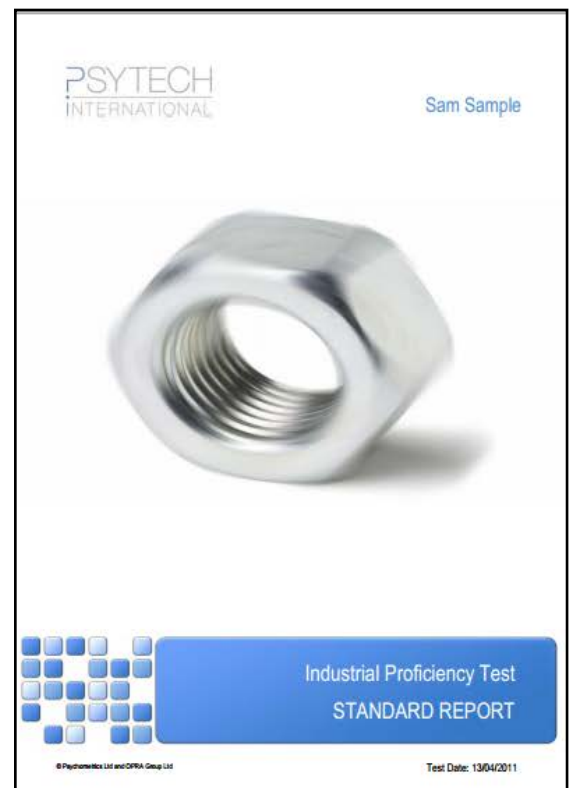
Assesses the ability to quickly and accurately check words, numbers and graphical images such as barcodes and dials.

Symbolic Reasoning

Measures the ability to understand abstract logical relationships and use new information outside of previous experience to establish learning potential.

Industrial Proficiency Test

Assess reasoning ability
for process orientated
roles with the IPT



Test time=45 minutes approx



Use for:

Assess behaviours associated with
job performance in Contact
Centres

Use with:

Contact Centre staff/recruitment

CCSI

The CCSI offers an effective assessment tool for selecting and/or developing people who work in contact centres. It is a situational judgment test in which candidates are asked to judge which behaviours are most appropriate in a range of common and challenging contact centre scenarios.

CCSI Scenarios

Reaction to Challenging Customers is a scenario that asks whether the individual can recognise how to respond appropriately to an angry and demanding customer.

Interaction with Team Members is a scenario that asks whether the individual recognises how to interact appropriately with other team members in the contact centre environment.

Maintaining High Performance is a situation that examines behaviours that contribute to high contact centre performance such as adherence to schedule.

Following Policy asks whether the individual can recognise appropriate ways of adhering to policies set by the organisation whilst still being sensitive to the customer.

Responding to Sales Calls probes the individual's ability to tackle outbound sales calls in an appropriate and productive manner

Advantages

- Developed specifically for selection and development in a contact centre environment.
- Based on the judgment of contact centre experts.
- Focuses on a single, overall score.
- 15 minutes + administration time.

The General **Sales Solution** assesses a range of personality and motivational characteristics that represent a tendency towards effective sales behaviour. The solution investigates the likelihood respondents may exhibit certain types of sales related behaviour. It can be used to identify potential gaps in performance, facilitate personal development or structure behavioural interviews in order to inform and support selection decisions.

What the Solution Measures

The sales solution assesses a range of personality and motivational characteristics that represent a tendency towards effective sales behaviour. The solution investigates the likelihood respondents may exhibit certain types of sales related behaviours. It can be used to identify potential gaps in performance, facilitate personal development or facilitate behavioural interviews in order to inform and support selection decisions.

The behaviours used in the solution are derived from a typical sales process framework.

- Building Contacts (Prospecting)
- Needs Assessment (Qualifying)
- Style and Presentation (Pitching)
- Negotiation (Closing)
- Follow-up (Supporting)



The solution also provides insights into the types of roles or environments respondents are more likely to be comfortable working in.

Roles which require sales people:

- to work under pressure
- to exercise diplomacy
- to address the public and give presentations
- to work with each other
- to work in a competitive environment
- to work long hours
- to maintain high standards
- to be able to work under constantly changing conditions
- with financial rewards and incentives



SALES PROCESS PHASES

Building Contacts (Prospecting)

Investigates the individual's ability to build contacts. It includes the following dimensions:
Looks for opportunities - The ability to seek opportunities and take advantage of
Outgoing and engages others - The ability to approach others and initiate contact
Contacts and leads - The ability to approach others and initiate contact
Builds close personal relationships - The ability to build close personal relationships

Needs Assessment (Qualifying)

Investigates the individual's ability to assess customer needs. It includes the following:
Seeks to understand needs - The ability to be attentive to the needs of his clients
Seeks to find value - The ability to create value by finding clients' needs to reward
Qualifies opportunities - The ability to create value by finding clients' needs to reward
Qualifies leads - The ability to create value by finding clients' needs to reward
Qualifies leads which are not likely to yield results

Style and Presentation (Pitching)

Investigates the individual's ability to present ideas and concepts to others. It includes:
Social presence - The ability to gain and hold the attention of others
Persuasive - The ability to be a persuasive speaker and convincing others of his
Adaptive and conforming - The ability to adapt his selling style to closely fit the

Negotiation (Closing)

Investigates the individual's ability to negotiate with customers and close sales. It includes:
Assertive - The ability to move sales situations forward without being aggressive or
Conflict handling - The ability to deal with customer objections in a professional
Diligent and persevering - The ability to pursue a sale until all avenues have been

Follow-up (Supporting)

Investigates the individual's ability to follow-up on the sale after closure. It includes:
Service and support - The ability to show dedication to customer satisfied
Process oriented - The ability to work with sales processes and procedural, come
Stress management - The ability to overcome difficulties and face challenges with
In addition to describing Sam's likelihood to perform against the sales pro
insights into the types of roles or environments she is more likely to be con

SALES CULTURE CONDITIONS

- Roles which require salespeople to work under pressure
- Roles which require salespeople to exercise diplomacy
- Roles which require salespeople to address the public and give presentations
- Roles which require salespeople to work with each other
- Roles which require salespeople to work in a competitive environment
- Roles which require salespeople to work long hours
- Roles which require salespeople to maintain high standards

Sam Sample

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WWW

DECISION MAKER

SALES ROLES

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SALES PROCESS OVERVIEW

The overall sales potential score estimates Sam's tendency to exhibit effective sales behaviours in the workplace. It reflects a combination of personality and motivational characteristics related to sales performance within the various phases of the sales process.

SALES PROCESS PROFILE CHART



Style and Presentation (Pitching)

Negotiation (Closing)

Follow-up (Supporting)

Overall Sales Potential

POTENTIAL SCORE

PROFILE HIGHLIGHTS

The following tables list the responses to the questionnaire

POTENTIAL STRENGTH

- Sam is likely to be fair as most sales people
- Sam is quite inclined to closely track the progress

POTENTIAL RISK

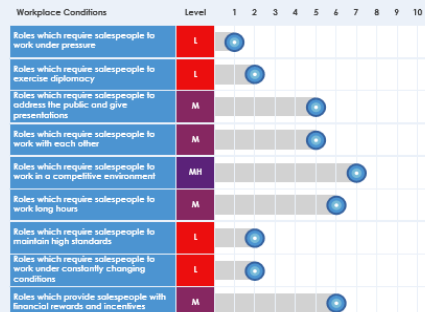
- She is unlikely to promote less motivated than him
- Sam is as likely as most to initiate contact and m

SALES CULTURE FIT OVERVIEW

The culture fit scores estimate Sam's preference to work under certain workplace conditions. Not all the conditions provided are relevant to all organisations, which is why it is recommended to identify which conditions best fit the culture of the organisation before exploring Sam's specific workplace preferences.

The results of the culture fit profile can help determine the types of motivators and environments that stimulate Sam and which, in turn, can help her perform at her best.

SALES CULTURE PROFILE CHART



BEHAVIOURAL INTERVIEW GUIDE

INTERVIEW GUIDE: BUILDING CONTACTS (PROSPECTING)

A. Looks for opportunities - The ability to seek opportunities and take advantage of them.

The pattern of results Sam obtained on the assessment suggests that she is very cautious and restrained. As a result, she is unlikely to proactively seek opportunities when they present themselves. In addition to this, she is significantly less motivated than most to pursue opportunities or take advantage of them.

Situation	Task	Action	Result
Q1	Please tell me of a situation where you had to build your own list of leads/contacts.	Why did you have to create your own list of leads?	Where did you search for the leads and why? Were there any sources that you felt were not likely to yield any results and which you decided not to pursue? Why?
Q2	Can you give me an example of having to contact leads from a list?	Where did you get the list from and why were you required to use it?	How did you go about contacting the list? In the end, what was the most difficult part of the process and was it worth your effort? Why?

ML B. Outgoing and engages others - The ability to approach others and initiate contact.

Having obtained a pattern of results that indicates that she is an outgoing and socially bold as most people, Sam is as likely as most to engage with potential clients, though she may not always be the one to initiate contact. In addition to this, her profile indicates that she may become disheartened by rejection, which may further reduce her effectiveness of selling to cold prospects.

Situation	Task	Action	Result
Q1	Tell me of a situation where you had to approach others in order to build a network of contacts.	How did you decide who to contact and why?	How did you approach people? How do you generally approach people? How do you network in sales?
Q2	Tell me of a time when you felt it was difficult to approach or contact prospects due to being rejected.	Can you think of any reasons for why you were rejected?	How did the rejection make you feel and what did you do? What are the things that affect your ability to contact prospects? How do you deal with these in the long-term?

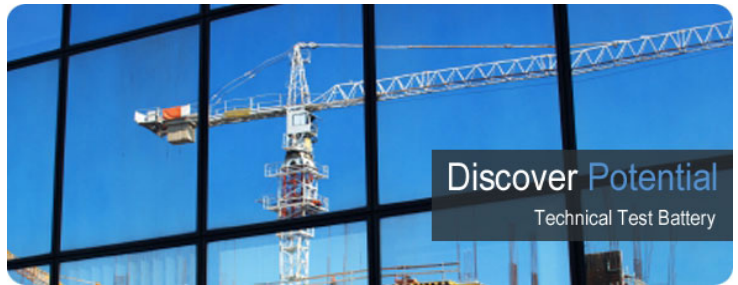
ML C. Builds close personal relationships - The ability to build close personal relationships with clients.

Her profile indicates that she is unlikely to demonstrate a particularly friendly and personable nature and may not show an interest in other people. Consequently, Sam is unlikely to be well suited to building close personal relationships with clients. She is, however, more likely to relate to people in a quite impersonal way, which may make her relatively trusting nature and cause others to take a while to warm to her.

Situation	Task	Action	Result
Q1	Give me an example of having to build rapport with clients.	What were you trying to establish?	How did you approach the client? What did you say or do? How have these efforts helped with your sales objectives?
Q2	Can you give me an example of the types of clients you like to sell to?	What types of clients?	How do you generally approach such clients? Can you give me an example?

ABILITY ASSESSMENT – Technical Test Battery

TTB2 measures the core skills that are required for selecting and assessing staff for engineering apprenticeships, craft apprenticeships or technical training



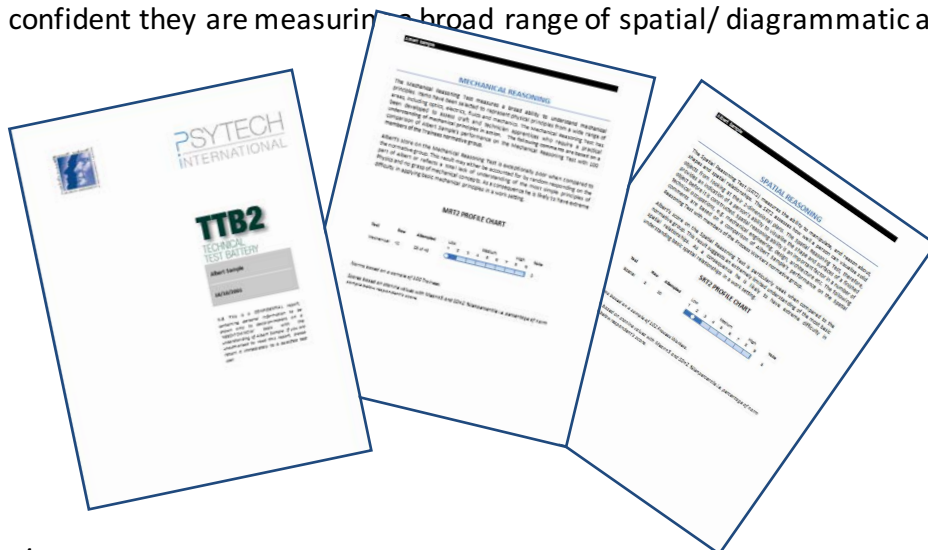
It consists of two tests, which can be administered individually or together, using either paper and pencil format as well as online GeneSys. Mechanical Reasoning (MRT2), Spatial Reasoning (SRT2). Through GeneSys, TTB2 can be integrated with GRT2 to provide a fully integrated aptitude profile and narrative report.

What TTB2 measures

TTB2 identifies ability to understand technical concepts and put them to practical use, making it an essential assessment tool for anyone being considered for roles where technical ability is a job requirement.

Mechanical Reasoning (MRT2) measures the ability to understand mechanical concepts and physical principles in operation. The items have been selected from a wide range of areas (including optics, electrics, fluids and mechanics) so users can be confident that they are measuring a broad range of mechanical reasoning ability.

Spatial Reasoning (SRT2) measures spatial ability through items that assess the ability to visualise patterns in three dimensions and match three-dimensional objects to two-dimensional patterns. The items have been selected to represent a wide range of shapes (e.g. cubes, pyramids, cones, rhomboids and an innovative variety of other multi-faceted shapes). Therefore, users can be confident they are measuring a broad range of spatial/ diagrammatic ability.



Test time=45 minutes approx