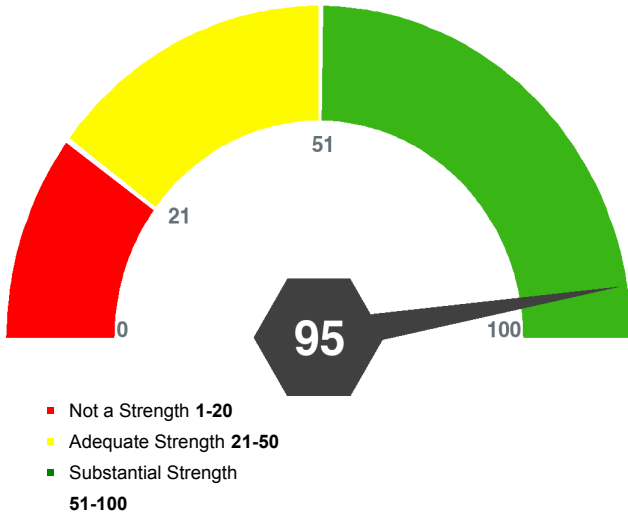


Profile - Healthcare Service - Clinical Roles

Report Name Julie Sample
Email/ID 123456
Date 07/13/2022
Test Version 1.0
eTicket number 1979244006301319405
Issued to TEST_ADMIN
Time 11:48:00
Time Taken 00:10:00

Performance Overview



overall assessment score is a combination of scores from each of the competency scales on this assessment. This overall score provides an indication of an individual's overall ability and fit for the target role. Scores on this scale are presented as percentiles. Percentiles range from 1 to 99, where the 1st percentile represents the lowest value (minimum), and the 99th percentile represents the highest value (maximum). Overall scores are categorized into the following score bands:

Performance Analysis

Test Competencies
Percentile Performance Compared to Other Test Takers



COMPETENCY DEFINITIONS

HSPC Demonstrates Respect

This assessment measures Demonstrating Respect, which reflects an individual's tendencies and approach to interacting with others at work through words and actions. This assessment included the following facet(s):

- **Sensitivity to Others** - Includes the ability to see how a person or group will react to words and actions, trying to understand other points of view, and being sensitive to people of different cultures and backgrounds.
- **Respects Others** - Includes the ability to manage behavior to avoid negative interpersonal behavior such as resorting to physical or verbal threats.

Scores on this scale are presented as percentiles. Percentiles show an individual's rank or the percentage of people he/she scored above in the normative population. Percentiles range from 1 to 99, where the 1st percentile represents the lowest value (minimum), and the 99th percentile represents the highest value (maximum). Scores on this scale can be interpreted using the following information:

- **Substantial Strength** (Scores above 50)
Individuals scoring in this range are highly effective when interacting with others at work. They are sensitive to others' needs and can view their own efforts and successes through the lens of work teams of which they are a part. They prefer to work through issues, not place blame on others, and effectively manage their behavior to keep a positive working environment for themselves and others. They can be trusted to act responsibly in nearly any situation. These individuals are highly effective at managing their own behavior such that their actions demonstrate respect to coworkers and patients/customers.
- **Adequate Strength** (Scores between 21-50)
Individuals scoring in this range are likely to be effective when interacting with others at work. They usually are sensitive to others' needs and can view their own efforts and successes through the lens of work teams of which they are a part. They have the ability to work through issues with others, typically without placing blame, but may struggle with this in very stressful situations. They prefer to be in a working environment that is positive for themselves and others. They can be trusted to act responsibly in many situations. These individuals are usually effective at managing their own behavior such that their actions respect to coworkers and patients/customers.
- **Not a Strength** (Scores between 1-20)
Individuals scoring in this range likely have difficulty when interacting with others at work. They may interact at a base level with peers but struggle with others dissimilar to themselves. They tend to be insensitive to others' needs and find it challenging to view their own efforts through the lens of work teams of which they are a part. They may be quick to place blame when faced with issues, which can make it difficult to maintain a positive working environment for themselves and others. These individuals often lack the ability to appropriately manage their own behavior such that their actions may be disrespectful to coworkers and patients/customers.

Trainability Factor. - This characteristic, while stable, lends itself to change that can be achieved through feedback, training, or coaching. Change can be made somewhat quickly, but reinforcement of proper behavior is required to ensure that modifications to work behaviors are consistent. Individuals who struggle in this area will find it is easy to fall back to their natural tendencies when placed in very difficult or stressful situations.

HSPC Interpersonal Communication

This assessment measures Interpersonal Communication, which reflects an individual's ability to effectively listen and speak to others in work settings. This assessment included the following facet(s):

- **Active Listening** - Includes ability to give full attention to others, uncovering all relevant information to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Listening** - Includes being willing and able to understand spoken information such as comments, questions, or directions from others.
- **Speaking** - Includes speaking clearly and in a manner that is easily understood by others; using proper grammar and word usage.

Scores on this scale are presented as percentiles. Percentiles show an individual's rank or the percentage of people he/she scored above in the normative population. Percentiles range from 1 to 99, where the 1st percentile represents the lowest value (minimum), and the 99th percentile represents the highest value (maximum). Scores on this scale can be interpreted using the following information:

- **Substantial Strength** (Scores above 50)
Individuals scoring in this range are highly effective in interacting with others. They have a unique ability to effectively craft and communicate their ideas while taking the perspectives of their audience into account. They are genuinely interested in understanding others. As such, they listen and ask appropriate and timely questions to ensure they obtain all the information needed to understand what others are saying. They speak effectively, using succinct and proper grammar, virtually eliminating others misunderstanding or not listening to what they have to say. These individuals can be counted on to help people understand concepts and situations that others scoring lower in this area struggle to convey.
- **Adequate Strength** (Scores between 21-50)
Individuals scoring in this range are effective in interacting with others. They have an average ability to communicate their ideas

and typically can take the perspectives of their audience into account. They usually are interested in fully understanding others. They listen and ask questions to understand what others are saying, but if very busy or placed in stressful situations, they may fail to demonstrate these skills. They speak somewhat effectively, typically using proper grammar, but they may use jargon or unclear terms at times, which can lead others to misunderstand or not listen to what they have to say. These individuals can sometimes help people understand concepts and situations that others scoring lower in this area struggle to convey.

- **Not a Strength** (Scores between 1-20)

Individuals scoring in this range struggle to interact effectively with others. They lack an ability to communicate their ideas and find it very difficult to take the perspectives of their audience into account. They lack interest in fully understanding others. They often do not listen carefully to others, and they fail to obtain the information needed to understand what others are saying. They are ineffective speakers, often using improper grammar, jargon, and unclear terms, which leads others to misunderstand or not listen to what they have to say. These individuals typically cannot help people understand concepts and situations that others scoring higher in this area are able to convey.

Trainability Factor. - This characteristic does lend itself to change, but this change requires substantial effort and focus. Change typically is achieved through feedback, training, or coaching, and it is likely to occur over time as individuals must recognize when they are in situations that require change and then actively practice modifying their behavior. This can be difficult, but reinforcement will help ensure that modifications to work behaviors are consistent. Individuals who struggle in this area will find it is easy to fall back to their natural tendencies when placed in very difficult or stressful situations.

HSPC Patient Centricity

This assessment measures Patient Centricity, which reflects an individual's ability to build rapport, focus on patient/customer needs, and provide thorough and accurate information to patients/customers before, during, and upon completion of treatment. This assessment included the following facet(s):

- **Establishing and Maintaining Rapport** - Includes making connections with people, projecting a friendly, supportive tone, and maintaining rapport through validating others' feelings and situations.
- **Patient/Customer Service** - Includes consistently doing what it takes to meet or exceed patient/customer expectations; responding appropriately to patient/customer needs or requests.
- **Providing Information** - Includes providing accurate and complete information to answer questions and issues.

Scores on this scale are presented as percentiles. Percentiles show an individual's rank or the percentage of people he/she scored above in the normative population. Percentiles range from 1 to 99, where the 1st percentile represents the lowest value (minimum), and the 99th percentile represents the highest value (maximum). Scores on this scale can be interpreted using the following information:

- **Substantial Strength** (Scores above 50)

Individuals scoring in this range are extraordinarily patient/customer focused and strive to view interactions and situations from the perspective of the patient/customer. They spend the time and effort needed to connect with others and maintain personal bonds. As such, they are very effective in determining true needs and work to always meet and often exceed expectations. These individuals regularly take steps that patients/customers consider "above and beyond" what is expected. Because they have a keen understanding of customer/patient needs, these individuals know how others will react; thus, they are highly effective at managing expectations and driving successful patient/customer interactions.

- **Adequate Strength** (Scores between 21-50)

Individuals scoring in this range demonstrate an effective level of patient/customer focus and attempt to view interactions and situations from the perspective of the patient/customer. They typically will spend some time and effort to connect with others and maintain personal bonds. This makes them reasonably effective in determining patient/customer needs, and these individuals typically meet and may occasionally exceed expectations. They take necessary steps to satisfy customers/patients, but they may not always go "above and beyond" what is expected. These individuals may struggle to understand how others will react; thus, they may fail to manage expectations, which is critical for driving successful patient/customer interactions.

- **Not a Strength** (Scores between 1-20)

Individuals scoring in this range lack patient/customer focus and fail to view interactions and situations from the perspective of the patient/customer. They struggle to determine patient/customer needs. They do not think to spend time and effort to connect with others and maintain personal bonds. This makes them ineffective in determining patient/customer needs. These individuals often fail to satisfy patients/customers. They generally do not know how others will react; thus, they do not effectively manage expectations, which is critical for driving successful patient/customer interactions.

Trainability Factor. - This characteristic lends itself to change that can be achieved through feedback, training, or coaching. Change is likely to occur over time as individuals must recognize when they are in situations that require change and then actively practice modifying their behavior. This can be difficult, but reinforcement will help ensure that modifications to work behaviors are consistent. Individuals who struggle in this area will find it is easy to fall back to their natural tendencies when placed in very difficult or stressful situations.

HSPC Quality Orientation

This assessment measures Quality Orientation, which reflects an individual's ability to deliver high quality work. This assessment included the following facet(s):

- **Focusing on Details** - Includes willingness and ability to attend to the details of key job tasks, applying this focus when working

with products, equipment, schedules, or resources on the job.

- **Valuing Quality** - Includes striving for product or service quality by doing work carefully and without error, meeting quality goals that have been set, and doing work the right way the first time.

Scores on this scale are presented as percentiles. Percentiles show an individual's rank or the percentage of people he/she scored above in the normative population. Percentiles range from 1 to 99, where the 1st percentile represents the lowest value (minimum), and the 99th percentile represents the highest value (maximum). Scores on this scale can be interpreted using the following information:

- **Substantial Strength** (Scores above 50)
Individuals scoring in this range are extraordinarily focused on the quality of their work. They have high detail orientation, and they apply this detail focus to their job tasks. They often exceed quality expectations, producing no waste and requiring little oversight. These individuals are driven to find the best approach to their work. They also can be counted on to fix issues they find in their own work and the work of others. It is a personal point of pride for them to do their work the right way the first time.
- **Adequate Strength** (Scores between 21-50)
Individuals scoring in this range pay attention to the quality of their work. They have moderate detail orientation, and they typically apply this detail focus to their job tasks. They generally meet quality expectations, producing little waste and requiring only occasional oversight. These individuals typically find acceptable approaches to work. They often will fix issues they find in their own work but may not always fix issues in the work of others. These individuals want to do their work the right way the first time, but they may falter in stressful or challenging situations.
- **Not a Strength** (Scores between 1-20)
Individuals scoring in this range pay little attention to the quality of their work. They lack detail orientation, and they struggle to focus on the details of their job tasks. They generally fall short of quality expectations, producing too much waste and requiring continuous oversight and rework. These individuals are not motivated to find or use the best approach to their work. Given that they lack detail orientation, it is unlikely they will find issues in their own work or the work of others, but if they do, it is unlikely that they will fix them. These individuals feel little need to do their work the right way the first time.

Trainability Factor. - This characteristic lends itself to change that can be achieved through feedback, training, or coaching. Change is likely to occur over time as individuals must recognize when they are in situations that require change and then actively practice modifying their behavior. This can be difficult, but reinforcement will help ensure that modifications to work behaviors are consistent. Individuals who struggle in this area will find it is easy to fall back to their natural tendencies when placed in very difficult or stressful situations.

HSPC Service Orientation

This assessment measures Service Orientation, which reflects an individual's ability to develop an understanding of others' needs and deliver effective service based on that understanding. This assessment included the following facet(s):

- **Service Delivery** - Includes a willingness and ability to go above and beyond to assist coworkers or customers/patients.
- **Concern for Others** - Includes the ability to be sensitive to others' needs and feelings and actively look for ways to help people.
- **Social Perceptiveness** - Includes an awareness of others' reactions and an understanding of why they react as they do.
- **Demonstrates Empathy** - Includes understanding, being aware of, sensitive to, and vicariously experiencing others' feelings, thoughts, and experiences.

Scores on this scale are presented as percentiles. Percentiles show an individual's rank or the percentage of people he/she scored above in the normative population. Percentiles range from 1 to 99, where the 1st percentile represents the lowest value (minimum), and the 99th percentile represents the highest value (maximum). Scores on this scale can be interpreted using the following information:

- **Substantial Strength** (Scores above 50)
Individuals scoring in this range are extraordinarily service oriented and strive to view interactions and situations from others' perspectives. They are very effective when interacting with patients and internal and external customers. These individuals regularly take steps that others consider "above and beyond" what is expected. They seek to ensure that the service they are delivering is consistent with patient/customer needs. Because they have a keen understanding of other's needs, these individuals know how others will react and thus, they are highly effective in managing expectations and driving successful patient/customer interactions. These individuals actively look for ways to help coworkers and patients/customers.
- **Adequate Strength** (Scores between 21-50)
Individuals scoring in this range demonstrate an effective level of service orientation and attempt to view interactions and situations from others' perspectives. They are reasonably effective when interacting with patients and internal and external customers. They may struggle to ensure that the service they are delivering is consistent with patient/customer needs. These individuals take steps needed to satisfy others, but they may not always go "above and beyond" what is expected. These individuals may struggle understanding how others will react and thus, they may fail to manage expectations, which is critical for driving successful patient/customer interactions.
- **Not a Strength** (Scores between 1-20)
Individuals scoring in this range lack service orientation and fail to view interactions and situations from others' perspectives. They struggle when interacting with patients and internal and external customers and they have difficulty determining others' needs. These individuals often deliver service that does not align with customer/patient needs. These individuals often fail to satisfy customers/patients. These individuals tend not to know how others will react and thus, they do not effectively manage expectations, which is critical for driving successful patient/customer interactions. These individuals fail to look for ways to help coworkers and patients/customers.

Trainability Factor. - This characteristic lends itself to change that can be achieved through feedback, training, or coaching. Change is likely to occur over time as individuals must recognize when they are in situations that require change and then actively practice modifying their behavior. This can be difficult, but reinforcement will help ensure that modifications to work behaviors are consistent. Individuals who struggle in this area will find it is easy to fall back to their natural tendencies when placed in very difficult or stressful situations.

INTERVIEW FOLLOW-UP SUGGESTIONS

HSPC PATIENT CENTRICITY

- Tell me about a time when a patient/customer asked you a question that you knew you should not answer. What was it? How did you respond? How did they react to your response?

HSPC QUALITY ORIENTATION

- Describe a time when you found an error in someone else's work. How did you find it? What did you do? What was the outcome?