

Test scores

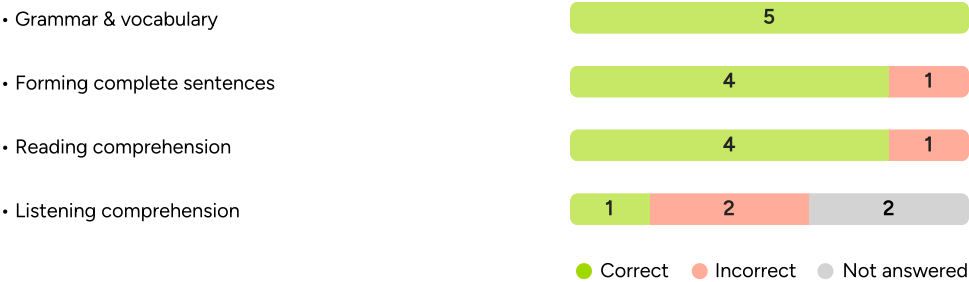
Avg. score **67%**

English (proficient/C1)

70%

The English (proficient/C1) test evaluates a candidate's knowledge of the English language at the C1 level of the CEFR framework. This test will help you hire employees who can participate in demanding professional and social conversations in English.

[View full test description](#)



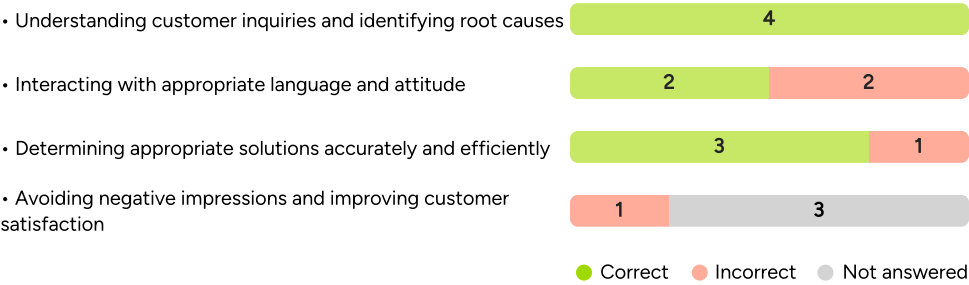
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Customer service

56%

This customer service test evaluates a candidate's ability to respond to customer issues in an appropriate manner. This test will help you identify candidates who take a customer-centric approach to problem resolution to deliver the best service.

[View full test description](#)



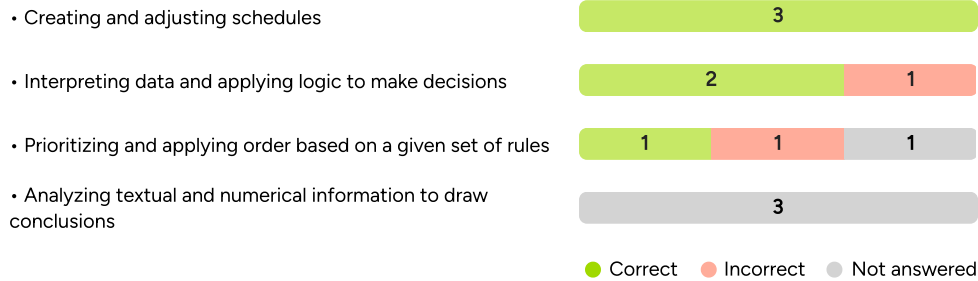
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Problem solving

50%

This problem solving test evaluates candidates' ability to define problems and analyze data and textual information to make correct decisions. This test helps you identify candidates who use analytical skills to evaluate and respond to complex situations.

[View full test description](#)



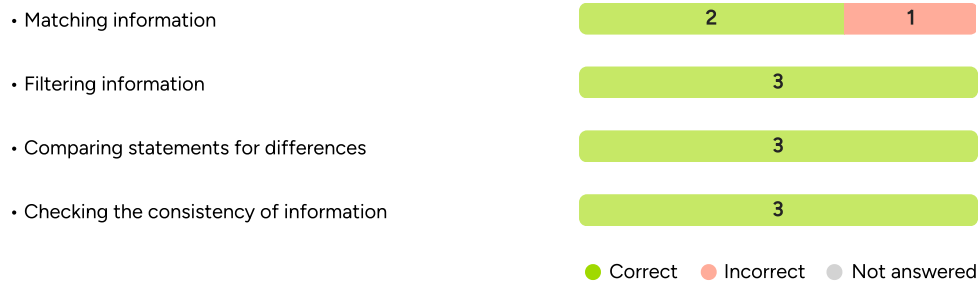
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Attention to detail (textual)

91%

This attention to detail test evaluates candidates' ability to pay attention to textual detail while processing information. This test helps you identify candidates who can thoroughly and carefully handle intricate processes using analytical skills.

[View full test description](#)



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Personality

DISC

SI - Supportive and agreeable

The DISC test is based on the model developed by psychologist William Marston for behavioral assessment. It classifies how we express emotions into the four behavior types of DISC: dominance (D), influence (I), steadiness (S), and conscientiousness (C).

[↔ View full test description](#)

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SI: Supportive and agreeable

Introduction to DISC

The DISC test is one of the most popular personality tests used in the workplace. This test shows how someone is likely to behave in their work environment and is therefore valuable in understanding candidates more deeply in preparation for interviews. The model uses the basic styles of Dominance (D), Influence (I), Steadiness (S), and Conscientiousness (C), which may appear alone or in combination with another style. The letters of the personality types correspond with these four styles.

SI type description

The SI is caring and supportive. They are great listeners. They focus on others' goals, and how they can be their best in relationships.

In personal relationships

Personal relationships are the most valued of all among this personality type. They want to integrate everyone into the group and make sure all are having a positive experience. They value trust and are loyal friends and partners. They come across as warm and supportive.

At work

SIs are great team workers, adjusting easily to situations. With an agreeable spirit, SIs are highly motivating and focus on cooperation, co-creation, and problem-solving. They gain the trust of others and create a climate of open communication and common sense. They will avoid aggressive persuasion techniques. As a leader, the SI is a facilitator. They support the team in both technical and human matters, providing direction when needed.

As a team member, the SI accepts assignments that others may not. They show independence when needed, and tend to be open and honest.

Their best attributes

SIs are calm problem-solvers who attend to everyone's needs. They are characterized by their sensitivity, warmth, and stabilizing presence. They are good at following procedures and paying attention to details. They give others recognition for their contributions and are very willing to share the credit for their own achievements.

Their main challenges

While harmonizing and warm, helpers tend to struggle with assertiveness and confrontation. They avoid important confrontations, working so much for the other person that they can become exhausted. They tend to follow people with strong opinions and can become indecisive and evasive under pressure. They tend to react emotionally to critical feedback.

Tips for communicating and working with an SI

SIs respond best to an agreeable, open, and calm form of communication delivered with a gentle assertiveness when necessary. When you communicate with them:

- Be sincere, expressive, and friendly.
- Ensure that SIs have a chance to verbalize their opinions. They are especially prone to remain quiet if a conflict arises.

- Recognize that as emotional individuals, they tend to value in-person communication over online discussions.

To help them achieve their potential at work:

- Get to know the SI on a personal level and engage in informal conversations.
- Provide clear expectations but avoid being too blunt or direct.
- Recognize that SIs show great results when they work in a harmonious, friendly context. In this environment, they will take your messages and needs seriously and will be able to act on them.
- Pair SIs with colleagues who are stronger than them in risk-taking and who are skilled at developing creative ideas; this can help them become more comfortable showing their own creativity.

Possible coaching points:

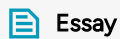
- Encourage the SI to seek out new adventures from time to time and to be more flexible with procedures, as they can have a strong tendency to cling to the familiar.
- They may need encouragement to ask others for help, even when they are having difficulty completing a task.
- SIs may overlook their work-life balance; coaching on why it is important to maintain this balance can help them better prioritize it.

Discussion points

Use these discussion points during the interview to gain deeper insight into the candidate, and to provide the candidate with role details that are likely to be important to them.

- To what degree is tact valued in the workplace, as opposed to bluntness?
- To what degree could someone in this role take on too much work? How does the candidate protect themselves from overwork?
- How does the candidate respond to conflict, such as when others make mistakes or when processes could be improved?

Custom questions



Essay



Write a concise email to a potential client, John Smith, who has been identified as the decision maker at a medium-sized staffing firm.

Your organisation offers HR evaluation software specifically for staffing companies. The goal is to send an introductory email containing a brief overview of your offerings and reasons for having a conversation.

What to look for in the answer?

Ability to write clearly and present information in a persuasive and professional manner.

Answer

Dear Mr. Smith,

I hope this email finds you well. I am reaching out to you to both introduce our organization, and possibly offer a proposition that will help you manage your Human Resources operations more efficiently.

We believe in transparency and open communication and would appreciate the chance to discuss this matter further at your earlier convenience. Please let me know a suitable time for us to have a conversation, or feel free to reach out to me on the contact number provided.

I look forward to your response.

Warm regards,

Waleed Iftikhar

Bettersource

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