Test scores Avg. score 68%

# English (proficient/C1)

96%

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

- Grammar & vocabulary
- Forming complete sentences
- Reading comprehension
- Listening comprehension

5

5

4.33

0.67

Correct Incorrect Not answered

(s) Finished in 00:09:39 out of 00:10:00

Customer service

68%

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

- Understanding customer inquiries and identifying root causes
- Interacting with appropriate language and attitude
- Determining appropriate solutions accurately and efficiently
- $\bullet$  Avoiding negative impressions and improving customer satisfaction

2 2 2

CorrectIncorrectNot answered

(S) Finished in 00:07:55 out of 00:10:00



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.

 Ø View full test description

• Creating and adjusting schedules

• Interpreting data and applying logic to make decisions

• Prioritizing and applying order based on a given set of rules

• Analyzing textual and numerical information to draw conclusions



(S) Finished in 00:10:00 out of 00:10:00

# Attention to detail (textual)

58%

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.

 Ø View full test description

· Matching information

• Filtering information

• Comparing statements for differences

 $\bullet$  Checking the consistency of information

2 1

CorrectIncorrectNot answered

3

(S) Finished in 00:10:00 out of 00:10:00



# **Personality**

#### DISC

## C - Analytical and private

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

(S) Finished in 00:04:22 out of 00:10:00

# C: Analytical and private

#### 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.

#### C type description

Cs are driven by logic and objectivism, and they tend to take a skeptical approach to the world. Consequently, they tend to keep to themselves, and it can take them a long time to trust someone. These individuals are serious and value their privacy, preferring to be on their own than with someone who disrupts their way of being.

### In personal relationships

Personal relationships take a long time to build, as Cs prefer solitary activities and do not trust others right away. When in a relationship, they keep things practical and think before speaking. However, they are not ones to shy away from conflict or discussions when necessary.

#### At work

Cs are objective, skeptical, and analytical. No decision is made abruptly or without thought and backup reasoning. They appreciate a methodical approach to problem-solving and enjoy the process of analyzing information. They may neglect to consider the ideas of other people but will consent to reasonable requests. Cs are technical leaders; they help the team deal with specialized problem areas. They find values and rituals important and use a formal style.

As team members, they are careful to weigh the consequences when making decisions, contributing with critical thinking and information gathering and using extensive analysis. Cs focus more on tasks than on relationships within the team.

## Their best attributes

Cs are careful and cautious in regard to decision-making. They feel comfortable on their own and are able to process large amounts of information. They also think things through when making decisions.

## Their main challenges

They are hypersensitive to criticism. Perfectionism comes with its challenges, including taking a long time to get things accomplished. Their preference for solitary activities can be difficult in personal relationships as well as in the work environment. When others don't meet their standards, they are not afraid to verbalize their criticism in a way that may put people off.

## Tips for communicating and working with a C

 ${\it Cs respond best to evidence-based and factual forms of communication. When you communicate with them: }$ 

- Avoid emotionally driven discussions and arguments, which may lead them to shut down.
- · Maintain a professional and serious approach.
- Keep meetings to a minimum, and remain goal directed.

To help them achieve their potential at work:



- Stick to deadlines and expectations, as Cs may offer overcomplicated solutions to simple problems.
  Allow them to work with others who value individualism and independent work.

#### Possible coaching points:

- Cs may need coaching to make decisions faster and learn that not all problems are complicated.
  Since spontaneity is not their strong suit, they may need encouragement to continue to connect with colleagues and others. Working with people who are good at making connections with others can provide them with a model of how they, too, can create these relationships.

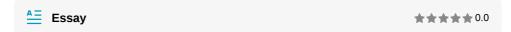
#### **Discussion points**

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 does this role allow for autonomy and solitary work?
- What types of analytical tasks is someone in this role responsible for?
  How does the candidate respond to criticism or when they attempt something that ultimately fails?



# **Custom questions**



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 John,

Hope you are well, I am extending an email offer to you for the services provided by our company. I believe that your firm is the ideal candidate for using our company to provide more efficiency and better results.

I believe that you are looking to expand your business and this is the best opportunity to help it get to the point where you had always imagined it would be.

Please do take some time out to look over this offer, cant wait to hear from you soon.

Kind regards

Ahsan Nisar

(S) Finished in 00:05:00 out of 00:10:00

