

## Test scores

94<sup>th</sup> percentile 80% raw score

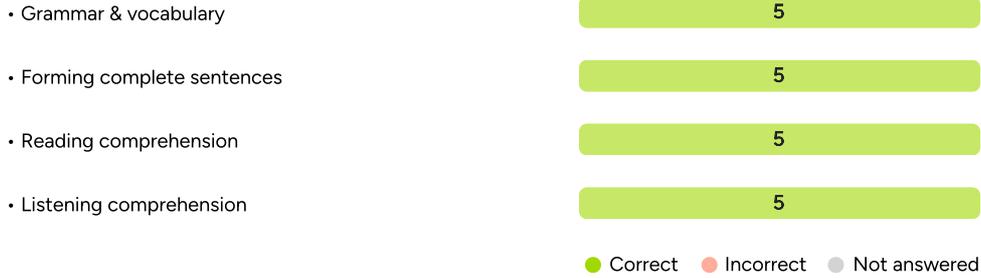
Comparison group: All candidates

### English C1 (Advanced)

97<sup>th</sup> percentile 100% raw score

The English C1 (Advanced) 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](#)



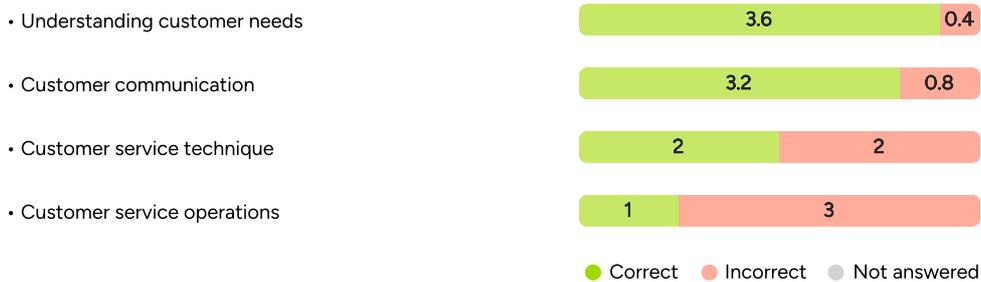
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### Customer Service

61<sup>st</sup> percentile 61% raw score

This Customer Service test evaluates candidates' ability to interact appropriately and determine appropriate solutions. It will help you hire experts who can enhance your CS operations by improving customer satisfaction and avoiding negative impressions.

[View full test description](#)

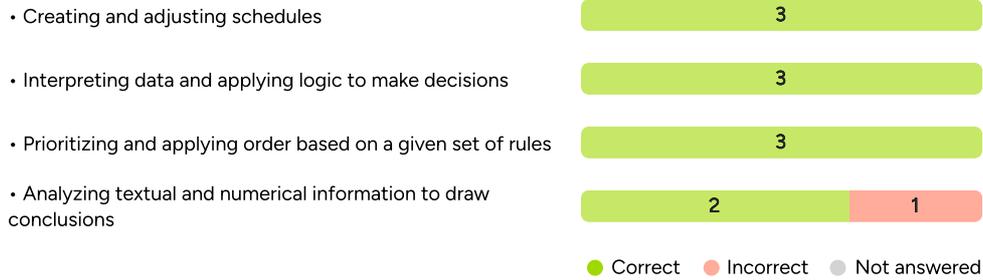


## Problem Solving

97<sup>th</sup> percentile 91% raw score

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](#)

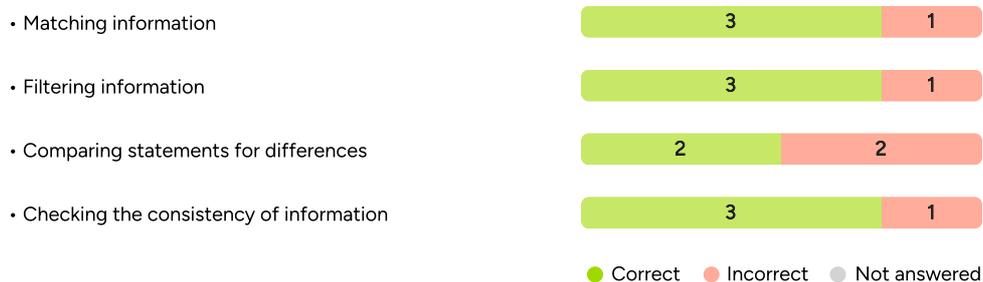


## Attention to Detail (Textual)

72<sup>nd</sup> percentile 68% raw score

This Attention to Detail (Textual) test evaluates candidates' attention to textual detail while processing information. This test helps you identify candidates who can thoroughly and carefully handle intricate processes.

[View full test description](#)



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## Personality

### DISC

### IS - Upbeat and lighthearted

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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## IS: Upbeat and lighthearted

### 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.

### IS type description (Influence/Steadiness)

ISs have a friendly personality, keeping things warm and calm while on a constant quest for harmony. They trust the world they live in and focus on creating successful compromises when conflict surfaces. They are helpful and friendship-oriented. Getting validation from others is very important to them, and they value personal relationships highly.

### In personal relationships

ISs are helpful and subservient; they bring energy and warmth to relationships. They will avoid direct conflict with others and reach compromises. Although they do not lose their own goals in the process, they can be too lenient because they focus on good rapport and do not like confrontation. They are motivating and good at maintaining relationships. Toward others, ISs tend to be coaching and advising.

### At work

ISs are friendly, welcoming, and warm to everyone. They attempt to involve all parties and satisfy everyone's needs while avoiding conflict at all costs. The IS establishes the purpose and requirements of an assignment and completes the work. They like to alternate short periods of independent work with longer periods among people. They are good bridge builders.

The IS is a people-oriented leader, meeting the team's need for affirmation and rewarding individual contributions. These individuals give mainly indirect orders. They will look for a balance between what people like and what the work requires of them.

As a team member, the IS clears obstacles and connects team members. They create harmonious relationships before the substantive work begins. Under pressure, they force themselves to finish the work, often seeking support from others.

### Their best attributes

ISs excel at compromise. They are pleasant to others and can be good at guiding, coaching, and counseling. They will use what has already been developed and, therefore, tend to be efficient, even if they may not be innovative.

### Their main challenges

Assertiveness is one of their main challenges. As they seek validation and harmony for all, they tend to accommodate others' needs before their own. They can be easily influenced by argumentative people and may struggle to form or express their own opinions. The IS experiences criticism at work as personal criticism.

### Tips for communicating and working with an IS

ISs respond best to an informal, personal, and tactful approach to communication. When you communicate with them:

- Add some level of personalization to any business-related topic as a means of getting an engaged response from these individuals.
- Utilize emotional expression and try to have meetings in person in a relaxed environment.

To help them achieve their potential at work:

- Offer feedback with encouragement.
- Ask about constructive commentary when receiving feedback from them.
- Be clear when communicating expectations, deadlines, and group roles.
- Place ISs in teams with colleagues who base their opinions more strongly on facts than opinions, which complements their own approach.
- Recognize that the IS needs acceptance, loyalty, and trust.

Possible coaching points

- ISs may need coaching to become more assertive and direct in work-related conflicts. Considering their fear of confrontation, someone who is assertive yet kind in their approach can model an effective style of communication.

#### **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 harmonious cooperation with others?
- How will this candidate provide clarity to others when tasks need to be delegated, or when others need to be held accountable for mistakes or problems?
- What types of work-related conflicts surface in this role? How is the person in this role expected to handle these conflicts?

## Custom questions

 Essay

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**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

Hi John,

I hope this message find you in the best of health. I'm writing this email to introduce our HR evaluation software designed specially for staffing firms like yours. Our platform streamlines candidate assessments, improves hiring accuracy, and reduces the time required to fill roles-all critical for maintaining your competitive edge and making things more efficient.

I'd love to schedule a brief call to explore how we can support your firm in enhancing its HR processes and delivering better talent faster.

Would you be available for a quick conversation next week?

Looking forward to hearing back from you!

Kind regards,

Munnaza Khan

Business Development Executive

BetterSource

 Finished in 00:08:15 out of 00:10:00