

HOGAN SELECT



AN OFF-THE-SHELF SOLUTION FOR CANDIDATE SELECTION

Report for: Report Sample

ID: HC788088

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HOGAN SELECT ADVANTAGE



The three scales of the Hogan Advantage Report are defined as follows:

DEPENDABILITY	This scale concerns being a good organizational citizen by following rules, accepting supervision, exercising self-control, finishing assignments, and avoiding unnecessary risks. Persons with high scores tend to be consistent, reliable, and self-disciplined. Persons with low scores tend to be impulsive, distractible, and possibly non-conforming.
COMPOSURE	This scale concerns the degree to which a person seems calm, even-tempered, and good humoured. Persons with high scores seem to handle stress and pressure well by remaining steady, composed, and unruffled, and they tend to exert a calming influence on others. Persons with low scores tend to be tense, moody, and sensitive, and their performance may suffer when they are stressed.
CUSTOMER FOCUS	This scale concerns the degree to which a person can provide good customer service when it is appropriate; it is not about being charming or friendly—many introverts are good at customer service and many extraverts are bad. Persons with high scores on this measure tend to be calm, courteous, civil, and patient. Persons with low scores tend to seem inattentive, distracted, tense, and possibly abrupt.

LOW	Y BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	HIGH
71				
-	ou like to see in a I at work, what do			
OMPOSURE				
LOW	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	HIGH
19				
Tell me about th	he last time some	handle frustration at work. one really annoyed you at work.		
	CUS			
	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	HIGH
		AVERAGE		HIGH
0 • What do you thi	AVERAGE	AVERAGE saying, "the customer is king"? just never seem to be satisfied. How do you handle a	AVERAGE	

The results contained in this report are NOT meant to supersede the judgment of a hiring manager. Rather, a hiring manager should use these results as one input into his/her process for arriving at a hiring decision regarding the candidate.