

# Reliant Assessments Help Documentation

Reliant Assessments  
Using Assessments

Reliant Assessments  
Getting Started

Reliant Assessments  
Reporting

Reliant Assessments  
Using Self-Registration & Kiosk

The Reliant Assessment platform allows you to administer Personality, Behavioral and Cognitive Assessments and run associate reports from one location.

Click on a module button to learn how easy it is to make our Assessment solution work for you!





# Using Assessments

Reliant Assessments  
Getting Started

Reliant Assessments  
Reporting

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Using Self-Registration & Kiosk

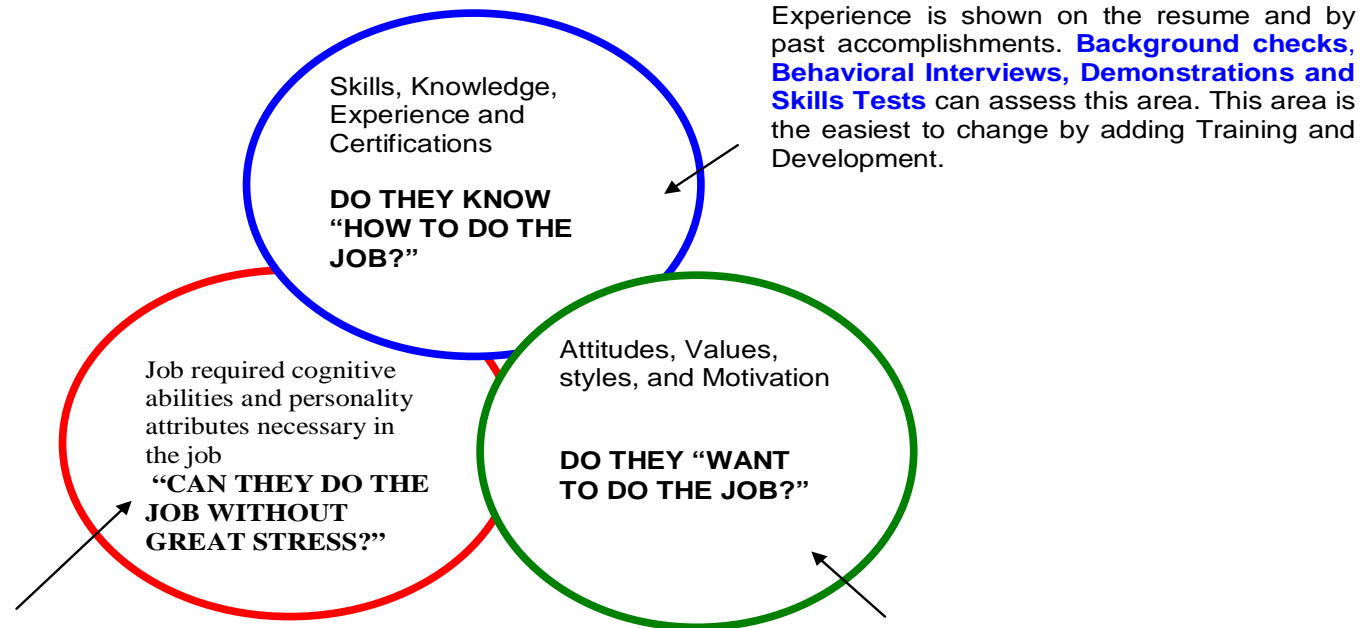
# Why Use Assessments?

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To Add “Objective” Information To Your “People” Decisions

- ✓ Improve quantity/quality ratio of candidate pool and reduce hiring expense by improving efficiency
- ✓ Improve retention by hiring the right person for the right job
- ✓ Increase defensibility of hiring by utilizing objective information along with your current process
- ✓ On-Board and make employees productive sooner because you will understand training needs
- ✓ Efficient identification of Leadership Qualities of existing employees

# Key Factors that Impact Performance



Experience is shown on the resume and by past accomplishments. **Background checks, Behavioral Interviews, Demonstrations and Skills Tests** can assess this area. This area is the easiest to change by adding Training and Development.

Determine Job Fit using cognitive and behavioral **Assessments**. Determine if the applicant has the core traits and cognitive reasoning known to be necessary for success in the job. This area is the most difficult to change, because our core traits are developed at an early age.

Attitudes, Values, Counter Productive Behaviors and Motivation are initially assessed using **Attitude Assessments and Behavioral Interviews**.

# Types of Assessments

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- ✓ **Behavioral** – measures core “traits” and personality characteristics
- ✓ **Cognitive** – measures speed of learning
- ✓ **Attitudinal** – measures both someone’s attitudes toward as well as their own “self admitted” counterproductive behaviors
- ✓ **Skills** – measures how well someone “knows” how to perform a certain skill

## “Modern” Assessments

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- ✓ Designed and validated for Business
- ✓ Built for Internet delivery
- ✓ Behavioral Assessments are based on the “Big 5” Psychological Principles
- ✓ Combines both Behavioral and Cognitive measurements to show the impact of both
- ✓ Requires no expert interpretation
- ✓ Allows for Data-Mining (Multi-purpose)
- ✓ Turn-Key Solution

# Behavioral Assessment

The Behavioral Assessment takes approximately 10 minutes

## “BIG 5” Core Scales:

**C**onscientious versus Carefree – planning & time management versus being spontaneous and carefree

**L**ikeable versus Tough-Minded – handling confrontation and being skeptical versus being willing to take direction and being likeable

**U**n-Conventional versus Rules Oriented – consistency and following rules versus being open minded and flexible

**E**xtroversion versus Introverted – outgoing and talkative versus being quiet and reserved

**S**tability versus Sensitivity – handling stress and being calm versus being more anxious and sensitive

## Additional Scales critical to most jobs:

**Team** – being team oriented and collaborative versus being more competitive and individually driven

**Good Impression** – an internal validity scale to determine if the candidate is being frank with their answers

# Cognitive Assessment

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The Cognitive Assessment is a timed 7-minute exercise that measures:

- ✓ Speed of learning new things
- ✓ Speed of problem solving
- ✓ Willingness to work with more repetitive tasks
- ✓ Ability to think Strategically

# Attitude / Integrity Assessment

The Attitude/Integrity Assessment is a modern self-admissions true/false assessment that has a set of 4 core scales and 3 optional scales. The Sexual Harassment and Computer Misuse Scales are unique scales for modern business needs.

**Core Scales** measured in approximately 7-10 minutes:

**Hostility** –controlling anger, hostility & aggression

**Conscientiousness** – dependability and reliability

**Integrity** –honesty and attitudes toward theft

**Social Desirability** - Internal Faking Scale to determine if the applicant is being frank and open with their responses

Plus **Optional Scales** measured in approximately 5-7 minutes:

**Substance Abuse** – use of alcohol and/or drugs

**Sexual Harassment** – respect and courtesy to opposite sex

**Computer Misuse** – use of company resources or information for personal use

# Meeting HR Goals

- ✓ Talent Acquisition/Retention
- ✓ Performance Management
- ✓ Streamlining Processes
- ✓ Talent/Leadership Development
- ✓ Control Costs

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# Talent Acquisition & Retention


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- ✓ Identify the “Best Fit” Candidate(s) quickly using Benchmarking and Success Profiles
- ✓ Ask the Right “Behavioral” Based Interview Questions
- ✓ Improve Quality of Hires
- ✓ Help Reduce Turnover
- ✓ Help Increase Retention With Employees who “Fit”
- ✓ Create a more Objective Selection Process to Reduce Risk

# Partial Sample Report

[Email This Report](#) [Print This Report](#)

Date: May 2, 2005



**Administrative Report**


[Close window](#)

Name: Bobby  
CLUESPers Tester  
ID: 8652

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**General Reasoning**  
(Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge

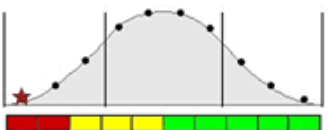
- Bobby learns new information at an average rate of speed
- Administrative or Clerical roles that require moderate problem solving skills are best

**Question:** Describe a situation when you were able to solve a very difficult problem and others acknowledged you for it. What was the situation?

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**Conscientious**  
(Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable

**Note:** Bobby's score is in an area that may pose a significant challenge in terms of job fit for some administrative or clerical positions. You may wish to spend extra time reviewing this area and refer to additional follow-up questions provided in the Interview Question Report.

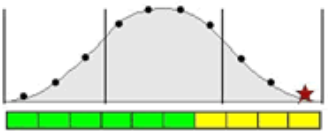
- Bobby allows details to be overlooked
- Generally responds well to interruptions and unexpected requests
- Generally prefers to be in a reactionary role rather than plan and be thorough with details

**Question:** Tell about a time when you forgot some important details of a project. How did you handle that?

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**Tough Minded**

Cooperative  
Agreeable

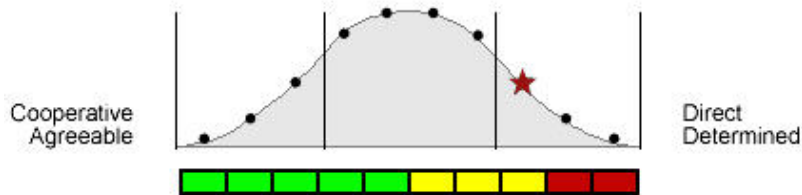


Direct  
Determined

- Tends to be tough minded and assertive particularly when there is a difference of opinion
- Better suited for administrative roles where Bobby is expected to deal with confrontation and needs to be able to take action without direction

# Sally & Gina – Customer Service

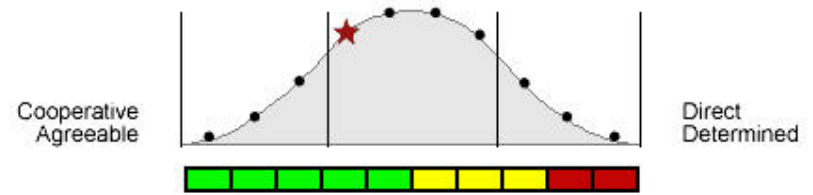
Sally



- Customers may view as pushy and confrontational
- Tends toward argumentative; particularly if opinion differs
- Comfortable up-selling other services
- May not take direction well

**Question:** Describe a scenario when you became impatient with a customer because they were being unreasonable.

Gina



- Customers will view as pleasant and likable
- Usually takes and can provide direction well
- Will be comfortable with moderate up-selling efforts

**Question:** Describe a scenario where a customer seemed impossible to deal with.

Tough Minded

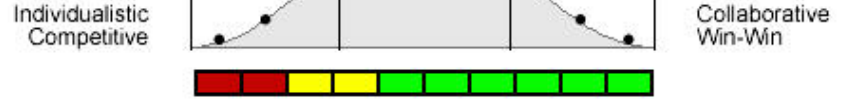


- May have difficulty working within a team
- Typically self-motivated and very competitive
- May be too quick to push customer if commission-paid
- May not be collaborative with team or co-workers

**Question:** Describe a scenario where you did something extraordinary but were not given credit. What did you do?

\*The participant has scored in the "red zone" in 1 area.

Overall  
**79% \***



- Tends to look for win-win for company and customer
- Prefers balance between team and individual recognition

**Question:** Describe a scenario when you made a customer very happy in handling their problem.

Overall  
**93%**

Team

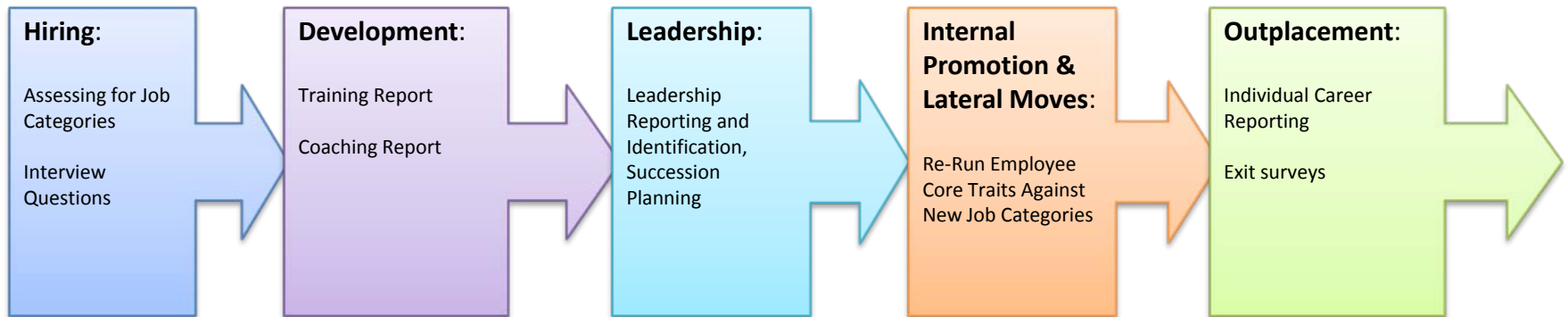
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# Performance Management

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- ✓ Identify Coaching/Training Needs Day 1
- ✓ Performance Reporting Based on Test Results
- ✓ Increase Training Success Through Knowledge
- ✓ Database Company, Dept. Competencies
- ✓ Identify “Early Adopters” in Each Dept. for Change

# Employee Life Cycle Data Mining



Determine a core set of traits “measurements” that are then used throughout the employee life cycle.

# Streamline Processes

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- ✓ Create An Efficient Hiring Process
- ✓ Let Assessments Do the Work
- ✓ Identify “Right Job” for Candidates
- ✓ Spend Time With “Good Fit” Candidates
- ✓ Reduce Cost Per Hire
- ✓ Increase Consistency in Hiring Process

# Create Efficient Selection Process

## Simple Process Steps

Résumés

Pre-screen Q's

Personality/Cog Test

Brief Interview

Honesty/Attitude Test

Skills Testing

In Depth Interview

Background Check

Development Report

100 Candidates in Process

70 Candidates

30 Candidates

20 Candidates

10 Candidates

5 Candidates

1 Candidate

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# Talent & Leader Development

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- ✓ Identify Potential Leaders Up Front
- ✓ Identify Training Needs for Prospective Leaders
- ✓ Provide Self-Help Reporting To Leaders
- ✓ Coaching Reports Based on Results



# Getting Started with the Reliant Assessments Online System

Reliant Assessments  
Using Assessments

Reliant Assessments  
Reporting

Reliant Assessments  
Using Self-Registration & Kiosk

# Active Participants Screen

- ✓ Lists participants who have completed one or more assessments
- ✓ The screen shows the most recent participants (up to 10 per page) in the system or click to Show All
- ✓ When the Date is **RED**, it means no report has been run

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (Active Participants)

	Today	This Month	Last Month	YTD	Inactive	All
	1	1	0	1	1	4

Displaying 1 to 3 of 3 Records

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P <a href="#">Edit</a>	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C <a href="#">Edit</a>	willis,	sally sue	willis trucks	tester	555-555-5555	sally@willistrucks.com
<input type="checkbox"/>	10/3/06	P/C <a href="#">Edit</a>	Demo,	John	Acme Parts Supply	Customer Service		john@demo.com

Page 1 [Show All](#)

# New Participant Invitation

- ✓ Use the New Participant Invitation to email participants the website address and password
- ✓ Click “**New Participant Invitation**” in the menu bar

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (Active Participants)

	Today	This Month	Last Month	YTD	Inactive	All
	1	1	0	1	1	4

Displaying 1 to 3 of 3 Records

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P <a href="#">Edit</a>	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C <a href="#">Edit</a>	willis,	sally sue	willis trucks	tester	555-555-5555	sally@willistrucks.com
<input type="checkbox"/>	10/3/06	P/C <a href="#">Edit</a>	Demo,	John	Acme Parts Supply	Customer Service		john@demo.com

Page 1 [Show All](#)

## New Participant Invitation – cont'd

- ✓ Choose the required assessment

Reliant Live

### Choose Assessment Invitation

Choose the type of assessment invitation by clicking the appropriate button below.

Personality (only)

Cognitive (only)

Personality, Cognitive

**Note:** The Attitude Assessment is designed to be used for applicants in a pre-employment situation only.

Attitude (only)

Personality, Attitude

Cognitive, Attitude

Personality, Cognitive & Attitude

# New Participant Invitation – cont'd

- ✓ Enter a participant's email address in each **To:** field
- ✓ As needed, enter additional participant email addresses in the other **To:** fields provided (5 maximum)
- ✓ Each Participant will receive a separate email

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Assessment Invitation Email**

\*Tip - To mass mail invitations using MS Outlook or other email programs, simply email invitation to yourself and then forward it using your mail list.

**Personality, Cognitive Assessment Invitation**  
(If this is not the correct invitation, hit the "Back" button and select the correct one.)

\*Only 1 email address per text box  
\*Make sure you have valid, correctly formatted email addresses

**To:**

**To:**

**To:**

**To:**

**To:**

**From:**

**Message:**  
*(optional)*

Use this area to add your personalized message to this email.

## New Participant Invitation – cont'd

- ✓ Use the **Message** field to enter an optional message
- ✓ Click **“Send Email”** at the bottom of the screen

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Assessment Invitation Email**

\*Tip - To mass mail invitations using MS Outlook or other email programs, simply email invitation to yourself and then forward it using your mail list.

**Personality, Cognitive Assessment Invitation**  
(If this is not the correct invitation, hit the "Back" button and select the correct one.)

\*Only 1 email address per text box  
\*Make sure you have valid, correctly formatted email addresses

To:

To:

To:

To:

To:

From:

**Message:**  
(optional)  
Use this area to add your personalized message to this email.

\*Note: Participant instructions with the link and password will be automatically added to this email. ( [Sample](#) )

# Participant Records

- ✓ The Test column indicates which assessment a participant has completed.
- ✓ P/C means the participant has completed the “Personality and Cognitive” assessments.

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (Active Participants)

	Today	This Month	Last Month	YTD	Inactive	All
	1	1	0	1	1	4

Displaying 1 to 3 of 3 Records

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P <a href="#">Edit</a>	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C <a href="#">Edit</a>	willis,	sally sue	willis trucks	tester	555-555-5555	sally@willistrucks.com
<input type="checkbox"/>	10/3/06	P/C <a href="#">Edit</a>	Demo,	John	Acme Parts Supply	Customer Service		john@demo.com

Page 1 [Show All](#)

# Incomplete Participant Records

- ✓ A **P** only indicates just the **Personality** assessment has been completed
- ✓ To have a participant complete another assessment, click the box in the “Select” column next to the participant’s name
- ✓ Click **View Selected Participants**

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (Active Participants)

	Today	This Month	Last Month	YTD	Inactive	All
	1	1	0	1	1	4

Displaying 1 to 3 of 3 Records

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input checked="" type="checkbox"/>	5/31/07	P <a href="#">Edit</a>	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C <a href="#">Edit</a>	willis,	sally sue	willis trucks	tester	555-555-5555	sally@willistrucks.com
<input type="checkbox"/>	10/3/06	P/C <a href="#">Edit</a>	Demo,	John	Acme Parts Supply	Customer Service		john@demo.com

Page 1 [Show All](#)

## Incomplete Participant Records – cont'd

- ✓ Click **Send Invitation** button

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Selected Participant(s)**

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input checked="" type="checkbox"/>	5/31/07	P	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com

## Incomplete Participant Records – cont'd

- ✓ Click the button for the assessment that has not been completed

Reliant Live

### Choose Assessment Invitation

Choose the type of assessment invitation by clicking the appropriate button below.

Personality (only)
Cognitive (only)
Personality, Cognitive

**Note:** The Attitude Assessment is designed to be used for applicants in a pre-employment situation only.

Attitude (only)
Personality, Attitude
Cognitive, Attitude
Personality, Cognitive & Attitude

## Incomplete Participant Records – cont'd

- ✓ Confirm the participant's email address is correct
- ✓ Enter an optional **Message**
- ✓ Click **Send Email**

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Assessment Invitation Email**

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**Cognitive Assessment Invitation**  
(If this is not the correct invitation, hit the "Back" button and select the correct one.)

\*Only 1 email address per text box  
\*Make sure you have valid, correctly formatted email addresses

**To:**  **Name:** Bobby Tester

**From:**

**Message:**  
(optional)  
Use this area to add your personalized message to this email.

\***Note:** Participant instructions with the link and password will be automatically added to this email. ( [Sample](#) )

# Running Reports

- ✓ Click the box in the **Select** column next to the participant's name
- ✓ Click **View Selected Participants** on the bottom of the screen

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (Active Participants) 

Today	This Month	Last Month	YTD	Inactive	All
1	1	0	1	1	4

---

Displaying 1 to 3 of 3 Records

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P	<a href="#">Edit</a> <b>Tester,</b>	<b>Bobby</b>	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C	<a href="#">Edit</a> <b>willis,</b>	<b>sally sue</b>	willis trucks	tester	555-555-5555	sally@willistrucks.com
<input type="checkbox"/>	10/3/06	P/C	<a href="#">Edit</a> <b>Demo,</b>	<b>John</b>	Acme Parts Supply	Customer Service		john@demo.com

Page 1 [Show All](#)

## Running Reports – cont'd

✓ Click **Select Report**

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

### Selected Participant(s)

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input checked="" type="checkbox"/>	10/12/06	P/C	<b>willis,</b>	<b>sally sue</b>	willis trucks	tester	555-555-5555	sally@willistrucks.com

Select Report

Send Invitation

# Running Reports – cont'd

✓ Click the box next to the type of report you want to view

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select Report(s)**

---

**JobClues**

<b>Cover Sheet</b>	<input type="checkbox"/> Interview Worksheet	
<b>Administrative ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Administrative - Senior ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Artist ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Bank Teller ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Cashier ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Child Care ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Collections ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Construction ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Consultant ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Courtesy Driver ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Creative Writer ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Customer Service ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Data Entry ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Designer ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Driver ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Editor ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions

## Running Reports – cont'd

- ✓ Click **Generate Report(s)** at the bottom of the screen

<b>Purchasing ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Recruiter ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Retail Clerk ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Retail Sales ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Security ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Supervisor ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Teacher ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Technical Writer ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Technology Consultant ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Telemarketing ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
<b>Warehouse ?</b>	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions


# Running Reports – cont'd

- ✓ **Email This Report** or **Print This Report** options are at the top of the report screen

✉ [Email This Report](#)
🖨 [Print This Report](#)

[Close window](#)

**Date:** May 31, 2007



**Administrative Summary**


**Name:** sally sue willis  
**ID:** 227715

<span style="display: inline-block; width: 15px; height: 10px; background-color: green; border: 1px solid black;"></span>	Good
<span style="display: inline-block; width: 15px; height: 10px; background-color: yellow; border: 1px solid black;"></span>	Ok
<span style="display: inline-block; width: 15px; height: 10px; background-color: red; border: 1px solid black;"></span>	Poor

---

**General Reasoning**  
(Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge


- sally sue learns new information at an average rate of speed
- Administrative or Clerical roles that require moderate problem solving skills are best

**Question:** Describe a situation when you were able to solve a very difficult problem and others acknowledged you for it. What was the situation?


---

**Conscientious**  
(Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable



# Global Search Feature

- ✓ Click **Search Participants** in the menu bar
- ✓ Enter a value in one or more fields
- ✓ Click **Search** at the bottom of the page

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Search for Participant(s)**

Date From:  (Format example: 1/10/02)  
Date To:  (Format example: 1/10/02)  
First Name:   
Last Name:   
Company:   
Dept/Title:   
Email Address:   
Phone Number:

## Participant Search Feature

- ✓ Click “**Search Participants**” in the menu bar
- ✓ Do not enter a value in any of the fields provided
- ✓ Click “**Search**” at the bottom of the page

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Search for Participant(s)**

Date From:  (Format example: 1/10/02)

Date To:  (Format example: 1/10/02)

First Name:

Last Name:

Company:

Dept/Title:

Email Address:

Phone Number:

## Participant Search Feature – cont'd

- ✓ Participants listed with a **None** in the **Test** column indicate the participant has not completed an assessment
- ✓ Incomplete records will be listed at the bottom of the screen
- ✓ Contact the applicant to restart the assessment process

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (All Participants)

	Today	This Month	Last Month	YTD	Inactive	All
	1	1	0	1	1	6

6 Records ("X" denotes Inactive participant)

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P <a href="#">Edit</a>	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C <a href="#">Edit</a>	willis,	sally sue	willis trucks	tester	555-555-5555	sally@willistrucks.com
X	10/11/06	P/C <a href="#">Edit</a>	run,	test	administaff	HR	555-555-5555	superfly@hotmail.com
<input type="checkbox"/>	10/3/06	P/C <a href="#">Edit</a>	Demo,	John	Acme Parts Supply	Customer Service		john@demo.com
<input type="checkbox"/>	5/31/05	P/C <a href="#">Edit</a>	Sample,	Robert	XYZ Networks		555-444-4545	robert@sample.com
	5/31/07	None <a href="#">Edit</a>	Sampler,	Joe	Sampler Inc.	Driver	123-456-7890	jsampler@sampler.com

# Inactive Participant Records

- ✓ Participants listed with an **X** in the **Select** column indicate the participant record is **Inactive**

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (All Participants)

	Today	This Month	Last Month	YTD	Inactive	All
	1	1	0	1	1	6

6 Records ("X" denotes Inactive participant)

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P	<a href="#">Edit</a> <b>Tester,</b>	<b>Bobby</b>	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C	<a href="#">Edit</a> <b>willis,</b>	<b>sally sue</b>	willis trucks	tester	555-555-5555	sally@willistrucks.com
X	10/11/06	P/C	<a href="#">Edit</a> <b>run,</b>	<b>test</b>	administaff	HR	555-555-5555	superfly@hotmail.com
<input type="checkbox"/>	10/3/06	P/C	<a href="#">Edit</a> <b>Demo,</b>	<b>John</b>	Acme Parts Supply	Customer Service		john@demo.com
<input type="checkbox"/>	5/31/05	P/C	<a href="#">Edit</a> <b>Sample,</b>	<b>Robert</b>	XYZ Networks		555-444-4545	robert@sample.com
	5/31/07	None	<a href="#">Edit</a> <b>Sampler,</b>	<b>Joe</b>	Sampler Inc.	Driver	123-456-7890	jsampler@sampler.com

# Inactive Participant Records – cont'd

- ✓ Reactivate the participant record by clicking **Edit** next to the participant's **Last Name**

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (All Participants)

	Today	This Month	Last Month	YTD	Inactive	All
	1	1	0	1	1	6

6 Records ("X" denotes Inactive participant)

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P	<a href="#">Edit</a> <b>Tester,</b>	<b>Bobby</b>	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C	<a href="#">Edit</a> <b>willis,</b>	<b>sally sue</b>	willis trucks	tester	555-555-5555	sally@willistrucks.com
X	10/11/06	P/C	<a href="#">Edit</a> <b>run,</b>	<b>test</b>	administaff	HR	555-555-5555	superfly@hotmail.com
<input type="checkbox"/>	10/3/06	P/C	<a href="#">Edit</a> <b>Demo,</b>	<b>John</b>	Acme Parts Supply	Customer Service		john@demo.com
<input type="checkbox"/>	5/31/05	P/C	<a href="#">Edit</a> <b>Sample,</b>	<b>Robert</b>	XYZ Networks		555-444-4545	robert@sample.com
	5/31/07	None	<a href="#">Edit</a> <b>Sampler,</b>	<b>Joe</b>	Sampler Inc.	Driver	123-456-7890	jsampler@sampler.com

## Inactive Participant Records – cont'd

- ✓ Click **Make Participant Active** on the bottom of the page

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Edit Participant Info**

---

Participant ID: 276274

First Name:  (required)

Last Name:  (required)

Company:

Title:

(An Email Address or Phone Number is required.)

Email Address:

Phone Number:

Personality Assessment Test Date:

Cognitive Assessment Test Date:

# Updating Account Information

- ✓ Click **Account Info** in the menu bar (right side)
- ✓ Click **Edit Account Info** and make your updates to company or contact information and/or email addresses

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Account Info**

<b>Company Name:</b>	Demo Account	<b>My Account</b>	
Address:	1234 Main Street	Admin	
City:	Anytown	Password:	12107 - 1825
State:	GA		
Zip:	30060		
<b>Email Notification:</b>			
<b>Contact</b> (*All fields required)			
*First Name:	Sam		
*Last Name:	Jones		
Phone:	770-123-4567		
*Email:	sjones@demoaccount.com		

## Updating Account Information – cont'd

- ✓ Click **Update Account Info** after changes are complete

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Account Info**

<b>Company Name:</b>	Demo Account	<b>My Account</b>
Address:	1234 Main Street	Admin
City:	Anytown	Password: 12107 - 1825
State:	GA	
Zip:	30060	
<b>Email Notification:</b>		
<b>Contact</b> (*All fields required)		
*First Name:	Sam	
*Last Name:	Jones	
Phone:	770-123-4567	
*Email:	sjones@demoaccount.com	

---

## Paper / Pencil Assessment Administration

---

Few companies provide assessments on paper/pencil anymore, however, if you plan to, then move forward in this presentation to the instructions for Paper/Pencil administration.

If not, the following slide shows how to log out and you may exit the presentation!

# System Log out

✓ Click **Log out** in the menu bar (right side)

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (Active Participants)

Today	This Month	Last Month	YTD	Inactive	All
1	1	0	1	1	4

Displaying 1 to 3 of 3 Records

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P <a href="#">Edit</a>	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C <a href="#">Edit</a>	willis,	sally sue	willis trucks	tester	555-555-5555	sally@willistrucks.com
<input type="checkbox"/>	10/3/06	P/C <a href="#">Edit</a>	Demo,	John	Acme Parts Supply	Customer Service		john@demo.com

Page 1 [Show All](#)

## Paper Assessments

---

- ✓ If a participant is not able to take the assessment online, a paper copy of the assessment can be completed by the participant
- ✓ The timing of the Cognitive assessment must be monitored (7 minutes maximum)
- ✓ Please contact your administrator for a paper copy of the assessment
- ✓ The manager will then need to enter the participant responses online to run reports on the participant

# Entering Paper Assessments

- ✓ Click **Add Participant's Paper Assessment** in the menu bar

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Add Participant Info**

Participant ID:

First Name:  (required)

Last Name:  (required)

Company:

Title:

(An Email Address or Phone Number is required.)

Email Address:

Phone Number:

Add Applicant before entering scores:

## Entering Paper Assessments – cont'd

- ✓ Enter Participant Information including all required fields (**First Name, Last Name** and either **Email Address** or **Phone Number**)
- ✓ Click **Add Participant**

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Add Participant Info**

---

Participant ID:

First Name:  (required)

Last Name:  (required)

Company:

Title:

(An Email Address or Phone Number is required.)

Email Address:

Phone Number:

Add Applicant before entering scores:

## Entering Paper Assessments – cont'd

- ✓ Click the **Enter Scores** button for each assessment

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Edit Participant Info**

Participant ID: 276275

First Name:  (required)

Last Name:  (required)

Company:

Title:

(An Email Address or Phone Number is required.)

Email Address:

Phone Number:

Personality Assessment Test Date:

Cognitive Assessment Test Date:



## Entering Paper Assessments – cont'd

- ✓ Click **Submit Answers** when completed
- ✓ ***Continue the process for each additional assessment taken***

57. I always do much more than others expect me to do.	Not at all true	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
58. I always get along very well with everybody.	Not at all true	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
59. Most change is difficult to manage.	Not at all true	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very true
60. There are times when I lack self-confidence.	Not at all true	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Very true
61. It's hard not to get discouraged when things don't work out.	Not at all true	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very true
62. I find that work teams are mostly a waste of time.	Not at all true	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
63. I never make enemies.	Not at all true	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
64. Other people always depend on me.	Not at all true	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
65. I tend to be skeptical in dealing with others.	Not at all true	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Very true
66. Trying new things is one way of keeping young.	Not at all true	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
67. Others see me as assertive.	Not at all true	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
68. I often envy others.	Not at all true	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
69. Working in teams can maximize organizational effectiveness.	Not at all true	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very true
70. I have never tried to get back at someone who has hurt me.	Not at all true	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very true

\* Please click the **Submit Answers** button only once.



# Understanding the Assessment Reports

Reliant Assessments  
Using Assessments

Reliant Assessments  
Getting Started

Reliant Assessments  
Using Self-Registration & Kiosk

## Here's what you'll find . . .

- **The Data** - Example of what is measured by the assessments
- **Job Category Reports** – How to Choose Your Report
- **Interview Worksheet**
- **Review 2 Scales With Benchmarks for 2 Candidates for Customer Service and Persuasive Sales**
- **Social Desirability Scale** and What it Means
- **Snapshot of Summary Report** for a Candidate
- **Snapshot of Interview Question Report** for a Candidate
- **Review Typical Performance Report** for an Employee

# Sally Sample's Traits

## General Reasoning (Cognitive)

- Slower Processing
- Accepts Simple & Repetitive Work



- Faster Processing
- Needs Intellectual Challenge

## Extroversion

- Reserved
- Listener



- Outgoing
- Talker

## Conscientious (Organization)

- Carefree
- Impulsive



- Detail Oriented
- Dependable

## Stable

- Sensitive
- Anxious



- Calm
- Stress Resistant

## Tough Minded

- Cooperative
- Agreeable



- Direct
- Determined

## Team

- Individualistic
- Competitive



- Collaborative
- Win-Win

## Conventional (Rules)

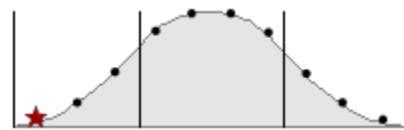
- Open to New Experience
- Flexible



- Consistent
- Structured

## Good Impression

- Frank
- Candid



- Exaggeration
- Disguised

# Report Categories

## Select Report(s)

### JobClues

Cover Sheet	<input type="checkbox"/> Interview Worksheet
Administrative ?	<input type="checkbox"/> Summary
Administrative - Senior ?	<input type="checkbox"/> Summary
Artist ?	<input type="checkbox"/> Summary
Bank Teller ?	<input type="checkbox"/> Summary
Cashier ?	<input type="checkbox"/> Summary

### SalonClues

Cover Sheet	<input type="checkbox"/> Interview Worksheet	
Stylist ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Salon Spa Technician ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Salon Front Desk - Retail ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions

### PropertyClues

Cover Sheet	<input type="checkbox"/> Interview Worksheet	
Property Maintenance Assistant ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Custodial ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Property Maintenance Supervisor ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions

### HealthClues

Cover Sheet	<input type="checkbox"/> Interview Worksheet
Medical Billing ?	<input type="checkbox"/> Summary
Lab Technician ?	<input type="checkbox"/> Summary
Nurse Assistant ?	<input type="checkbox"/> Summary
Pharmacy Aide ?	<input type="checkbox"/> Summary
Direct Healthcare Support Professional ?	<input type="checkbox"/> Summary

### DevelopmentClues

Performance ?	<input type="checkbox"/> Full
Executive ?	<input type="checkbox"/> Full
Leadership Self-Development ?	<input type="checkbox"/> Full
Leadership Identifier ?	<input type="checkbox"/> Graph

### HospitalityClues


Cover Sheet	<input type="checkbox"/> Interview Worksheet	
Greeter ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Server ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Bartender ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Back of House ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions

# Job Category Pop-Up Descriptions

## Select Report(s)

### JobClues

Cover Sheet	<input type="checkbox"/> Interview Worksheet	
Administrative ?	<input type="checkbox"/> Summary	<input checked="" type="checkbox"/>
Administrative - Senior ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Artist ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Bank Teller ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Cashier ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Child Care ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Collections ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Construction ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Consultant ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Creative Writer ?	<input type="checkbox"/> Summary	<input type="checkbox"/>
Customer Service ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions
Data Entry ?	<input type="checkbox"/> Summary	<input type="checkbox"/> Interview Questions

 Job Category Description - AOL Explorer

---

## Administrative

(Clerical) Positions that are supportive in nature to other employees; these positions often entail tracking of data or other details as well as interacting with other employees to gain access and to share information, reports, etc; examples of position titles are administrative assistant, receptionist, secretary, and data entry.

# Interview Worksheet

Any screening process typically includes many different components including the 3 following significant areas. All 3 areas should be considered as they are all critical to the success of the employee.

- **Company Fit & Attitudes** (Does the person fit our culture?)
- **Cognitive Abilities & Core Traits** (Can the person fit the job without a great deal of unnecessary stress?)
- **Skills & Experience** (Does the person know how to do the job?)

	Degree of Fit		
	Poor	Adequate	Strong
<b>Company Fit &amp; Attitudes</b>			
Initial Review of Resume or Qualifications	_____	_____	_____
Initial Interview (Phone or Face to Face)	_____	_____	_____
Attitude Assessment (Honesty/Integrity)	_____	_____	_____
Background Check for Qualifications	_____	_____	_____
Drug Screen if Applicable	_____	_____	_____
Other _____	_____	_____	_____
Other _____	_____	_____	_____

Notes:

	Poor	Adequate	Strong
<b>Cognitive Abilities &amp; Core Traits</b>			
Review of Assessment Report	_____	_____	_____
Follow up Interview Using Behavioral Questions	_____	_____	_____
Other _____	_____	_____	_____
Other _____	_____	_____	_____

Notes:

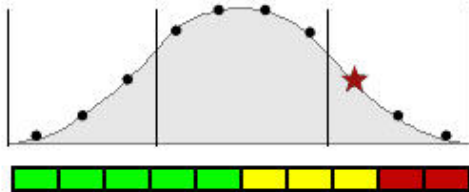
	Poor	Adequate	Strong
<b>Skills &amp; Experience</b>			
Job Specific Skills & Experience	_____	_____	_____
Education	_____	_____	_____
Background Check for Skills & Experience	_____	_____	_____
Specific Skill _____	_____	_____	_____
Specific Skill _____	_____	_____	_____

Notes:

# Sally & Gina – Customer Service

**Sally**

Cooperative  
Agreeable



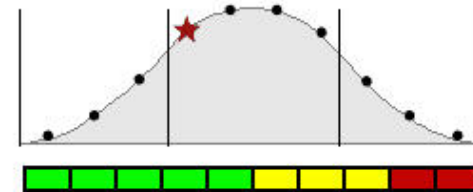
Direct  
Determined

- Customers may view as pushy and confrontational
- Tends toward argumentative; particularly if opinion differs
- Comfortable up-selling other services
- May not take direction well

**Question:** Describe a scenario when you became impatient with a customer because they were being unreasonable

**Gina**

Cooperative  
Agreeable



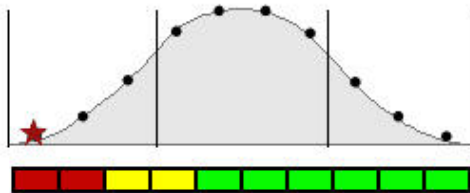
Direct  
Determined

- Customers will view as pleasant and likable
- Usually takes and can provide direction well
- Will be comfortable with moderate up-selling efforts

**Question:** Describe a scenario where a customer seemed impossible to deal with.

**Tough Minded**

Individualistic  
Competitive



Collaborative  
Win-Win

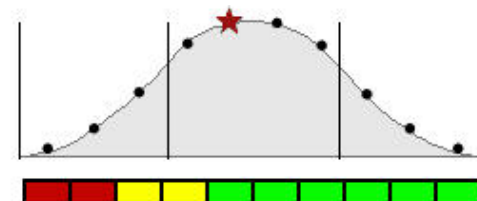
- May have difficulty working within a team
- Typically self-motivated and very competitive
- May be too quick to push customer if commission-paid
- May not be collaborative with team or co-workers

**Question:** Describe a scenario where you did something extraordinary but were not given credit. What did you do?

\*The participant has scored in the "red zone" in 1 area.

Overall  
**79% \***

Individualistic  
Competitive



Collaborative  
Win-Win

- Tends to look for win-win for company and customer
- Prefers balance between team and individual recognition

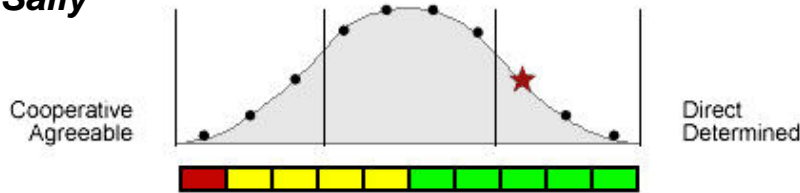
**Question:** Describe a scenario when you made a customer very happy in handling their problem.

**Team**

Overall  
**93%**

# Sally & Gina – Persuasive Sales

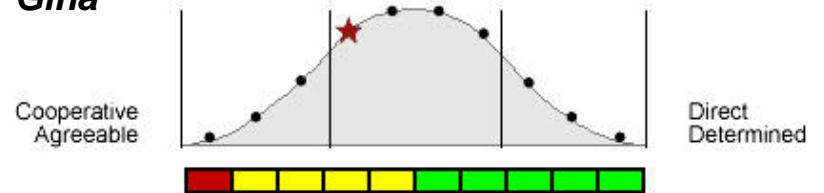
**Sally**



- Tends to be tough minded; comfortable with confrontation
- Tends to be comfortable closing sales
- May be argumentative when there are opinion differences
- Prefers control; may not take direction well

**Question:** Describe a scenario when you were asked to handle a sale in a way you disagreed with.

**Gina**

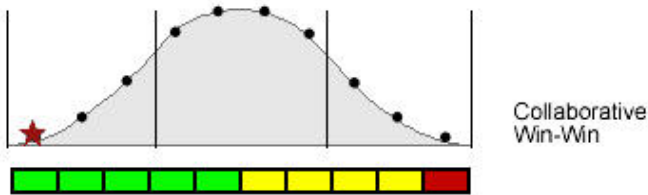


- Moderately tough minded and comfortable with confrontation
- Can be comfortable closing sales unless highly competitive
- Usually takes and gives direction well
- Usually seen as likable and easy to get along with

**Question:** Describe a scenario where you were successful in building additional revenue with an existing customer.

**Tough Minded**

Individualistic Competitive



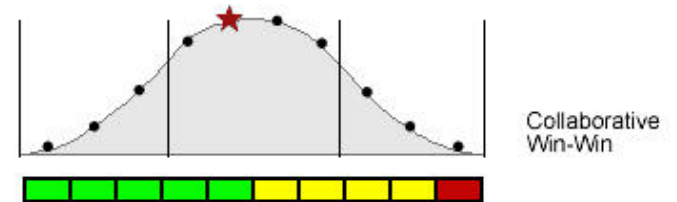
- Typically self-motivated and very competitive
- May have difficulty working with team-based incentives
- Highly motivated by individual rewards and incentives
- May not be collaborative with team or co-workers

**Question:** Describe a scenario where you closed a sale; yet others also got paid without helping.

**Overall  
93%**

**Team**

Individualistic Competitive

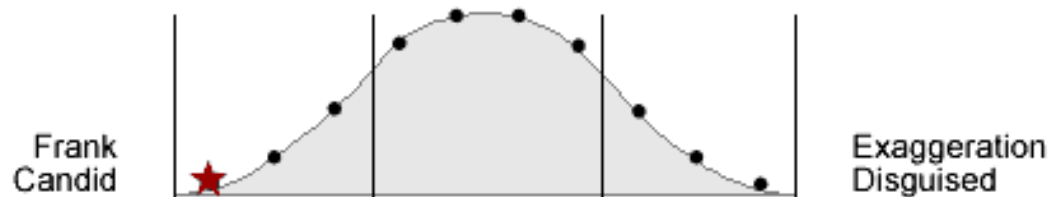


- Prefers balance between team and individual rewards
- Prefers a win-win for client and company
- Can be motivated by individual incentives with team involvement

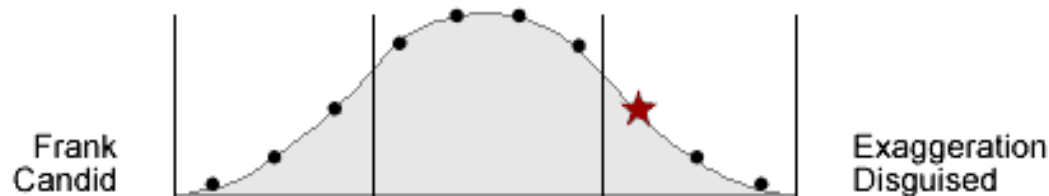
**Question:** Describe a scenario when getting others' input helped you in closing a sale.

**Overall  
79%**

## Good Impression (Social Desirability)




Sally's responses have been frank and open



**Note:** Lucy's responses have been exaggerated and therefore some of the information contained in this report may not be an accurate reflection of Lucy's core personality traits. There is no way to determine if this exaggeration is intentional or subconscious. There are some positions where a higher level of exaggeration is considered more normal such as Persuasive Sales or Marketing types of positions. There are other positions such as Bank Teller and Financial type positions where a high level of exaggeration would be considered to be more of a concern. If Lucy is a solid candidate in terms of skills, experience and attitudes, it may be important for you to spend additional time reviewing the background and references and interviewing Lucy to add additional clarification of the core traits to make sure they are a good match for your position requirements.

# Summary Report (partial sample)

[Email This Report](#)
[Print This Report](#)



**Customer Service Summary**

[Close window](#)

Date: Mar 30, 2007


Name: Sally Sample  
ID: 265494

<div style="width: 10px; height: 10px; background-color: green; border: 1px solid black; display: inline-block;"></div> Good <div style="width: 10px; height: 10px; background-color: yellow; border: 1px solid black; display: inline-block;"></div> Ok <div style="width: 10px; height: 10px; background-color: red; border: 1px solid black; display: inline-block;"></div> Poor	
---	--

---

**General Reasoning**  
(Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge

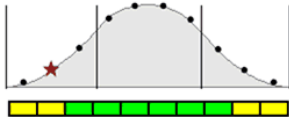
- Sally learns new information very quickly
- Better suited for Customer Service roles that require a complex solution rather than those that require a simple approach
- Sally may be seen as arrogant by others if Sally does not take the time to explain thought process thoroughly
- Can easily become bored if the product or service does not require continual learning and complex problem solving

**Question:** Tell me about a time when a customer kept asking you the same question over and over again. What did you do?

---

**Conscientious**  
(Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable


- Easy going nature may cause Sally to overlook important details
- Sally generally handles interruptions better than most people
- Better suited to Customer Service situations that do not require a detailed or thorough approach
- Important to have systems or procedures in place that force Sally to fill out forms or computer screens when details are critical and must be captured

**Question:** Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

---

**Tough Minded**

Cooperative  
Agreeable




Direct  
Determined

- Some customers may view Sally as pushy and confrontational
- Tends to be tough minded and may be argumentative with customers particularly when there is a difference of opinion
- Tends to be comfortable up-selling other services
- Given their preference to be in control, Sally may not take direction well


**Question:** Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

---

**Conventional**  
(Rules)



# Interview Question Report (partial sample)

Date: Mar 30, 2007	 <p><b>reliant</b> on-demand HR technology™</p>	Name: Sally Sample ID: 265494
<b>Customer Service Interview Questions</b>		
<b>General Reasoning (Cognitive)</b>		
<b>Question:</b> Tell me about a time when you were very motivated to do your job every day. What were you doing and what types of problems did you deal with?		
<b>Question:</b> Tell me about a time when a customer kept asking you the same question over and over again. What did you do?		
<b>Question:</b> Give me an example of a job where you were given many simple or routine tasks to perform daily. How did you handle that?		
<b>Conscientious (Organization)</b>		
<b>Question:</b> Tell me how you keep track of the details of a customer's request.		
<b>Question:</b> Give me an example of how you have followed up with a customer who asked for additional details on a product.		
<b>Question:</b> Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?		
<b>Tough Minded</b>		
<b>Question:</b> Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?		
<b>Question:</b> Give me an example of a time when you provided good service to a customer even though you were having a bad day. How did you do it?		
<b>Question:</b> Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?		
<b>Conventional (Rules)</b>		
<b>Question:</b> How have you handled a situation when a customer asked for something a little different than what you had provided them in the past.		
<b>Question:</b> How do you stay motivated to handle routine tasks that are required every day?		
<b>Question:</b> Tell me when you have given a discount to a customer that was not approved. What was the situation and what happened?		
<b>Extroversion</b>		
<b>Question:</b> Describe a time when you had to continually greet customers in an upbeat manner. How did you stay enthusiastic?		
<b>Question:</b> Give me an example of when you have lost a customer because you couldn't meet their needs.		
<b>Question:</b> Tell me how you choose between what the customer wants versus what you would like to them to have.		
<b>Stable</b>		
<b>Question:</b> Tell me about a time when you had to handle a last minute request from a customer after their order had already been		

# Performance Report (partial sample)

Date : Mar 30, 2007



Name : Sally Sample  
ID : 265494

## Introduction

This report is designed to be used by both an individual alone and/or their direct manager to better understand the individual's core traits as they relate to job specific behaviors. By understanding these behaviors, either the individual alone and/or their manager can better understand how to maximize the individual's performance. This could be relevant for a manager to get to know a new employee faster or for use with current employees to improve performance. The report is broken down into 2 parts:

- \* Basic Work Behaviors that can apply to any individual in a job and
- \* Leadership Specific Work Behaviors that relate to individuals who are responsible for managing others

## Learning New Things

- Sally usually learns new information very quickly
- Routine tasks or issues can create boredom and poor productivity
- May find it difficult to slow down and explain their thoughts to others

## Working on a Team

- Sally tends to be more competitive and motivated by individual rewards
  - Work environments that are highly team oriented and require Sally to continually collaborate with others in order to accomplish tasks will be less motivating
- Tip: The work environment for Sally should allow for individual rewards and many opportunities for them to stand out and be recognized for their individual efforts

## Planning and Time Management

- Tends to prefer a loose schedule rather than taking the time to plan everything out in advance
  - Sally's faster learning speed allows for bigger picture thinking and the ability to compensate for lack of detail planning
- Tip: It is important that Sally take the time every day to plan for the most obvious things that need to be handled; best to do this planning whether at the end of the day or at the beginning of the day when there are minimal interruptions; even 10 to 15 minutes a day will make a difference



# Creating Desktop or Kiosk Links for Assessments

(Allowing New Participant Self Registration)

Reliant Assessments  
Using Assessments

Reliant Assessments  
Getting Started

Reliant Assessments  
Reporting

# Log in to Your Account & Emailing Yourself an Invitation

- ✓ This method allows you to let participants self-register
- ✓ You will generate an email to yourself with the test hyperlink information
- ✓ **Use the New Participant Invitation to send an email to yourself**
- ✓ **Click “New Participant Invitation” in the menu bar**

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account

**Select or Edit** (Active Participants) 

Today	This Month	Last Month	YTD	Inactive	All
1	1	0	1	1	4

---

Displaying 1 to 3 of 3 Records

Select	Date	Test	Last Name	First Name	Company	Dept/Title	Phone	Email
<input type="checkbox"/>	5/31/07	P <a href="#">Edit</a>	Tester,	Bobby	Testing Company	Supervisor	123-4567	btester@testing.com
<input type="checkbox"/>	10/12/06	P/C <a href="#">Edit</a>	willis,	sally sue	willis trucks	tester	555-555-5555	sally@willistrucks.com
<input type="checkbox"/>	10/3/06	P/C <a href="#">Edit</a>	Demo,	John	Acme Parts Supply	Customer Service		john@demo.com

Page 1 [Show All](#)

## *Emailing the Invitation– cont'd*

- ✓ Choose the required assessment(s)
- ✓ You must create a link for each alternative test option by clicking on the Assessments you want to include

Reliant Live

### **Choose Assessment Invitation**

Choose the type of assessment invitation by clicking the appropriate button below.

Personality (only)

Cognitive (only)

Personality, Cognitive

**Note:** The Attitude Assessment is designed to be used for applicants in a pre-employment situation only.

Attitude (only)

Personality, Attitude

Cognitive, Attitude

Personality, Cognitive & Attitude

## Emailing the Invitation – cont'd

- ✓ Enter your email address in the **To:** field

[Active Participants](#) | [New Participant Invitation](#) | [Add Participant's Paper Assessment](#) | [Search Participants](#) | [Help](#) | [Account Info](#) | [Log out](#)

Demo Account  
**Assessment Invitation Email**

\*Tip - To mass mail invitations using MS Outlook or other email programs, simply email invitation to yourself and then forward it using your mail list.

**Personality, Cognitive Assessment Invitation**  
(If this is not the correct invitation, hit the "Back" button and select the correct one.)

\*Only 1 email address per text box  
\*Make sure you have valid, correctly formatted email addresses

To:

To:

To:

To:

To:

From:

**Message:**  
(optional)  
Use this area to add your personalized message to this email.

\*Note: Participant instructions with the link and password will be automatically added to this email. ( [Sample](#) )

# Getting the URL for the Shortcut

- ✓ **The email will come to you looking like this.**
- ✓ **Right Click on the [Click Here](#) in Step 1. Choose Copy Hyperlink**
- ✓ **Open Notepad and paste in the link. The URL will look like this -**  
**<http://reliant.testingport.com/participant/index.cfm?CompanyNumber=12186&TestingPassword=9721&ProductID=00601>**
- ✓ **This is the URL you need to create the Shortcut on your Desktop**

From: Denny Meredith-Orr  
To: Denny Meredith-Orr  
Cc:  
Subject: Personality, Cognitive, Attitude Assessment Invitation

Sent: Fri 10/3/2008 1:43

---

**Personality, Cognitive, Attitude Assessment Invitation**

**\*Important:** Be sure to set aside time to complete this exercise when you won't be interrupted. Depending on which assessment(s) you have been asked to complete, it may take you anywhere from 10 to 40 minutes to finish all sections. The most common amount of time required is 20-25 minutes.

**Getting Started (2 easy steps):**

Step 1- [Click here](#) to begin

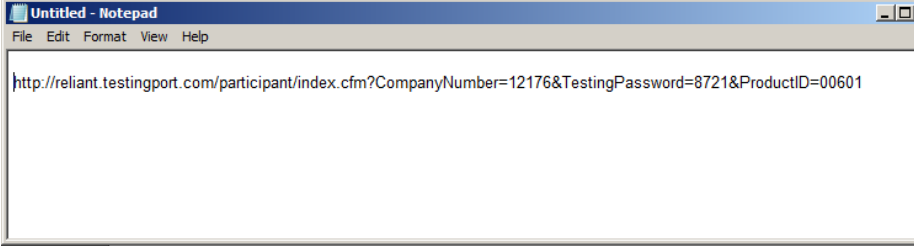
Step 2- Fill out the form on the "Participant Information" page.

If you have trouble with the link above, follow these 3 steps:

- 1- Type or cut and paste the address below, into the address bar of your browser:  
<http://reliant.testingport.com/participant/index.cfm>  
(Hit the "Enter" key)
- 2- "Login" page - enter the following password:  
.  
(Hit the "Enter" key)
- 3- "Participant Information" page - fill out the form.

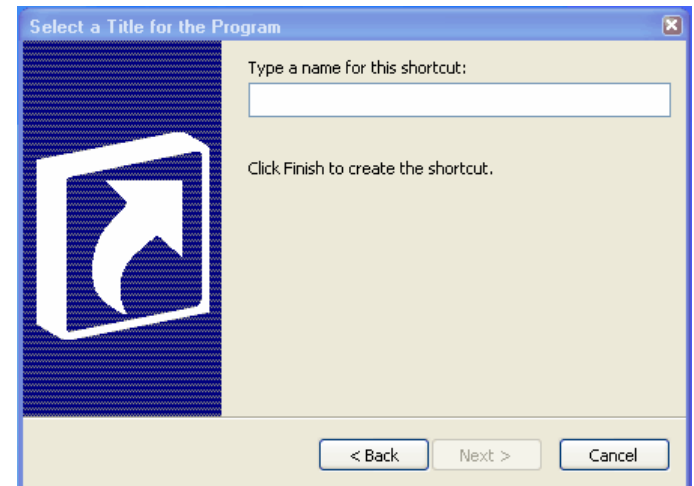
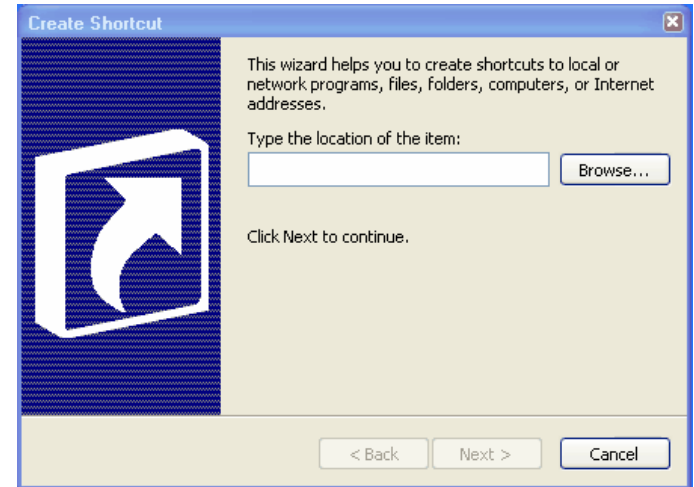
Thank You

**Right Click, Choose Copy Hyperlink, Paste in Notepad**



## Creating the Shortcut

- ✓ **Right Click anywhere on the Desktop to bring up the Shortcut Wizard**
- ✓ **Copy & Paste the link into the text box labeled "Type the location of the item:"**  
*(\*Caution: Be sure the copy & paste the entire link or it will not work)*
- ✓ **Click the Next Button**
  
  
- ✓ **Type in the Name you want to use for the Shortcut**
- ✓ **Click the "Finish" button and your new shortcut will appear on your desktop.**



## Participant Self Registration

- ✓ When a Participant clicks on the shortcut this screen will appear.
- ✓ Participant should complete the **New Participant** area and click New Participant at the bottom to submit and complete registration

**Participant Information**

**Previous Participant**  
(If you have a Participant ID number, enter it here and hit the "Previous Participant" button.)

Participant ID:

OR

**New Participant**  
(If you are a new participant, fill out the form below and hit the "New Participant" button.)

First Name:  (required)

Last Name:  (required)

Company:

Title:

Location:

(An Email Address or Phone Number is required.)

Email Address:

Phone Number:

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## Participant Records

- ✓ A series of screens will appear asking Participants to confirm registration info and for additional Optional information as shown below.
- ✓ **Clicking on Continue will take them to the first Assessment**

The questions below are optional. The information collected on this page is not shared with the employer or any other third parties, and is only used internally by the test developer for purposes of the ongoing research of this assessment tool.

**Thank you for your assistance!**

Current Career Path:

Age:

First Language:

Education:

Race/Ethnicity:

Sex:

# Reliant Assessments Help Documentation

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Reliant Assessments  
Getting Started

Reliant Assessments  
Reporting

Reliant Assessments  
Using Self-Registration & Kiosk

## **Reliant**

320 South Boston  
Tulsa, OK 74103

Email: [Info@reliantlive.com](mailto:Info@reliantlive.com)

Phone: 888.825.6080

Web: [www.reliantlive.com](http://www.reliantlive.com)