

- SELECT
- DEVELOP
- LEAD

HOGANSELECT

ADVANTAGE

AN OFF-THE-SHELF SOLUTION FOR CANDIDATE SELECTION

Report for: Kelly Warren

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

DEPENDABILITY

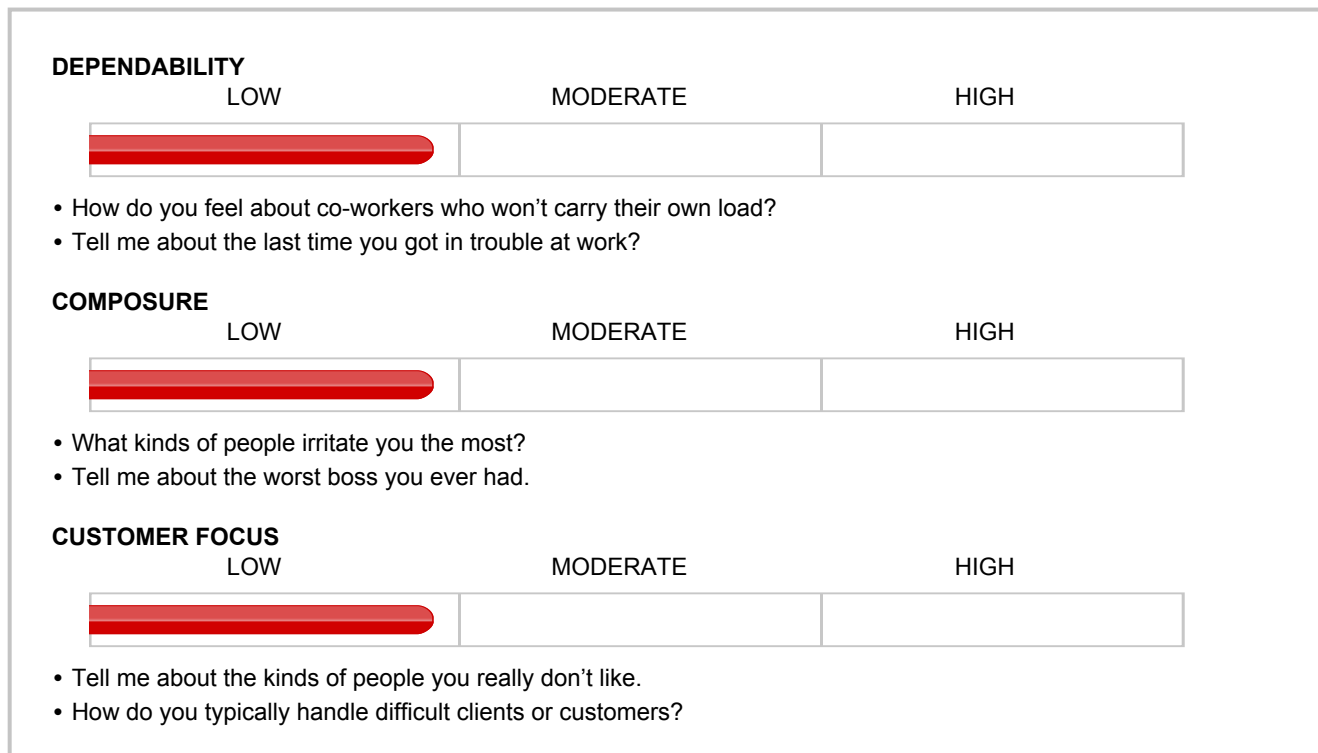
This scale concerns the degree to which a person will follow established rules and procedures, make work and work-related activity a priority, accept supervision, and follow through on assigned tasks and responsibilities. Persons with high scores tend to be hard-working and reliable. Persons with low scores are more likely to be careless, uneven in their job performance, and potentially rebellious or insubordinate.

COMPOSURE

This scale concerns the degree to which an employee can handle stress and pressure without becoming upset or emotional. Persons with high scores remain calm, relaxed, and focused on the job even under pressure. They are usually in a good mood. Persons with low scores are more likely to become visibly upset. They are easily frustrated, nervous, and irritable, requiring extra attention and reassurance.

CUSTOMER FOCUS

This scale concerns a person's capacity to relate to clients or customers in a friendly, positive, and helpful manner. Persons with high scores will listen effectively to customers' questions or problems and will be polite, patient, attentive, and helpful. Persons with low scores are more likely to be irritable, abrupt, or even rude in responding to customers' concerns, often making it difficult to resolve the problem effectively.



THIS CANDIDATE'S OVERALL EMPLOYABILITY SCORE IS 3