



Achiever® Assessment Report

Report prepared on: **Jane Sample**

Franchisee

LMI

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Report Type: General

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Mental Aptitudes

Mental Acuity



Ms. Sample is high in Mental Acuity, indicating she is a fast thinker with an above-average critical thinking ability. Reasoning skills are good and she should have a good ability to make responsible decisions and solve challenging problems within a short period of time.

Business Terms



Jane has an above-average understanding of business terminology, indicating she has had some exposure to business matters either on the job or in a business class.

Memory Recall



Ms. Sample is very interested in events happening in the world around her and should have a strong knowledge of competitive information and techniques, as well as economic trends which relate to her job.

Vocabulary



Ms. Sample has exemplary general English vocabulary skills, enabling her to communicate effectively with others on all levels. She should be capable of relaying even the most complex information to others.



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Numerical Perception



Jane's Numerical Perception score is an indication that she may have a vision or concentration problem. Unless corrected, any work that requires that close attention be paid to detail may be difficult for her to complete quickly and with a necessary degree of accuracy. Tension may also interfere with concentration. If she also has a low score in Mental Acuity, she may be a slow reader or she may not have understood or followed the directions at the beginning of this evaluation.

Mechanical Interest



Ms. Sample's level of interest in mechanical devices is average.

Personality Dimensions

Energy



Ms. Sample has a good level of energy and takes an energetic approach to work and other matters. She has a high drive level, but is generally able to control energy sufficiently to concentrate and accomplish assignments in a timely, yet effective manner.

Flexibility



Jane is a very quality-minded, reliable individual with a high degree of integrity and strong ethics. She has a strong interest in providing quality service and products to customers, but is not very flexible or adaptable to change. This could cause her to experience difficulty handling multiple job demands and assignments. She tends not to be an innovative, free-thinking person who creates new ways of doing things or new uses for existing applications of products or services, but rather will be one who sticks with proven applications as much as possible. She is likely to agree to change only when she is convinced the change is necessary. Even though the company can trust her and know she will be concerned that customers' needs are being met, they cannot expect frequent, imaginative or fresh ideas from her.



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Organization



Ms. Sample is extremely organized and oriented to planning her time and activities. She generally plans everything in advance and makes the best use possible of the time and resources she has available to her to reach organizational goals and priorities. Ms. Sample requires a good deal of structure, often assigns a specific time to each work assignment, and may spend so much time planning that she leaves too little time for implementation of plans.

Communication



Jane has an interactive, sharing style of communicating and will be a good collaborator who will share her own thoughts and knowledge with others. Even though she is open and interactive and feels comfortable articulating her thoughts to people, she does not require constant contact with people to be content.

Emotional Development



Ms. Sample has a good level of self-confidence and self-esteem, but not so much as to be unrealistic. She is willing to wait a reasonable time for results without becoming upset or frustrated.

Assertiveness



Jane will express her opinions and effectively and professionally defend her decisions and ideas when challenged, but is also willing to consider the ideas of others. She will have the ability to influence others and direct their activities without appearing too aggressive or overbearing.



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Competitiveness



Ms. Sample enjoys competition and is most successful when she is contributing to a group competitive effort. She has a competitive spirit and desire to win, and will work hard to help the team achieve its goals, but may avoid competition against co-workers, feeling that this type of competition could ruin good relationships with others.

Mental Toughness



Jane can empathize with co-workers, team members, customers and others, but has enough mental toughness to deal with negative aspects of the job. She can work long hours meeting critical deadlines and other organizational objectives, without becoming unduly discouraged, and only occasionally will need reinforcement and support.

Question/Probing



Jane is trusting, but also cautious. She will ask reasonable, but direct, questions to determine the motives behind a decision or action, and will probe to better analyze a situation.

Motivation



Jane needs some job security and will take risks only when she is convinced that she is unlikely to make a mistake or fail. If a goal is important to her, she will be more likely to take decisive personal action in order to reach it or put forth extra effort and hours to complete the project, but she remains more easily motivated by security than achievement.



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Validity Scales

Distortion



Ms. Sample is reasonably fair in assessing her strengths and weaknesses. She has some characteristics that she is not completely happy with and tends not to show others. The validity may be slightly affected by her indirect answers.

Equivocation



She has scored within our acceptable equivocation range.

This report is confidential and is an opinion based on assessment results only. Its contents should contribute approximately 1/3 to developmental discussions since it is only one of several evaluatory and feedback resources.



Mental Aptitudes

		1	2	3	4	5	6	7	8	9	
Mental Acuity	Slow to Learn							7			Fast to Learn
Business Terms	Uninformed							7			Knowledgeable
Memory Recall	Unaware							7			Aware
Vocabulary	Limited								8		Strong
Numerical Perception	Imprecise			3							Accurate
Mechanical Interest	Indifferent						6				Interested

Personality Dimensions

		1	2	3	4	5	6	7	8	9	
Energy	Restless				4						Calm
Flexibility	Flexible								8		Rigid
Organization	Disorganized									9	Planful
Communication	Reserved					5					Interactive
Emotional Develop.	Impatient					5					Tolerant
Assertiveness	Cooperative						6				Authoritative
Competitiveness	Team Player						6				Individualist
Mental Toughness	Sensitive					5					Tough
Questioning/Probing	Trusting						6				Skeptical
Motivation	Security					5					Recognition

Validity Scales

		1	2	3	4	5	6	7	8	9	
Distortion	Frank Answer				4						Exaggerates
Equivocation	Chose Alternate						6				Chose Middle

STANINE: The STANINE is a system of measurements which divides the population into nine parts.

AREAS OF CONCERN - Scores of 1 OR 2 in any of the following dimensions:
Energy, Flexibility, Emotional Development OR Mental Toughness are areas of concern.

NOTE: Areas with dots and brackets [• — • — •] are of primary importance with the dots and brackets reflecting the most desirable range for an individual to score in to have those characteristics. Areas without dots and brackets are secondary areas that provide additional information regarding the individual. Scores within this range are shown with a number inside a blue circle. Those outside the desired range, or with no range identified, will have a number inside a black circle.



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Leadership Traits Assessment

Introduction

This report section evaluates Jane's traits in five key areas of leadership:

- Planning
- Organizing
- Staffing
- Coaching
- Facilitating

Areas with good leadership traits are identified on the following pages as well as those where training or development would be beneficial.

Jane may or may not be one of the better people employed in a specific organization. If Jane is a top performer in your organization, when compared to top performing leaders across America and Canada, this report segment may still highlight areas where development could make the individual a still better leader. Therefore, this Leadership Traits assessment should be reviewed in light of "what could make a good leader even better," with understanding that within human beings, there is always room for improvement.



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Leadership Potential Summary Report

for: Jane Sample

Jane has good leadership potential in the following area(s):

- Planning
- Organizing
- Staffing
- Coaching
- Facilitating



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Sales Traits Assessments

Introduction

This report section evaluates Jane's traits in key areas of sales:

- Persistence and consistency
- Ability to meet and communicate effectively with people
- Ability to command respect
- Setting goals to win, excel and achieve
- Developing rapport
- Identifying need or desire
- Presenting product/service to fill prospect's needs
- Dealing with objections
- Closing the sale
- Learning speed & efficiency
- Changing, growing and learning new concepts and ideas

Areas with good sales traits are highlighted with traits identified in which training or development would be beneficial.

Jane may or may not be one of the better people employed in a specific organization. If Jane is a top performer in your organization, when compared to top performing salespeople across America and Canada, this report segment may still highlight areas where development could make the individual a still better salesperson. Therefore, this Sales Traits Assessment should be reviewed in light of "what could make a good salesperson even better," with understanding that within human beings, there is always room for improvement.



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Sales Potential Summary Report

Jane has good sales potential. Strengths Include:

- Learning speed and Efficiency
- Persistence and Consistency
- Ability to command respect
- Setting goals to win, excel and achieve
- Developing Rapport
- Identifying need or desire
- Presenting Product/Service to fill prospect's needs
- Dealing with objections
- Closing the sale

Yet, further development in the following critical area(s) will be beneficial:

- Ability to meet and communicate effectively with people
- Changing, growing and learning new concepts and ideas



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Interview Questions

Introduction

Following are the interview questions which an interviewer may choose to use in the candidate interview process.

These interview questions are generated to establish basic traits critical for all employees.

The interview questions that follow are for a candidate who has prior work experience. In the event the candidate does not have prior work experience, the questions may need to be modified by the interviewer to fit the situation.



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Interview Questions for Mental Acuity

Mental Acuity - Measurement of how quickly an individual comprehends information and is able to reason through and solve problems.

Very strong
evidence of skill
is not present

Strong
evidence of skill
is not present

Some
evidence of
skill is present

Strong
evidence of
skill is present

Very strong
evidence of
skill is present

Probes

Describe your most challenging job. What made the job so challenging?

Give me an example of a time you were faced with a problem for which there appeared to be no solution. What steps did you take to resolve the issue?

All jobs, over time, can become monotonous and routine. Tell me how you keep yourself challenged, motivated and enthusiastic about a job once you've learned and become proficient at it.

What was the last major skill or course of study you accomplished? Did you learn this skill or gain this knowledge on the job, or on your own?

Interpretive Guides

Did the candidate describe circumstances which are likely to occur in this position? Does the candidate appear to accept responsibility and find ways to keep him/herself motivated?

Does the candidate appear to have good reasoning skills and the ability to resolve problems? Does it appear the candidate takes calculated risks in order to resolve crises? Is the candidate willing to admit limitations and ask for the input of others?

Does the candidate have a way to deal with boredom and keep him or herself challenged? Are there other activities the candidate enters into in order to obtain mental challenge? Is the candidate willing to take the initiative to learn new things without being directed to do so by management?

Is the candidate willing to keep skills and knowledge honed? Does it appear the candidate functions below his or her level of capability? Does it appear the candidate realizes his or her high mental ability and uses it to full advantage?



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Interview Questions for Flexibility

Flexibility - Measurement of the individual's level of flexibility, creativity, integrity and adaptability to change.


Very strong
evidence of skill
is not present


Strong
evidence of skill
is not present


Some
evidence of
skill is present


Strong
evidence of
skill is present


Very strong
evidence of
skill is present

Probes

Tell me about a time you found yourself in a set of circumstances in which you had to make a decision on a matter with no guidelines or precedents to follow. Describe the circumstances and how you dealt with them.

Tell me about a time in a previous job when your employer or supervisor asked you to do something unethical. How did you handle the matter?

Describe how you handled an assignment which you were expected to complete on an expedient basis with little or no direction.

Give me an example of a time you were given an impossible deadline to meet on a project. What steps did you take to resolve the problem?

Interpretive Guides

Did the candidate exhibit good judgment in his or her decision-making? Was the decision based on facts or emotions? Did the final decision exhibit good leadership skills?

Did the candidate take a firm stand on personal values and principles? Did the candidate take appropriate, mature action? Did the candidate exhibit good judgment in the method in which he or she handled the situation? Was there any indecision on the part of the candidate?

Did the candidate become anxious without specific guidelines to follow? Does the candidate exhibit the ability to make decisions independently? Did the candidate show indecisiveness or was the candidate hesitant to act on his or her own?

Did the candidate meet the deadline in an appropriate manner? If the candidate cut corners to achieve the deadline, did the actions he or she took show sound, good judgment? Does it appear the candidate can make decisions or take quick action in crisis situations?



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Interview Questions for **Organization**

Organization - Measurement of the individual's desire to organize assignments and projects to better utilize time and resources.



Very strong
evidence of skill
is not present



Strong
evidence of skill
is not present



Some
evidence of
skill is present



Strong
evidence of
skill is present



Very strong
evidence of
skill is present

Probes

How did you keep yourself organized in your previous job? Did you plan on a daily, weekly or monthly basis? What planning tools, if any, did you utilize?

What percentage of your previous job was detail-oriented versus the percentage which required you deal with other people? Which did you prefer and why?

Tell me about a time when you planned a project or task in advance and then were forced to change your plans at the last minute. How did that make you feel?

Tell me about a time when you would have done better by "winging" it, rather than sticking with your planned course of action.

Interpretive Guides

Does the candidate tend to plan daily, leaving little room for changes, interruptions or other situations which might alter his or her plans? Does the candidate utilize a variety of planning tools which might result in his or her being inflexible towards changing plans?

Is the percentage of detail-oriented versus people-oriented tasks approximately the same in this position as the candidate's last position? Will the position involve a higher degree of the type of work the candidate prefers?

Do changes to his or her schedule frustrate the candidate? Is the candidate able to adapt his or her schedule to meet changing needs?

Did the experience teach the candidate the necessity of being flexible? Was the candidate able to resolve the problem in an appropriate manner?



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Development Suggestions

Introduction

The behavior of each individual is influenced by genetics, biochemistry and environment. The individual's scores related in this assessment depict the individual as of the date and time the individual took the assessment.

Major changes in biochemistry and/or environment can change the scores on the assessment. Effective training and/or development that the individual is exposed to can and should also affect scores.

Consequently, for those individuals who seek to achieve higher levels of productivity and success in their jobs and life, and for those employers who desire such for the people they employ, we have carefully reviewed the training and development materials available in the marketplace and have selected for recommendation those that we deem appropriate to suggest in areas where the person assessed could benefit most from growth and development. The recommended development suggestions are on the following pages. We trust that you will find these suggestions helpful.

Additionally, one year self-directed development programs are available for individuals working in sales, customer service or leadership roles. These programs provide training and development suggestions specifically tailored to these roles. Please contact the employer representative responsible for employment assessments to learn more about these programs.



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Online Courseware

Flexibility

If your work requires interaction with others, your flexibility level may be affecting those relationships. You may benefit from the following development suggestions:

Seminars / Workshops:

- Models for Management [™] by Teleometrics International
- Models For Management - Module 6: Empowerment should be of particular interest for those wanting to explore how flexibility or lack thereof relates to the empowerment of others and power dynamics.



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Online Courseware

Organization

When working with others, your organizational preferences level may be affecting how effectively you work them. You may benefit from the following development suggestions.

Seminars / Workshops:

- Effective Personal Productivity - Lesson 1: The Nature of Productivity.
- Effective Personal Productivity - Lesson 2: Goals Achievement Through Time Management