

Interview Report: Supervisor - Short Form - UK QA

10 March 2011



Applicant Information

Name:BF Test Sup UK short

Application Date:Thu Mar 10 21:44:00 GMT 2011

Applicant ID:8523575

Session ID:50711905166035154

Prepare for the Interview:

In order to conduct an effective interview, appropriate preparation needs to take place. It is important to complete the following before interviewing an applicant:

- Become familiar with the competencies associated with the job and choose one or two questions from each competency to ask the interviewee.
- Review the candidate's application or CV and make note of any issues that you need to follow-up on. Some examples of potential issues are gaps in employment or working at a job for less than a year.

Greeting and Introduction:

Now you are ready to meet the applicant. When greeting the applicant introduce yourself and provide him/her some background information about yourself. Explain the purpose of the interview, for example, 'The purpose of the interview is to determine if there is a match between your interests and qualifications and the position.' Provide the interviewee with a brief overview of the interview structure so that he/she knows what to expect. Here are some tips for structuring the interview:

- Take notes. It will make it easier to evaluate the applicants afterward without forgetting the specific details.
- Tell the applicant that there will be time at the end of the interview for any questions that he/she may have.
- At the end of the interview tell the applicant about the company and the specific job that he/she is applying for.

Ask Competency-based Interview Questions:

Now you are ready to begin asking questions. Begin with questions that you have about the interviewee's application or CV. Ask questions about his/her previous work history or any potential issues that you noticed from the CV. When these are complete, transition into the structured part of the interview by asking questions associated with competencies for the job. Probe the applicant to give you a complete answer by asking Situation, Behaviour, Outcome probes.

Bring the Interview to a Close:

When all of the questions are asked, you need to close the interview. Give the applicant specific details including the job duties, hours worked, compensation, and information about the company. Sell the position and company to the applicant by emphasising job fit, sources for job satisfaction, and opportunities for growth. Finally, close the interview by thanking the candidate for his/her time and by giving him/her a timeline for the application process.

Rate the Applicant:

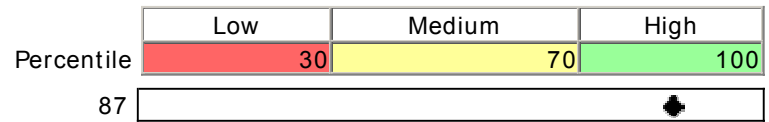
The last step is to evaluate the candidate. Some tips to help you complete a good evaluation are:

- Review your notes.
- Determine ratings for the applicant on each competency as well as an overall rating by using the anchor scales.

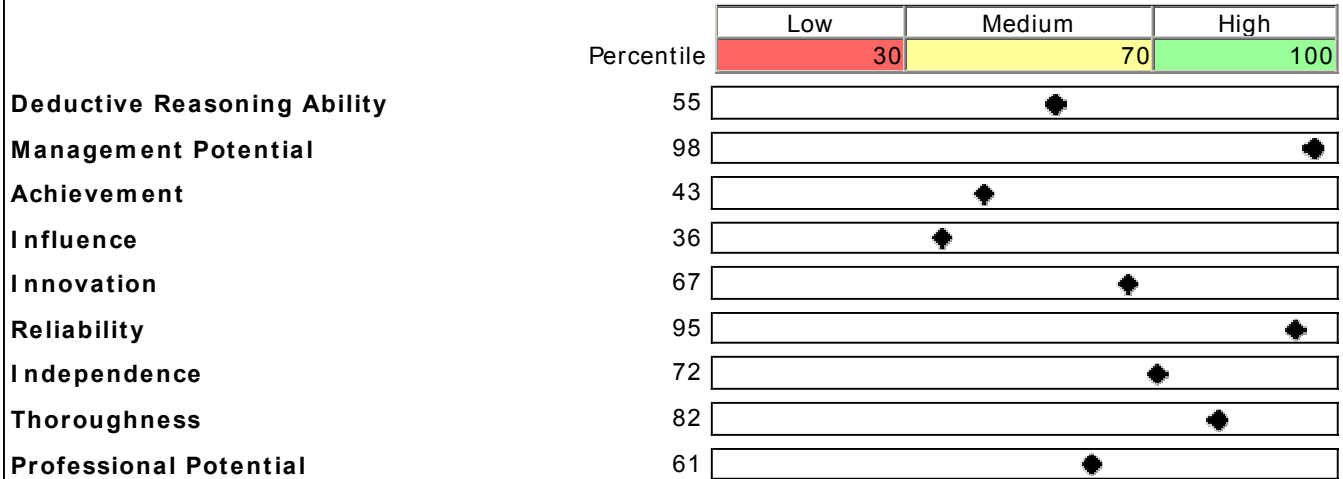
- Determine your final recommendation.

Overall Score

Recommended ✓



Detailed Results



Score Interpretation

Deductive Reasoning Ability

This assessment measures the ability to draw logical conclusions based on information provided, identify strengths and weaknesses of arguments, and complete scenarios using incomplete information. It provides an indication of how an individual will perform when asked to develop solutions after being presented with information, and whether they can draw sound conclusions from data. This form of reasoning is commonly required to support work and decision making in many different types of jobs at many levels.

This report provides information regarding an individual's ability to use sound logic to solve problems, strengthen arguments, and identify weaknesses in the propositions of others.

Tell me about a time when you had to research a problem to come to an appropriate solution.

Situation: What was the problem?

Behaviour: How did you research the problem?

Outcome: How did you use the evidence you uncovered to solve the problem?

Describe a situation in which you had to challenge a co-worker's point of view.

Situation: What was the situation? What was your co-worker trying to propose?

Behaviour: How did you challenge the argument?

Outcome: What was the outcome?

Describe a situation in which you used the information you had available to solve a problem.

Situation: What was the situation? What information was available to you?

Behaviour: What methods did you use to come to your conclusions? How did you implement your solution?

Outcome: What was the outcome?

Below Average		Average	Above Average	
1	2	3	4	5
Cannot identify what information is needed to develop a solution. Gathers incorrect or insufficient information to resolve the problem. Uses the information available incorrectly.		Can identify but has trouble locating information needed to develop a solution. May have insufficient or invalid information but can develop a generally appropriate solution with what is available.		Can accurately identify and location information needed to develop a solution. Efficiently gathers the most important and necessary information first and applies the knowledge correctly to resolve the issue.
Cannot keep challenges to an argument limited to the situation at hand. May make personal attacks irrelevant to the situation. Is unable to identify the key flaws in an argument.		Can identify basic flaws in an argument, but has trouble challenging those flaws. Arguments against the point of view may drift from the topic at hand, but generally stay close and do not get personal. Is able to identify most flaws in an argument.		Can identify faulty assumptions and invalid logic in an argument and challenges them appropriately. Keeps discussion limited to the issue at hand and handles rebuttals appropriately.
Cannot use available information to draw valid conclusions. Has faulty logic. May base decisions on evidence that is invalid or not present.		Can develop an adequate solution to a problem, but has some minor flaws with the logic used.		Can develop a logically sound solution to a problem and can identify when and what additional information is necessary.

Management Potential

This component measures the tendency to make good judgements about how to respond to work situations effectively. This is determined by scores derived from the candidate's responses to questions regarding situations one would be likely to encounter as a manager.

Tell me about a time when you received recognition for your supervisory accomplishments.

Situation: When did you receive recognition for your accomplishments?

Behaviour: What did you specifically do to receive recognition?

Outcome: What was the outcome for receiving recognition?

Tell me about a time when you suggested an idea and your colleagues used the idea to solve the problem.

Situation: What was the situation?

Behaviour: What idea did you suggest? What process was used to implement the idea?

Outcome: What was the outcome?

Tell me about a time when you went above and beyond the requirements to complete a task.

Situation: What was the situation?

Behaviour: What did you do that went above the requirements?

Outcome: What was the outcome?

Below Average		Average	Above Average	
1	2	3	4	5
Does not work well under pressure and time constraints.		Sometimes is able to handle pressure situations, while at other times is not able to handle the pressure.	Handles pressure very well from all types of sources (time, colleagues).	
Can only work on one task at a time without getting distracted.		Is able to work on multiple tasks, but at times misses deadlines.	Can balance multiple tasks and completes all deadlines.	
Does not have a clear vision of plans for the future.		Has goals for the future but does not have the desire to advance in their career.	Has explicit future goals and aspirations; has goals to continuously advance in career.	
Has not received recognition for supervisory tasks.		Has received some recognition for supervisory accomplishments.	Has received significant recognition for supervisory accomplishments.	
Does not collaborate well with others when working on a team.		Collaborates with others most of the time; may at times have difficulty accepting the ideas of others.	Collaborates well with others and is a great asset when working on a team.	

Achievement

This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterised by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

Tell me about a time when you set a challenging goal and had to go through numerous obstacles to achieve this goal.

Situation: What was the goal? What were the obstacles?

Behaviour: What actions did you take to mitigate the problems created by the obstacles?

Outcome: Did you accomplish the goal with quality work and in a timely fashion?

Tell me about a time when you had to take initiative to complete a project in a team setting.

Situation: Why did you have to take initiative?

Behaviour: What strategies did you use to take charge of the project to ensure completion?

Outcome: Did you complete the project? What was your team's reaction to your ambitious behaviour?

Describe an ambitious goal that you have met and the plan that you used to complete the goal.

Situation: What was the goal? Why did you set such a challenging goal?

Behaviour: How did you develop the plan? What did you do if you were off course with the plan?

Outcome: What was the outcome?

Below Average		Average	Above Average	
1	2	3	4	5
Only sets aggressive goals when absolutely necessary and when the motivating factor is an outside influence (e.g., supervisor).		Generally sets moderately challenging goals, but needs outside motivation to set extremely challenging goals.	Sets ambitious goals and is motivated to achieve goals by intrinsic factors.	
Gives up easily or transfers work to a peer when faced with challenging obstacles.		Usually works through challenging obstacles, but will sometimes give up if the challenge appears to be too daunting.	Perseveres through all obstacles when attempting to complete a goal.	
Avoids peer competition when completing work.		Displays a moderate degree of competitiveness if an environment is suited for peer competition.	Very competitive in applicable work situations.	
Does not work with a sense of urgency when needed and disregards time pressures for completing work.		Will work with a sense of urgency if an outside source suggests that this should be done.	Works with a sense of urgency when faced with time pressures.	
Lacks initiative, intensity, and/or drive to complete quality work.		Has initiative or intensity to provide quality work occasionally.	Approaches work with a high amount of intensity.	

Is not concerned with recognition for hard work or goal achievement.	Usually completes difficult work out of necessity and not for recognition of quality work.	Enjoys being recognised for hard work and achievements.
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Influence

This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterised by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

Tell me about a time when you had to mobilise or coordinate others to complete a team goal.

Situation: What was the situation?

Behaviour: How did you coordinate the other team members?

Outcome: What was the outcome of the team goal?

Describe a time when you had to step into a leadership role when you were working on a project within a group.

Situation: What team project were you trying to lead?

Behaviour: How did you take on leadership responsibilities?

Outcome: What was the outcome of your leadership work?

Tell me about a time when you had to influence the decision-making process of others to complete a goal.

Situation: What was the situation?

Behaviour: How did you influence others?

Outcome: What were the results of your influence?

Below Average		Average	Above Average	
1	2	3	4	5
Feels most comfortable following others rather than leading others.		Will reluctantly serve as the leader of a group when it is out of necessity.	Enjoys serving as a leader to others rather than being a follower.	
Avoids being the centre of attention during the decision-making process.		Has to be comfortable with surroundings and people to be content with being the centre of attention when making decisions.	Prefers to be the centre of attention when making decisions.	

Unwilling to take the initiative when others look for direction.	Has to feel strongly about a position before taking the initiative when others are seeking direction.	Appears very confident when directing and influencing others.
Appears indecisive or immobilised when others are waiting for an important decision to be made.	Appears somewhat confident when influencing others.	Displays effective negotiation skills when interacting with others.

Innovation

This component measures the tendency of one's creativity in working through problems and making decisions. This trait is seen as: producing novel solutions to problems; using imagination to create unique ideas or products; and logically applying multiple and inventive strategies when considering alternatives.

Describe a situation where you had to develop alternative strategies to complete your work.

Situation: What was the situation that needed new or alternative plans?

Behaviour: How did you develop the novel or inventive strategies?

Outcome: Were your alternative strategies ever utilised in future work?

Tell me about a time when you had to form new ideas and/ or practices that benefited the organisation.

Situation: What were the new ideas?

Behaviour: How did you identify the need for new practices?

Outcome: How did the organisation benefit from these ideas/practices?

Inform me about a time when you thought of and used an unconventional strategy that some team members considered risky.

Situation: What was the unconventional strategy?

Behaviour: How and why did you develop an alternative strategy?

Outcome: What was the outcome of using an unconventional tool?

Below Average		Average	Above Average	
1	2	3	4	5
Avoids creating new solutions to problems even when new solutions are		Creates new solutions to problems	Desires tasks that require novel strategies to be created	

necessary to resolve the problems.	only when necessary.	using creativity and innovation.
Attempts to avoid work that involves analytical techniques.	Usually motivated by an outside source to utilise analytical techniques.	Utilises analytical techniques when solving complex problems.
Does not develop alternative strategies to complete tasks by using creativity and logic.	Prefers to use traditional methods instead of using creativity and innovation when attempting to solve complex problems.	Appreciates multiple perspectives when resolving a difficult problem.
Does not seek opportunities to solve complex problems with innovative and creative solutions, and usually delegates these tasks to co-workers.	Exercises innovative techniques and looks from multiple perspectives only out of necessity, but still has the ability to do so.	Continuously seeking opportunities to improve current techniques and methods of problem solving.

Reliability

This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterised by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

Tell me about a time when you had to complete many routine and dull tasks for a significant time period.

Situation: What were the mundane tasks?

Behaviour: How did you stay committed to these tasks?

Outcome: Did you complete all the dull tasks?

Describe a situation where you had to prioritise levels of a project and develop and follow a project plan.

Situation: What project were you working to complete?

Behaviour: How did you prioritise and plan?

Outcome: What was the outcome of the project?

Tell me about a time when you worked with numerous deadlines, meetings, and appointments. Describe how you handled these tasks.

Situation: What was the situation?

Behaviour: How did you manage all your responsibilities?

Outcome: What was the outcome?

Below Average		Average	Above Average	
1	2	3	4	5
Avoids working on routine or mundane tasks.		Works on mundane or boring tasks on a limited basis.	Approaches work in an orderly and efficient manner.	
Appears unreliable at completing certain tasks.		Sometimes has difficulty planning for projects that contain boring work.	Motivated to fulfill work obligations regardless of the difficulty or dullness of the tasks.	
Has problems properly planning for difficult or mundane projects.		Occasionally procrastinates with work that is viewed as difficult.	Accomplishes work on time without procrastinating.	
Is likely to procrastinate with work that is viewed as dull or not interesting, and will fall behind with its completion.		Assigns work that is not stimulating to co-workers if possible.	Carefully plans for all work tasks or projects that require planning.	
Is easily distracted when bored.		Has trouble completing difficult or mundane tasks on time.	Is not easily distracted from work.	

Independence

This component measures the tendency of a person's willingness to take action and to make decisions independently. This trait is revealed in: working effectively without immediate supervision; not being overly dependent on help from others; and being resourceful in the face of challenges.

Tell me about a time when you completed work with little or no guidance.

Situation: What was the situation?

Behaviour: How did you stay autonomous with your efforts?

Outcome: What were the final results?

Describe a past situation where you were resourceful when facing work obstacles.

Situation: What were the obstacles?

Behaviour: What did you do to be resourceful in completing your work?

Outcome: What was the final outcome?

Tell me about a time when you had to complete work without supervision and describe your reaction to not having continuous supervision.

Situation: Why did you not have supervision? What was the work that you had to complete?

Behaviour: What did you do when you thought you needed help on a work matter?

Outcome: What were the results of the unsupervised work?

Below Average		Average	Above Average	
1	2	3	4	5
Is reluctant to make all decisions and complete all tasks without having co-workers provide their opinions first.		Seeks the opinions of others when making very important decisions.	Makes most decisions without seeking support from others.	
Takes a longer time to complete tasks because of the support needed before a task can be completed.		Makes routine decisions and completes routine tasks without the assistance of others.	Takes initiative even when provided with little detailed assistance.	
Worries easily about making incorrect decisions.		Occasionally infringes on co-workers' working time because of the guidance needed on some decisions.	Completes tasks and decisions in a timely manner without the support from co-workers.	
Constantly encroaches on co-workers' time when seeking guidance.		Has insecurities about own decision-making ability and will sometimes seek reassurance from superiors.	Does not worry about making incorrect decisions.	

Thoroughness

This component measures the tendency to be thorough and precise in approaching work and personal activities. This trait is characterised by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

Describe a situation where you had to check for errors in your work and describe why you always double check your work.

Situation: What types of errors were you looking for?

Behaviour: What was your reaction to checking all your work for errors? How did you detect the errors?

Outcome: Was your work completed error free?

Inform me of a time when you had to use organisational skills to complete your work.

Situation: What was the situation?

Behaviour: What did you do to make sure everything was organised?

Outcome: What was the final outcome?

Tell me about a time when you had to pay attention to detail to get your work completed

correctly.

Situation: What details did you have to pay attention to the whole time?

Behaviour: How did you pay attention to the minutiae?

Outcome: What were the results?

Below Average		Average	Above Average	
1	2	3	4	5
Works in a very disorganised or haphazard manner.		Works in an organised manner when the situation requires order, but will work in an erroneous manner without proper, organised methods.		Works in a very efficient and organised manner.
Focuses on the "big picture" instead of minutiae.		Checks errors in work occasionally and looks for inaccuracies in work when required.		Devotes extra time to checking for errors in work to ensure accurate products.
Usually does not check work for errors.		Has a work setting that can become disorganised at times.		Has a work setting that appears neat and organised.
Has a work setting that appears disorganised or sloppy.		Focuses at work on both the "big picture" and the details.		Pays attention to details in work.

Professional Potential

This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterised by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Tell me about the time you were most effective in putting your technical expertise to use to solve a business problem.

Situation: What problem did you face?

Behaviour: What technical skills did you use? What methods did you use to apply this expertise?

Outcome: What impact did this have on the problem?

What do you do to ensure that your professional/ technical knowledge is up to date and keeps you on the cutting edge of the industry?

Situation: How often do you update your knowledge?

Behaviour: What do you do to ensure that others also obtain this knowledge? How do you use technical resources available to you in your organisation?

Outcome: How do you learn about professional or technical developments?

Describe the best compliment or recognition you received for your understanding of the business and its customers.

Situation: What was the compliment or recognition you received? What was your understanding of the business and your customers that merited recognition?

Behaviour: What did you do to learn about the industry's history and customers? What did you do to learn about potential competitors?

Outcome: What impact did this recognition have on your work?

Below Average		Average	Above Average	
1	2	3	4	5
Fails to consider and incorporate prior experience when facing new problems.		Draws upon prior experience when facing problems similar to ones encountered in the past.	Uses approaches and ideas used to solve past problems when faced with new problems, even if the problems are seemingly unrelated.	
Explores only the surface of his/her knowledge when identifying solutions to problems; stops looking at problems once the most obvious solution has been identified.		Searches knowledge and expertise for a different solution if the obvious one will not work.	Thoroughly probes and stretches his/her knowledge for the best solution; keeps looking for alternative solutions even after one or two obvious solutions have been identified.	
Does not take steps to keep technical knowledge up to date.		Will occasionally be involved in projects to keep technical knowledge up to date.	Continuously works to keep technical knowledge up to date.	
Has not received recognition for technical expertise.		Has received some recognition for technical expertise.	Has worked to receive recognition for his/her technical expertise.	