

FindingPotential Situational Judgement

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Analysis Report: Retail



CANDIDATE: JAYNE BRIGHT
REPORT GENERATED: 22/06/2021
SENSITIVITY: HIGH

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Introduction

This report is confidential and is intended solely for the person responsible for assessing **Jayne Bright**, who completed a FindingPotential Situational Judgement Test for Retail Roles on **22/06/2021**.

The situational judgement test is designed to assess **four core areas for success** in managerial roles. The four competency areas assessed are defined below.

Relating to Customers

Tries to understand customers' needs, checking that the customer is happy. Explains things in language that the customer can understand, remaining helpful when dealing with a challenging customer.

Taking Action

Thinks ahead and anticipates what needs doing, showing initiative to make sure it happens. Takes the action to make sure customers' needs are met, taking decisions where they have the authority to do so.

Resilient

Stays calm when under pressure. Keeps going when things become difficult, staying focused when tired and under pressure. Keeps things in perspective when faced with setbacks.

Working in a Team

Gets on easily with people, respecting different styles and ways of working. Works with others to make sure goals are achieved, helping out when things get busy.

The results of the test are **valid for 12 months** and should be **kept confidential**.

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Profile

The following summarises Jayne's performance on the FindingPotential Situational Judgement Test for Retail Roles. It provides:

- An overall score, expressed as a percentage of the maximum possible score, based on her responses to all 16 questions.
- A percentage score for each of the four competencies.



Strengths & Weaknesses Profile

The scores shown are percentages of the maximum possible score for each competency.

Competency	« Weakness	Strength »
Relating to Customers Tries to understand customers' needs, checking that the customer is happy. Explains things in language that the customer can understand, remaining helpful when dealing with a challenging customer.		67
Taking Action Thinks ahead and anticipates what needs doing, showing initiative to make sure it happens. Takes the action to make sure customers' needs are met, taking decisions where they have the authority to do so.	25	
Resilient Stays calm when under pressure. Keeps going when things become difficult, staying focused when tired and under pressure. Keeps things in perspective when faced with setbacks.		50
Working in a Team Gets on easily with people, respecting different styles and ways of working. Works with others to make sure goals are achieved, helping out when things get busy.	38	



Performance

The following provides a detailed description Jayne's performance, classifying her responses to each competency as a strength, moderate capability or an area of likely weakness.

Strengths

There are no areas of strength.

Moderate Capability

Jayne has demonstrated **moderate capability** in terms of **Relating to Customers**. This means whilst she has demonstrated some capability in relation to this competency, it also an area where she is likely to benefit from some additional development.

Jayne has demonstrated a **moderate likelihood** to be **Resilient**. This means whilst she has demonstrated some capability in relation to this competency, it also an area where she is likely to benefit from some additional development.

Jayne has demonstrated **moderate capability** in relation to **Working in a Team**. This means whilst she has demonstrated some capability in relation to this competency, it also an area where she is likely to benefit from some additional development.

Weaknesses

Taking Action is an area of **weakness** for Jayne and is an area that requires ongoing development. She is someone who will probably wait for instructions rather than showing initiative, waiting for others to make decisions rather than doing so herself. As such, she is unlikely to always meet customers' needs.