

Chally Assessment™

How to Read a Coaching
and Development Report

The Chally Assessment™

The Chally Assessment™ helps you take the guesswork out of talent management by giving you insight into the motivations and natural aptitudes of each person on your team or in your candidate pool.



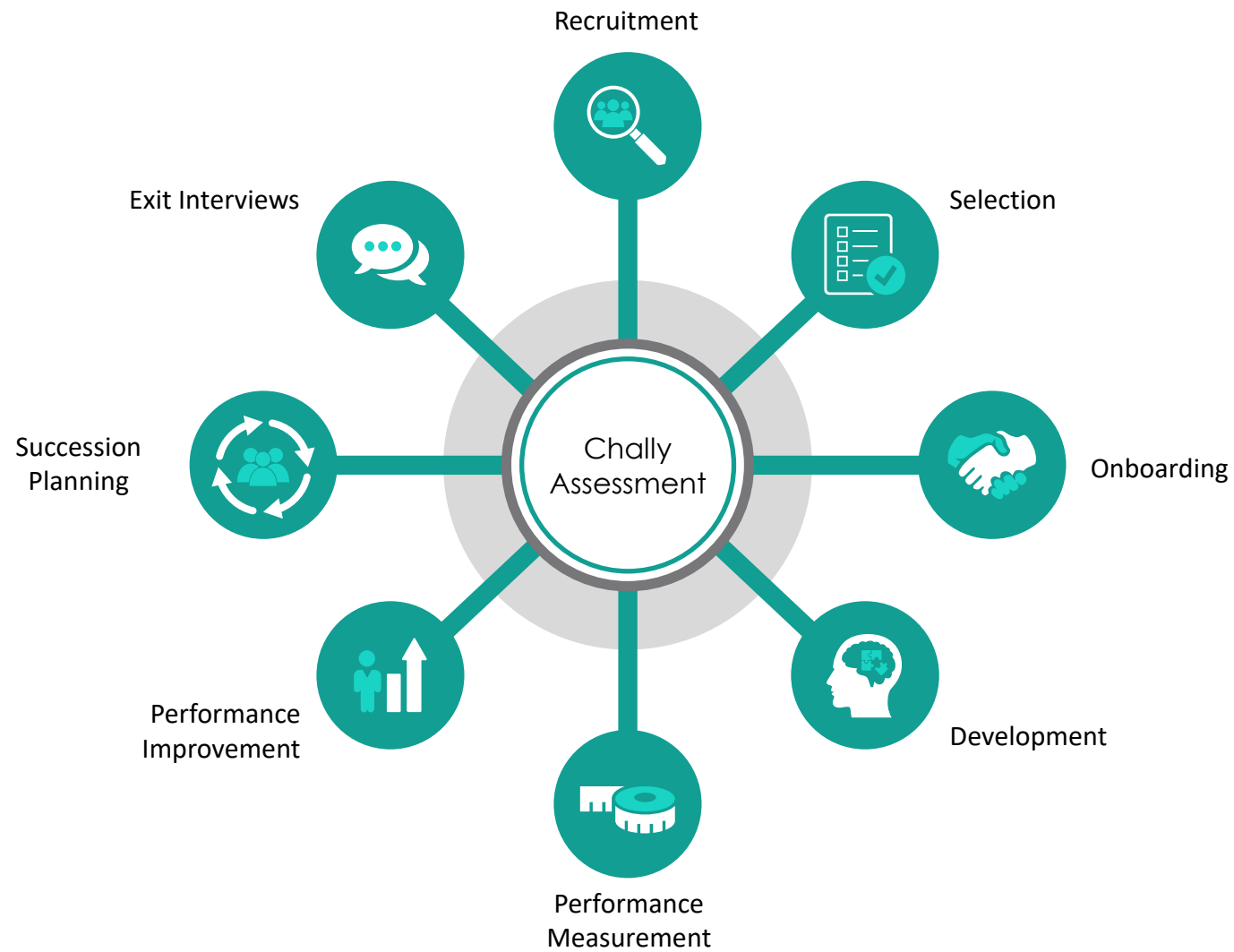
Make better
hires



Focus your
development
dollars



Build a more
competitive sales
force



Coaching and Development Report

October 26, 2020

Assessment Results

Name

Profile/Index

Jane Smith

New Business Development Benchmark

Summary

The table below indicates this individual's natural aptitude for the competencies that are critical for success in this type of role. Here are some guidelines for how to interpret results:

- Clear Strength: This individual possesses the highest potential to successfully demonstrate the competency. Associated behaviors will be natural, and the individual should excel in this area.
- Emerging Strength: This individual possesses the potential to successfully demonstrate the competency. It is likely that they can achieve (or have achieved) excellence in this area with deliberate learning and practice.
- Area for Development: This individual may have the potential to successfully demonstrate the competency. However, in order to develop, they will likely need focused training and must be willing to accept coaching.
- Not Natural Strength: This individual does not possess the natural tendency to demonstrate the competency. This does not mean the person cannot perform or is not performing. More likely, ongoing support and coaching will be required along with "work arounds" in order to maximize effectiveness.

Critical Competencies

Networks Effectively	Emerging Strength
Analyzes and Resolves Customer Problems	Clear Strength
Uses Standard Discovery Questions to Qualify Prospects	Not a Natural Strength
Commits Extra Effort to Ensure Success	Emerging Strength
Closes Through Incremental Steps	Clear Strength
Seizes New Opportunities	Emerging Strength

Validity Score

The validity scales within the assessment indicate that this individual was open and candid in answering the questionnaire.

Chally Assessment™

Coaching and Development Report
Jane Smith

Prepared for:
Chally Assessment, LLC

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In-depth results for New Business Development Benchmark

COMPETENCY 1/5

Networks Effectively

Takes a proactive approach to business/social interactions; will expand contacts consistently; is comfortable meeting new people and stimulating the conversation

Not a Natural Strength

Area for Development

Emerging Strength

Clear Strength

Score Interpretation

This individual is typically comfortable moving between people or groups both familiar and unfamiliar as this is an opportunity for potential business dealings in the future. For the most part, they have little difficulty expanding a contact list because they enjoy meeting new people and they will greet these people in an enthusiastic and friendly manner.

COMPETENCY 2/5

Analyzes and Resolves Customer Problems

Objectively analyzes a problem situation and takes steps to provide a solution; identifies the root of the problem before pressing for a resolution; remains engaged until a solution is reached; tries to see all sides of the problem and thus understand others' assessment of the issue or response; takes personal responsibility for identifying a resolution

Not a Natural Strength

Area for Development

Emerging Strength

Clear Strength

Score Interpretation

This individual remains focused on solving the main problem and will not simply provide temporary solutions or quick fixes. They are eager to determine the true nature of the issue and interested in understanding others' perspectives and determining a root cause. Once they have isolated and defined the problem, they take ownership of it. Even if they draw on the expertise of others to help solve the issue, they will remain involved until a satisfactory resolution is reached.

Key Motivational Characteristics

Motivational Characteristics

They enjoy coming up with new processes and take pride in developing unique solutions. They would prefer a fresh approach with an eye toward substantial long-term results as opposed to refining a well-tested system already in place. They will become restless and tempted to redesign processes rather than work to make incremental improvements.

Manager's Tips

Encourage them to consider how much time has been allowed to deal with unexpected barriers to new plans. They may prefer to spend time on breakthrough solutions, but these innovations could be blocked by unforeseen obstacles that could render the new system less efficient than the old. Be sure there are back-up plans in place and that the advantages of taking a new route versus modifying existing processes have been weighed. If nothing can be gained, encourage them to save their creative energy for more valuable projects.

Motivational Characteristics

This person is highly self-satisfied and not distracted by the need for approval of others. They are confident in their ability to complete tasks and may not objectively evaluate how their actions could impact results because they truly don't expect to be the cause, even indirectly, of any potential downsides. As a result, they could dismiss constructive criticism.

Manager's Tips

Make it clear to them that in order to ensure that goals are attained, it is critical for everyone to perform regular self-analysis. Although they may not believe that their behavior could jeopardize results, they need to realize that even the strongest employees have behavior patterns that could impact goal accomplishment. Get them into the habit of taking an objective look at their actions and the possible ramifications if they do not make needed adjustments.

Motivational Characteristics

This individual does not appear to be bothered by stressful situations. They are able to function effectively, even under large amounts of pressure, because they're able to maintain perspective. This attitude helps them to achieve goals, but it could also give the impression that they don't care enough about the situation to be worried.

Manager's Tips

When stressful circumstances arise, be sure that they address the worries of others, but also explain that not everyone reacts to pressure in the same manner. They should convey that they understand and even share others' concerns, but believe that by keeping the goal achievement in focus, the crisis will soon pass and original objectives will still be met.

Motivational Characteristics

This individual will offer assistance to others and strives to present themselves as a professional resource. A good deal of their satisfaction comes from sharing expertise and experience with those who are less knowledgeable, so they tend to give advice to everyone, whether it is requested or not. If forced to limit the amount of help they give, they could lose motivation and find the job less satisfying.

Manager's Tips

Since their professional image is important to them and they enjoy educating people, they need a work environment that provides opportunities to share knowledge. However, they must learn the limits of offering help or sharing knowledge. Be sure they are aware of their responsibilities and know when to draw the line on sharing expertise. Encourage them to limit the unsolicited advice and focus on teaching those who truly need and desire help.

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Coaching and Development Report

Assessment Results

Name

Profile/Index

Jane Smith

New Business Development Benchmark

Summary

The table below indicates this individual's natural aptitude for the competencies that are critical for success in this type of role. Here are some guidelines for how to interpret results:

- Clear Strength: This individual possesses the highest potential to successfully demonstrate the competency. Associated behaviors will be natural, and the individual should excel in this area.
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- Area for Development: This individual may have the potential to successfully demonstrate the competency. However, in order to develop, they will likely need focused training and must be willing to accept coaching.
- Not Natural Strength: This individual does not possess the natural tendency to demonstrate the competency. This does not mean the person cannot perform or is not performing. More likely, ongoing support and coaching will be required along with "work arounds" in order to maximize effectiveness.

Critical Competencies

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Respondent's results on the competencies for the role

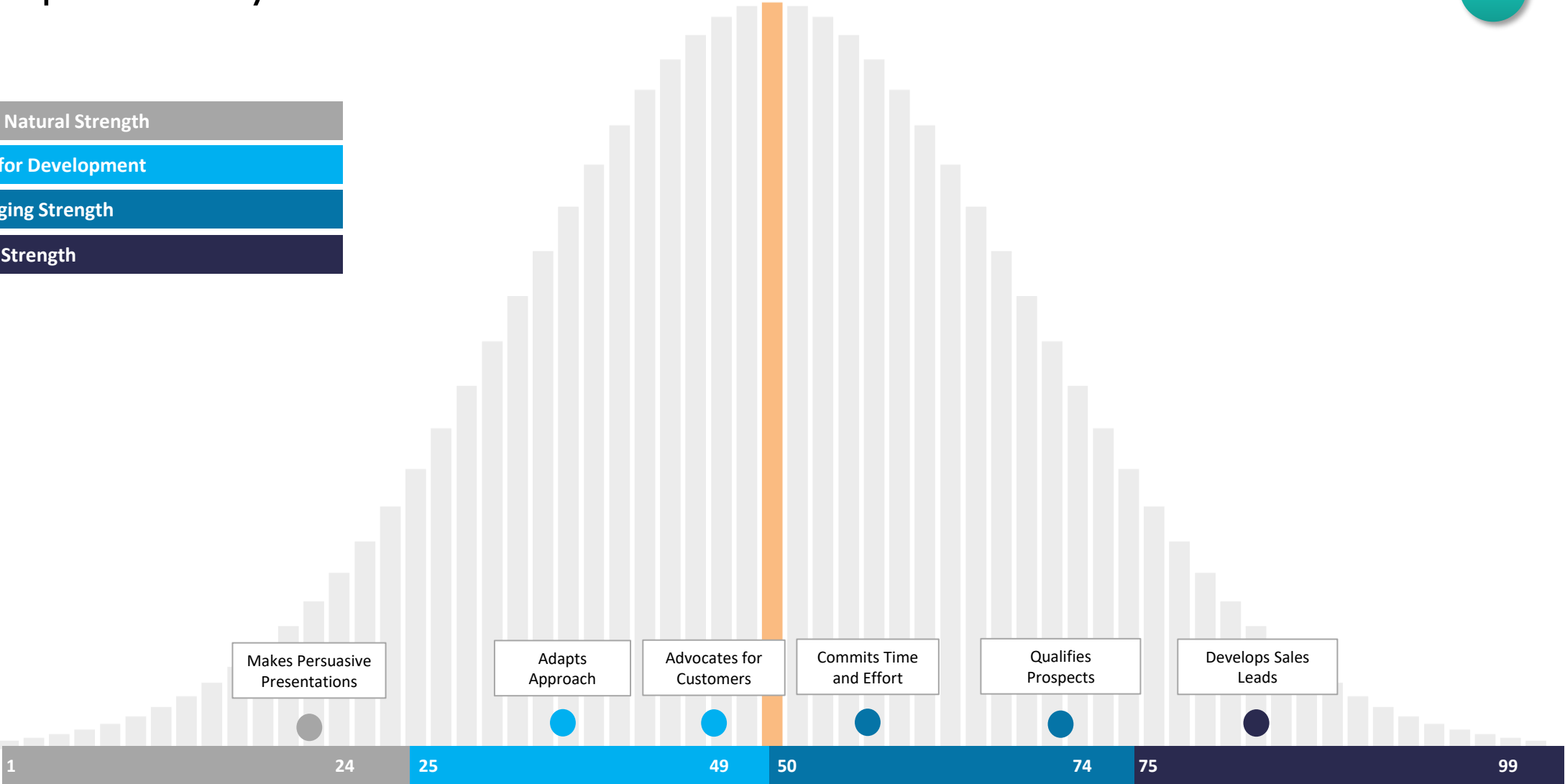
Competency Quartiles

Not a Natural Strength

Area for Development

Emerging Strength

Clear Strength



Aptitude vs Performance

As you review your team's assessment results, please keep in mind:

- The Chally Assessment is a tool to evaluate ***natural aptitude*** for specific competencies.
- A person's assessment results may be different than their ***proven performance***.
- Just because an outcome on a **competency states** that is **not a natural strength**, it **does not mean** this is an area of **weakness**. It simply means that this behavior does not come naturally.
- People who have **low scores in an area** may still **perform successfully**, depending on their **motivation and the availability** of tools and other support mechanisms.

Quartile Definitions

Clear Strength (75+): Assessment results indicate that you possess the highest potential to successfully demonstrate this competency. Associated behaviors will be natural to you, and you should excel in this area.

Emerging Strength (50-74): Assessment results indicate you possess the potential to successfully demonstrate this competency. It is likely that you can achieve (or have achieved) excellence in this area with deliberate learning & practice.

Area for Development (25-49): Assessment results indicate that you possess the potential to successfully demonstrate this competency. However, in order to develop, you will likely benefit from focused training and must be willing to accept coaching.

Not Natural Strength (below 25): Assessment results indicate that you don't possess the natural tendency to demonstrate this competency. This doesn't mean you can't or aren't performing. More likely, ongoing support and coaching will be required along with "work arounds" in order to maximize effectiveness in this area. The individual may also have clear natural strengths in other competencies that counteract the areas of non-natural strength.

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Validity: description of respondent's degree of guardedness or candor

Validity Score

1

The validity scale is about an individuals' willingness to admit limitations to others.

The validity statement in the report reflects whether the respondent:

- Was exceedingly candid in answering the questionnaire and went out of the way to admit limitations
- Was open and candid in answering the questionnaire
- Tended to create a favorable impression, downplay weaknesses, and emphasize strengths
- Was unwilling to acknowledge personal limitations and may possibly have difficulty readily accepting coaching and constructive feedback
- May have had significant difficulty completing some of the items due to either occasionally misunderstanding the meaning of the statements or responding too carelessly (Retake recommended)

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In-depth results for New Business Development Benchmark

COMPETENCY 1/5

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Key Motivational Characteristics

The motivational characteristics described below measure this individual's preferences, wants, or desires. However, this DOES NOT necessarily indicate that they currently have developed the habits or skills to satisfy these preferences. A manager may wish to note these specific motivational needs and utilize the suggested discussion points to commence a meaningful dialogue about potential with this person. These characteristics will also provide you with an indication of this individual's fit to your organization's culture.

Motivational Characteristics

Manager's Tips

They enjoy coming up with new processes and take pride in developing unique solutions. They would prefer a fresh approach with an eye toward substantial long-term results as opposed to refining a well-tested system already in place. They will become restless and tempted to redesign processes rather than work to make incremental improvements.

This person is highly self-satisfied and not distracted by the need for approval of others. They are confident in their ability to complete tasks and may not objectively evaluate how their actions could impact results because they truly don't expect to be the cause, even indirectly, of any potential downsides. As a result, they could dismiss constructive criticism.

Encourage them to consider how much time has been allowed to deal with unexpected barriers to new plans. They may prefer to spend time on breakthrough solutions, but these innovations could be blocked by unforeseen obstacles that could render the new system less efficient than the old. Be sure there are back-up plans in place and that the advantages of taking a new route versus modifying existing processes have been weighed. If nothing can be gained, encourage them to save their creative energy for more valuable projects.

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Detailed Results by Competency

Fosters Collaboration to Achieve Shared Goals

Shows skill and ease at working in groups; works with others to achieve better results and forges close working relationships and alliances in order to get things done; is quick to cooperate versus expect others to bend to own wishes; supports joint ownership and shared recognition for results; recognizes the advantages of group participation in planning and problem solving

Not a Natural Strength	Area for Development	Emerging Strength	Clear Strength
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Score Interpretation

This individual can usually be counted on to cooperate with others in a team environment and understand their personal importance within the group. They perform their role well and help other members as needed. They grasp the concept of a team as a mutual support system wherein the members rely on each other to work toward a common goal.

Competency definitions

In-depth results for Account Management Benchmark

COMPETENCY 1/6

Drives Toward Success by Systematically Managing Accounts

Consistently meets or exceeds sales targets through personally controlling the critical aspects of the sales processes; systematically works each account plan and anticipates problems in order to work around them; is driven to win customers' attention and treats their business as an honor, never letting them feel taken for granted

Not a Natural Strength	Area for Development	Emerging Strength	Clear Strength
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Score Interpretation

This individual may not see the need to commit to a higher level of personal control or dedication because they could be content as an average producer. They may see no need to change the way in which they manage the sales process because they believe their current results are acceptable. When managing accounts, they might count on the system to be totally reliable and unfailing and, hence, fail to anticipate problems that could block results achievement. Therefore, they might not know about a problem in time to take corrective action. They may be distracted by the demands of other, non-selling activities and take customers' continued support for granted. Thus, customers may not know how much their business is appreciated.

Coaching Suggestions

Remind them not to become complacent with their current sales results. Starting at their current level, gradually alter their objectives and increase their sales quota. Slowly raising standards should prevent them from producing the same results every month and eliminate the stress associated with producing exceptional sales results. Make sure they recognize the importance of implementing a system to manage accounts so they can ensure key tasks are accomplished and barriers to ongoing success are avoided. Remind them that assuming things will work out on their own, rather than working to guarantee that they do, is asking for trouble. Waiting until a problem surfaces is costly in the long run, especially when resources are wasted to rectify a situation that could have been prevented. Ensure that customers are being made to feel valued; if they feel under-appreciated or as if their business is being taken for granted, there is a risk that they could take their business elsewhere.

Score interpretations

Coaching suggestions for areas for development and competencies that are not natural strengths

Key Motivational Characteristics

Key Motivational Characteristics

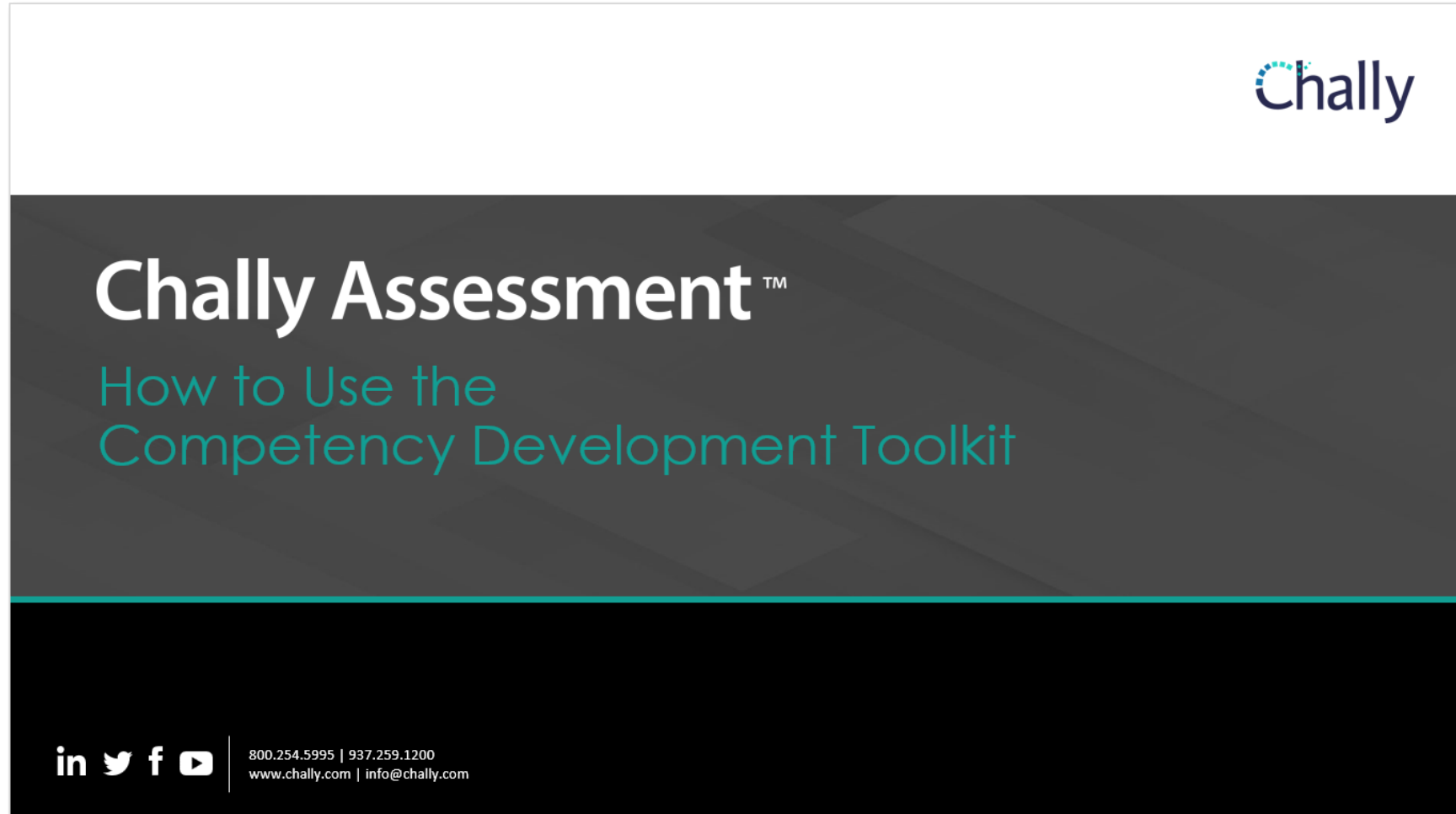
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Motivational Characteristics	Manager's Tips
This person's natural inclination is to prefer one-on-one contact rather than dealing with large groups. They will hold back in social situations until others demonstrate interest in speaking with them. As a result, they will do much better in a position which affords the opportunity to stand back and observe interactions, than one where they need to take the lead.	It is nearly impossible to force someone who is not outgoing to change. There are methods, though, to increase a comfort level in situations that require more extroverted behavior. They would benefit from frequent exposure to friendly groups where they can gain more experience with interpersonal contact and to get familiar with the way groups interact. Focus them on specifically working to meet and learn more about the groups with whom it is important to interact. To appeal to their need to rehearse, provide them with a list of sure-fire conversation starters. Also, learning which types of interaction work in a group setting and which ones don't could help them become more comfortable at times when they need to take the lead in interactions.
This person tends to put a lid on negative emotions, believing that a place of business is not the proper venue to vent frustrations. However, they may not understand that, like a boiling pot, suppressing otherwise acceptable emotions can cause them to build to the point where it negatively impacts co-workers and, ultimately, results.	Challenge them to express emotions rather than ignoring them and make sure to meet regularly so you can get them to discuss any frustrations. Explain that so long as they voice frustrations in a professional manner, there is nothing unseemly about displaying anger or irritation. Doing so will prevent volatile emotions from building to the point where they are ready to explode. Likewise, they'll seem more human and less controlled and remote to constituents.

Insights on what motivates and drives each individual

Suggestions to facilitate onboarding and management

Next Suggested Tutorial



Questions? Contact Us!

ChallyAssessment@chally.com

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Available 8:00am – 5:00pm EST; Monday-Friday



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