Coaching Report

Predictive Talent Assessment results for [company name], for managers coaching the employee.

Ø Participant		
Name	Job	Assessment taken
[John Smith]	[Account Executive]	[Feb 14 2024]

Fit for role

Fit for: Account Management	Possible fit
Competency	Score
Finds Common Ground to Work Well with Others	Not a Natural Strength
Resolves Concerns by Reducing the Impact of Obstacles	Area for Development
Closes by Building Relationships	Clear Strength
Provides Service by Empathizing with Customer Concerns	Clear Strength
Plans Communications to Avoid Offending Others	Emerging Strength
Demonstrates Strength in Convictions	Not a Natural Strength

How to interpret these results

This section provides information on an individual's capacity to demonstrate the behaviors or competencies important for this type of role. To the right of each competency listed above is a score indicating the individual's capacity for success in that area based on their assessment results. Each score falls into one of the four categories which are described below.

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.

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.

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.

Not a 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.

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Resolves concerns by reducing the impact of obstacles

➡ This competency at work

- Uncovers and resolves concerns preventing a purchase decision in a step-wise fashion;
- Creates an atmosphere that promotes listening, questioning, clarification, and resolution of customer concerns;
- Patiently chips away at customer resistance rather than ignore or discount the concerns;
- Remains objective and unemotional, and focused on removing obstacles to the sale;
- Believes strongly in the benefits the system provides and logically addresses issues which interfere with the sale;
- Configures the system to reduce these concerns and ensure maximum benefit.

Candidate rating

Area for Development

What does this rating mean?

- This individual may not create an atmosphere that encourages customers to air any objections.
- This could allow customers' feelings and emotions to rule the process for revealing any true objections.
- They may not remain objective and patiently listen to concerns, instead getting caught up in a customer's frustration.
- As a result, an appropriate solution may not be found.
- They might believe so strongly in their solutions that they refuse to acknowledge any necessary reconfiguration.
- They might be unwilling to bend to ensure that customers' objections can be alleviated.
- Consequently, they could have difficulty securing the sale.

$\ensuremath{\bigcirc}$ Guidelines for coaching

- When working with an employee who may need to improve their advocacy skills, start by engaging in open and constructive dialogue.
- Understand their perspective and any barriers they might be facing in advocating for the organization.
- Provide them with opportunities for training, mentorship, and exposure to role models who excel in advocacy.
- Encourage them to build their knowledge about the organization, its values, and its offerings.

- Set clear expectations and goals related to advocacy, and offer regular feedback and support to help them grow in this area.
- Foster a supportive environment that encourages collaboration and networking, and lead by example in advocating for the organization's interests.
- With your guidance and a nurturing environment, you can help the employee become a more effective advocate for the organization and its values.

Personal Characteristics

The 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 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.

Quiet & Unassuming

Insight

When completing tasks, this person prefers to take a specialized approach by concentrating on making sure that all the details are accurate and complete. Although this is commendable, if faced with an assignment that requires a broader view, they could lose sight of the bigger picture in order to focus on what they view as relevant details.

$\ensuremath{\bigcirc}$ Guidelines for coaching

- This individual can benefit from periodic reviews of their results to strengthen the importance of accomplishing critical goals.
- Remain aware of their need to concentrate on detail, but reinforce the need to weigh the situation before taking action.
- Explain that to be viewed in an even more professional light, they need to be able to take an objective view of a project and then identify the critical success factors.
- The test of a true professional is the ability to recognize the importance of all the elements of a project and prioritize, rather than automatically assuming that each detail is important.

Emotionally Controlled

Insight

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.

$\ensuremath{\bigcirc}$ Guidelines for coaching

- 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.

Personal characteristics

Need to Keep Busy But Stay Flexible

Insight

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.

$\ensuremath{\bigcirc}$ Guidelines for coaching

- 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.

Opportunistic

Insight

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.

$\ensuremath{\bigcirc}$ Guidelines for coaching

- 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.



About the Predictive Talent Assessment

Spark Hire's Predictive Talent Assessment predicts a candidate's capacity to succeed in a specific role. Backed by more than 50 years of research and hundreds of validation studies, it proves insights into a candidate's strengths and areas of development.

About Spark Hire

Spark Hire's hiring software drives a collective, people-driven approach to hiring, helping overburdened teams drive the connections that lead to successful hires.

Evaluate potential candidates beyond their resumes, while workflows and task automation keeps hiring teams aligned and on track. Spark Hire empowers you to manage every aspect of hiring and leave a positive impact on both candidates and hiring managers.

Our solutions include Spark Hire Recruit (applicant tracking system) and Spark Hire Meet (Predictive Talent Assessment, reference checks, and video interviews.)

Tailor Spark Hire to your needs by using Spark Hire Meet on its own or choose Spark Hire Recruit for the ultimate hiring experience. All Recruit plans include our video interviewing and assessment solutions.

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