



opq32

> **Manager Plus Report**

Name: **Mr Peter Sample**

Date: **17 April 2009**

INTRODUCTION

This report is intended for use by line managers and HR professionals. It contains a range of information which is useful to support selection decisions.

It shows:

1. How Mr Sample prefers to work (for example whether he likes following rules or is prepared to break them).
2. How Mr Sample is likely to interact with his colleagues in a team.
3. His likely performance against a range of competencies proven to be important at work (e.g. Leading and Supervising).

USING THIS REPORT

This report is based on Mr Sample's responses to the **Occupational Personality Questionnaire (OPQ)**. His responses have been compared against those of a large relevant comparison group to give a description of Mr Sample's preferred approach to work.

The responses Mr Sample gave show the way he sees his own behaviour, rather than how another person might describe him. This report describes preferred ways of behaving, rather than actual skills levels. The accuracy of this report depends on the frankness with which he answered the questions as well as his self-awareness. Nevertheless, this report provides important indicators of Mr Sample's style at work. This report links the information from the personality questionnaire to the twenty universal competencies.

This report has a shelf-life of 18-24 months and should be treated confidentially. If there are major changes in his life or work he should complete the OPQ again.

If you require support in interpreting this report, please contact a person in your organisation who has received full training in the use of the OPQ.

BEHAVIOUR AT WORK

This section is based on Mr Sample's responses to the Occupational Personality Questionnaire (OPQ) and describes his preferred style at work in three key areas: interacting with people, approaching tasks, and managing feelings and emotions. It concludes with additional comments regarding particularly notable elements of his style.

How is Mr Sample likely to interact with people?

- He describes himself as being as interested in selling and negotiating as most of his peers
- Is prepared to take charge when required
- Prepared to express his own opinions or criticise others in some situations
- Has a slight tendency to go along with the group consensus
- Quite lively and animated in groups
- Comfortable spending some time alone
- Usually at ease in formal situations or when meeting new people
- Very much enjoys talking about his own achievements
- Prefers to consult others when making decisions
- Very selective with support and sympathy for colleagues

How is Mr Sample likely to approach tasks at work?

- Sees himself as having a slight liking for working with numerical data
- Reports a strong inclination towards critically analysing information or plans proposed to him

- Is as interested as most in the motivations and behaviours of people
- Sees himself as having a very strong preference for new ways of working
- He is likely to be as interested as most in theories and conceptual ideas
- Has a clear preference for coming up with new ideas
- His desire for variety and novelty is balanced with his like for routine and repetition in his work
- Has a strong tendency to behave in the same way across different situations and with different people
- Likely to take a strategic view and to think of the longer-term implications
- Shows a concern for order and detail which is typical of most of his peers
- His emphasis on seeing tasks through to completion is typical of most people
- Feels as comfortable as most when it comes to following rules and regulations

How are Mr Sample's feelings and emotions likely to impact his work?

- He sees himself as a slightly tense and worried person in his general work life
- Tends to experience a little less tension than most before important events
- He sees himself as moderately sensitive to criticism
- Takes a slightly optimistic view of the future
- Is unlikely to assume that others are reliable and honest
- He describes himself as having a balanced approach between keeping his emotions and feelings to himself and showing his emotions openly
- He describes a typical preference for work which keeps him busy with plenty to do
- Competition is likely to be of great importance to him
- Describes himself as very much more ambitious than most other people and places considerable emphasis on achieving career success
- When making decisions he has a slight tendency to be more cautious than the majority of people

Additional comments about Mr Sample's likely behaviour at work:

- Provides new, radical and creative solutions
- Puts forward new ideas which are rigorously thought through
- Likes to do better than other people and maybe unconcerned about others' feelings
- Fights hard to achieve his goals
- In striving to attain his goals he may not take account of others' feelings
- Is likely to be very task focused and reluctant to delegate tasks to others
- Strives for recognition by trying to be better than others

WORKING IN A TEAM

Successful teams share common tasks or projects and work collectively towards the same goals. Within the team each individual makes a specific contribution to the process and thereby affects the success of the team. To achieve their goals the members of a team need to complete a number of key tasks.

Mr Sample's likely impact within a team is summarised below. This focuses on his strengths and weaknesses across team tasks.

Overall, Mr Sample usually copes better with the tasks related to a project than he does with the people associated with a project.

His strengths are likely to lie in:

- Identifying possible solutions for team tasks
- Having an energising impact on other team members
- Building relationships inside and outside the team
- Planning team work and sustaining team productivity

He is likely to be as capable as most in:

- Helping the team to evaluate ideas and concepts which contribute to team success
- Steering team activities
- Helping the team to maintain their workload and reach their goals

His weaker areas are likely to lie in:

- Maintaining a positive team climate

COMPETENCIES

This section highlights Mr Sample's likely performance on key competencies important in the workplace. By selecting those competencies that are most important, and probing those areas for evidence of how he has demonstrated effectiveness, you are more likely to recruit the best person. The competency scores for Mr Sample below are based on his responses to the OPQ. Recommended interview questions for each of the competencies are provided in the Universal Competency Framework™ Interview Guide. Competency profiling cards are also available to help in identifying essential or desirable competencies. For more information contact your SHL representative.

Competency	1	2	3	4	5	Important for Success?
Leading and Deciding						
1.1 Deciding & Initiating Action						
1.2 Leading & Supervising						
Supporting and Co-operating						
2.1 Working with People						
2.2 Adhering to Principles and Values ¹						
Interacting and Presenting						
3.1 Relating and Networking						
3.2 Persuading & Influencing						
3.3 Presenting and Communicating Information ²						
Analysing and Interpreting						
4.1 Writing & Reporting ²						
4.2 Applying Expertise & Technology ²						
4.3 Analysing ²						
Creating and Conceptualising						
5.1 Learning & Researching ²						
5.2 Creating and Innovating ²						
5.3 Formulating Strategies and Concepts ²						
Organising and Executing						
6.1 Planning & Organising						
6.2 Delivering Results & Meeting Customer Expectations ²						
6.3 Following Instructions & Procedures ²						
Adapting and Coping						
7.1 Adapting and Responding to change						
7.2 Coping with Pressures & Setbacks						
Enterprising and Performing						
8.1 Achieving Personal Work Goals & Objectives						
8.2 Entrepreneurial & Commercial Thinking ²						

The index numbers refer to the 20 competency dimensions from the SHL Universal Competency Framework™.

The overall likelihood of Mr Sample displaying strength in each competency is shown in the bar graphs in the report.

1	2	3	4	5
Unlikely to be a strength	Less likely to be a strength	Moderately likely to be a strength	Quite likely to be a strength	Very likely to be a strength

¹ OPQ32 only assesses some aspects of this competency, specifically related to the areas of rule-following and utilising diversity.

² Assessment of this competency could be enhanced by adding a measure of aptitude or ability.

COMPETENCY DEFINITIONS

1. Leading and Deciding	
1.1 Deciding and Initiating Action	Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
1.2 Leading and Supervising	Provides others with a clear direction; motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

2. Supporting and Co-operating	
2.1 Working with People	Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
2.2 Adhering to Principles and Values	Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.

3. Interacting and Presenting	
3.1 Relating and Networking	Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.
3.2 Persuading and Influencing	Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others.
3.3 Presenting and Communicating Information	Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.

4. Analysing and Interpreting	
4.1 Writing and Reporting	Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.
4.2 Applying Expertise and Technology	Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
4.3 Analysing	Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be a part of a much larger system.

5. Creating and Conceptualising	
5.1 Learning and Researching	Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information; gathers comprehensive information to support decision making; encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback).
5.2 Creating and Innovating	Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.
5.3 Formulating Strategies and Concepts	Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.

6. Organising and Executing	
6.1 Planning and Organising	Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
6.2 Delivering Results and Meeting Customer Expectations	Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
6.3 Following Instructions and Procedures	Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.

7. Adapting and Coping	
7.1 Adapting and Responding to Change	Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
7.2 Coping with Pressures and Setbacks	Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.

8. Enterprising and Performing	
8.1 Achieving Personal Work Goals and Objectives	Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.
8.2 Entrepreneurial and Commercial Thinking	Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.

ASSESSMENT METHODOLOGY

This Profile is based upon the following sources of information for Mr Peter Sample:

Questionnaire / Ability Test	Comparison Group	Used
OPQ32i UK English v1 (Std Inst)	OPQ32i UKE UK Managerial & Professional 2005	Yes

PERSON DETAIL SECTION

Name	Mr Peter Sample
Date	17 April 2009
Candidate Data	RP1=6, RP2=6, RP3=5, RP4=4, RP5=7, RP6=4, RP7=7, RP8=1, RP9=8, RP10=2, TS1=7, TS2=8, TS3=5, TS4=2, TS5=5, TS6=8, TS7=6, TS8=3, TS9=8, TS10=5, TS11=6, TS12=5, FE1=4, FE2=4, FE3=5, FE4=7, FE5=3, FE6=6, FE7=5, FE8=10, FE9=9, FE10=4, CNS=9
	UCRRB1=1.00, MPRB1=1.00, MPRB2=1.00, MPRB3=1.00 11239 / 11 / 1539

ABOUT THIS REPORT

This report was generated using SHL's Online Assessment System. It includes information from the Occupational Personality Questionnaire™ (OPQ32). The use of this questionnaire is limited to those people who have received specialist training in its use and interpretation.

The report herein is generated from the results of a questionnaire answered by the respondent(s) and substantially reflects the answers made by them. Due consideration must be given to the subjective nature of questionnaire-based ratings in the interpretation of this data.

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