

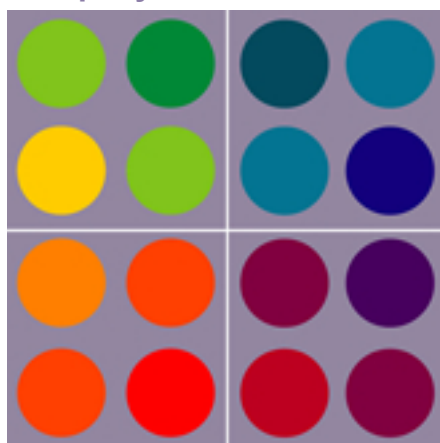
## ❖ Audition - Interview Guide

### F Kan

Role: Customer Service Representative (Sample)

Date of Administration: 12.10.2012

Company: RP



# Audition Interview Guide - Introduction

Audition is designed to be used in conjunction with a Behaviour or Situation Based Interview. It produces a detailed guide including suggested interview questions and it is essential users are familiar with these principles. Audition is therefore ideal for people involved in selection/recruitment where the ability to compare individuals against a specified ideal is required. Users of Audition should be skilled in competency based interviewing or equivalent training, to be able to demonstrate the assumptions underpinning the approach.

This guide provides a structure for an interview for a **Customer Service Representative (Sample)** role within **RP**. It is based on research carried out within **RP** and should not be used for other purposes.

## Sections of this report

### Target Profile

This section contains two convergence charts which show how closely F Kan (Sample)'s profile matches the ideal profile for this role. The chart on the right shows the overall fit on the 5 major elements that define behavioural style. The chart below shows this in more detail, breaking the analysis down into 13 sub-factors.

The first convergence chart consists of a radar plot, which shows the candidate's scores for Will, Energy, Affection and Control mapped against the target scores for the role, and a bar chart plotting the candidate's score for Emotionality against the target score. The target score is indicated by the yellow pointers above and below the scale.

The second convergence chart breaks the 5 factors down into 13 sub-factors. In this chart, each of the 13 sub-factors is represented by a "role element" label. The line down the centre of the chart represents the role's ideal score for each sub-factor. If bars are visible, the candidate's score is either higher or lower than ideal. The colour of the bar indicates how significant the variation from ideal is. Green indicates a low significance, the amber shades show areas of possible cause for concern, and red highlights sub-factors in which there could be a significant issue in matching the role.

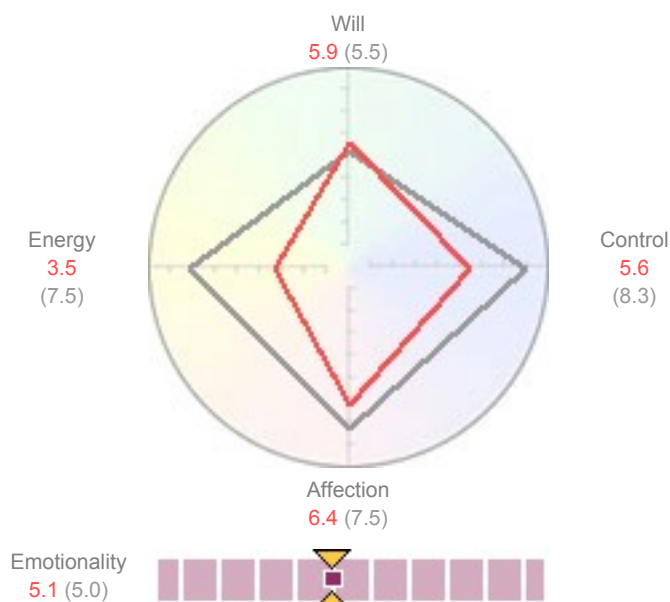
### Interview Guide

The Audition behavioural interview guide is comprised of up to thirteen pages, each page relating to one of the Facet5 sub-factors. Zero-weighted sub-factors do not appear in the interview guide.

At the top of each page in the guide, a chart shows the respondent's score (represented by a square) in relation to the ideal score selected for the template (represented by the triangles above and below the scale). The guide describes the behaviour predicted by Audition and offers some suggested interview questions.

See the Audition User Guide under Facet5 for details.

In the radar plot to the right, the ideal profile for this role is shown in grey. The ideal level for Emotionality is indicated by the yellow triangular markers on the scale.



**Closeness of fit: 53.6 (70% match)**

## Convergence Chart

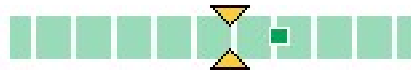
Less than ideal										More than ideal																	
10	9	8	7	6	5	4	3	2	1	1	2	3	4	5	6	7	8	9	10								
Will																											
Firm minded (Determination)										<div></div>		Has clear ideas of own. Look for examples of accepting other people's ideas.															
										<div></div>		Assertive (Confrontation)								Prepared to argue if necessary. Doesn't back down unless really pushed.							
										<div></div>		Cooperative (Independence)								Has own ideas but likes to build on others' input.							
Energy																											
<div></div>					Enthusiastic (Vitality)					May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?																	
<div></div>					Outgoing (Sociability)					Reserved and distant - look for evidence of working with a team.																	
<div></div>					Consensual (Adaptability)					Likes privacy to work well - evidence of collaborating on tasks and projects?																	
Affection																											
										<div></div>		People oriented (Altruism)								Maintains balance between task and people. Able to make pragmatic decisions.							
										<div></div>		Helpful (Support)								Will help if asked - look for examples where this has happened.							
										<div></div>		Trusting (Trust)								Doesn't trust blindly - examples of questioning others motives?							
Control																											
<div></div>					Structured (Discipline)					Imaginative but unstructured in approach. How much planning is done?																	
<div></div>					Prudent (Responsibility)					Permissive - look for evidence of recognising principles and standards.																	
Emotionality																											
										<div></div>		Confident (Tension)								Realistic view of own skills. Keen to develop and recognise that they can improve.							
Mature (Apprehension)										<div></div>										Realistic and balanced view of the world. Recognises opportunities and manages risks appropriately.							

## Customer Service Representative (Sample) Interview

## Firm minded (Determination)

*Ideal candidates are neither too flexible nor too committed. They show firmness as needed.*

If the scores are low the environment is one where people need to be prepared to fit in with others, to do as they are told and to be given precise direction. The need to be flexible and adapt to other's wishes.



If the score is high the environment is one where people are expected to develop their own ideas without much direction, to create their own goals and objectives and to be prepared to operate independently.

**Audition Says: Has clear ideas of own. Look for examples of accepting other people's ideas.**

Tell me about a time when you've had to stick to your view. What was the situation? What did you do? What was the result?

### Behavioural Questions

Tell me about a time when you needed to get other people to take action. What was the situation? What did you do? What happened?

Tell me about a time when you felt you had to take charge. What was the situation? What did you do? What was the result?

### Situational Questions

If someone has a strong view what's the best way to convince them?

How would you go about getting people started on a new initiative?

How would you go about getting people to do something you felt was important?

### Interviewer's Rating

1

2

3

4

5

Too easily swayed by arguments  
Too willing to fit in with other people  
Unwilling to take quick decisions

Too determined to stick to their views  
Quick to tell others what to do  
Hard to convince

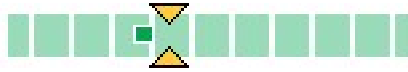
**Comments:**

## Customer Service Representative (Sample) Interview

## Assertive (Confrontation)

*Ideal candidates are reasonably assertive. They do not allow issues to go unattended but are prepared to listen to others.*

In such an environment people are expected to compromise, to accept what people say and to think carefully before making any comment. They are expected to be temperate in their comments especially when others are involved.



Here people are expected to state their case clearly and unambiguously, to defend their position strongly and be prepared to argue determinedly in order to be heard. It is not a place for quiet reason but more for public debate.

**Audition Says:**  
**Prepared to argue if necessary. Doesn't back down unless really pushed.**

### Behavioural Questions

Tell me about a time when you needed to confront someone. What was the situation? What did you do? What was the result?

Tell me about a time when you were challenged strongly by someone. What was the situation? What did you do? What was the result?

Tell me about a time when you had to have an open argument. What was the situation? What did you do? What was the result?

### Situational Questions

What is the best way to confront someone over an issue at work.

If someone challenges you over an issue, how do you defend yourself?

Do open arguments serve a purpose at work or do you feel is there always a better way of solving a problem.

### Interviewer's Rating

1

2

3

4

5

Unwilling to face issues  
Avoids issues, hoping they will get better  
Too quick to give in to an argument

Reacts and confronts issues without reflection  
Over-reacts to a challenge  
Argumentative

**Comments:**

## Customer Service Representative (Sample) Interview

## Cooperative (Independence)

*Ideal candidates are cooperative but are prepared to go it alone once they have the information.*

When Independence is low it is a more collegiate atmosphere where consultation is the name of the game. Such environments are very often team based or may include 'virtual teams' who need to communicate constantly in order to keep everybody informed. Decisions tend to be collaborative and by consensus.



Such environments expect people to set goals and objectives for others, to be prepared to take an independent line and to deliver what they have individually promised. It is more aligned with personal achievement and independent decision making.

**Audition Says: Has own ideas but likes to build on others' input.**

### Behavioural Questions

Tell me about a time when a group you worked with had to make a decision. What was the situation? What did you do? What was the result?

Tell me about a time when you were faced with a problem to solve. What was the situation? What did you do? What was the result?

Tell me about a time when you needed people to help you. What was the situation? What did you do? What was the result?

### Situational Questions

If a group of people need to make a decision, how do you feel they should go about doing it?

If you had a problem to solve at work, how would go about it?

When at work do you feel you work better when you consult others or when you follow your own initiative?

### Interviewer's Rating

1

2

3

4

5

Stubbornly independent  
Doesn't consult before committing  
Goes own way

Always checks with others before acting  
Too easily led by others'  
Dependent

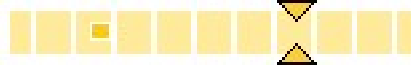
**Comments:**

## Customer Service Representative (Sample) Interview

## Enthusiastic (Vitality)

*Ideal candidates should welcome change and show obvious enthusiasm.*

In such an environment people need to resist getting carried away with novelties and focus on getting the best out of existing techniques. The environment is more 'back room' than centre stage and people are not in the limelight. They are given the opportunity to develop their specialist expertise to a very high level in the organisation's interest.



Here the emphasis is on the rapid acceptance and implementation of novel ideas, even if they don't work out in the long run. The environment welcomes change and there is a constant flow of new initiatives. It is not a good idea to get too involved in details since time will not allow it.

**Audition Says: May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?**

### Behavioural Questions

Tell me about new ideas that you have implemented at work. What were they? How did you discover them? What did you achieve?

Tell me about a time when you had to take a public role for your team? What happened? What did you do? How did you feel about it?

Tell me about a time when you saw a new opportunity which excited you. What was the situation? What did you do? What was the result?

### Situational Questions

How do you feel new ideas should be introduced at work?

How would you feel if you were asked to take on a public role for your team?

When asked to introduce new ideas to your team, how would you go about it?

### Interviewer's Rating

1

2

3

4

5

Low profile in a team  
Calm and detached  
Unenthusiastic

Enthusiastic and eager  
Quick to get started on things  
Impulsive

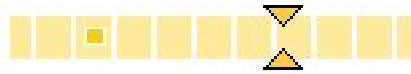
**Comments:**

## Customer Service Representative (Sample) Interview

## Outgoing (Sociability)

*Ideal candidates are sociable and engaging of others.*

This is a quieter, more reflective environment where people have time to get to know each other and are accepted for the depth of their specialist or technical contribution.



Such an environment is strongly social and work involves a constant flow of events which are business related but with a strong social element. Making new contacts is a key element of the role and people are expected to join in easily.

**Audition Says:**  
**Reserved and distant - look for evidence of working with a team.**

Tell me about a time when you've been required to work for long periods on your own, without much team support?

### Behavioural Questions

How easy is it for you to make contacts outside the group of people you know? How do you do it? How successful are you at making new contacts?

Have you been instrumental in getting people together outside of work? What have you done? How did you do it?

### Situational Questions

How important is it to you that your work and private lives are kept separate?

How much involvement with each other should colleagues be expected to have outside of work?

How effective are you when asked to work alone.

### Interviewer's Rating

**1**

Prefers to work alone  
Distant  
Uninvolved

**2**

**3**

**4**

**5**

Has difficulty working alone  
Distractible and distracting  
Needs contact

**Comments:**



## Customer Service Representative (Sample) Interview

## Consensual (Adaptability)

*Ideal candidates consult and discuss to gain a broad perspective.*

Here people are given a problem and are expected to deliver an answer without needing to refer back constantly or to discuss things regularly with colleagues. They are expected to be able to think things through for themselves. It is ideal for a specialist who is given individual responsibility for a solution.



Such an environment expects that problems will be solved through discussion and brainstorming is typically used as a technique to explore ideas. Concepts flow quickly and are developed through discussion and debate. Such places work in teams where responsibility is shared.

**Audition Says: Likes privacy to work well - evidence of collaborating on tasks and projects?**

Give me an example of where you have had to solve a problem at work. What was the issue? How did you go about it?

### Behavioural Questions

Describe a time when input from others helped you make a better decision? What was the situation? What did you do? What was the result?

Do you prefer to bounce ideas off others or to try and sort it out yourself first? Give me an example of this happening?

### Situational Questions

When problems arise at work is it better to discuss broadly or to take time to sort a thing out yourself?

Do you feel decisions are better made by a group discussion or by specialists in the field?

In your experience, when other people get involved in a problem, does this speed things up or just complicate the issue?

### Interviewer's Rating

1

2

3

4

5

Keeps to own special area  
Thinks before speaking  
Poor at communicating their thoughts

Involves others when deciding  
May need support of a team to get things done  
Unable to work independently

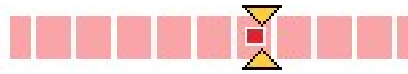
**Comments:**

## Customer Service Representative (Sample) Interview

## People oriented (Altruism)

*Ideal candidates are people oriented and unselfish. They never forget the impact on people involved.*

A tough, pragmatic, business oriented environment where the focus is on business practicalities. People are expected to look after themselves, and to be able to negotiate hard for the organisation. The environment can be aggressive and highly competitive.



A kinder, more forgiving environment where people are expected to take a broad view and to consider the effect of decisions on their colleagues and other stakeholders. The organisation tends to see itself as a good 'corporate citizen' with wide ranging social responsibilities.

**Audition Says:**  
**Maintains balance between task and people. Able to make pragmatic decisions.**

### Behavioural Questions

Tell me about a time when you identified a good business opportunity. What was the situation? What did you do? What was the result?

Can you give me an example of where your action has protected the organisation's commercial interests?

Tell me about a time when you had to make a tough decision about a team member. What was the situation? What did you do? What was the result?

### Situational Questions

How do you go about finding good business opportunities

Are you better than most at turning a situation to your advantage?

How do you balance short and long term benefits in a business?

### Interviewer's Rating

**1**

Protects own interests  
Focuses on immediate gains  
Self centred and opportunistic

**2**

**3**

**4**

**5**

Puts other people first  
Always tries to help  
Overly selfless

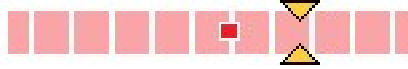
**Comments:**

## Customer Service Representative (Sample) Interview

Helpful (Support)

*Ideal candidates are supportive and helpful. They respond to a call for assistance.*

Here people are expected to perform individually and their personal contribution is measured precisely. People are rewarded according to their effort and individual achievement is valued over team results.



Such an environment looks at the whole team as key to business performance. Special efforts are made to adapt roles so that each persona is able to contribute in their own special way. There are few exact demands other than people are expected to deliver their best.

**Audition Says: Will help if asked - look for examples where this has happened.**

### Behavioural Questions

Tell me about a time when you had to be quite tough with someone. What was the situation? What did you do? What was the result?

Tell me about a time when you stepped in to help someone quickly. What was the situation? What did you do? What was the result?

Give me an example of where you have gone out of your way to help others? What was the situation? What did you do? What was the result?

### Situational Questions

How should you decide when to forgive someone and when to be tough?

What would you do if you thought someone was trying to take advantage?

Do you find that you have to look through what people are saying to find out what they are really after?

### Interviewer's Rating

1

2

3

4

5

Tough  
Can seem harsh  
Unforgiving

Forgiving  
Uncritical  
Overly supportive

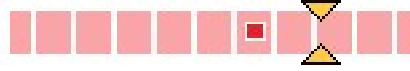
**Comments:**

## Customer Service Representative (Sample) Interview

## Trusting (Trust)

*Ideal candidates are trusting of others. They take people at face value.*

Such an environment is guarded and expects business to be tough and dangerous. They expect to get conflicting views and to have to check information carefully before accepting it. Company secrets are defended carefully.



Here business is seen as a continuance of life. People are seen as fundamentally good and will always be given a chance. Information is shared broadly and business relationships are based on trust and understanding.

**Audition Says:**  
**Doesn't trust blindly**  
**- examples of**  
**questioning others**  
**motives?**

### Behavioural Questions

Can you give me an example of when someone tried to take advantage of you at work? What happened? What did you learn from this?

Give me an example of when you felt someone was not being open with you. What was the situation? What did you do? What was the result?

Tell me about a time when you were able to see through a person to what they were really like. What was the situation? What did you do? What was the result?

### Situational Questions

Can you usually trust what people say in business?

Do you feel that most people will try to help if given the opportunity?

To what degree do you feel people look out for others in business?

### Interviewer's Rating

1

2

3

4

5

Defensive  
Suspicious  
Wary

Unquestioning belief in people  
Naive  
Idealistic

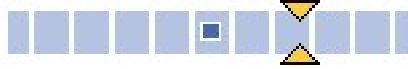
**Comments:**

## Customer Service Representative (Sample) Interview

## Structured (Discipline)

*Ideal candidates are more structured and logical in their approach to work.*

Business is constantly changing and there is never time to do it thoroughly before having to start the next thing. A premium is placed on originality and rewards given for creativity. People are expected to look for radical short cuts to get the job done.



Such a role requires that people plan their time very carefully and work through things thoroughly. The search is for precision, logic and excellence even if it takes a little longer to get there.

**Audition Says:**  
**Imaginative but unstructured in approach. How much planning is done?**

Tell me about your daily routine. How do you plan? How does it help you?

### Behavioural Questions

Tell me about a situation when you followed a difficult task right through to the finish. What was the situation? What did you do? What was the result?

Describe how you set your work plan out. What steps do you go through? How do you implement it? Do you stick to it?

### Situational Questions

Do you prefer a very planned approach or to be more responsive and see what the day brings?

Are you better handling a few tasks right through to the finish or applying yourself to many things at once?

At work do you feel it is better to stick to a work plan or to take things as they come?

### Interviewer's Rating

1

2

3

4

5

Creative but unstructured  
Free thinking  
Lacking discipline

Measured and steady in work  
Risk averse  
Resistant to change

**Comments:**

## Customer Service Representative (Sample) Interview

## Prudent (Responsibility)

*Ideal candidates are more personally accountable. They take the job seriously and try to work to high personal standards. They demand others follow their example.*

Such an environment is casual and relaxed, taking things as they come and always keen to support a maverick style. There are few expectations of conduct, dress or manners but a constant search for individual freedom of expression. Freedom and innovation are valued highly.



Here there are clear rules and procedures to be followed to ensure that the very best results are achieved. People are expected to know how the business works and to follow the rules while constantly searching for improvements in efficiency. People are expected to take work seriously and to take personal responsibility for their own and others' actions.

**Audition Says:**  
**Permissive - look for evidence of recognising principles and standards.**

### Behavioural Questions

Tell me about a time when you had to take responsibility for others' actions. What was the situation? What did you do? What was the result?

Tell me about a time when you needed to convince others to stick firmly to the rules. What was the situation? What did you do? What was the result?

Tell me about a time when you had to enforce the company guidelines. What was the situation? What did you do? What was the result?

### Situational Questions

To what degree do you think we should be responsible for others' actions at work?

How would you go about convincing people that they needed to stick to company rules?

Should company rules be strictly enforced or seen as broad guidelines and interpreted for each situation?

### Interviewer's Rating

1

2

3

4

5

Challenges the status quo  
Doesn't like being pinned down  
Rebellious

Duty bound  
Always works to high standards  
Intolerant

**Comments:**

## Customer Service Representative (Sample) Interview

## Confident (Tension)

*Ideal candidates are confident and unworried. They believe they can handle any difficulties that arise. They take things as they come.*

Such an environment involves continual critical deadlines where stress is a normal part of the job. Changes are frequent and unpredictable and people are expected to manage without emotional support.



This environment is predictable in that workloads may be high but they are constant. People know what they are expected to do and they can rely on the organisation for support in times of pressure. Change may happen but are expected and can usually be managed within normal work.

**Audition Says:**  
**Realistic view of own skills. Keen to develop and recognise that they can improve.**

### Behavioural Questions

Have you ever felt that you lacked a particular skill required for work? What was the skill? What did you do about it? What was the result?

Give an example of an event at work that was stressful for you. What was the situation? What did you do? What was the result?

What skills have you managed to improve while in your job? What motivated you to change? How do you know that you have improved?

### Situational Questions

What skills do you think you need to develop to do your job better?

What things are likely to make you feel stressed at work?

If someone lacks confidence at work what is the best way of re-assuring them?

### Interviewer's Rating

1

2

3

4

5

Anxious  
Self-deprecating  
Worrisome

Relaxed  
Comfortable with themselves  
Overconfident

**Comments:**

## Customer Service Representative (Sample) Interview

Mature (Apprehension)

*Ideal candidates are more optimistic and resilient. They do not take things personally.*

In this environment there is a constant progression of new things to try and things often go wrong through no one's fault. People need to remain positive and objective in the face of considerable difficulties.



The environment allows people to focus on what they are good at and deliver their specialist skills. There is a history to learn from and people are encouraged to check carefully before committing to new ventures and be sure that individuals and the organisation are ready for the changes.

**Audition Says:**  
**Realistic and balanced view of the world. Recognises opportunities and manages risks appropriately.**

### Behavioural Questions

When was the last time you felt really positive about something you had done at work. What was the situation? What did you do? What was the result?

Tell me about a time at work when you felt a real sense of urgency. What was the situation? What did you do? What was the result?

When have you had to weigh up risks very quickly and take a chance. What was the situation? What did you do? What was the result?

### Situational Questions

How do you go about weighing up the risks associated with a course of action?

What would it take to make you feel you had really achieved "against the odds"?

How important is a sense of urgency at work?

### Interviewer's Rating

1

2

3

4

5

Easily discouraged  
Pessimistic and uncertain  
Avoids challenges

Confident in own skills  
Can seem complacent  
Can lack a sense of urgency.

**Comments:**



# Notes