IRIS Situational Judgement Test
Candidate Report

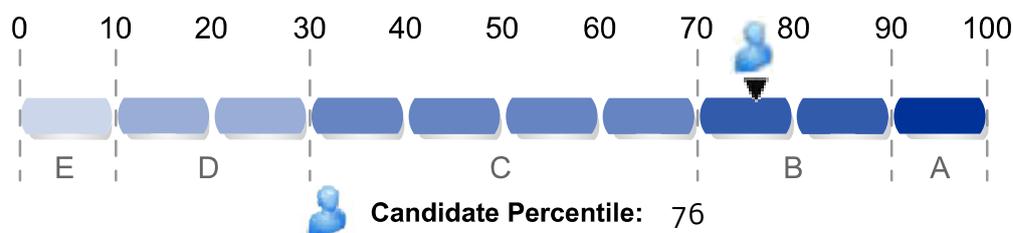| name:	Ann Example
email:	ann.example@pearson.com
date:	08/Oct/2012

Background

IRIS is a situational judgement test which assesses judgement when faced with commonly occurring work situations. In the IRIS test candidates are asked to complete eight tasks across a range of work-related situations. The situations included issues relating to managing new enquiries, advancing the sale process, navigating gatekeepers, understanding the customer, prospecting and time management. Respondents are asked to rate the appropriateness of a number of responses to these situations. The IRIS score below reflects Ann Example's ability to use effective judgement to resolve these and similar complex work situations.

Overall Performance

Ann Example's score has been compared with Sales Professionals who have previously taken the test. In comparison to this group, Ann Example's performance on IRIS suggests their ability to judge the appropriateness of responses to situations is above average. The percentile score below means Ann Example's score is equal to or greater than 76% of Sales Professionals.

0	10	20	30	40	50	60	70	80	90	100
E	D			C				B		A

Candidate Percentile: 76

A - **Well above average** (91st percentile and above)
B - **Above average** (71st – 90th percentiles)
C - **Average** (31st – 70th percentiles)
D - **Below average** (11th – 30th percentiles)
E - **Well below average** (10th percentile and below)

Suggestions of ways Ann Example might improve performance

- Think about how you have dealt with similar situations in the past. What worked well? What could you improve upon?

- Talk to colleagues about how you might deal with challenging situations. Analyse these situations and share ideas.

- Ask other people you have worked with for feedback regarding your approach. What do they think you do well? What could you do better?

- Think about someone you know who deals with work situations well. Try to analyse their approach. What could you learn from them?
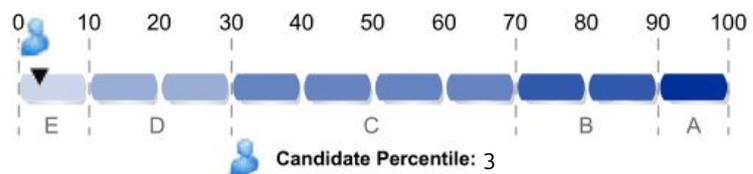
| name | Ann Example | page | 2 |

Throughout IRIS, Ann Example was asked to evaluate the appropriateness of responses to a number of typical sales related activities. Below is a summary of Ann Example's performance across a number of different situations that reflect a particular theme or type of task.
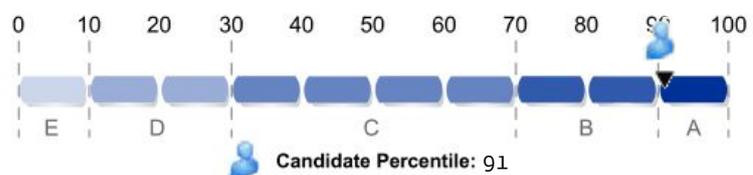
Further to the overall score, Ann Example's results in these areas were compared with Sales Professionals who have previously taken the test in order to give a percentile score for each area. The percentile scores for these sub-areas should not be interpreted in isolation, but give an indication of performance on the test across a number of different areas. A low score on a particular sub-scale may indicate a potential area for development.
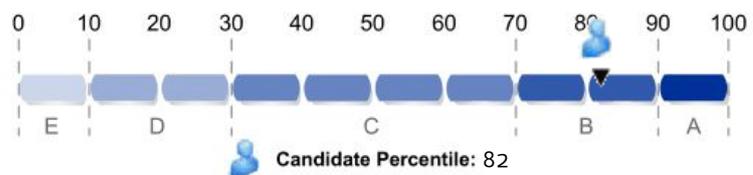
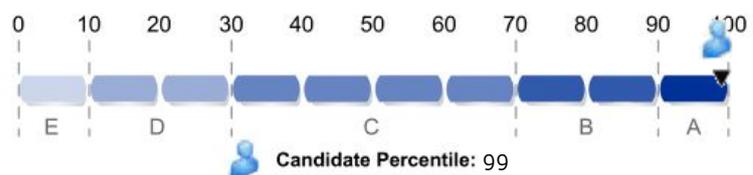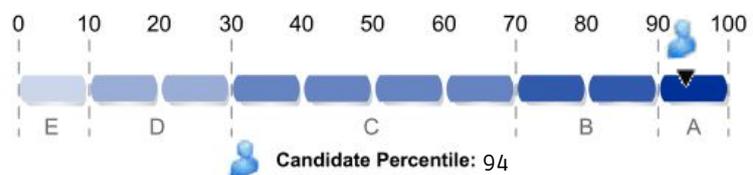## Ann Example - Task performance summary

Managing new enquiries

0 10 20 30 40 50 60 70 80 90 100

E   D   C   B   A

Candidate Percentile: 3

Navigating gatekeepers

0 10 20 30 40 50 60 70 80 90 100

E   D   C   B   A

Candidate Percentile: 91

Advancing the sale process

0 10 20 30 40 50 60 70 80 90 100

E   D   C   B   A

Candidate Percentile: 82

Prospecting / Time management

0 10 20 30 40 50 60 70 80 90 100

E   D   C   B   A

Candidate Percentile: 99

Understanding the customer

0 10 20 30 40 50 60 70 80 90 100

E   D   C   B   A

Candidate Percentile: 94

| name | Ann Example | | page | 3 |

Managing new enquiries

This task covers situations in which candidates are presented with new queries from individuals or organisations that may have not had previous exposure to the service or the host company. In these situations candidates are asked to relay appropriate information to new customers, represent the company appropriately and ask questions to qualify an enquiry.

Navigating gatekeepers

Throughout this task candidates are presented with the need to interact with individuals for whom decisions on purchasing or service hiring may or may not be their responsibility. Candidates are expected to qualify the contact's position as a decision maker and progress interactions in such a way that an eventual decision maker is sought.

Advancing the sale process

Across this task candidates are expected to interact with individuals or organisations in such a way that the process of reaching a sale can be brought closer. This might include presenting the customer with options, providing sample materials or booking follow up meetings to advance the interaction.

Prospecting / Time management

Effective time management is a key requirement for individuals working in sales. Throughout this task candidates are asked to prioritise your activities effectively. This includes comparing a range of possible tasks and identifying those which are more likely to lead to sales.

Understanding the customer

This task covers issues or problems that may be faced when prospecting for new business. Candidates are expected to understand the concerns of potential customers and anticipate their needs and requirements before working to meet them.