Administrative Dilemmas™

Participant Feedback Report for

Ann Example

Date of assessment: **04 October 2010**

Comparison group: **Norm 1 - UK Administrative Staff**

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Contents

Information about this report

This report describes your performance on the Administrative Dilemmas test. The Administrative Dilemmas test measures an individual's judgement and decision-making skills in relation to typical situations that Administrative Staff might face in a job. The situations presented in the Administrative Dilemmas test relate to five competencies:

Achieving Results

Effective Communication

Planning & Organisation
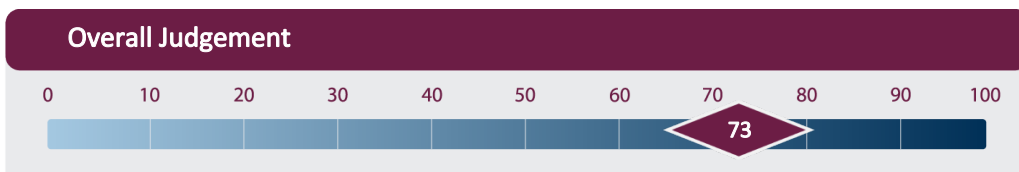
Service Orientation

Teamwork

In the Administrative Dilemmas test, you were required to rate the effectiveness of different actions that could be taken in response to the situations presented. Your ratings are scored based on how similar they were to those provided by job experts. These scores were then evaluated against a comparison group comprising of people who had previously completed the test.

Please remember that performance on the Administrative Dilemmas test is not fixed, and your scores may change over time with practice, experience and training. If you have any concerns about the results and information presented in this report, please contact the person who invited you to take the Administrative Dilemmas test.
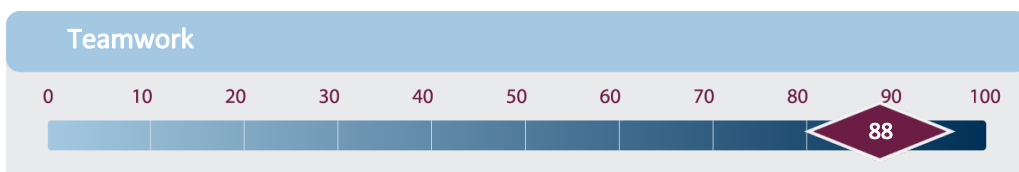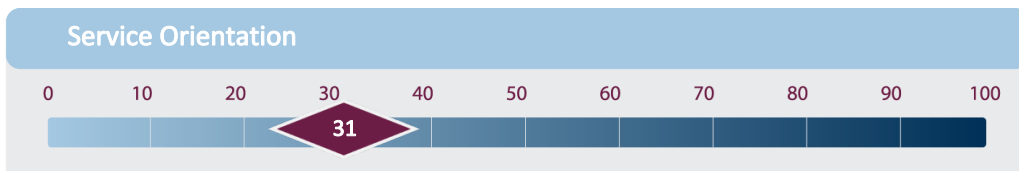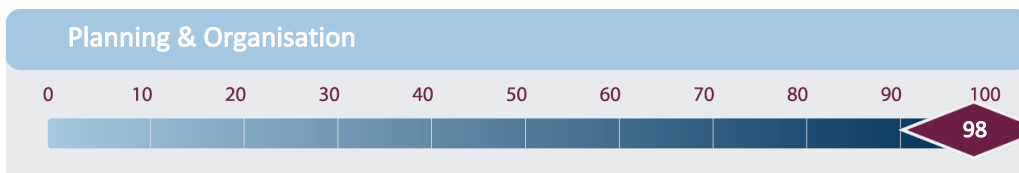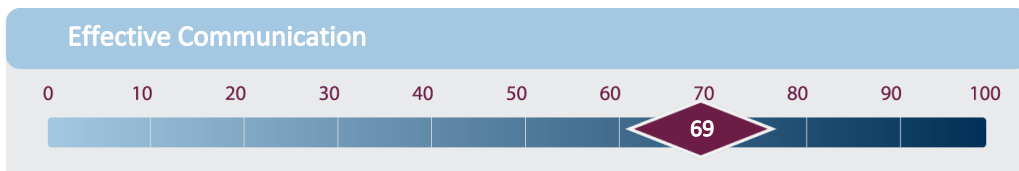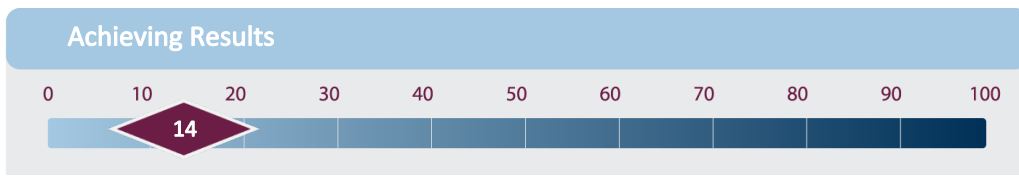
Score Profile

Your results for the Administrative Dilemmas test are presented in terms of the percentage of the comparison group that you scored higher than. The comparison group used for this report was: **Norm 1 - UK Administrative Staff**

The Overall Judgement score indicates the overall level of performance you achieved in completing the test. Sub-scores on the competencies assessed in the Administrative Dilemmas test are also provided for additional interpretation about your test performance. The competency sub-scores can indicate relative strengths or potential areas for development in terms of your judgement and decision-making. The subscores should be used with caution and interpreted in the context of the score for Overall Judgement.

Overall Judgement

0	10	20	30	40	50	60	70	80	90	100

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Competency Sub-Scores

Achieving Results

0	10	20	30	40	50	60	70	80	90	100

14

Effective Communication

0	10	20	30	40	50	60	70	80	90	100

69

Planning & Organisation

0	10	20	30	40	50	60	70	80	90	100

98

Service Orientation

0	10	20	30	40	50	60	70	80	90	100

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Teamwork

0	10	20	30	40	50	60	70	80	90	100

88

Interpretation Guide

This section provides some additional guidance about your results on the Administrative Dilemmas test. A broad guideline about how to interpret your results is shown in the table below. This table shows five bands of scores and a performance description for each band. For example, if you scored higher than 50% of the comparison group, then this can be considered an 'Average' score. If you scored higher than 75% of the comparison group, this can be considered 'Above average'.

91-99	Well above average
71-90	Above average
30-70	Average
10-29	Below average
1-9	Well below average

Overall Judgement

This score indicates the overall level of performance you achieved on the Administrative Dilemmas test. This score is based on the responses you gave across all of the scenarios presented in the test.

You achieved an Overall Judgement score that was higher than **73%** of the comparison group. Overall, your performance was **Above average** when judging the effectiveness of actions across all of the situations presented in the test.

Achieving Results

This competency relates to situations which require you to identify the best way to overcome obstacles and complete tasks to a high standard.

You achieved a score for this competency that was higher than **14%** of the comparison group. Your performance was **Below average** when judging the effectiveness of actions in situations that required a focus on Achieving Results.

If you want to develop your capability in relation to this competency, reflect on the following questions:

- How do you tend to react when faced with an obstacle at work? Are you able to find ways around it yourself or do you typically defer problems to other people? What could the consequences of your approach be?

- How much responsibility do you personally take for overcoming problems at work? Can you think of a time when you did not take responsibility for something when you should have done? What could you have done differently?

- If you were asked to carry out a task and noticed an inconsistency what would you do? Do you see it as part of your role to raise these issues, or would you ignore it? What could the consequences of your approach be?

- How important is quality is to you? Why is this? When was the last time you received negative feedback about a piece of work that related to its quality? What steps could you have taken to improve the quality of work you delivered?

Effective Communication

This competency relates to situations which require respondents to identify the best way to communicate information to others or convince others of their point of view.

You achieved a score for this competency that was higher than **69%** of the comparison group. Your performance was well **Average** when judging the effectiveness of actions in situations that required a focus on Effective Communication.

If you want to develop your capability in relation to this competency, reflect on the following questions:

- What approach would you typically take when trying to explain complex or detailed information to someone else? Is it always effective? Are there any ways in which you could improve your approach in future based on your past experiences?

- Reflect on times when people have been more and less effective at explaining complex information to you. What did they do, or fail to do, which influenced your ability to understand what they were saying? What can you learn from this when communicating?

- When was the last time you needed to convince someone to do something for you? How did you take account of the perspective and concerns of the person you were trying to persuade?

- When was the last time someone managed to influence you to change your mind about something? What approach did they take? How did this make you feel? What did they say to make you change your mind? What lessons can you take from this?

Planning & Organisation

This competency relates to situations which require you to prioritise activities and manage time and resources to meet deadlines.

You achieved a score for this competency that was higher than **98%** of the comparison group. Your performance was **Well above average** when judging the effectiveness of actions in situations that required a focus
on Planning & Organising.

If you want to develop your capability in relation to this competency, reflect on the following questions:

- How do you react when a new task comes in? How do you decide whether you should deal with that task right away or leave it until a later time? Does this always work? What other criteria could you consider that might make your prioritisation more effective?

- When was the last time you missed a deadline for a piece of work? Why did this happen? What could you have done differently to prevent it from happening?

- How much do you plan your time at work? Do you have a clear idea as to what tasks you need to complete, how long they will take you and in what order you will approach them? Could you be more effective at planning your time, and if so, how?

- What do you do if you think you are going to miss a deadline? Do you take action straight away, or do you 'hope for the best'? What might the consequences be of your approach?

Service Orientation

This competency relates to situations which require you to respond to the needs of internal and external customers and go the extra mile to exceed their expectations.

You achieved a score for this competency that was higher than **31%** of the comparison group. Your performance was **Average** when judging the effectiveness of actions in situations that required a focus on Service Orientation.

If you want to develop your capability in relation to this competency, reflect on the following questions:

- Who are your customers, whether internal or external? Do you go out of your way to ensure that their needs are met? How important is it to you to make sure you deliver a quality service to them?

- When was the last time you went 'the extra mile' to deliver a task to an internal or external customer? What was the consequence of this and how did it make you feel?

- Have you ever had a situation where you disappointed an internal or external customer? What could you have done differently to improve the service that you gave them?

- How much time do you spend really trying to understand the needs of your internal or external customers? Do you always know exactly what it is they need from you? What could you do to better understand their requirements?

Teamwork

The competency relates to situations which require respondents to support others in the completion of their tasks and work as part of a team.

You achieved a score for this competency that was higher than **88%** of the comparison group. Your performance was **Above average** when judging the effectiveness of actions in situations that required a focus on Teamwork.

If you want to develop your capability in relation to this competency, reflect on the following questions:

- How good a team member do you think you are? Why? Do you think people trust you to support them?

- Do you often offer advice or guidance to colleagues? Under what circumstances? Is there more that you could do to support others in your team?

- When was the last time you went out of your way to help a colleague? Is this something you do often? How did it make you feel? Could you do more to help others?

- What are your working relationships like with the people you interact with regularly? Is there anything you could do to improve these relationships, and help build better relationships going forward?

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