

for Chris Smith

Profile: Sample CultureFit Call Center Profile  
 Administrator: Raymond Hinchcliffe

U.S. Call Center  
 Date: 7/6/2007

CultureFit assesses the match between what this candidate values in a work environment and what values are characteristic of this organization's work environment as it is described in the office profile called Sample CultureFit Call Center Profile.

**Recommendation for Chris Smith: PROCEED**

This **proceed** recommendation indicates that this candidate is **very likely** to remain on the job for at least one year. This candidate is an **Extremely Good Match** for your organization. Approximately **5%** of all candidates can be expected to receive this score.

Likelihood of Remaining on the Job for One Year						
Low	Moderate	High				
<b>CultureFit Score: Extremely Good Match (82)</b>						
Strong Mismatch	Slight Mismatch	Slight Match	Match	Good Match	Very Good Match	Extremely Good Match
0 to 49	50 to 54	55 to 59	60 to 69	70 to 74	75 to 79	80 to 100

**Management Considerations**

There is one general work area that describes what this candidate values in a work environment that is very different from your work environment. Discuss this difference with the candidate.

This candidate places more importance on **customer/client orientation** than is characteristic of your work environment. **Customer/client orientation** includes the work values **attentive, concerned, and customer/client focused**. This candidate may spend more time with customers/clients than is necessary.

*Suggested next step:*

Prepare a few scenarios of customer/client interactions that range from simple requests to complicated problems. Discuss how you would expect an associate to handle each encounter completely, courteously and efficiently according to your definition of "customer/client service."

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## Recruiting Suggestions\*










There are general work areas where this candidate and your work environment have very similar work values. To encourage this candidate to further consider working for you, emphasize the similarities between the candidate and your work environment in the following areas:

- Achievement Orientation
- Stability
- Innovativeness
- Pace

\*Refer to the New CultureFit help file in the ExSel system for more information about these work areas

## General Areas of Agreement and Disagreement

The 28 work values identified in CultureFit can be grouped into nine general work areas as shown in the chart below. Shaded spaces indicate how characteristic that work area is in describing the work culture of your organization. The figure (  ) indicates how important that work area is to this candidate.

	Not very characteristic/ Not very important	Characteristic/ Important	Very characteristic/ Very important
<b>Achievement Orientation</b>			
<b>Coworker Orientation</b>			
<b>Customer Orientation</b>			
<b>Detail Orientation</b>			
<b>Innovativeness</b>			
<b>Pace</b>			
<b>Professionalism</b>			
<b>Stability</b>			
<b>Structure</b>			

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## Sample CultureFit Call Center Profile Office Profile Work Values

The chart below shows how your work environment is described in the office profile called Sample CultureFit Call Center Profile. This is the profile with which this candidate was compared. Dark shading indicates work values that are very characteristic of your work environment. Light shading indicates work values that are not very characteristic of your work environment.

			Dedicated			
		Customer/Client Focused	Supportive		Flexible	
		Communicative	Concerned		Open-minded	Enterprising
	Predictable	Team Oriented	Established	Thorough	Goal Oriented	Assertive
Rule Oriented	Secure	Reputable	Attentive	Creative	Urgent	Paid for Results
Analytical	Accurate	Supervised	Accountable	Quality Oriented	Demanding	Competitive
1	2	3	4	5	6	7
Not at all characteristic			Characteristic			Extremely characteristic

## Candidate's Work Values

The chart below shows how this candidate rated his/her work values. Dark shading indicates work values that are very characteristic of your work environment. Light shading indicates work values that are not very characteristic of your work environment.

Red Flags ( ) indicate work values where there is a large difference between what is important to this candidate and what is characteristic of your work environment. We recommend that you use the discussion guide at the end of this report to discuss Red Flag work values with this candidate.

			Analytical	Accountable	Quality Oriented	
		Established	Supervised	Demanding	Enterprising	Competitive
		Predictable	Accurate	Urgent	Flexible	Attentive
		Team Oriented	Reputable	Creative	Concerned	Paid for Results
		Rule Oriented	Thorough	Dedicated	Assertive	Communicative
		Secure	Supportive	Open-minded	Customer/Client Focused	Goal Oriented
1	2	3	4	5	6	7
Not at all important			Important			Extremely important



 **Customer/Client Focused**

Let's talk about "**customer/client-focused**" as a work value. When I say "**customer/client-focused**," I am talking about a work environment where **the organization and its associates commit to doing whatever it takes to provide customer or client satisfaction.**

- Tell me about a time when **you were customer/client-focused.**
- What was the situation?
- How did you choose to handle it?
- How did you feel about it?
- How would you feel about working in an environment where **being customer/client-focused is somewhat important?**

*Notes:*

**Listen for:**

- Strong objections or concerns about working in an environment where **people are sometimes expected to be customer/client-focused**
- Unrealistic expectations about the ability to adapt to this aspect of the culture

*Notes:*

**1. Will this candidate be able to adjust to working in your organization based on this work value?**

①

Not likely

②

③

Somewhat likely

④

⑤

Very likely

**2. Will it be a problem if the candidate cannot adjust?**  Yes  No  Maybe

 **Attentive**

Let's talk about "**attentive**" as a work value. When I say "**attentive**," I am talking about a work environment where **associates give close and thoughtful attention to their customers or clients.**

- Tell me about a time when **you were expected to be attentive.**
- What was the situation?
- How did you choose to handle it?
- How did you feel about it?
- How would you feel about working in an environment where **being attentive is important?**

*Notes:*

**Listen for:**

- Strong objections or concerns about working in an environment where **people are expected to be attentive**
- Unrealistic expectations about the ability to adapt to this aspect of the culture

*Notes:*

**1. Will this candidate be able to adjust to working in your organization based on this work value?**

①

Not likely

②

③

Somewhat likely

④

⑤

Very likely

**2. Will it be a problem if the candidate cannot adjust?**  Yes  No  Maybe

## **Communicative**

Let's talk about "**communicative**" as a work value. When I say "**communicative**," I am talking about a work environment where **co-workers and management freely share information with each other.**

- Tell me about a time when **you were communicative.**
- What was the situation?
- How did you choose to handle it?
- How did you feel about it?
- How would you feel about working in an environment where **people sometimes share information with each other?**

*Notes:*

### **Listen for:**

- Strong objections or concerns about working in an environment where **people are somewhat communicative**
- Unrealistic expectations about the ability to adapt to this aspect of the culture

*Notes:*

**1. Will this candidate be able to adjust to working in your organization based on this work value?**

①

Not likely

②

③

Somewhat likely

④

⑤

Very likely

**2. Will it be a problem if the candidate cannot adjust?**  **Yes**  **No**  **Maybe**