



Sample Job Fit Report

Elizabeth Thompson

Customer Service

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Job Fit Review

This section describes the key behavior and thinking traits in order of their importance to the job. Consider how each trait might impact Elizabeth in the job of Customer Service.

Higher Impact

✓ Logical Problem Solving



Elizabeth has a strong ability to solve problems logically. She is able to pull complex issues apart to deal with the components one by one. She likes being able to think through a problem or solution in order to present it carefully and logically to others. She is apt to internalize her thinking and may need encouragement to express her thoughts.

✓ Rapid Problem Solving



Elizabeth is able to see the patterns and themes that emerge from disorganized information. She strongly prefers to take a quick and intuitive approach, but will be more thoughtful than action-oriented and may need to be solicited for her solutions.

! Adaptability



Elizabeth is independent-minded, and she will generally cooperate with others on a practical basis. She has definite ideas and standards of her own, however, which she will not be quick to compromise. At times she may not be intuitive in sensing the thoughts of others.

Medium Impact

✗ Structure



Elizabeth will function best in a calm work environment. She values privacy and time to reflect on her tasks and implementation issues. She likes to develop her own methods for achieving results rather than depend on procedures designed by others. She may want to operate outside of set procedures if it helps her reach her objectives.

✓ **Vocabulary**



Elizabeth is inquisitive and bright. She is an avid learner who picks up new concepts easily and quickly. She is interested in a wide variety of topics and she constantly seeks out new ideas. When processing new information she tends to dig deeper into the material to deepen her understanding. She is able to grasp subtlety and nuance in communication, which can positively impact the precision with which she interacts with others.

✓ **Responsiveness**



Elizabeth is controlled and cautious in her reactions. She is not very excitable or demonstrative, and she prefers to remain low key and unobtrusive in her initiatives. She has good tolerance for support roles and for extended periods of concentration on specialized tasks.

Lower Impact

✓ **Sociability**



Elizabeth displays an easygoing and affable social style, and she strives to maintain positive and stable relationships. She is not motivated to play a prominent or influential role in group activities. Most often, she prefers to work quietly and independently behind the scenes.

! **Assertiveness**



Elizabeth is a conservative individual who is able to follow the directions of others. She prefers to commit herself when she is sure of her job position and the end goal. She will take ownership over familiar, routine tasks and work independently in areas of her expertise. She may stop to think about other options when faced with obstacles.

✓ **Intensity**



Elizabeth likes to deal directly and actively with work issues and obstacles as they arise. However, she also tends to think about alternative solutions before moving forward.

! Optimism



Elizabeth tends to maintain a healthy skepticism in her approach and outlook. She has the ability to visualize things and anticipate what might go wrong or may not turn out as planned. She may not connect with new people very quickly.

✓ Spatial Visualization



Elizabeth can visualize three dimensional structures and complex systems. She can think about problems in which there are multiple variables that are changing. This talent will help her with a variety of tasks, including engineering, technical, mechanical, or structural problems.

Descriptive Review

Elizabeth's traits do not exist in isolation of each other. Each trait impacts the others. Below is an integrated view of Elizabeth. As you read this section, consider how Elizabeth might perform as a Customer Service.

Elizabeth is a calm, composed individual. She has the ability to do work that requires a moderate pace in support of others. She is a conservative person who will rely on the authority of others in her decision-making processes. She does not feel a personal need to control situations or people and is not likely to use direct, assertive social behavior. She may accede to the actions of others and not express her wishes and demands. She solves problems very quickly, but maintains good behavioral control and self-discipline. She is able to keep her focus on specific objectives and is not easily rushed or distracted by outside influences.

She is aware of people's expectations but she is not highly adaptable or concerned about approval. She will not alter her behavior to satisfy others unless she sees a good reason to do so. She feels at home in unstructured jobs where she can set her own priorities and processes. She prefers to establish her own methods and ways to get her job done. She does not pay as much attention to detail or to following set procedures as the most successful people in this position. She takes a more cooperative than authoritative approach to leadership and will be low-key in her approach.

Elizabeth is most comfortable when dealing with people whom she knows well. She prefers to interact with those with whom she has familiarity and can work on her own for extended periods of time. She regularly looks for potential problems and may worry about their impact on her work. Her approach may be more critical than required by this role. She may have difficulty overlooking issues in order to proceed down a path with confidence and optimism. She wants to deal directly and actively with problems and obstacles as they arise. However, she tends to think about alternative solutions before initiating action.

She rapidly identifies solutions to problems and gravitates toward roles that provide a constant flow of new challenges. She can communicate complex solutions in a logical way that is easily understood by others. If opposed, she may need to be encouraged to offer her solutions to others.

Job Mismatches

Elizabeth is a medium fit with the behavior and talent traits required in the job. When evaluating overall job fit, it's helpful to examine each mismatch between Elizabeth and the job targets.

The following mismatches are significant and should be thoroughly explored.

Structure

Flexible  Likes Rules

The Structure job target is high. People with high Structure tend to be dependent upon guidelines and defined parameters. They do not like to make mistakes, and they prefer clear order, set procedures and rules at work. Elizabeth has lower Structure.

- She may dislike having too many rules and restrictions.
- She may feel that there are too many rules and procedures to follow.
- She may want to develop new solutions to problems instead of using tried and true approaches over and over.

The following mismatches are not significant, but are worth noting.

! Adaptability



The Adaptability job target is High. People with high Adaptability are very concerned about the feelings of others and will take these into account when deciding what to do or say. Elizabeth scored below the Adaptability target.

- At times she may not be intuitive in sensing the thoughts of others.
- She may strike others as insensitive at times.

! Assertiveness



The Assertiveness job target is Medium. People with medium Assertiveness can be firm and direct while having the flexibility to get input from others when necessary. Elizabeth scored significantly below the Assertiveness target.

- She may be hesitant in taking action when she needs to push forward for success.
- She may try to think through all possibilities before moving into action.

! Optimism



The Optimism job target is Medium. People with medium Optimism have the flexibility of approaching people and situations in a positive manner while having a sense of skepticism as to what might go wrong. Elizabeth scored well below the Optimism target.

- She may have a very strong tendency to look for what can go wrong with situations.
- Some people may view her as negative or irritable at times.

Definitions

Higher Impact

Adaptability

A natural tendency to adapt to people's feelings when communicating or making decisions.

← Independent

Less concerned about how actions impact others. Make decisions independent of other people's thoughts and feelings.

Accommodating →

Concerned with people's thoughts and feelings when interacting with others or making decisions. Tend to be diplomatic and tactful, and want to be on positive terms with most people.

Logical Problem Solving

The ability to apply a step-by-step approach to solve problems.

← Lower

Tend not to solve problems by working through them step-by-step. May prefer other problem-solving strategies that come from trial and error rather than applying rules or truisms.

Higher →

Find it easy to apply general rules in a methodical, step-by-step approach to solve problems. This ability helps with strategic thinking and organizing ideas.

Rapid Problem Solving

The ability to quickly and intuitively recognize patterns from information.

← Lower

Find it stressful to work in an environment that requires quickly responding to problems without allowing time for analysis. May be more deliberate in getting to an answer.

Higher →

Recognize themes or trends quickly from information and solve problems intuitively. Good in a crisis, under stress, or when a quick decision is required.

Medium Impact

Responsiveness

A natural tendency to express opinions and feelings openly and outwardly.

← Calm

Often calm and composed. Like to work in a more predictable work environment. Tend to internalize feelings and opinions, especially when under pressure or during change.

Expressive →

Tend to be excitable and expressive. Prefer a high-activity work environment with a lot of things happening at once. Often express feelings and thoughts openly, especially when under pressure or during change.

Structure

A natural tendency to seek order and correctness.

← Flexible

Tend to be more concerned with outcomes than with following rules and established procedures. Tend to be more comfortable with trial and error to achieve results.

Likes Rules →

Prefer order and precision. Tend to follow rules and established procedures. Desire accuracy and thoroughness because they don't like to make mistakes.

Vocabulary

A measure of how easily and quickly a person picks up and learns new concepts and ideas.

← Lower

Tend learn more slowly and typically take more time when thinking about and communicating their experiences.

Higher →

Tend to learn quickly and easily from their environments. Deal more easily with new material, new ideas and new concepts.

Lower Impact

Assertiveness

A natural tendency to take action or control in most situations.

← Reserved

Less confident in actions and tend to make decisions more slowly. When faced with obstacles, tend to stop and assess options. Typically desire input or direction from others.

Aggressive →

More likely to move forward, take action, and deal with problems. Tend to be decisive and direct when dealing with others. At extremes, may seem confrontational or stubborn.

Intensity

A natural tendency to experience strong emotions when frustrated or faced with obstacles.

← Relaxed

Experience emotions less strongly when frustrated. Tend to seem more relaxed and approachable when facing a conflict or obstacle.

Intense →

Tend to experience higher levels of emotion when frustrated or facing conflicts and obstacles. Whether or not this emotion is displayed outwardly depends on a person's level of responsiveness.

Optimism

A natural tendency to think positively about other people and the future, no matter what is happening.

← Skeptical

Tend to be more skeptical. More likely to identify potential problems, but at extremes, often worry about what could go wrong.

Optimistic →

Tend to feel enthusiastic and upbeat most of the time. At extremes, they are more likely to ignore potential problems or warnings.

Sociability

A natural tendency to gain satisfaction from interacting with other people.

← Task Oriented

Less likely to seek new relationships and are more comfortable with smaller groups of people. Can be friendly and interact with others, but may find long periods of social interaction tiring.

People Oriented →

Driven to interact with others. Prefer not to work alone for extended periods of time and may actively seek new relationships. Tend to have a wide circle of contacts and acquaintances and are socially confident.

Spatial Visualization

The ability to visualize and manipulate objects in three dimensions.

← Lower

Have a more difficult time picturing three dimensions and will utilize less efficient strategies when arranging, moving, or designing objects in three dimensional space.

Higher →

More easily visualizes objects in three dimensions. Deal more easily with imagining objects or spaces that must be moved, arranged, or designed in three dimensional space.