

Compliance Officer

for

Sam Sample

Produced by Selby & Mills in partnership with

Example Organisation

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Norm Group = General population

This report has been prepared with every care and in good faith. However the interpretation arises from the sum of the candidate's choices and preferences in answering a series of self-report inventories, and should therefore be seen purely as indicative of certain trends in their attitudes at that time.

The results are presented as stems where a score of 1 is low and 10 is high.

They are colour-coded; the darker the colour the higher the score and the stronger the persons preference.

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ASSERTIVE

6

Thinks and acts assertively, developing own directions which others may find both agreeable and difficult to influence.

Suggested interview questions

- When are you most likely to conform to the opinions of others within the workplace? Describe a time where you conformed to the consensus of a majority. Why did you feel as though conforming was necessary?
- Describe an occasion where a colleague has attempted to influence your decision. Tell me about the circumstances, the method they employed, and the outcome. In hindsight, did you make the right decision? What might you do differently in the future based on this occasion?
- Forming opinions which conflict with those of colleagues can lead to disputes. Describe how you might behave in a situation like this.
- Would your colleagues describe you as assertive? Provide examples of why this is the case.

INFLUENTIAL

5

Comfortable influencing others to own point of view, avoiding resentment by others. Will compromise under pressure rather than get into conflict.

Suggested interview questions

- Describe the typical approach you might use when attempting to influence the decision of a colleague or client. Provide a specific example of a time where you have employed this method. Was it successful?
- Imagine you are in a situation of conflict with a colleague in the workplace. How might you go about resolving the conflict?
- Influencing the decisions of others can allow an individual to manipulate workplace issues in their favour. Tell me about when you believe influencing a decision of colleague to be most important. Tell me when you would definitely not attempt to influence a colleague's decision.
- Attempting to influence the decisions of a colleague may lead to resentment on their part. Tell me how you 'pick your battles' when it comes to influencing other people.

ATTITUDE TO AUTHORITY

1

Prefers job discretion to do what they believe are the priorities, even if they vary from agreed goals. May not always display tenacity.

Suggested interview questions

- Describe a situation where you have had to display tenacity in order to achieve a goal. What primarily prevented you from achieving the goal? How did your behaviour represent tenacity?
- Describe an instance in the workplace where you have followed instructions rather than use an easier or more rapid solution to achieve a goal.
- Tell me about how you set your priorities. How much emphasis do you place on the opinions of others when making decisions on prioritising tasks?
- Unforeseen circumstances may mean that you are unable to follow previous instructions. Tell me about an instance where you have had to deviate from an agreed path in order to achieve results. What caused this? How did you achieve the desired result?

DETAIL CONSCIOUS

10

Very strongly attracted to and suited for work which involves the accurate handling of administrative matters and detail.

Suggested interview questions

- Completing administrative tasks may be more attractive for some people than for others. What do you enjoy about administrative tasks? Is this enough for you to prefer administrative tasks over those of a practical nature?
- Avoiding mistakes is a key component of the ability to complete administrative tasks effectively. When completing paper-based tasks, how do you ensure that you avoid mistakes?
- Some people prefer administrative tasks to those of a less detailed manner. Tell me about your preferences in this regard. Are you comfortable completing detailed tasks? What makes this so?
- Describe your general attitude towards administrative tasks. Do you prefer these to tasks of a practical nature? Why is this?

COPE WITH PRESSURE

8

Is consistent in performing under pressure, and is relatively calm in adversity or disappointment.

Suggested interview questions

- Tell me about your levels of performance when under pressure. Are you likely to increase your work-rate? Does your performance suffer in pressurised situations? Describe a time where you have 'thrived' under pressure and achieved results.
- Adverse circumstances can lead to pressure in workplace situations. Describe a situation where you have met with adversity. Tell me about the situation, the issue(s) encountered, your actions, and the outcome.
- Many workplace responsibilities include deadlines for work. Tell me about how you ensure deadlines are met. In what ways can you deal with the pressure a deadline creates?
- Disappointments in the workplace can have differing effects on an individual's performance. Tell me about how you typically react to a workplace disappointment. Describe a specific example which provides support for this description.

DRIVE

1

Such people are interested in producing results, but probably do not raise their work rate when the pressure is on. They prefer dealing with easy to resolve problems of a relatively short term nature to dealing with long term strategic ones.

Suggested interview questions

- Some people prefer working towards short-term goals and quickly resolved issues. Others prefer the challenge of long-term or complex tasks. Tell me which of these more accurately describes you. Why do you prefer this manner of working?
- Producing results can be difficult, especially when working under pressure. When working under pressure, what drives you to succeed when it might be easier to quit? Tell me about an instance which you believe displays your ability to show persistence.
- Tell me about how you approach complex workplace issues. Describe a typical plan of action for tackling a complex workplace task. What do you typically do if your plan becomes distorted or blocked by obstacles?
- Complex issues require tenacity and persistence if they are to be resolved. Tell me about how you display these characteristics in your work. Describe a specific occasion where you have displayed persistence in order to achieve a desired result in the workplace.

IMPARTIAL

4

Has difficulty keeping an open mind. Often lets their personal opinions and views influence decisions.

Suggested interview questions

- Making decisions involves the consideration of a number of factors. Why is it important to ignore personal views when making a workplace decision?
- Why might it be beneficial for individuals to keep an open-mind in the workplace? Tell me about an occasion where being open-minded has been advantageous for you.
- Tell me about a time where a decision you have made in the workplace was based on personal views. Were there any negative consequences of the personal views influencing your decision?
- What is the importance of impartiality within the workplace? Tell me about an occasion where you have had to remain impartial in order to achieve success.

FIRM BUT FAIR

4

They maintain generally high standards but may ask more of themselves than they do of others. They may be easy-going with those with whom they are familiar and a little harsher with some of the others.

Suggested interview questions

- Judging colleagues by their performance is probably the fairest way of judging their suitability for their role. How might you ensure that individuals are held accountable for their mistakes or shortfalls in a working environment? Provide an example of a time where you have criticised a colleague. Why did you feel this was necessary?
- Maintaining high standards of discipline may result in an increased level of motivation to do well. An environment which is too strict however may demotivate people. How might you be able to strike a balance between the two? Tell me about how you would attempt to do this in the workplace. Provide examples from your previous roles if you can.
- What situations do you believe your management style is most suited to?
- The standards an individual sets for themselves may be different from the standards they set for others. How high are the standards that you set for colleagues in comparison to those you set for yourself? Why?

JOB ACHIEVEMENT

4

Has an eye for the quality of their own and others' work, particularly when under pressure; relationships take second place to job achievement, although they are aware of the need to sustain them.

Suggested interview questions

- Tell me about your experience of working under pressure in your previous roles. How does your performance when under pressure compare with performance in normal circumstances?
- Tell me about how you deliver results under pressure. What do you do to ensure that you remain calm in the face of adversity?
- How does your performance differ between normal circumstances and circumstances where you are under pressure? Provide an example of an occasion where you achieved results despite being under pressure and tell me how your behaviour in this instance was different from your normal behaviour.
- What characteristics do you have which enable you to maintain working relationships effectively? Provide an example of a time where you have managed to maintain positive working relationships with colleagues despite working under pressure.

This is the end of your report.

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