



PMaps Assessment

PMaps CSO Assessment

Candidate ID - 1000004

PMaps Demo

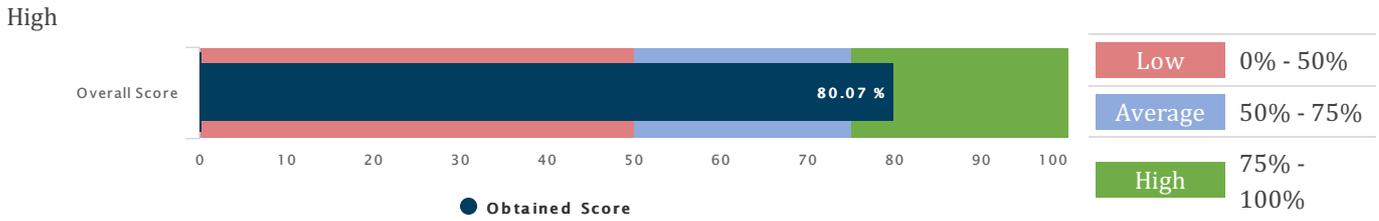
demo@pmaps.in

02 Feb, 21



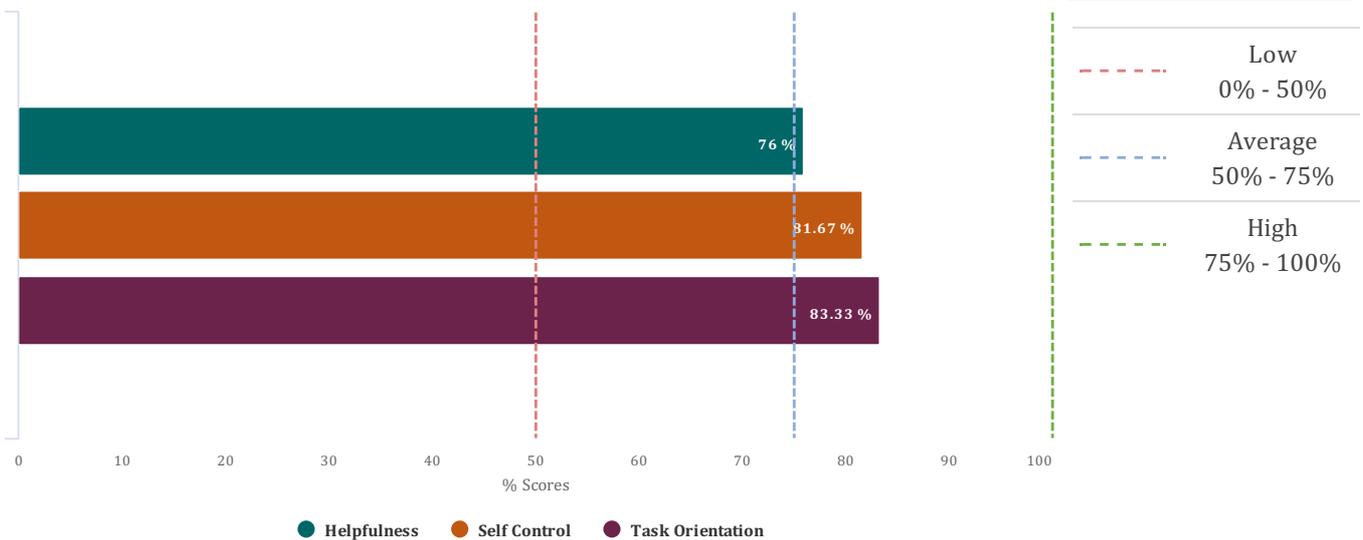
Summary Report

Overall Scores



S/He is a recruit who is good at understanding customers’ grievances by appropriately responding to them both cognitively and affectively. They can, not only gauge the emotions behind the message, but also the intensity of the feeling. S/He has a good presence of mind and uses her/his common sense and insight to effectively manage difficult and trying situations. S/He has a very good control over the display of their emotions especially when in the public sphere. S/He is conscious of the official duties and seeks to achieve their goals with hard work and dedication.

Competency Overview



Detailed Report

Helpfulness

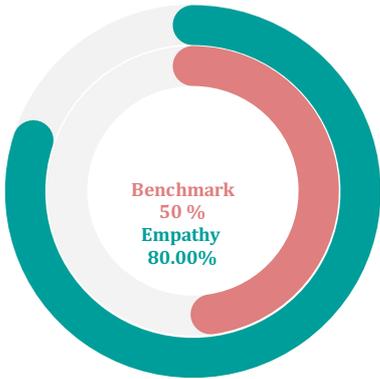
The tool through this seeks to assess the candidates' initiative to extend help to others. It measures the individual's willingness to understand the others' needs, offer relevant suggestions and includes actions like use of common sense in helping self and others.

76%
High

S/He is someone who is every friend's delight. S/He goes out to help and assist others in need. S/He not only has the intent of extending support but also knows how to do it. S/He offers help and shows concern that puts the other person at ease and they feel understood. The other persons' experiences are validated and feelings reassured. S/He genuinely feels for the other person and by putting the self in the other person's shoes shows support. S/He also uses her/his insight and common sense to help themselves and the others out of tricky situations. In simple terms they are both sensible and sensitive.

Empathy

Understanding



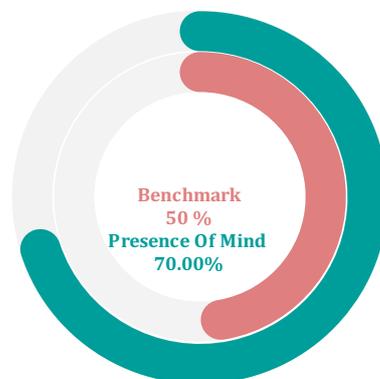
An assessment of the ability to understand and share another person's experiences and emotions. It is the ability to share someone else's feeling as it is. It is the 'in feeling' as opposed to the 'with feeling'. The metaphor used to appreciate this ability is, 'to step and walk a mile in somebody's shoes'. This trait is assessed by two ways, firstly by assessing the candidates' ability to identify the feeling being conveyed by others and secondly by assessing the candidates on the ability to identify the mildness or the severity of the feeling being conveyed.

S/He is someone who is able to understand the others' perspective, both affectively and cognitively. S/He not only demonstrates a clear respect for the other person's point of view but can also, very importantly understand how they feel. This involves both, not only identifying what the other person is feeling but also accurately gauging the gravity of the feeling conveyed. Along with seeing things from others' vantage point, s/he is also able to communicate her/his concern and regard for them. S/He feels with people instead of just feeling for them.

Presence Of Mind

Aware

An assessment of the candidates' skill in thinking on their toes and being spontaneous in extending help. The assessment tries to gauge their ability to think sensibly, appropriately and promptly especially in challenging situations. In work place it translates into ability to say or do the right thing in pressure situations.



S/He is conscious of the surroundings and takes decisions based on them. S/He does not lose cool in the face of stressful situation. S/He thinks not only from the perspective of the self but also of the people and circumstances around. S/He takes rational decisions and avoids wastage of both energy and time.

Self Control

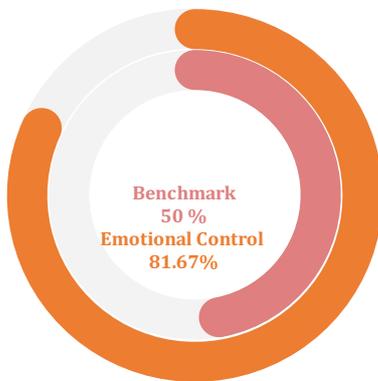
An assessment of the individual's capability in control of display of emotions. It is the trait of having power over one's entire range of emotions and their expression. The assessment tests whether the display or expression of the feeling/emotion is situationally appropriate or not.

81.67%
Contained

S/He is able to contain her/his emotions and feelings and not show it every time it occurs. S/He understands the appropriateness of the emotion/feeling and based on that decides to express or not to express. It is not that s/he is does not feel anything but is able to control the display of it. By being self-restrained, they don't necessarily allow others to walk all over them nor is there an unhealthy compromise of self-respect. They share and express their inner world but appropriately. They don't curtail their feelings/emotions but manage them well.

Emotional Control

High



An assessment of the individual's capability in control of display of emotions. It is the trait of having power over one's entire range of emotions and their expression. The assessment tests whether the display or expression of the feeling/emotion is situationally appropriate or not.

High emotional-control translates into the ability to keep one's impulses under check. At work-place it would express itself as situationally-appropriate behaviour. The control is only in the expression of negative feeling, not on the feeling per se. Such a candidate is neither aggressive nor passive, but balancing the two, is assertive. Being assertive in workplace is usually viewed as a healthier communication style which not only improves decision making but also creates a win-win situation for both your customers and the organisation.

Task Orientation

This trait appreciates the candidates' predisposition and/or attitude towards assigned tasks and roles. It seeks to find out whether the candidate is inclined towards attaining higher goals, and is motivated to achieve them with own efforts and discipline.

83.33%
High

S/He enjoys hard-work and is very duty-conscious. S/He will work as hard as they can and even more to achieve their desired goals. Personal benchmarks are very important to them. They define their own standards of ethical behaviour and would do anything to adhere to them. In certain ways, they belong to the old school of thought where dutifulness, punctuality, regularity and orderliness were essential virtues.

Achievement Orientation

Go Getter



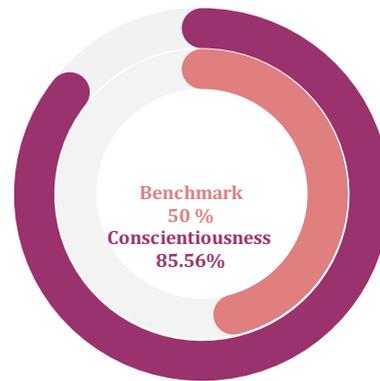
The desire to accomplish difficult tasks and to meet standards of excellence. The standards may be set by self (usually) or society-defined. It seeks to find out the candidates' willingness to go the extra mile and/or aspire for brilliance and perfection in every task/activity/job assigned.

S/He believes in accomplishing the difficult. Reaching the unsurmountable gives them a high. S/He does not shy away from hard-work and remains persistent even in the face of failure. Success for her/him always tastes sweet because it is the result of personal, persistent efforts. Rewards/awards/medals/trophies and public recognition are what drive her/him.

Conscientiousness

Prim & Proper

An assessment of the individual's beliefs and attitude towards virtues like punctuality, regularity, planning, self-discipline, orderliness, etc. As opposed to a generic measure of the individual's ethical standards and moral values, this test tries to only understand how dutiful the individual will be in work place and work-related situations.



S/He is concerned about things being in order and in their proper place. Regularity and punctuality are her/his hallmark. S/He believes that deadlines are to be met, no matter what. Excuses are for lazy people is her/his belief and they take it on themselves to do everything right the first time and each time. They may also get stressed up soon because of taking everything on themselves. They believe strongly in planning and rely heavily on schedules and agenda.

Disclaimer

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