



PMaps Assessment

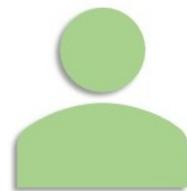
PMaps Customer Service Orientation-
Demo()

Candidate ID - 1000003

Sample Demo

demo@pmaps.in

25 Apr, 22



Summary Report

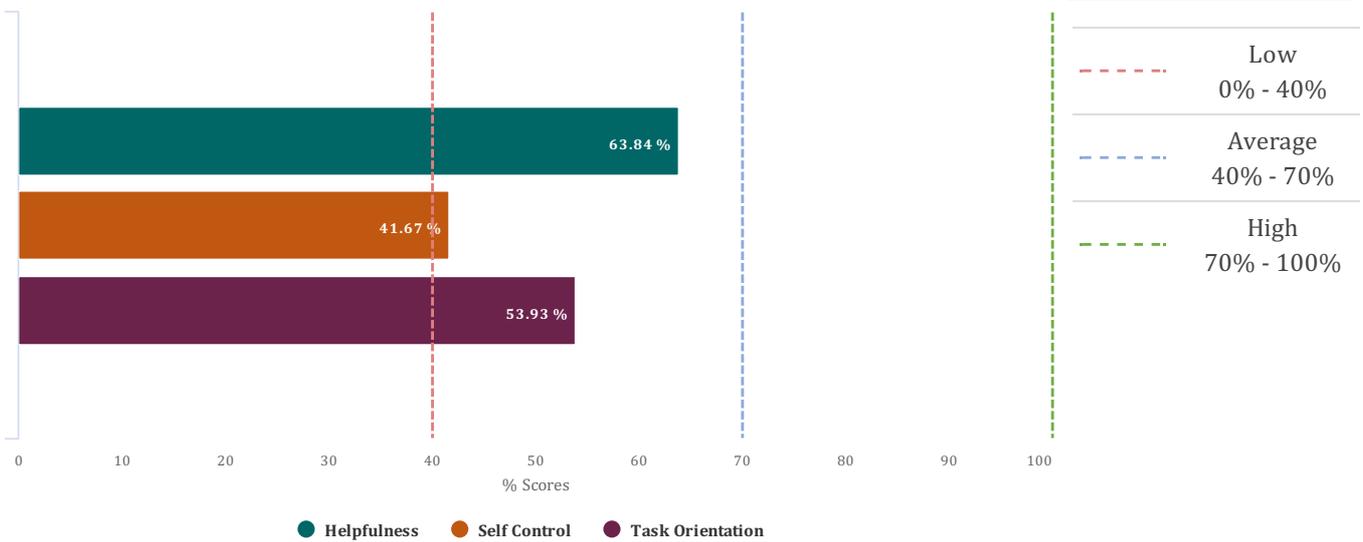
Overall Scores

Average



Sample understand people and their concerns but not always very accurately. Either the feeling is misunderstood or its gravity. Sample may not be over the entire range of emotions or may be in selective situations only. Sample is somebody who tries to control one's emotions but is not always successful which makes Sample restrictive in expression. Sample is aware of the organisational responsibilities and work just enough to fulfil them. However, Sample may not go beyond the call of duty and might willing to give concessions to others and to self if so required.

Competency Overview



Detailed Report

Helpfulness

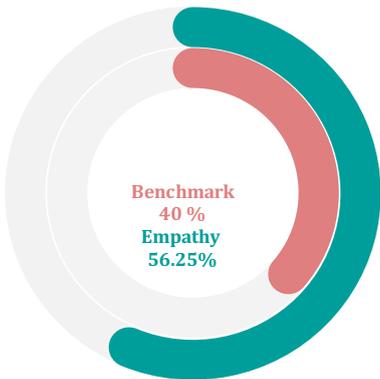
Assesses the individual's initiative to extend help to others. It measures the individual's willingness to understand the others' needs, offer relevant suggestions and includes actions like use of common sense in helping self and others.

63.84%
Average

Sample is somebody who is either interested in helping others but the communication is slightly faulty. Or is good at providing support but is not always backed by intent. Sample tries but falters at matching intent with action. Sample shows concern more by suggesting the alternatives than by offering emotional support. Probably practical help is their style and they are not comfortable by mere talk-therapy. Sample 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

Sympathetic



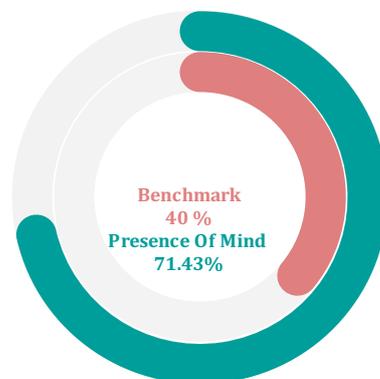
Assesses individual's ability to understand and share another person's experiences and emotions. It is the ability to share someone else's feeling as it is. It is the 'in feeling' as opposed to the 'with feeling'. The metaphor used to appreciate this ability is, 'to step and walk a mile in somebody's 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.

Sample is someone who is usually able to understand what others feel and how others feel but is not always accurate in identifying the feelings conveyed. Sample tries to understand others but is sometimes off the mark. Either Sample is unable to understand the emotion expressed or its intensity and more than often than not, even when the other person's concern is understood, there is ineffective communication which mars the message. Sample wants to understand others well but flounders on the way.

Presence Of Mind

Aware

Assesses candidates' skill in thinking on their toes and being spontaneous in extending help. It 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.



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

Self Control

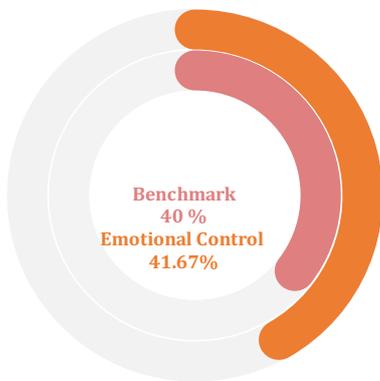
Assesses individual's capability in control of display of emotions. It is the trait of having power over one's entire range of emotions and their expression. The assessment tests whether the display or expression of the feeling/emotion is situationally appropriate or not.

41.67%
Average

Medium or average level of self-control would mean an ability to recognise the wrong impulses and the urge to act on them, but only some of the times. The individual would realise that it was inappropriate to express a certain feeling but once it has been already displayed with vigour. At work place such a candidate would try and curb such unhealthy expressions of feelings but succeed only partially and not always.

Emotional Control

Restrained



Assesses an 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. It tests whether the display or expression of the feeling/emotion is situationally appropriate or not.

Sample is somebody who tries to control her/his emotion but is not always successful. The intention is there, but the ability is found lacking. Even when s/he tries to control, the effort shows through. It is not a complete control over the display of emotions but a restrictive expression.

Task Orientation

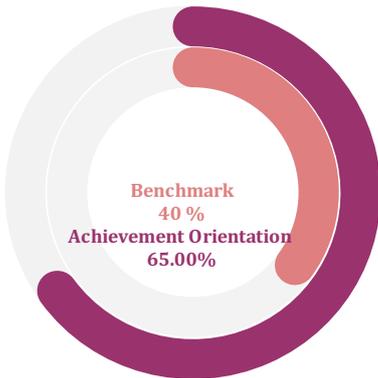
Assesses individual's predisposition and/or attitude towards assigned tasks and roles. It seeks to find out whether the candidate is inclined towards attaining higher goals, and is motivated to achieve them with own efforts and discipline.

53.93%
Average

Sample enjoys hard-work. S/He will work as hard as they can and even more to achieve their desired goals. Personal benchmarks are very important to them. S/He believes in all the age-old virtues of a worthy human being, like duty-consciousness, hard-work, discipline, neatness and organised personal and official spaces, but is willing to give concessions to others and to self if so required.

Achievement Orientation

Go Getter



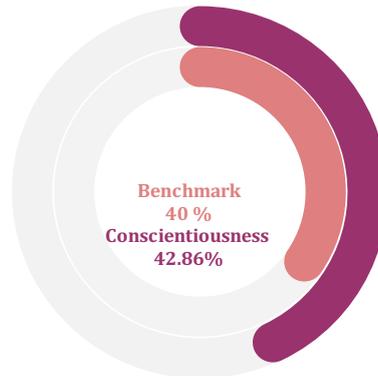
The desire to accomplish difficult tasks and to meet standards of excellence. The standards may be set by self (usually) or society-defined. It seeks to find out the candidates' willingness to go the extra mile and/or aspire for brilliance and perfection in every task/activity/job assigned.

Sample 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

Average

Assesses 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.



Sample may seem to be somewhat concerned about things being in order and in their proper place. Sample may meet deadlines when s/he needs to, however, may not be keen not to set schedules. Sample may do well most of the time, but regular motivation, training, and slight monitoring provided by the organization may improve her/his performance.

Disclaimer

PMaps is involved in psychometric assessments and is capable of, on a best effort basis; designing a test as per its client's requirements and making a suggestion or giving an opinion on the suitability of a candidate for a particular job role based on the evaluation and interpretation of the candidate's test results. The same applies to the report on the candidate's psychometric profile, the report is an opinion on the candidate's personality. PMaps makes no warranty or representation with respect to the accuracy of its opinion, suggestion or profile report. Client will use PMaps opinion and suggestion as an input in its recruitment process, but PMaps will not be beheld liable for any decision that Client takes based on the suggestions, opinions or the profile report given by PMaps. Client indemnifies PMaps from any liability that can arise on account of utilizing PMaps services and holds PMaps harmless without limitation, against any losses, claims, costs, damages or liabilities suffered by PMaps arising out of or in connection with providing its services to Client.