



CUSTOMISED
ASSESSMENTS
Online

COMPETENCY ASSESSMENT
RESULTS FOR
ROBERT DOWNE

PROJECT: ga1304081245
ID: 287242

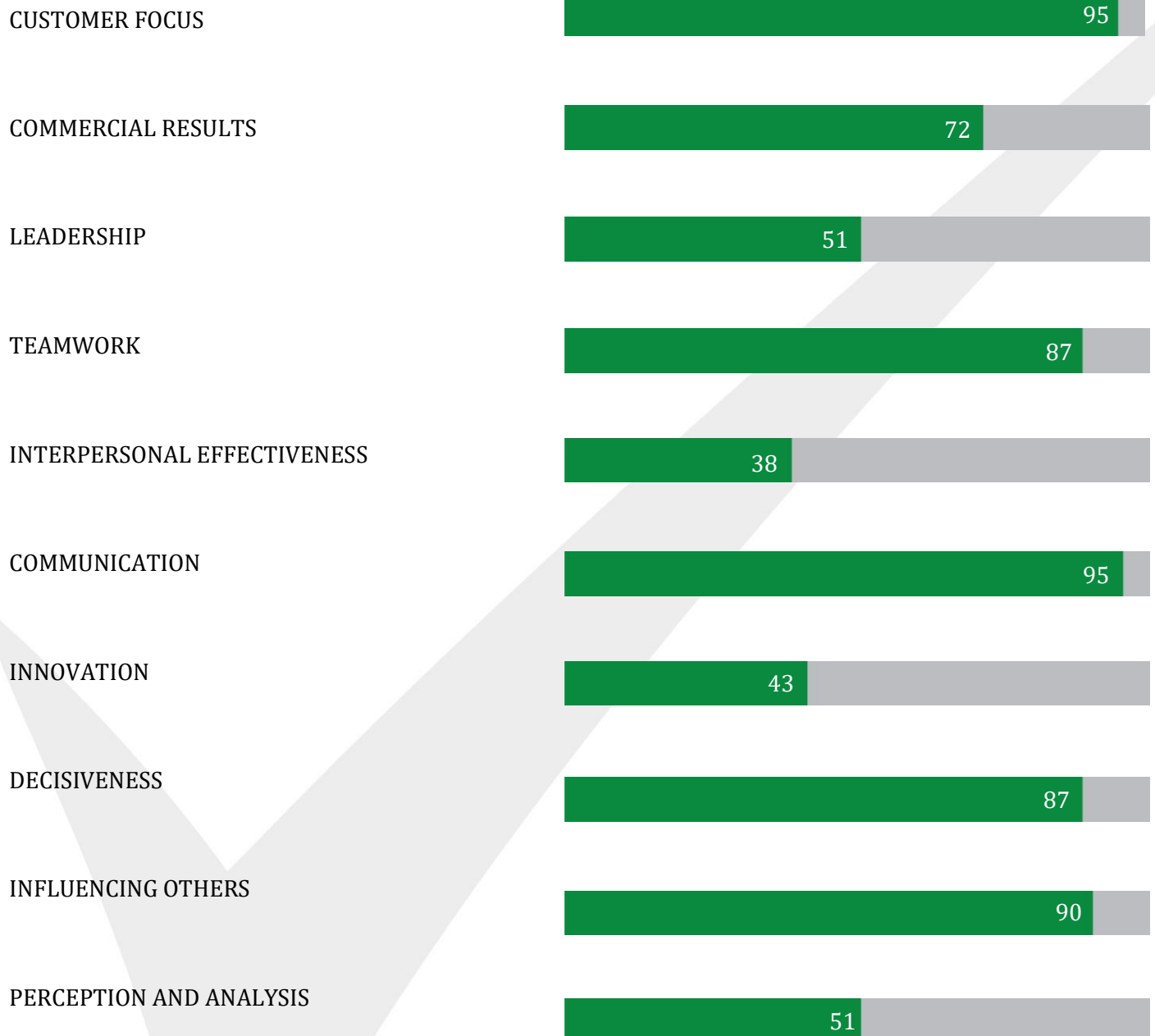
The data in this report forms part of a selection process and is the result of your completion of an online, custom designed, role specific competency assessment.

The competency assessment used a series of mini case studies specifically created for each of the competencies identified as critical for success in the target role. This critical competency model forms the benchmark against which all assessment participants have been assessed.

RESULT SUMMARY



ROBERT DOWN



COMPETENCY DESCRIPTIONS AND RESULTS (1-5)

ROBERT DOWN

CUSTOMER FOCUS

95

Anticipates customers (both internal and external) needs, takes ownership of, plus responsibility and accountability for, the level of customer satisfaction by establishing productive relationships, answering customers questions, dealing with customer problems and exceeding customer expectations.

COMMERCIAL RESULTS

72

Planning, organising and prioritising actions required for the accomplishment of key goals and objectives; monitoring progress of work activities and taking corrective action on anticipated potential problems.

LEADERSHIP

51

Shares knowledge with others, commits to and shares a vision of the future, empowers others, provides support for others' efforts, delegates effectively, builds confidence in others, and provides a role model for others to follow through the consistent demonstration of self control and awareness, decisiveness, ethical & diplomatic conduct, and a positive outlook.

TEAMWORK

87

Builds positive relationships with team members, earns respect, accepts constructive feedback, is cooperative & motivated to contribute to team goals, shares recognition for achievement and reduces conflict among team members.

INTERPERSONAL EFFECTIVENESS

38

The temporary modification within your comfort zone of your normal, habitual conduct for the benefit of increased interaction effectiveness and productivity.

COMPETENCY DESCRIPTIONS AND RESULTS (6-10)

ROBERT DOWN

COMMUNICATION

95

Conveys ideas, information and messages through persuasive presentation and the appropriate use of terms, phrases, grammar, wit, empathy and vocabulary in a way that increases the opportunity for understanding and commitment.

INNOVATION

43

Produces, originates and/or designs something worthwhile. Generates unique groundbreaking ideas and approaches. Suggests new ideas to meet needs. Takes calculated risks and willingly tries new approaches.

DECISIVENESS

87

Takes prompt action to makes things happen and achieve results. Anticipates problems and responds to challenges confidently.

INFLUENCING OTHERS

90

Identifies the interests of stakeholders and negotiates mutual beneficial conclusions. Provides compelling reasons for ideas and actions. Overcomes objections by determining their cause. Leverages the success of previous similar actions to persuade others to commit.

PERCEPTION AND ANALYSIS

51

Differentiates between essential and non – essential information, distinguishes fact from opinion, draws operational sound conclusions from relevant data, identifies high gain areas that require attention.

COMPETENCY DEVELOPMENT ACTION PLAN

Review the results of your competency assessment and choose two you would like to develop further.

COMPETENCY:

OBJECTIVE:

ACTION STEPS:

RESOURCES:

Who can help?

Reference material?

I WILL COMPLETE THE DEVELOPMENT OF THIS COMPETENCY BY:

COMPETENCY:

OBJECTIVE:

ACTION STEPS:

RESOURCES:

Who can help?

Reference material?

I WILL COMPLETE THE DEVELOPMENT OF THIS COMPETENCY BY: