



# Productivity Index

## Confidential Report For Sample Candidate

- Featuring
- Productivity Index

Test Version: Productivity Index

Questions? Contact your ExSel Coordinator, email [exsel@limra.com](mailto:exsel@limra.com), or call (0)+1 888-785-4672.





For Sample Candidate

## Test Results

### Test Accuracy Interpretation

Results can be interpreted with confidence. All WPI accuracy indices fell within the expected ranges.

### Individual Summary

**Personal Productivity Score: Strong Productivity (70%)**



### Productivity Indicators

**Work Effort & Persistence: Strong Productivity (83%)**



**Service & Support: Moderate Productivity (64%)**



### Risk Factors

**Counterproductive Work Behavior: Moderate Risk (38%)**



**Turnover: Moderate Risk (38%)**



High Productivity/  
Low Risk



Moderate Productivity/  
Moderate Risk



Low Productivity/  
High Risk



For Sample Candidate

## Service & Support: (64%) Risk Factors

- A** Think of a specific time when you had to provide service or support to someone who was being difficult (e.g. a customer or coworker). How did you approach this person, and why did you choose that specific approach? When you are ready, please describe the situation, your actions, and the outcome.
- B** What are the basic skills that are needed to build strong working relationships with coworkers? Please describe a specific situation where you used these skills.
- C** What are the basic skills that are needed to provide excellent customer service? Please describe a specific situation where you used these skills.
- D** Tell me about a specific time when you did not provide the level of service or support that we have been talking about. Did circumstances prevent you from using these skills, or did you choose to handle the situation in a different way? Please describe the situation, your actions, and the outcome.

## Interview Rating

*Service and support involve respecting others and working to understand their needs and unique perspectives.*

Poor

1

2

3

Average

4

5

6

Excellent

7

Lacks a basic understanding of how to serve the needs of others. Provides minimal levels of service and fails to meet standards. Fails to consider available service & support options. Blames others for problems. Fails to recognize ways to help people.

Understands basic customer and coworker needs. Asks questions and listens to better understand others' needs. Demonstrates a willingness to help as long as there is little personal inconvenience.

Goes above and beyond the call of duty to provide outstanding service & support. Shows insight on customer/coworker needs. Solicits feedback and information from others to identify deficiencies & find better ways to serve. Empathizes with others' needs.



For Sample Candidate

## Counterproductive Work Behavior: (38%) Risk Factors

- A** I would like you to picture yourself in a situation where you are working on a task, and you have found a way of doing things that seems to work much better. At the same time, company policies conflict with this new approach. How would you handle the situation?
- B** Sometimes, things at work do not always seem fair. This may include things like the way work is assigned, or the way rewards are given out. Think of a specific situation in which work assignments or rewards for completed work were given out unfairly. How did you feel about this, and what did you do? How did you approach you work afterwards?
- C** What do you do to relieve stress while you are working?
- D** Sometimes people disagree about the best way to do things. In general, how do you approach people when you know that you are right, but they still don't listen to what you are saying? How have you approached situations like this in the past? Please provide specific examples.

## Interview Rating

*Counterproductive behaviors are more likely to occur when individuals have a tendency to act impulsively, and when they lack the ability to cope with daily frustrations.*

Poor

1

2

3

Average

4

5

6

Excellent

7

Fails to acknowledge others' perspectives and fails to understand the implications of one's actions. Acts impulsively. Becomes angry when Problems occur. Demonstrates difficulty in coping with stress. Fails to respect and tolerate others.

Generally thinks before acting. Generally behaves appropriately even when frustrated. Manages stress effectively. Tolerates other workers.

Approaches differences with others constructively. Makes constructive use of available time. Displays willingness to go the extra mile. Copes effectively with stress. Respects management and organizational policies. Respects and tolerates others.



For Sample Candidate

## Turnover: (38%) Risk Factors

- A** In what ways does this position match your personal strengths and weaknesses? In what ways would this position be challenging for you? There are things that you might like about this job, while at the same time there may be other things that you might not like. What do you like about this position? What concerns do you have? How does this position fit in with your goals or interests?
- B** I would like to ask you a few questions about the way you like to approach your work. Do you prefer work in which you know exactly what you are supposed to do each day, or do you prefer work where things change regularly because of business needs? Do you prefer to work alone, or with other people? Do you prefer to have your work supervised closely by a manager, or do you prefer to be more on your own?
- C** Do you like work where focusing on details is important, or do you prefer work where the details aren't so important? Do you like work that requires you to be doing many different things at once, or do you prefer work that allows you to focus on one thing at a time? Do you prefer work where you can be creative, or do you prefer work that requires you to follow a set of standard procedures?
- D** What would cause you to look for another job? What types of things have caused you to look for work in the past? What would your previous supervisor say was the reason you left your last position? How long would you plan to stay with our company?

## Interview Rating

*Turnover often occurs due to lack of person-job fit with respect to the knowledge, skills, abilities, and other characteristics that are required for successful job performance.*

Poor

1

2

3

Average

4

5

6

Excellent

7

Lacks goals and a sense of direction. Fails to anticipate obstacles. Lacks knowledge of the job and is unable to articulate its positive and negative features. Lacks an understanding of the organization. Appears likely to quit over relatively minor issues.

Demonstrates person-job fit with respect to the important components of the job. Displays inability to articulate the negative aspects of the job, but understands the positive features. Appears likely to quit if faced with significant challenges.

Demonstrates strong person-job fit in terms of knowledge, skills, abilities, and other characteristics. Maintains a realistic perspective on the positive and negative aspects of the job. Remains committed to the organization under difficult circumstances.