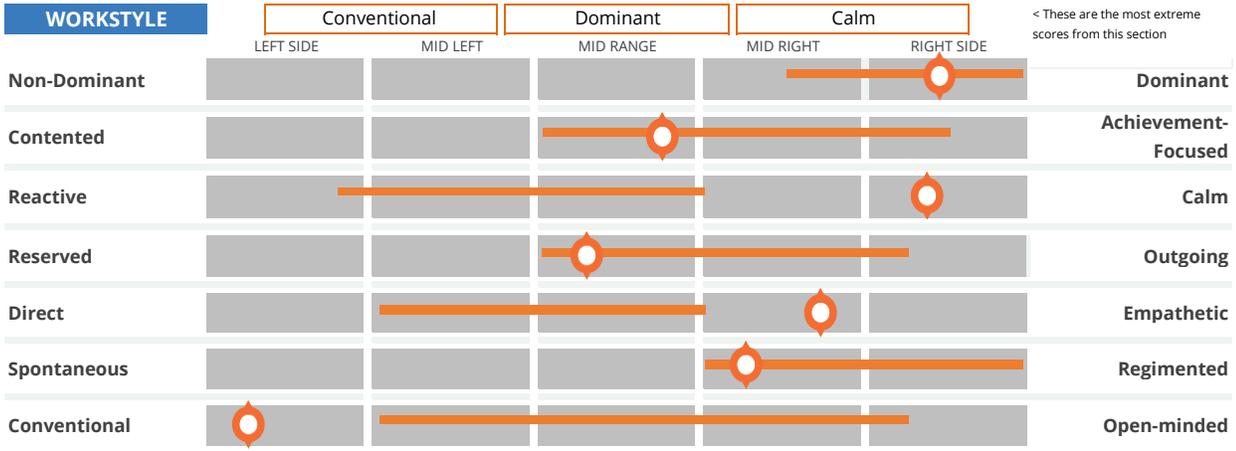
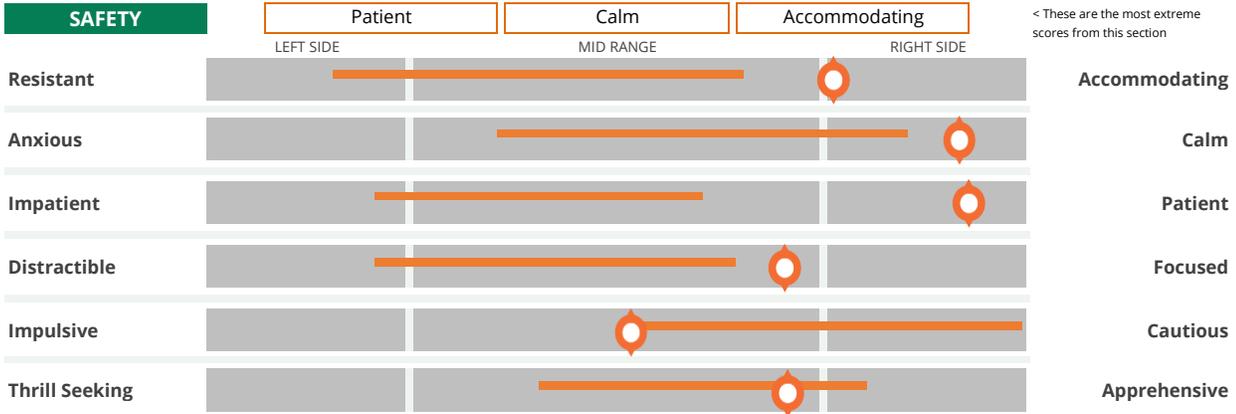




Benchmark: Field Management



**Disclaimer:** Results should always be considered in the context of all available information about a person; do not use this as the sole factor for making employment-related decisions.



Suggested Behavioral Interview Questions

**Area 1: Kelly Sample scored OUTSIDE THE BENCHMARK on Impatient vs. Patient**

*Ask one or more of the following questions:*

- Give me an example of a work situation where you let someone know that their behavior was unacceptable. What was the situation?
- Give me an example of a situation where you became annoyed or frustrated by someone you worked with. What was the situation and how did you handle it?

*Interviewer Notes:*

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Interviewer Rating ✓  1 - Does Not Meet Requirements  2 - Partially Meets Requirements  3 - Fully Meets Requirements  4 - Exceeds Requirements  5 - Greatly Exceeds Requirements

**Area 2: Kelly Sample scored OUTSIDE THE BENCHMARK on Reactive vs. Calm**

*Ask one or more of the following questions:*

- Give me an example of a situation where you recognized that you had to take urgent action. What was the situation and what did you do?
- Tell me about a time when you were particularly overwhelmed with your responsibilities at work. What strategies did you use to deal with this pressure?

*Interviewer Notes:*

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Interviewer Rating ✓  1 - Does Not Meet Requirements  2 - Partially Meets Requirements  3 - Fully Meets Requirements  4 - Exceeds Requirements  5 - Greatly Exceeds Requirements



Suggested Behavioral Interview Questions (continued)

**Area 3: Kelly Sample scored OUTSIDE THE BENCHMARK on Conventional vs. Open-minded**

*Ask one or more of the following questions:*

- Tell me about a time when you had to adapt to a drastic or rapid change at work. What was the change and what did you do to adapt to it?
- Have you recently pursued any opportunities to improve your skills? How did you learn about these opportunities? What actions did you take to pursue them?

*Interviewer Notes:*

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*Interviewer Rating* ✓  1 - Does Not Meet Requirements  2 - Partially Meets Requirements  3 - Fully Meets Requirements  4 - Exceeds Requirements  5 - Greatly Exceeds Requirements

**Area 4: Kelly Sample scored OUTSIDE THE BENCHMARK on Direct vs. Empathetic**

*Ask one or more of the following questions:*

- Sometimes customers or co-workers make unreasonable requests. Describe a time when someone made an especially unreasonable request to you. How did you handle this situation?
- Tell me about a time when you had to deal with someone who was angry or upset with you. What was the situation and how did you handle it?

*Interviewer Notes:*

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*Interviewer Rating* ✓  1 - Does Not Meet Requirements  2 - Partially Meets Requirements  3 - Fully Meets Requirements  4 - Exceeds Requirements  5 - Greatly Exceeds Requirements