

Job Position: _____

There are many elements that affect job performance. Each of these must be considered when making a hiring decision. The following format will help you to evaluate each candidate on an effective range of criteria.

Rate the Candidate on each of these elements by placing a checkmark in the appropriate box. Then complete the simple calculations to generate a Relative Composite Rating for the Candidate.

	nothing like job requires	less than job requires	adequate for what job requires	more than job requires	far more than job requires
First Interview Rating					
First Impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grooming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to express ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skills, Knowledge & Experience Rating					
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experience in this job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FirstView Assessment Rating					
Report Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FirstView Interview Questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Count # of check marks in each column and bring down the total	<input type="checkbox"/> <u>x1</u>	<input type="checkbox"/> <u>x2</u>	<input type="checkbox"/> <u>x3</u>	<input type="checkbox"/> <u>x4</u>	<input type="checkbox"/> <u>x5</u>
Multiply by the # given and bring down the total	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RELATIVE COMPOSITE RATING-ADD THE SCORES ABOVE AND PUT THE TOTAL HERE

COMPARE THIS SCORE TO ALL CANDIDATES

Driver Report

RON K RON K

10/25/2002

They are in the top third of the population in terms of reasoning speed. In training situations, they will learn more quickly than the average person. In most formal training programs, they may feel that the pace of the class is too slow. It is important that they use their advantage of learning speed to focus on more applications of the training information that is provided instead of wanting more information faster. In training situations that allow for individual pacing, they should be allowed to progress at their own pace, although still focusing on application of the material.

This faster learning speed enables them to solve problems quickly. This is well-suited for a position that involves dealing with a constantly changing field of problems.

It is important that they recognize that much of a Driver's job consists of doing the same things. It is easy for them to become bored with this routine if the job does not offer sufficient challenges. They must provide some part of those challenges with outside interests or hobbies in order to balance the necessary routine of the job.

It is critical that they understand their inherent communication problem. They process information faster than the average person. Therefore they tend to communicate information faster than the average person can understand it. It is essential that they learn to slow down and match their delivery to their audience. Otherwise they can become impatient or frustrated with others who may not understand as quickly as they do. It is a good thing to encourage them to ask questions to continually confirm that what people heard is understood correctly.

It is helpful for them to explain their thinking when suggesting ideas or solutions to problems. Their faster learning speed allows them to take shortcuts in their thinking that may not be clear to others. This can lead people to view that thinking as incomplete or impulsive, since the logic may not be apparent to them.

They generally follow rules and procedures unless there is a good reason to make an exception. It is important that they be trained in understanding what types of exceptions are acceptable. Once trained effectively, they can usually provide consistent service that can also adapt to customer needs.

They enjoy talking and most customers will view them as friendly. This can contribute to building stronger customer relationships, especially when this ability is directed with the proper training. Then the additional conversations can become an important part of product marketing for the company.

It is easy for them to spend additional time socializing at customer stops. This may offer benefits in terms of customer relationships, but it can also cause delays in schedules. They must recognize when long conversations are not appropriate. It is challenging for them to listen to others. It is important to confirm their understanding of important instructions. When at a customer location, they should take notes on any matters that require attention. A checklist of specific things to look for can be helpful. They must pay extra attention to their driving when accompanied by passengers, as their conversation can distract them at times.

They can accept direction from others, and they can also provide it to others in most cases. They generally speak directly without seeming to be confrontational, and therefore they get along with a wide variety of people. This allows them to make suggestions to customers. They can deal with a moderate level of confrontation, but they view arguments as not being productive. Under most circumstances, they can listen to customer complaints or problems and discuss possible solutions if that is appropriate.

They are a balanced team player, looking for win-win situations in all situations. They want the company to succeed and they respect the needs of the customer. They view cooperation with others as being the best approach. They are best motivated by team incentives.

Driver Report

RON K RON K

10/25/2002

They seldom feel stress under any conditions and appear calm even with difficult customer situations. They view the world optimistically and are very trusting of others. They generally handle criticism or disappointment with little emotion.

Their calm appearance can sometimes be seen by others as a lack of reaction to the problem or as a lack of a sense of urgency. It is important that they recognize how to signal the appropriate sense of urgency to customers. Their trusting nature can sometimes allow them to be blindsided by unexpected things. It is important for them to learn to ask checking questions that can alert them to potential surprises.

They are very detail-oriented, and generally pay close attention to the necessary paperwork. They prefer well-organized schedules, and punctuality is very important to them. They generally keep accurate logs, and pay close attention to maintenance issues.

The thoroughness of their planning and scheduling generally does not allow for unexpected changes in that schedule. They will find changes in the plan frustrating. Sometimes their attention to detail may prevent their understanding of the big picture.

They have answered the questions frankly and directly.

Driver Interview Questions

RON K RON K

25-Oct-2002

COGNITIVE:

Select the questions from this area that you feel are important to job performance:

1. People who learn very quickly tend to communicate very quickly also. Give me an example of how you have adapted your speed of communication to better communicate with someone else.
2. Once the challenge of learning a new job is past, the day-to-day routine can become boring to someone who learns quickly. Give me an example of what you have done in previous positions to challenge your abilities.
3. Give me an example from your experience in which you have used your ability to think quickly to your advantage.
4. Give me an example from your experience in which your ability to think quickly has been a problem.
5. Give me an example of how you make certain that other people understand your ideas.
6. Give me an example of strategic issues that you have dealt with in the past. Give me an example of tactical issues that you have dealt with in the past. Is strategic thinking or tactical thinking your strength?

RULES:

Select the questions from this area that you feel are important to job performance:

1. Give me an example of how you have dealt with a policy that you considered to be inefficient.
2. Finding a better way is not always productive. Give me an example of how you have made a mistake by trying to improve something.
3. Give me an example of how you have used "out of the box" thinking to solve a problem.
4. Give me an example of when you have worked in an unstructured job with few established procedures.

EXTROVERSION:

Select the questions from this area that you feel are important to job performance:

1. It is clear to see that you enjoy talking. Give me an example of how you have used that talent in your job.
2. Give me an example of how you have communicated your level of attention to others.
3. How can you tell when you are really listening to what someone is saying?
4. Give me an example of how your enthusiastic stories have caused problems for you in the past.
5. Give me an example of how you have made others feel special.

Driver Interview Questions

RON K RON K

25-Oct-2002

ASSERTIVENESS:

Select the questions from this area that you feel are important to job performance:

1. Give me an example of how you have handled a situation in which a co-worker pushed the worst jobs on to you.
2. Give me an example of how you have dealt with a highly confrontational situation with another driver.
3. Give me an example of how you have had to refuse a customer's request.
4. When someone asks for your recommendation, what is the best way to handle it?

TEAM:

Select the questions from this area that you feel are important to job performance:

1. Give me an example of how you have worked together with co-workers to deliver a higher level of productivity or quality than you could alone.
2. Give me an example of when you were really motivated to a high level of performance. What kind of recognition did you receive?
3. Sometimes it is necessary to choose between being right and getting what you want. Give me an example of how you have let someone be "right" even though you disagreed.
4. How do you know when to draw the line when people try to take advantage of your good nature? Give me an example.
5. Describe a time when another driver cut you off. What did you do?

SENSITIVITY:

Select the questions from this area that you feel are important to job performance:

1. Give me an example of how you communicate a sense of urgency to your co-workers and customers.
2. How can you tell when a co-worker is unhappy even though he or she is not telling you? Give me an example of this.
3. If a customer is not satisfied, what are some useful questions to ask?
4. Tell me about a time when you were surprised by your boss's reaction to something you did.

Driver Interview Questions

RON K RON K

25-Oct-2002

ORGANIZATION:

Select the questions from this area that you feel are important to job performance:

1. Give me an example of how you have worked in a job with continual changes in schedules.
2. Describe a time when you had continual interruptions during the day. How did you handle it?
3. How do you know when you have enough details to complete an assignment? Give me an example.
4. Give me an example of how you build flexibility into your planning.