



REACH  
PROFILES

**Charles Poulton's Position Profile**

15 Oct 2019

Contents

Position: Call Center (Collections)\* .....2

Using this to add value to an interview .....3

    Benchmark Validation .....3

    Contact Information.....4

    Important Note .....5

# Position: Call Center (Collections)\*

**Benchmark Match: 85%**

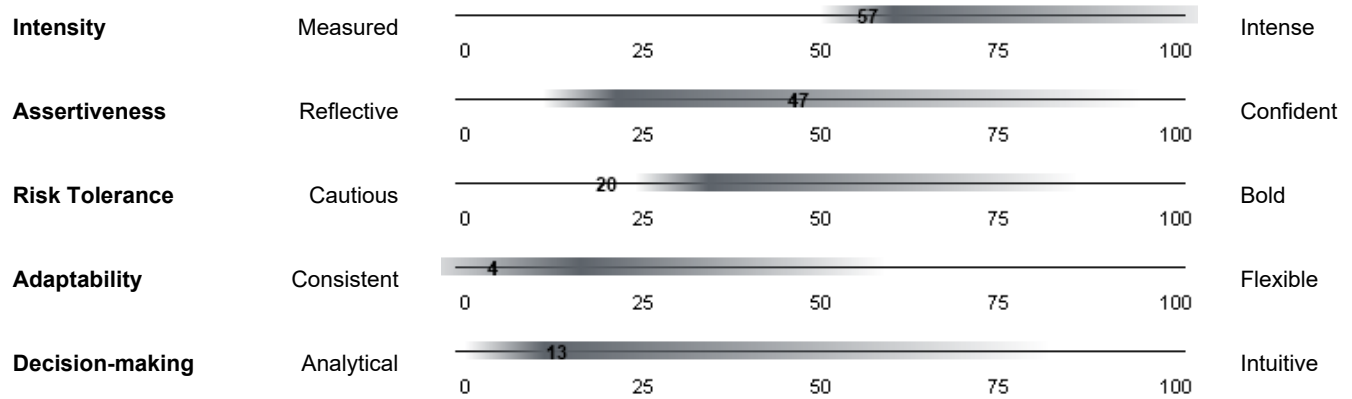
The REACH Position Profile compares an individual’s personality dimensions to a benchmark based on high performers in this role. The shaded ranges indicate where higher performers may have tended to cluster, while the numbers indicate this person’s preferences and tendencies.

Workplace studies suggest that individuals matching at least 70% of the benchmark may tend to exhibit the highest performance on average, however a variety of factors should be considered during selection.

Please note that general population percentiles are provided for descriptive purposes only. Lower or higher numbers may be preferred according to the specific benchmark applied.

## Achieving Dimensions

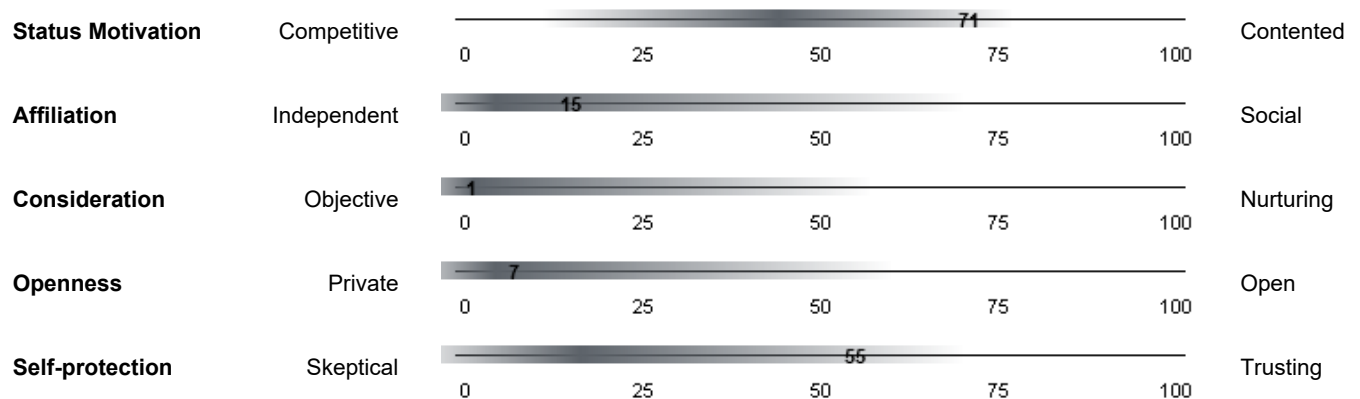
Achieving Dimensions describe how individuals approach tasks and goals under normal circumstances.



Benchmark Range: General Population Percentile

## Relating Dimensions

Relating Dimensions describe how individuals tend to interact with others in common settings.



Benchmark Range: General Population Percentile

## Using this to add value to an interview

A personality style as it relates to a role gives you some broad indicators to preferences and tendencies.

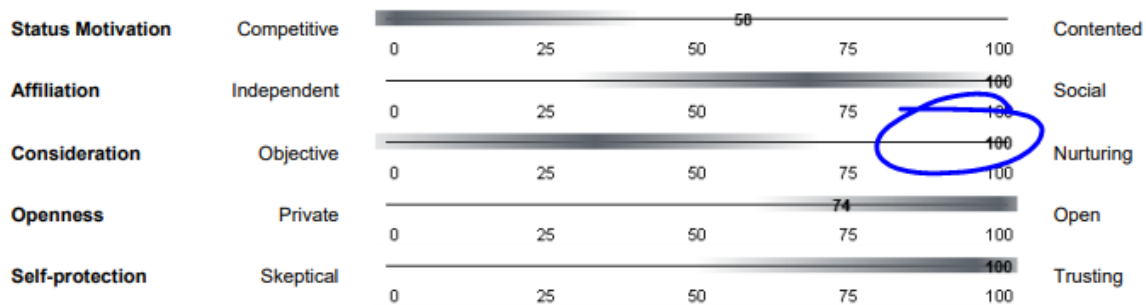
However, proximity to a benchmark range should be used to deepen questioning and add value to an interview, as opposed to an isolated decision-making point.

For example, if you were hiring a General Manager using the General Manager Position Profile and they were distinctly out of range on a dimension, it's useful to use that information in two ways:

1. Looking at the moment in time they are being hired into and how the future looks, could that variance be of benefit (compared to a historical view when the validation was done)?
2. Or if they have a distinct difference in a dimension say, Nurturing vs Objective in the image below, this is a great opportunity to delve into situations in your workplace that will require objective decision making, and ask for them to share experience about times they have had to take a more objective approach at work, and how they felt about it.

### Relating Dimensions

Relating Dimensions describe how individuals tend to interact with others in common settings.



Benchmark Range:  General Population Percentile

### Benchmark Validation

This Position Profile was developed based on a criterion validation analysis for the position named. Validity evidence was demonstrated based on correlation between this benchmark and quantifiable performance metrics. It is the user's responsibility to determine the generalizability of results to each specific workplace environment.

## Contact Information

For more information regarding the REACH suite of products and services available to help you develop and coach high performers, please contact your REACH Partner:

**Gold Partner Demo**  
support@orgdevinstitute.co  
<https://www.orgdevinstitute.co/>

## Important Note

The information contained herein describes certain behavioral preferences and tendencies derived from the participant's self-reporting. While such patterns of behavior tend to be consistent over time, these can change based on circumstances beyond the scope of what has been measured by this survey. Therefore, this information does not represent a comprehensive measure of psychological traits, nor does it claim to represent a prediction of future behavior. No part of this information is intended to convey a psychological, medical, or psychiatric evaluation, and in no way is this information intended to convey an evaluation of employability. This information is intended to provide insight that is useful in coaching, team-building, and other aspects of professional development and training. No employment decision should be made based, in whole or in part, on the results contained herein, and no indication of suitability for employment should be inferred or implied based on the REACH Profile.