



**Concurrent Study
Benchmark Development Report**

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Top Performers Concurrent Study Benchmark

**Insurance Sales Agent
Prevue Distributor Training School**

Produced By:

Satbir Thind

View Assessments Inc.

support@viewassessments.com

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Part 1 – Report Introduction

Purpose of the Benchmark Development Report

This report will help to complete development of the Prevue Benchmark for the Insurance Sales Agent position at Prevue Distributor Training School. A Concurrent Study of the Prevue Assessments of a sample of Prevue Distributor Training School employees, identified as top performers in the Insurance Sales Agent position, has been used to generate an initial draft benchmark. The data derived from the Concurrent Study have been collated and analyzed to summarize the characteristics evident in top performers. The person or persons developing the benchmark will use this report to review and amend the initial draft benchmark and to finalize the Prevue Benchmark for the Insurance Sales Agent position at Prevue Distributor Training School.

What is a Prevue benchmark?

The Prevue Benchmark that will be developed for the Insurance Sales Agent position at Prevue Distributor Training School is a profile of the work-related abilities, interests/motivation, and personality traits of top performers in the position. The Prevue Benchmark is customized to address the unique requirements of the job within a particular corporate culture.

How is the Prevue Benchmark used?

Managers can use the Prevue Benchmark to:

- Select the best candidate for the position
- Obtain essential information beyond résumés, background searches or interviews
- Compare candidates to a preferred standard
- Identify individual training and coaching requirements
- Provide succession planning for the position and career planning for employees

Concurrent Study Candidates

The Concurrent Study Candidates are the sample of Prevue Distributor Training School employees who have completed Prevue Assessments to generate an initial draft benchmark for the Insurance Sales Agent position. These Concurrent Study Candidates are Top Performer #2, Top Performer #1, Top Performer #3 and Top Performer #4.

How to use this report

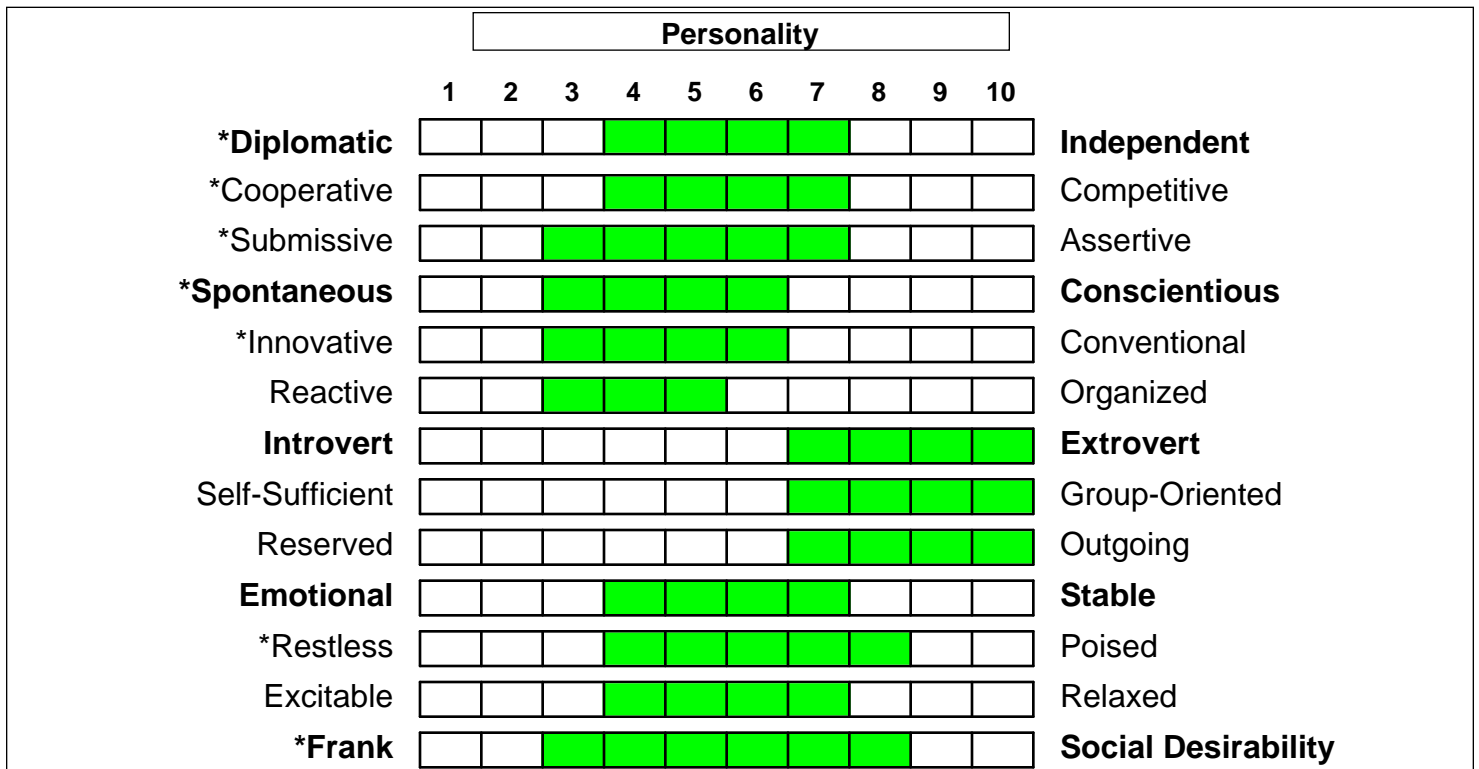
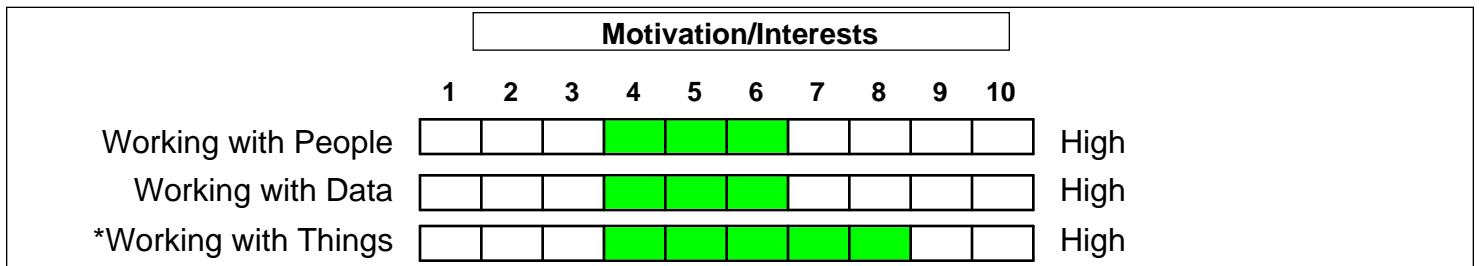
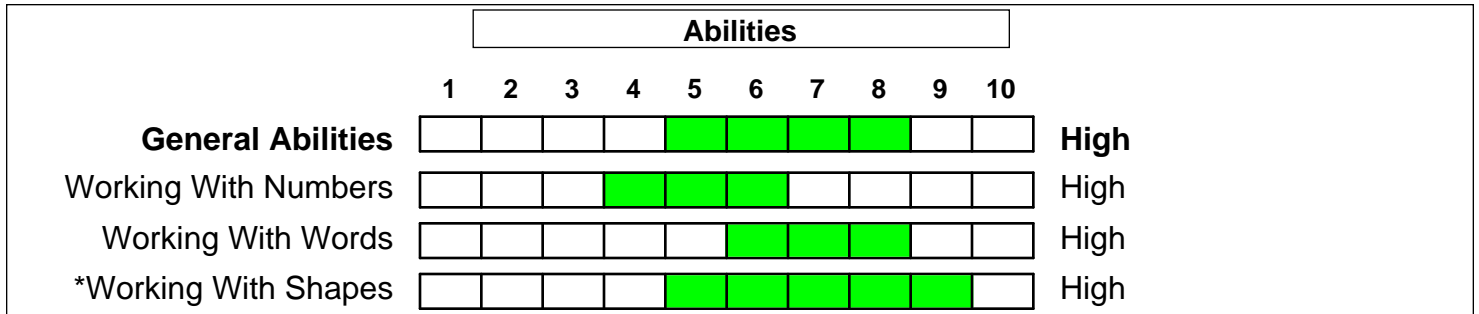
This report should be used to guide development of the Prevue Benchmark for the Insurance Sales Agent position. The Prevue Distributor Training School staff participating in the development of the benchmark should:

- 1 Examine the two graphs in Part 2. The first graph shows the draft benchmark for the Insurance Sales Agent, produced from the analysis of the Prevue Assessments completed by the Concurrent Study Candidates. The second graph displays where the Concurrent Study Candidates scored on the Abilities, Interests/Motivation, and Personality scales measured by the Prevue Assessment.
- 2 Review the scale-by-scale analysis of the Prevue assessment scales for Abilities, Interests/Motivation, and Personality addressed in Part 3. If there is disagreement about a benchmark for a particular scale, the Prevue Distributor Training School staff engaged in the benchmark development should collaborate to identify an appropriate range of scores.
- 3 Follow steps in Part 4 to finalize the Prevue Benchmark for the Insurance Sales Agent position.

Part 2 – Concurrent Study Benchmark Graph

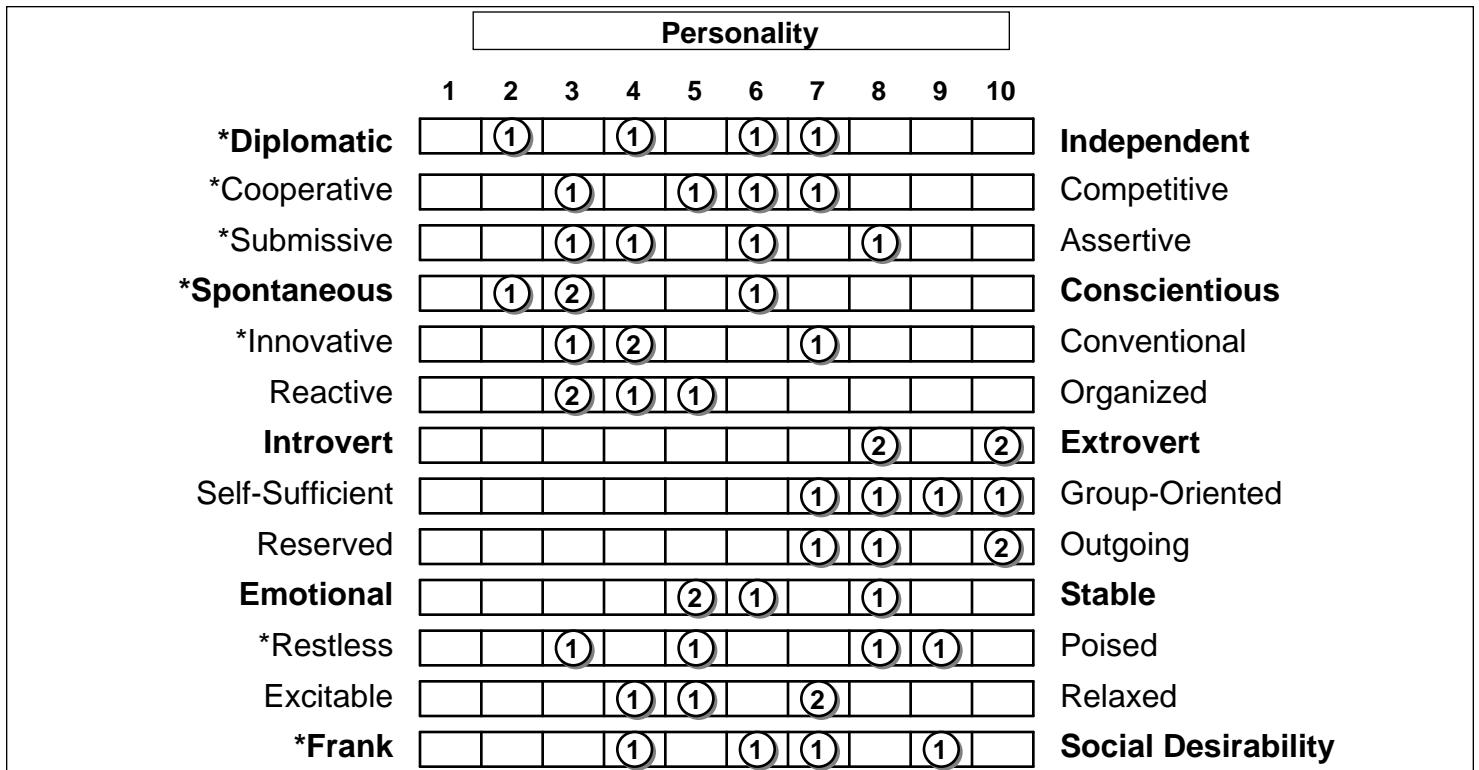
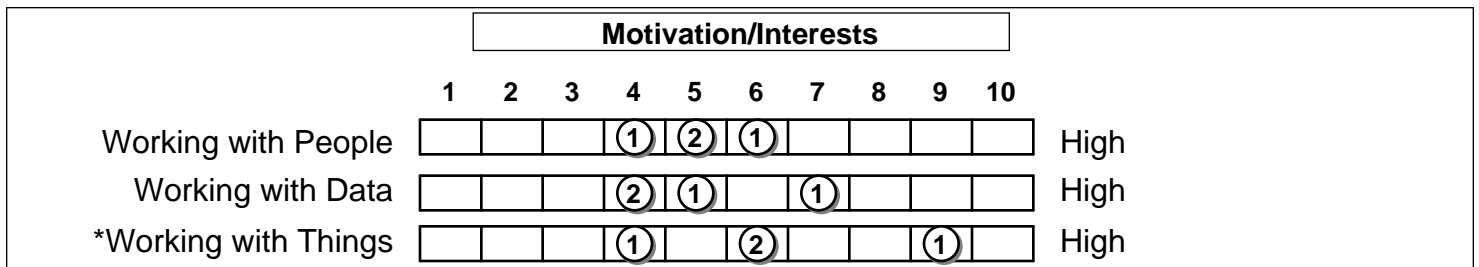
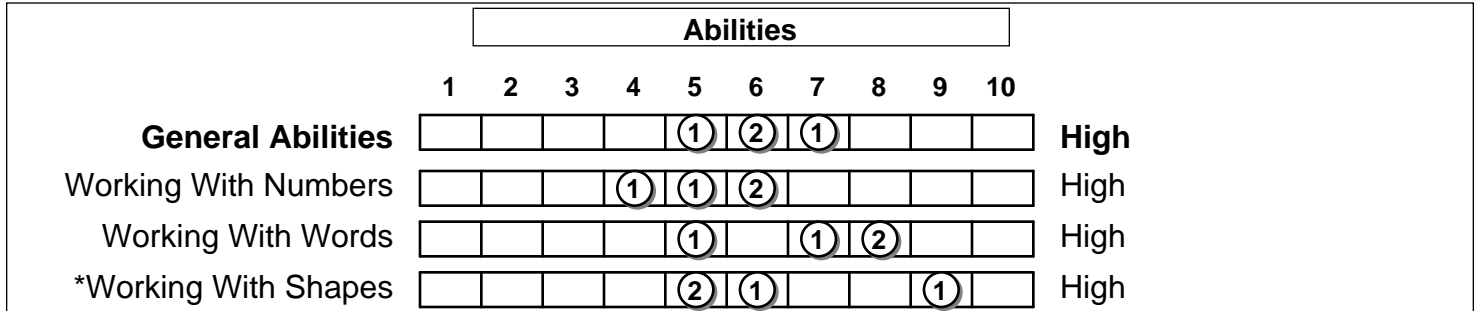
Graph #1 – Concurrent Study Benchmark

This graph shows the initial draft benchmark for the Insurance Sales Agent position. This benchmark reflects the combined results of the Prevue assessments completed by the Concurrent Study Candidates.



Graph #2 – Score Distribution

This graph displays where the Concurrent Study Candidates scored on the Abilities, Interests/Motivation, and Personality scales of the Prevue Assessment.



Part 3 – Analysis of Prevue Scales

Scale Analysis Content

Part 3 provides a detailed analysis of the results of the Concurrent Study for each of the three minor scales in Abilities, the three Interests/Motivation scales, and the eight minor scales in Personality that are measured by the Prevue Assessment. For each scale, this analysis includes:

- Scale Description—provides an overview of what the scale is measuring.
- Study Graphs—show the respective results of the Prevue Assessments for each of the Concurrent Study Candidates. In addition, the Concurrent Study Graph shows the initial benchmark for the position derived from the combined results of the assessments completed by all Concurrent Study Candidates.
- Benchmark Description—provides an overview of characteristics indicated by the Concurrent Study Graph.
- Study Conclusions and Suggestions—summarizes the computerized analysis of the results of the Prevue Assessments completed by the Concurrent Study Candidates and makes recommendations (if necessary) for finalizing the benchmark for the scale under consideration.

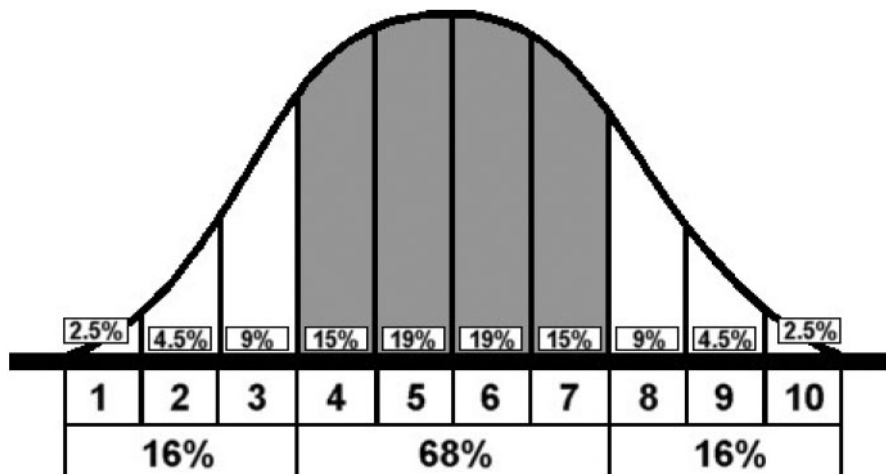
If the draft benchmark for a scale reflected in a Concurrent Study Graph is six or more stens wide:

- The title for that scale will be followed by an asterisk (*).
- Study Conclusions and Suggestions will be in bold print.
- Scale Score Descriptions will be provided for low, mid-range, and high scores to assist the Prevue Distributor Training School staff who are developing the benchmark to collaborate on the appropriate length and placement of the benchmark for the given scale.

Benchmark Development Guidelines

The person or persons developing the Prevue Benchmark are advised to consider these guidelines when reviewing and, where applicable, revising the benchmarks for each scale:

- 1 When a large number of people take the Prevue Assessment, a graph of their results will form a normal bell-shaped curve. All Prevue scales are divided into ten areas under this normal curve. These standard tenths of the curve are called stens. Most people (68% of the population) will score in the mid-range, where the curve is highest (stens 4 to 7). Fewer people will score in the tails of the curve, at the extremes of the scale, with either very low or very high results. The graph below shows the percentages for each sten. Only a small percentage of the working population will fit a benchmark placed on either extreme of a scale.



- 2 A benchmark must be a minimum of three stens wide. A width of three or four stens is an appropriate benchmark, particularly for those characteristics that the benchmark study identifies are crucial for top performers in the position.
- 3 A benchmark more than six stens wide indicates that either the given characteristic is not a significant aspect of performance in the position or there are insufficient data to establish a narrower benchmark. Further concurrent study of top performers in the position may support a narrower benchmark.
- 4 The benchmarks to be defined are on the three Abilities minor scales, the three scales for Interests/Motivation, and the eight Personality minor scales. These are addressed in the next section of Part 3. The computerized scoring and analysis facilities of www.prevueonline.com will automatically determine and enter the General Abilities major scale and the four Personality major scales.
- 5 Reviewing previously developed job descriptions, job analysis studies, or job performance review documents will assist in determining the most appropriate benchmarks.
- 6 There are three primary methods for developing a Prevue benchmark: a Concurrent Benchmark Development Study (covered in this report), a Job Description Survey Benchmark Development Study, or a Combination Benchmark Development Study.

The Concurrent Benchmark Development Study is based on the combined scores of Prevue assessments completed by a sample of employees who have been identified as top performers in the position. A Job Description Survey Benchmark Development Study reflects a benchmark based on what management and/or selected job incumbents consider to be the characteristics of top performers. These two benchmark development processes may not produce exactly the same result, particularly if a company's products, services, customers or business are in the midst of change. If this is the case, the Job Description Survey Study may represent the characteristics that are anticipated as future requirements for top job performance. A Combination Benchmark Development Study will analyze and merge the results of a Concurrent Study and a Job Description Survey Study to provide more information for developing the Prevue benchmark.

Abilities Scales

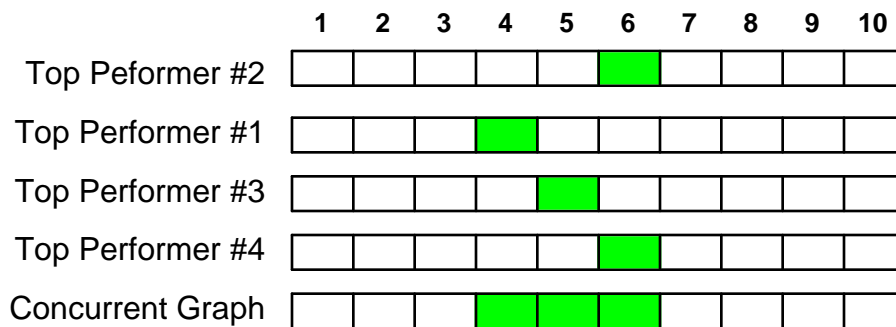
The person or persons developing benchmarks for Abilities should identify the required levels of skill for working with numbers, words, and shapes. The online facilities at www.prevueonline.com will automatically generate the benchmark for General Abilities major scale.

Working With Numbers

Scale Description

Working with numbers shows the ability to use numbers for abstract reasoning and problem-solving. In many occupations—clerical, accounting, technical, sales, and managerial—the ability to work with numbers is essential.

Study Graph



Benchmark Description

Based on this benchmark, a top performer might have below average to average ability for working with numbers. The position may require simple arithmetic skills and competence for number recognition. Candidates with low ability may have difficulty with some tasks. Candidates with above average numerical ability could also be a poor fit for this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Working With Numbers scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Working With Words

Scale Description

Working with words is the ability to use written language for reasoning and problem-solving. In many occupations—clerical, administrative, technical and managerial—the ability to work with written language is a fundamental requirement. While fluency or direct communication is different from verbal reasoning, there is a moderate correlation between scores on this scale and communication skill. People who score at the upper end of Working with words are more likely to be good communicators, but excellent fluency and good communication skills can occur irrespective of scores on this scale.

Note: Fluency can be assessed from the résumé and covering letter, and oral communication skills should be measured in the interview.

Study Graph



Benchmark Description

Based on this benchmark, a top performer could have average to above average ability with written language. Frequently, the position may require standard verbal skills for straightforward reading, writing, and recognition of spelling errors. Occasionally, the job probably demands verbal reasoning such as working with complex documents or following complicated written procedures. Candidates with below average ability might find this job overly challenging. Candidates with high ability with words might not reach their potential in this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Working With Words scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

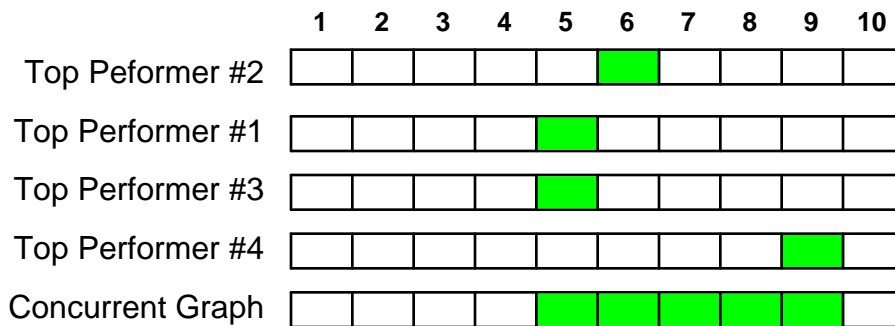
If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Working With Shapes

Scale Description

Working with shapes involves a several facets of mental ability. Most important is the ability to imagine how something will look when it is moved in space or when its component parts are rearranged. Spatial visualization skills are important for tasks such as interpreting blueprints and diagrams, understanding graphs and charts, arranging objects for display or storage, and so on.

Study Graph



Benchmark Description

Based on this benchmark, a top performer will have average to high spatial ability. The position probably requires basic spatial skills for packing or arranging objects for storage, display, or delivery as well as higher-level tasks such as work with flow charts or diagrams and spatial analysis. Candidates with below average ability could have difficulty with these tasks.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on this scale are disbursed over 4 or more stens. The resulting Concurrent Study Graph is therefore wider than may be necessary or preferred. The persons engaged in developing this benchmark should review the Scale Score Descriptions to determine whether the benchmark for this scale should be more precisely defined. If any change is to be made to the initial draft benchmark reflected in the Concurrent Study Graph, follow the steps in Part 4 to finalize this benchmark.

Scale Score Description

Low 1 – 2 – 3	Mid-range 4 - 5 - 6 -7	High 8 - 9 - 10
<ul style="list-style-type: none"> • Limited spatial reasoning • Will likely work slowly when required to relate diagrams to actual objects • Less speed and accuracy when visualizing objects or relating diagrams to operations, data, etc. • Tasks requiring creative or challenging arrangement of objects are not recommended 	<ul style="list-style-type: none"> • Reasoning ability adequate or better for most spatial tasks • Will work at a reasonable pace with acceptable accuracy • Reliable and usually correct when visualizing objects or relating diagrams to operations, data, etc. • Creative spatial challenges such as generating diagrams or charts will require instruction with regular practice or refresher training 	<ul style="list-style-type: none"> • Above-average to superior spatial reasoning • Will work fast with high level accuracy for spatial tasks • Very good at visualizing objects and can easily relate diagrams, flow charts, etc. to real-world objects and events • Will likely enjoy creative spatial challenges and do well in tasks requiring advanced spatial skills

Interests/Motivation Scales

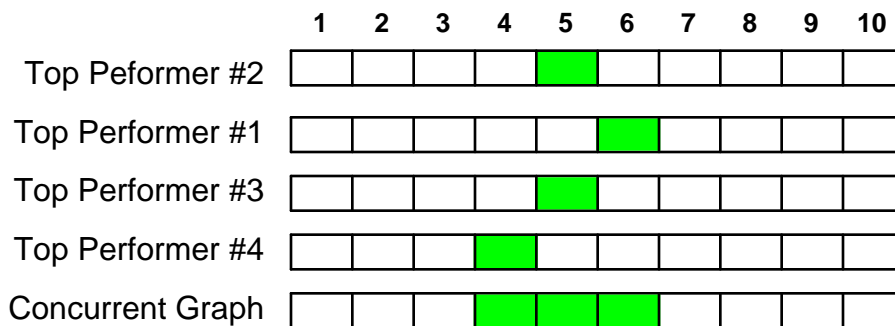
The person or persons developing benchmarks for Interests/Motivation must identify the required levels of enthusiasm for working with people, data, and things.

Working With People

Scale Description

Working with people indicates the preferred frequency, quality, and intensity of social contact for optimal job satisfaction. This satisfaction influences performance, especially in the long term.

Study Graph



Benchmark Description

This benchmark denotes that the Insurance Sales Agent position requires a candidate with below average to average interest in Working with People. The preferred candidate will be content to work with moderate interaction with people and will likely choose e-mail and telephone calls (rather than face-to-face meetings) as contact methods. The top performer might be inclined to avoid frequent tasks needing advanced people skills. Candidates with either low or above average interest in people could be less suitable for this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Working With People scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

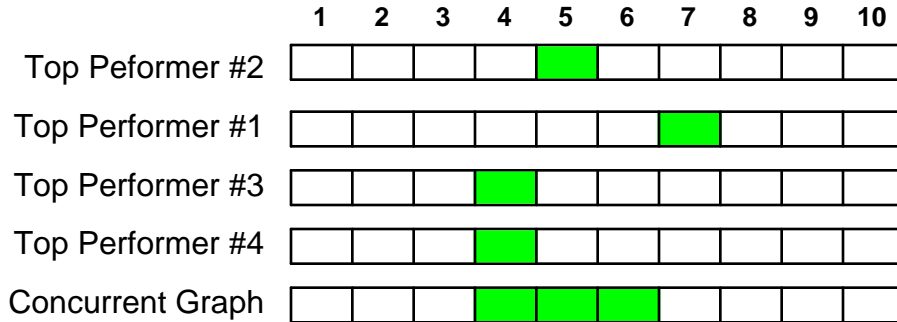
If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Working With Data

Scale Description

Working with data measures interest in information and analytical processes as well as overall motivation to work with facts and figures.

Study Graph



Benchmark Description

This benchmark denotes that the Insurance Sales Agent position requires candidates with below average to average scores on Working with Data. The preferred employee likely wants some tasks involving figures, statistics, or accounts. Candidates with above average interest in information could be less suitable for this position. Candidates with low interest could also be a poor fit.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Working With Data scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

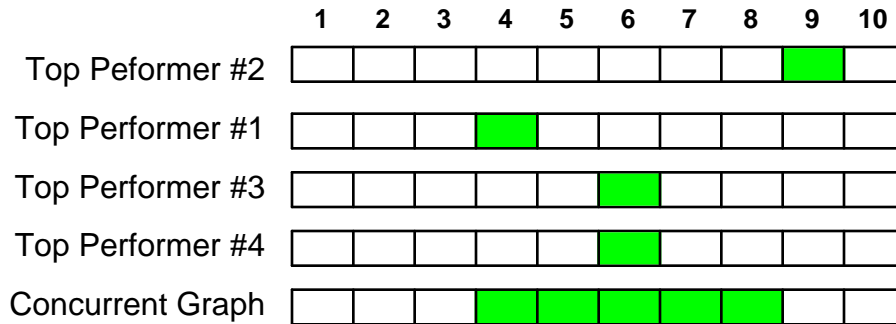
If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Working With Things

Scale Description

Working with things measures willingness to manipulate tools and machines and to operate equipment, computers, and other inanimate objects.

Study Graph



Benchmark Description

This wide benchmark denotes that candidates with below to above average scores on Working with Things could all be effective in the Insurance Sales Agent position. The preferred employee likely performs reasonably well with simple, reliable equipment and may occasionally operate more complex machinery. Candidates with extreme motivation (either low or high) for hands-on tasks with tools and objects could be less suitable for this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on this scale are disbursed over 4 or more stens. The resulting Concurrent Study Graph is therefore wider than may be necessary or preferred. The persons engaged in developing this benchmark should review the Scale Score Descriptions to determine whether the benchmark for this scale should be more precisely defined. If any change is to be made to the initial draft benchmark reflected in the Concurrent Study Graph, follow the steps in Part 4 to finalize this benchmark.

Scale Score Description

Low 1 – 2 – 3	Mid-range 4 - 5 - 6 -7	High 8 - 9 - 10
<ul style="list-style-type: none"> Satisfied to work with few tools infrequently Likes to operate only simple, reliable equipment Prefers jobs with minimal machinery and few "hands on" requirements 	<ul style="list-style-type: none"> Pleased to manipulate tools and devices occasionally Likes to operate moderately complex equipment and will tinker with machinery Prefers some "hands on" work and will not be intimidated by machinery 	<ul style="list-style-type: none"> Eager to manipulate tools and devices often Happy to operate complex equipment and will enjoy tinkering with machinery Does best with pragmatic "hands on" work which can range from warehousing to engineering

Personality Scales

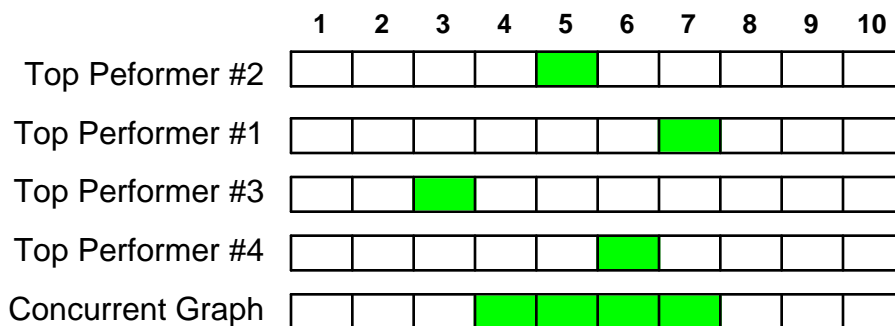
The person or persons developing the Prevue Benchmark are required to identify the preferred scores on the eight Personality minor scales of the Prevue Assessment. When the benchmarks for these minor scales have been determined, the benchmarks for the four Personality major scales will automatically be generated by the computerized scoring and analysis facilities at www.prevueonline.com.

Cooperative / Competitive

Scale Description

Cooperative to Competitive minor scale measures a person's need to win. Some people are eager to be cooperative and refuse to engage in any form of competition. Conversely, others are driven to compete for high achievement but to the detriment of all other considerations.

Study Graph



Benchmark Description

This wide benchmark shows that moderately cooperative to moderately competitive candidates could all become top performers in this position. Future concurrent studies might suggest a narrower benchmark. The present benchmark indicates that only candidates with extreme Scales could be less suitable for the Insurance Sales Agent position. This means that extremely cooperative people, with little or no concern about winning or losing, may be less effective. Similarly, highly competitive candidates, with total concentration on personal achievement and little concern for relationships, could also be a poor fit.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on this scale are disbursed over 4 or more stens. The resulting Concurrent Study Graph is therefore wider than may be necessary or preferred. The persons engaged in developing this benchmark should review the Scale Score Descriptions to determine whether the benchmark for this scale should be more precisely defined. If any change is to be made to the initial draft benchmark reflected in the Concurrent Study Graph, follow the steps in Part 4 to finalize this benchmark.

Scale Score Description

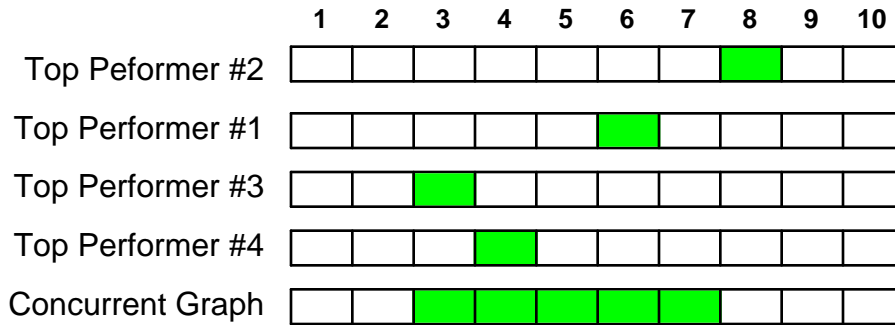
Low 1 – 2 – 3	Mid-range 4 - 5 - 6 -7	High 8 - 9 - 10
<ul style="list-style-type: none"> • Non-competitive and eager to contribute to collaborative efforts • Seldom concerned with winning or losing • Maintains personal relationships and will forego own success to help others • Team player who enjoys co-operative ventures and derives satisfaction from team achievements 	<ul style="list-style-type: none"> • Ambitious but also values team spirit and co-operation • Wants to win but working successfully with others is important • May compromise own need to achieve to maintain good relationships with others • Team player who still likes to compete and wants individual recognition 	<ul style="list-style-type: none"> • Strives hard for own success and does not value co-operation • Plays to win and may be a bad loser • Determined to reach goals and may show little concern about upsetting others along the way • While rarely supportive as a team player, will take leadership and use others to achieve goals

Submissive / Assertive

Scale Description

Submissive to Assertive minor scale measures willingness to dominate people and events.

Study Graph



Benchmark Description

The broad benchmark indicates that moderately submissive to moderately assertive candidates could all be effective in this position. More extensive data might reveal a smaller range of compliance and dominance. Currently, only candidates exhibiting extreme Scales are less likely to be successful. This means extremely submissive people, who avoid all confrontation and are very reluctant to express their own views, might be a poor fit. Similarly, highly assertive candidates, with singular zeal to express their own views and willingness to engage in head-on confrontation, could also be less suitable for this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on this scale are disbursed over 4 or more stens. The resulting Concurrent Study Graph is therefore wider than may be necessary or preferred. The persons engaged in developing this benchmark should review the Scale Score Descriptions to determine whether the benchmark for this scale should be more precisely defined. If any change is to be made to the initial draft benchmark reflected in the Concurrent Study Graph, follow the steps in Part 4 to finalize this benchmark.

Scale Score Description

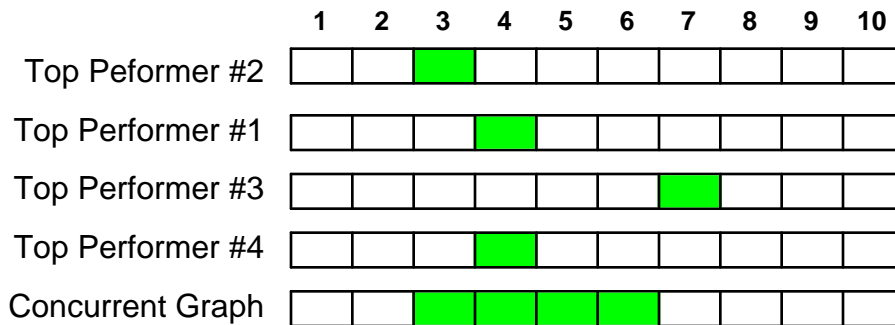
Low 1 – 2 – 3	Mid-range 4 - 5 - 6 -7	High 8 - 9 - 10
<ul style="list-style-type: none"> • Compliant and tactful • Can play a useful role in diffusing aggression or conflict • Might occasionally stand up for own views but will generally avoid controversy • Prefers to sidestep conflict rather than confront it and will rarely offer leadership 	<ul style="list-style-type: none"> • Reasonably outspoken in non-threatening situations or with familiar people • More often a peacemaker than decision-maker • Sometimes reluctant to speak out on issues • Tends not to promote self as group leader but, with encouragement, will accept leadership role 	<ul style="list-style-type: none"> • Rational and outspoken • Stands up for own position even if unpopular or likely to create conflict • Knows own mind and not afraid to say so; will make sure opinions are known • Often acts as group leader: likely to be controversial and unafraid of arguments or open debate

Innovative / Conventional

Scale Description

Innovative to conventional minor scale measures the likelihood of creative thinking and reliable behavior.

Study Graph



Benchmark Description

This benchmark denotes that a moderately innovative to balanced person is required. The top performer will likely prefer creative thinking, a neutral approach to change and upgrading, and some flexibility regarding rules. This person will be able to invent or adapt to new methods when necessary, and should function productively in a less predictable work environment with some irregularity in the pace of assignments. A conventional candidate, who might adapt slowly to new situations and probably does not welcome change, could be less effective in this position. Similarly, an extremely innovative candidate, who likes a fast-moving, unpredictable environment with few rules, might also be a poor fit.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on this scale are disbursed over 4 or more stens. The resulting Concurrent Study Graph is therefore wider than may be necessary or preferred. The persons engaged in developing this benchmark should review the Scale Score Descriptions to determine whether the benchmark for this scale should be more precisely defined. If any change is to be made to the initial draft benchmark reflected in the Concurrent Study Graph, follow the steps in Part 4 to finalize this benchmark.

Scale Score Description

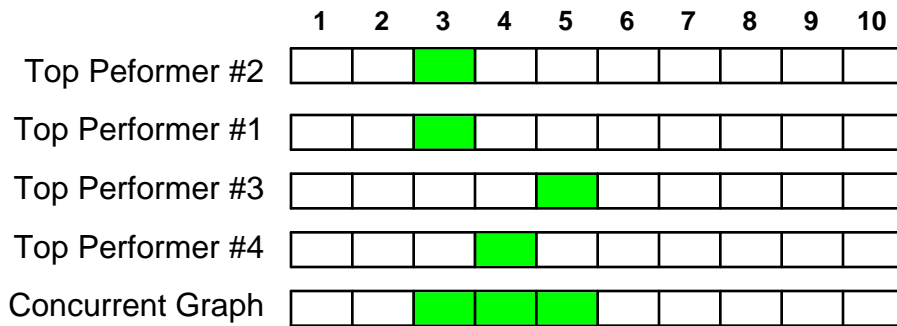
Low 1 – 2 – 3	Mid-range 4 - 5 - 6 -7	High 8 - 9 - 10
<ul style="list-style-type: none"> • Imaginative and adaptable • Enjoys change • Looks for novel and original ways to solve problems • Tends to be casual about rules and may resist following traditional methods • Functions productively in fast moving, unpredictable work environments but may feel stifled in extremely conventional situation 	<ul style="list-style-type: none"> • Generally reliable and still able to innovate if necessary • Maintains a balanced approach to change and innovation • Tends to act carefully in problem-solving • Flexible about rules but likely to prefer to maintain the status quo • Adapts to most work environments but less productive if stressed by excessive change or micromanagement 	<ul style="list-style-type: none"> • Careful, thorough, and reliable • Adapts slowly to new situations or methods; does not welcome change • Prefers traditional methods of problem-solving and wants to do things “the right way” • Respects rules, adheres to high moral code, and values matters of principle • Works best in highly structured environment with well-defined protocol

Reactive / Organized

Scale Description

Reactive to organized minor scale determines preference for planning, detail, schedules and order. Some people would rather innovate and improvise while engaging in "big picture" thinking but, for others, meticulous planning is essential for job satisfaction.

Study Graph



Benchmark Description

This benchmark indicates that a moderately reactive to balanced person is required. The appropriate employee likely has acceptable planning skills, reasonable punctuality, and appropriate, fairly inventive responses to change. An organized employee, who scrupulously plans and thinks ahead and prefers a logical environment with a controlled rate of change, might not be as effective in this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Reactive / Organized scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

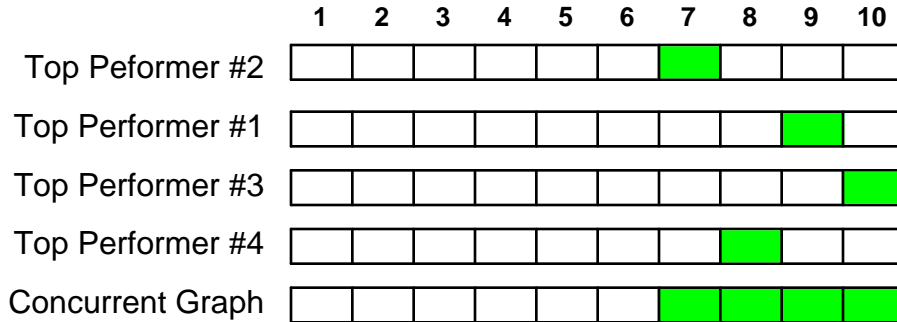
If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Self-Sufficient / Group-Oriented

Scale Description

Self-sufficient to Group-oriented minor scale measures whether a person prefers to generate ideas and stimulation in solitude or with a group.

Study Graph



Benchmark Description

This benchmark denotes that a moderately to highly group-oriented person is required. The top performer will prefer team work in a stimulating, busy work area and will readily participate in large meetings, seminars, and similar events. Although very social, the appropriate employee should not disrupt others and is not necessarily overly genial. Capable of working alone for limited periods, the preferred candidate will be more at ease in group settings with opportunity for discussion, approval, and support. Balanced to extremely self-sufficient candidates, who may be less comfortable in social settings, could be less effective in this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Self-Sufficient / Group-Oriented scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

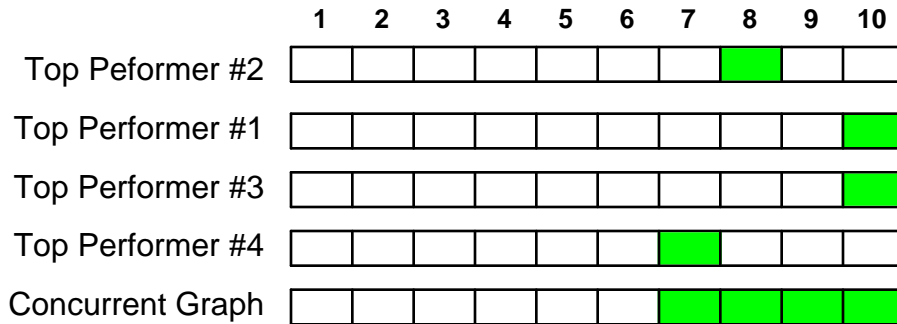
If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Reserved / Outgoing

Scale Description

Reserved to Outgoing minor scale measures whether a person's nature is to be somewhat detached from others or overtly friendly.

Study Graph



Benchmark Description

This benchmark indicates that the Insurance Sales Agent position requires a moderately to highly outgoing personality. Rarely inclined to do quiet, orderly work, the appropriate employee will look for varied assignments with risk, challenge and excitement. This person will often avoid monotonous, repetitive tasks and might change jobs more often than most. In meetings, the preferred candidate will be eager for new experiences and ready to speak out. The top performer will rarely hide in the background and may value co-workers for stimulation more than support. Candidates who are balanced or moderately to extremely reserved could be too detached to be fully effective in this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Reserved / Outgoing scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Restless / Poised

Scale Description

Restless to Poised minor scale indicates of how people respond to stress such as adverse events and the negative things that other people say, think or do. Some people can be unduly sensitive to this stress while others may seem impervious.

Study Graph



Benchmark Description

This wide benchmark denotes that moderately restless to moderately poised candidates could all be effective in this position. Future concurrent studies might describe a narrower range of edginess and composure. Currently, only candidates with extreme Scales might be less suitable. At the low end of the scale, an extremely restless person, who is easily upset and irritated, might be less effective. Conversely, a highly poised candidate could be perceived as unfazed by adversity and therefore might also be a poor fit for this position.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on this scale are disbursed over 4 or more stens. The resulting Concurrent Study Graph is therefore wider than may be necessary or preferred. The persons engaged in developing this benchmark should review the Scale Score Descriptions to determine whether the benchmark for this scale should be more precisely defined. If any change is to be made to the initial draft benchmark reflected in the Concurrent Study Graph, follow the steps in Part 4 to finalize this benchmark.

Scale Score Description

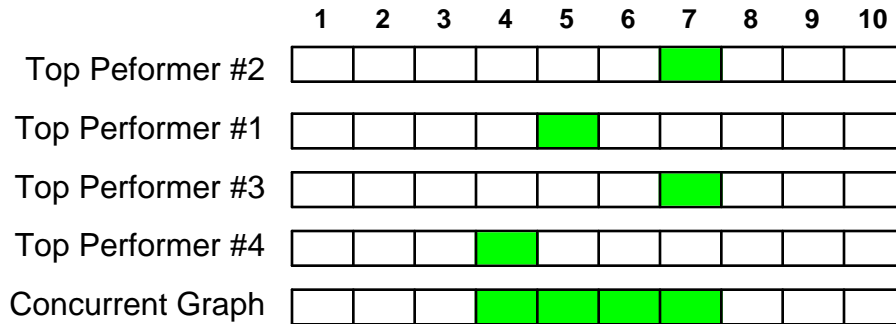
Low 1 – 2 – 3	Mid-range 4 - 5 - 6 -7	High 8 - 9 - 10
<ul style="list-style-type: none"> • Can be irritable and easily upset • Will lose temper occasionally but irritation is usually short-lived • Tends to view world as hostile and may feel that other people are either unreasonable or naïve if they disagree with this view • Might have weak coping skills for embarrassing situations, setbacks, or personal criticism 	<ul style="list-style-type: none"> • Usually composed • Average mix of rationality with some tendency to get upset and take things personally • Tends to keep open mind about the world and other people but can lose objectivity when personally involved • Shows fairly good coping skills for most embarrassments, setbacks, or criticism 	<ul style="list-style-type: none"> • Often rational and unfazed by adversity • Seldom loses temper and can shrug off criticism and deal effectively with difficulties • Tends to view world as hospitable and generally tolerates others' views • Accepts that few things proceed without challenges and setbacks and usually copes well with adversity

Excitable / Relaxed

Scale Description

Excitable to Relaxed minor scale measures response to potentially stressful situations. Some people are visibly upset by unexpected circumstances while others manage their emotions well.

Study Graph



Benchmark Description

This wide benchmark indicates that moderately excitable to moderately relaxed candidates could all be effective in this position. Future concurrent studies might describe a smaller range of concern and constancy in the top performer. Currently, only candidates with extreme Scales might be less suitable. At the low end of the scale, an extremely excitable person, who may be prone to marked worrying and distrust, could be a poor fit. Conversely, a highly relaxed candidate whose unwavering nonchalance could be misinterpreted as indifference, might also be less likely to be successful.

Study Conclusions And Suggestions

The scores of the Concurrent Study Candidates on the Excitable / Relaxed scale are similar. The Concurrent Study Graph may therefore become the final benchmark for this scale.

If reviewing the Scale or Benchmark Descriptions prompts the persons developing this benchmark to adjust it, please refer to Finalizing the Benchmark in Part 4 of this report.

Part 4 – Finalizing the Benchmark

To finalize the Prevue Benchmark for the Insurance Sales Agent position at Prevue Distributor Training School, the person or persons developing the benchmark are advised to follow these four steps:

- 1 Review Part 3 with close attention to the Concurrent Study Graphs. The benchmark for a scale can be revised in the Benchmark Development Center at www.prevueonline.com. Remember that adjustments made to the minor scales will automatically adjust the related major scale.
- 2 Consider incorporating critical interview zones. Critical interview zones identify characteristics that have proven to be detrimental to good job performance. Specific interview questions are generated in Selection Reports produced for candidates who score on a critical interview zone. Management may wish to consider incorporating one or more critical interview zones in the following instances:
 - 2.1 If the benchmark in a Concurrent Study Graph covers a narrow score range at one extreme of a scale, the opposite end of that scale could be a critical interview zone.
 - 2.2 If the benchmark in a Concurrent Study Graph is centered and narrow on a particular scale, both extremes could be considered as critical interview zones.
 - 2.3 If person or persons developing the benchmark can identify characteristics consistently evident in employees who have been unsuccessful in the position and such characteristics contributed to their lack of success, the range of these characteristics should be critical interview zones.

NOTE: A critical interview zone must start at the extreme end of a scale (sten 1 or 10) and should not be closer than one sten from the benchmark.

- 3 When benchmarks have been resolved for all of the scales reviewed in Part 3, request a Benchmark Description Report from www.prevueonline.com. The person or persons developing this benchmark, along with other appropriate management personnel, should put this report through a final review and approval process.
- 4 Following any final adjustments to the Concurrent Study Graph from the review of the Benchmark Description Report, the Prevue Benchmark for this Insurance Sales Agent position should be posted to the account of Prevue Distributor Training School at www.prevueonline.com.

Best Practice Recommendations

View Assessments Inc., the publisher of Prevue Assessment Products, recommends that all benchmarks should periodically be reviewed to incorporate additional candidate data developed through the use of the Prevue Assessment. A Concurrent Benchmark Study should be undertaken when Prevue Distributor Training School has produced 10 or more Prevue Assessment Reports for persons employed in the Insurance Sales Agent position. A Concurrent Study will serve to review the initial benchmark established for the Insurance Sales Agent position and to verify the internal validity of the use of the Prevue Assessment for Prevue Distributor Training School.