

**IRIS**  
Situational Judgement Tests

## IRIS Situational Judgement Test Candidate Report

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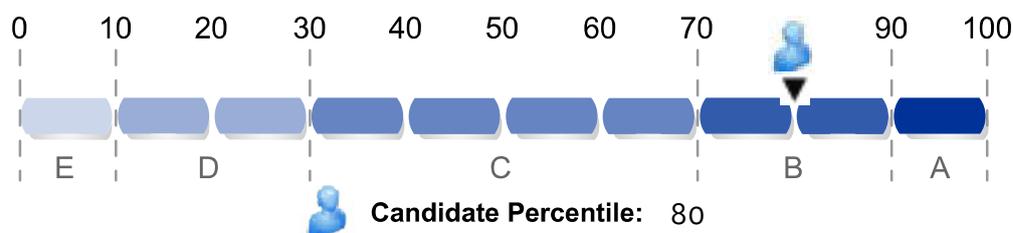


## Background

IRIS is a situational judgement test which assesses judgement when faced with commonly occurring work situations. In completing IRIS you may recall that you completed three tasks with a range of work-related situations. The situations included issues relating to solving problems, working within guidelines and procedures, supporting a team and interacting with customers. You were asked to rate the appropriateness of a number of responses to these situations. Your IRIS score reflects your ability to use effective judgement to resolve these and similar complex work situations.

## Overall Performance - Your score is as follows

Your responses were scored and your result was compared with that of other people working in customer service representative roles. In comparison to this group, your performance on IRIS suggests your awareness to judge the appropriateness of responses to situations is Above average. Your percentile score means you scored equal to or greater than 80% of people working in customer service representative roles.



- A - Well above average** (91st percentile and above)
- B - Above average** (71st – 90th percentiles)
- C - Average** (31st – 70th percentiles)
- D - Below average** (11th – 30th percentiles)
- E - Well below average** (10th percentile and below)

## Suggestions of things you might do if you would like to improve your performance

- Think about how you have dealt with similar situations in the past. What worked well? What could you improve upon?
- Talk to colleagues about how you might deal with challenging situations. Analyse these situations and share ideas.
- Ask other people you have worked with for feedback regarding your approach. What do they think you do well? What could you do better?
- Think about someone you know who deals with work situations well. Try to analyse their approach. What could you learn from them?



## Response Style

Throughout IRIS you were asked to evaluate the appropriateness of responses to a number of work situations. The appropriateness of responses usually depends on the context of the situation.

By analysing the responses you chose, it is possible to explore your style of responding when working through IRIS. It is important to point out that your style indicates particular patterns of responses only -and that this is independent of your overall performance on IRIS as reported on page 2.

For example, if a person's style or preference is to look for agreement with others, this may mean that more responses are chosen when completing IRIS that reflect seeking agreement, consensus or compromise. In reality it is likely that an interaction between the person's style, their ability, and the nature of a work situation will determine how the person responds to a situation. In this example, style is but one of a number of factors contributing to their overall judgement or performance .

**This information is not used as part of the assessment process, but rather is intended for feedback purposes only.**

Response styles are reported in comparison to a large sample of people who have completed IRIS.

## Your response style summary

Focus on quality:	Your response style suggests you may place less emphasis on quality when dealing with situations, compared to others.
Supporting others:	Your response style suggests that, compared to others, you may place moderate emphasis on supporting others in situations.
Assertiveness:	Your response style suggests you may place moderate emphasis on being assertive compared to others.

## Focus on Quality

Throughout IRIS there are situations in which concern for quality is beneficial to resolving problems in the situation. Likewise there are also situations in which a concern for quality may hinder more appropriate solutions or in fact not be relevant to addressing the situation.

It is important to consider whether your style of choosing responses which are less concerned about quality is reflective of your usual style. In addition, think about how relevant issues of quality are or have been for specific situations that you may encounter or have encountered in the past.

## Supporting Others

There are situations across IRIS for which a high intention to support others is key to resolving problems in the situation. Equally there are also situations in which a high intention to support others may obscure more appropriate solutions or not be relevant to the situation.

It is important to consider whether your style of placing moderate emphasis on supporting others, throughout IRIS, is reflective of your usual style. Think about occasions in which you were aware that the need to support others was of paramount importance, as well as occasions when supporting others was less relevant and may have inhibited successful outcomes.

## Assertiveness

Throughout IRIS there are situations in which being assertive is beneficial to resolving problems in the situation. Likewise there are situations in which being assertive in approach may not be appropriate.

It is important to consider whether your tendency to choose responses that are moderately assertive, is reflective of your usual approach or style. Consider also times in which you varied the amount of assertiveness that was required for specific situations that you have faced.