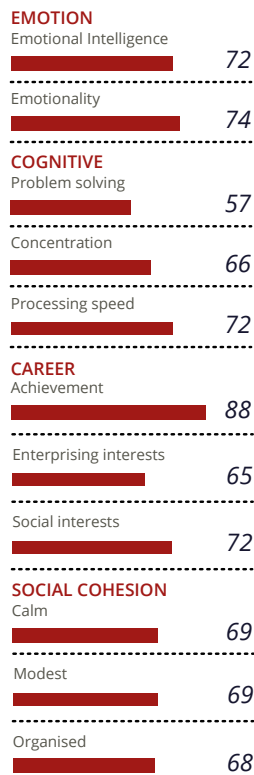




Attributes of a Queensland Trucking Association Candidate



PERFORMANCE AREA



Key: E.G. Performance data collected from 12 individuals for the purpose of the QTA workshop.

The initial analysis of QTA individual data has revealed a number of insights and enabled Cognisess to create a Typical Job Role Persona - in essence, this is what an individual applying for the 7 positions looks like when all the data is analysed and a mid-point or 'average' is described.

Most individuals will fall within a specific range (or standard deviation) of the midpoint and this allows us to compare them with the outliers; that is those top or poorer individuals that fall even further from the mid-point. From the resulting comparison we are able to create a benchmark, or profiler, that can be used for recruitment, training and development, and team fit.

Emotionality

Emotional Intelligence refers to an individual's ability to be aware of their own and others' emotions expressed both facially and verbally. As a group, QTA applicants averaged 72% – a high score given the small sample. This demonstrates that individuals are confident in accurately recognizing emotional states in others, as well as being aware of their own emotional state. High emotional intelligence is utilized in social problem solving, decision making and positive communication with others – all qualities needed in a successful management position. Similarity, the cohort's personality attribute – Emotionality, which is a tendency to understand and express emotions and empathise with others, is also high (74%). Studies have shown that candidates and employees with higher EQ scores tend to be rated higher on measures of interpersonal functioning, leadership abilities and stress management (Colfax et al, 2010).

Concentration

The individual's concentration score is relatively high (66%), indicating that they are capable of focusing on a task for a period of time and filtering out distractions sufficiently – a skill key to top management and client relationships. Consequently, high levels of concentration increase productivity and time management. In a role such as a furniture removalist, they are required to fill out inventories, note any wear and tear and pack and label items as required. This requires high levels of concentration and consistency with each job.

Achievement

Being achievement-oriented shows in a desire to drive for results and reflects the need to do things effectively and in good time, whilst avoiding activities or making decisions that have a low success rate. At 88%, the career value, Achievement is the highest score in the dataset for all individuals. This demonstrates that the candidates prioritize success over any other career value (recognition, relationships, support and working conditions) – a quality needed when leading and motivating a group and an attraction factor for a number of the roles available (branch manager, sales consultant).motivating a group and an attraction factor for a number of the roles available (branch manager, sales consultant).

Processing speed

Processing speed measures the ability to quickly take in and use information. With an average of 72%, this is the group's highest cognitive result and indicates that the individuals are very capable in completing tasks effectively under time pressure. A skill that would be beneficial across all roles, such as a furniture removalist (packing, loading and driving) or an administrative officer (fast and accurate keyboard skills and a sound attention to detail). Speed and precision at work are components that enable a company to grow and function efficiently and those that can continuously perform under pressure will contribute to this.

Calm

Emotional Stability – the overarching dimension under which the attribute 'Calm' is positioned – is the extent to which a person displays negative emotions in times of high stress. Low scorers struggle to remain calm in challenging work conditions and may be emotionally unsettled when stressed. High scorers are relaxed in high pressure situations and handle tougher, more demanding working conditions easily. As 69%, the cohort are calm in work environments and do not show worry or distress in pressure-intense situations. Being calm in the workplace leads to clearer thoughts and communication, being more patient with others and becoming a better team player.

Organised

With an average result of 68%, these individuals have high organisational abilities. Measured through the personality assessment and linked to Conscientiousness, this indicates that they naturally impose order and prefer to create and work in a more predictable environment for everybody's benefit where possible. In this instance, a Storeperson is required to maximise space in the warehouse and yard and maintain a clean and tidy depot, therefore someone with organisation skills is crucial for this role. Although a Branch Manager has a different role, they are required to plan work schedules for employees and will need to be efficient and organised also.

JOB ROLE PERSONA

