



Full Report - SAMPLE SAMPLE

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Trust is an essential interpersonal construct that has the ability to influence the quality and effectiveness of a variety of business relationships. The Trust POP™ provides a robust and comprehensive assessment of an individual's level of trustworthiness by assessing common attitudes, perceptions and behaviors known to facilitate trust-based relationships. As such, the Trust POP™ is intended to act as a diagnostic tool, highlighting an individual's strengths and growth opportunities in the area of trust and should be used to guide future coaching / developmental strategies.

John C. Marshall, PhD

#M4PDF3BW6CN1 for SAMPLE SAMPLE on April 14, 2020

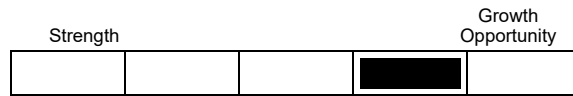
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Four Key Trust Dimensions

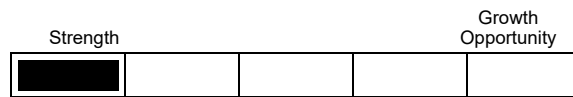
1. Believability



2. Conscientiousness



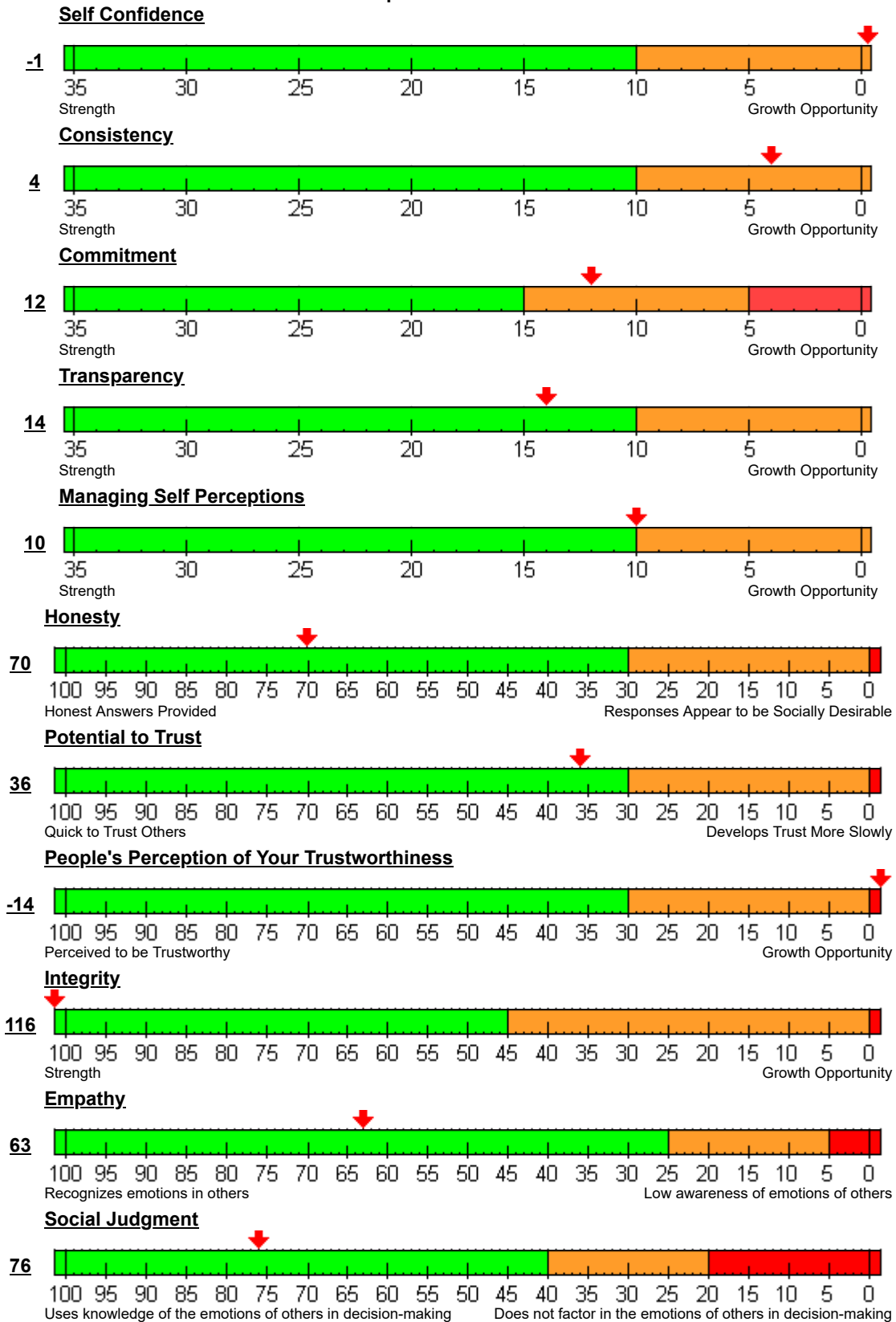
3. Social Intelligence



4. Trust Mindset



Snapshot of Results



Detailed Results

Self Confidence



SAMPLE's responses indicate that he/she may not possess a high degree of self confidence. More specifically, his/her responses to this section indicate that he/she focuses more on his/her failures than on his/her successes. This type of mindset can lead to persistent self doubt, which can overtly express itself as uncertainty. When trying to formulate a trust-based relationship, especially in a short amount of time, projecting a confident and self-assured image is important.

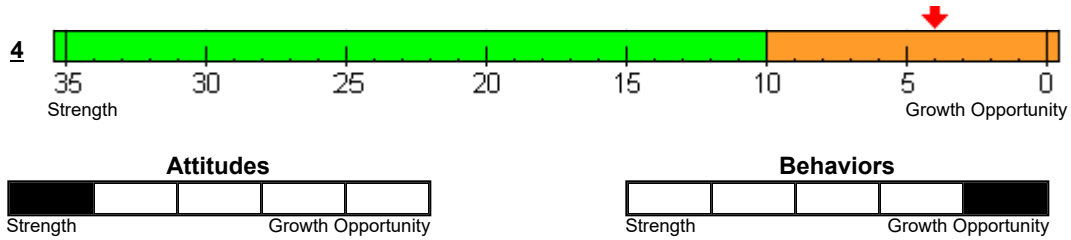
Interview Suggestions

1. Place SAMPLE in high probability for success situations and then slowly increase the level of difficulty. Experiencing repeated success is the quickest way to build self confidence.
2. Have SAMPLE focus on the things that he/she does well, and work with him/her to leverage these strengths.
3. Help SAMPLE develop a process that he/she can use when dealing with clients or colleagues. This process will create structure and a sense of familiarity, which will hopefully alleviate some of the anxiety and apprehension that he/she is currently reporting.

Notes

Detailed Results (cont'd)

Consistency



SAMPLE's responses indicate that he/she prefers variety, and that he/she would not describe him/herself as a predictable person. Previous research has shown that consistency and predictability are strong facilitators of trust, especially in a business environment. When a client can be sure that they are going to get what they were promised, or that the service and/or product that they purchased will be up to their level of satisfaction, their trust in that individual / company remains intact and in some cases strengthened.

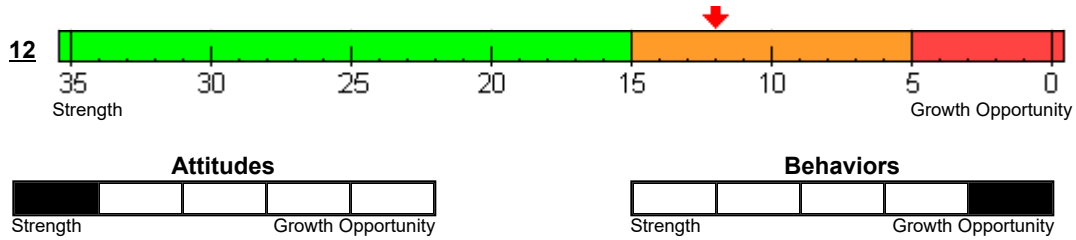
Interview Suggestions

1. Help SAMPLE identify where he/she may be inconsistent in his/her approach. Being cognizant of these things will allow him/her to improve moving forward.
2. Help SAMPLE develop a daily routine, as well as systems or processes for completing certain tasks.
3. Have SAMPLE list any inconsistencies that exist in your organization, especially those that may cause distrust. Then have him/her identify personal inconsistencies that may impede his/her level of trustworthiness.

Notes

Detailed Results (cont'd)

Commitment



SAMPLE's responses indicate that he/she may have trouble making, or keeping, commitments to others. As such, it is likely that he/she has disappointed colleagues / customers in the past, which is likely to influence the number of people who will trust him/her in the future. Unfortunately, trust is a very fragile construct, and once it is lost or damaged, it often takes a substantial amount of work to repair.

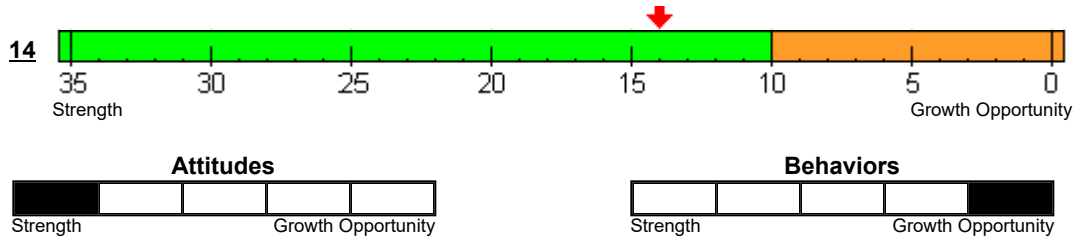
Interview Suggestions

1. Discuss with SAMPLE what it means to make and keep a commitment. Help understand what doing so says about his/her character, as well as the social and psychological impact that keeping commitments can have on other people.
2. Have SAMPLE write down a couple of goals that he/she would like to meet this week / month / year? Track his/her progress towards these goals.
3. Examine SAMPLE's dominant sales or service script. Identify situations where he/she could make commitments to the client in an attempt to facilitate the development of trust. If he/she is not a front line employee, complete this same task using situations where he/she interacts with colleagues.
4. Have SAMPLE write down his/her daily and weekly commitments on a whiteboard / day planner in his/her office. This will help him/her organize his commitments and also prioritize them.

Notes

Detailed Results (cont'd)

Transparency



SAMPLE possesses a moderate degree of transparency in his/her daily interactions with others. As such, he/she is willing to open up in certain circumstances and provide candid and direct responses, while in other situations he/she is likely to respond in more ambiguous or general terms. When dealing with clients and colleagues, SAMPLE is likely to tell them everything they need to know, but he/she might leave out certain details that could be potentially damaging to the relationship (e.g., I made a mistake).

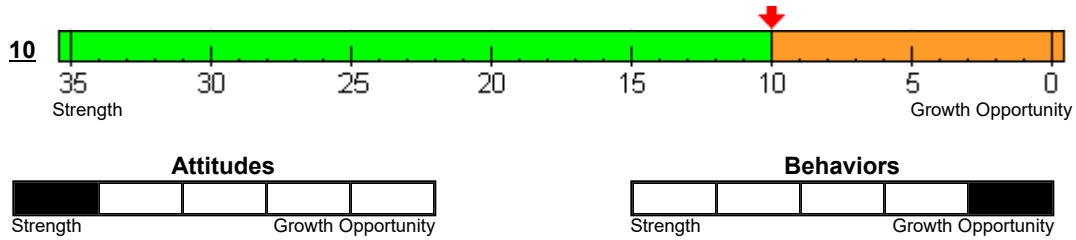
Interview Suggestions

1. Discuss with SAMPLE situations where he/she is deceptive when interacting with others. Discuss what factors facilitate the need to become less transparent. This insight will hopefully allow SAMPLE to become more aware of this tendency, and ultimately address it in the future.
2. Have SAMPLE run through his/her normal sales / service dialogue with you. Listen for ambiguous, general, and/or potentially deceptive terminology. Work with him/her on refining these aspects in order to ensure that the most direct and transparent message is being delivered.

Notes

Detailed Results (cont'd)

Managing Self Perceptions



SAMPLE is concerned, but not consumed, with how other people perceive and evaluate him/her. His/Her responses indicate that he/she places a great deal of importance on the image that he/she projects and believes that the car he/she drives and the clothes he/she wears say a lot about who he/she is. As such, he/she may be slightly prone to putting up "false fronts" when interacting with people, which can impede the development of interpersonal trust.

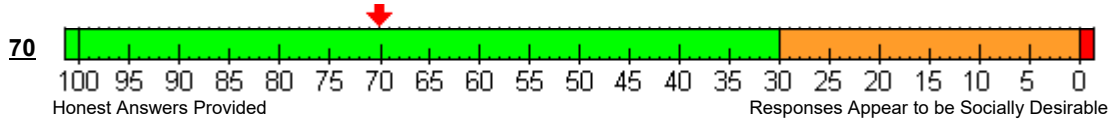
Interview Suggestions

1. Highlight the fact that SAMPLE's upfront and candid approach is a strength. Making him/her cognizant of this attribute of this strength will help him/her leverage it in the future.
2. Have SAMPLE run through his/her normal sales / service dialogue with you. Highlight areas that may be perceived as contrived or socially desirable, while also highlighting the areas that are delivered in a more candid / transparent manner. Helping SAMPLE differentiate between these two modes of delivery may help him/her become more consistent in the future.
3. Part of the reason why some people manage self perceptions is their lack of self-confidence. Use some of the development suggestions provided in the self confidence section of this report.

Notes

Detailed Results (cont'd)

Honesty



The questions that comprise this section (e.g., I have never told a lie) can only be accurately answered in one way (i.e., strongly disagree). When people start to respond to these questions in a more "middle of the road" fashion (e.g., moderately disagree or somewhat agree) their score on this scale increases towards the cautionary range. As such, to score in this range SAMPLE likely responded to the majority of these items accurately.

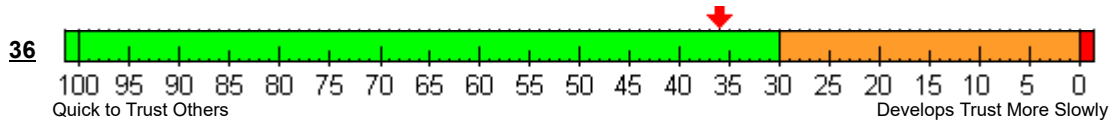
Interview Suggestions

1. Have SAMPLE run through his/her normal sales / service dialogue and try to isolate those situations where he/she takes a more candid and honest approach than your other employees. Use this information in the coaching and development of your other employees.
2. Being too honest can also be counterproductive in many corporate environments. Have a discussion with SAMPLE about this and help him/her devise strategies for tackling these difficult situations in a way that does not compromise his/her integrity or morality.

Notes

Detailed Results (cont'd)

Potential to Trust



SAMPLE would be described as a trusting individual. His/Her responses indicate that he/she will trust someone until given a reason not too. As such, his/her natural disposition is to trust and believe other people, until that trust is broken. This trusting disposition is a strong facilitator of trust-based relationships. This is a trait that SAMPLE should leverage moving forward.

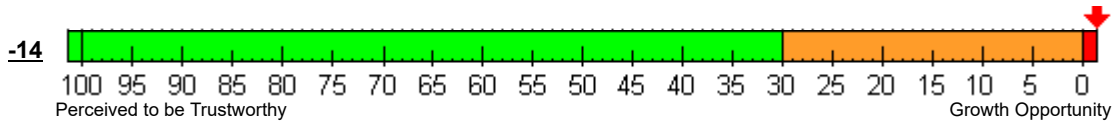
Interview Suggestions

1. Highlight to SAMPLE that his/her trusting nature is a strength. Work with him/her to leverage it moving forward.
2. People who are too trusting may be perceived as naive. Try to help SAMPLE see his/her trusting nature as a strength, and develop strategies for ensuring that others perceive it the same way.
3. You may want to pair up SAMPLE with with other employees and have work with them to develop this attribute.

Notes

Detailed Results (cont'd)

People's Perception of Your Trustworthiness



SAMPLE's responses indicate that people in his/her environment interact with him/her in a way that suggests a low level of trustworthiness. SAMPLE reports that friends and colleagues do not oftentimes share personal information with him/her, nor do they ask for his/her advice. Previous research has shown that people's propensity to share and open up with an individual is a strong proxy measure of that individual's perceived level of trustworthiness.

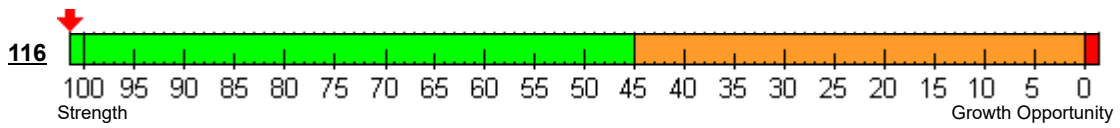
Interview Suggestions

1. As SAMPLE's coach, highlight some growth opportunities for him/her in the area of trustworthiness. Provide him/her with explicit examples of situations that may have compromised his/her trustworthiness in the past so that he/she can address these concerns in the future.
2. Have him/her list the attributes that he/she associates with trustworthy people. Have SAMPLE rate him/herself from 1 - 10 on each of these attributes. Use this a diagnostic tool for focusing on the areas that require immediate attention.

Notes

Detailed Results (cont'd)

Integrity



SAMPLE condemns the inappropriate workplace behaviors outlined in this section. His/Her responses indicate that he/she does not approve of these types of behavior, and thus is not likely at risk for engaging in them.

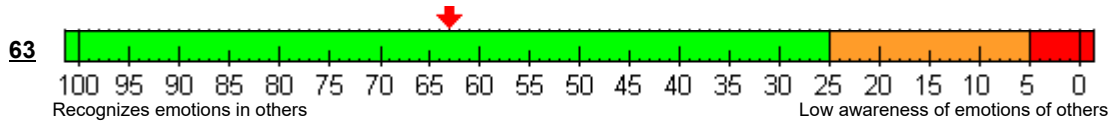
Interview Suggestions

1. If your organization has an ethics / rules committee, recommend that SAMPLE be involved.
2. Discuss with SAMPLE how your organization can combat theft and counterproductive behavior. Having him/her think about these issues will reinforce what is appropriate workplace conduct.

Notes

Detailed Results (cont'd)

Empathy



SAMPLE has a strong potential to recognize and interpret the feelings and emotions of others. This capacity is considered invaluable in both business and personal situations. SAMPLE should be very effective in developing good interpersonal relationships on the job. In addition, he/she should be better adjusted emotionally, more popular, more outgoing, and more sensitive than the average person. His/Her ability to be empathetic will be an asset in developing quality workplace relationships. SAMPLE would be well-suited for positions that involve frequent interaction with others.

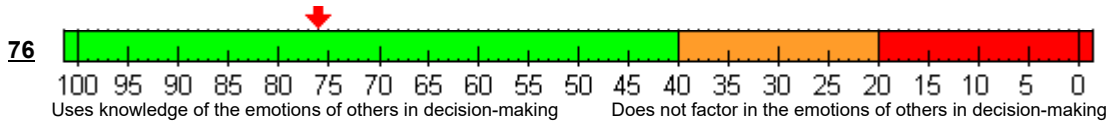
Interview Suggestions

1. Given SAMPLE's high level of empathy, he/she would be well suited to coach others in this area.
2. Discussing the importance of empathy will reinforce this desired trait in SAMPLE.

Notes

Detailed Results (cont'd)

Social Judgment



SAMPLE demonstrates the potential to respond very effectively in social situations. He/She would be expected to make effective and socially responsible business decisions. He/She also has the potential to manage interpersonal relationships effectively. This quality is extremely valuable in business and personal situations. SAMPLE tends to be popular, displays good leadership abilities, and interacts well with others. SAMPLE would be well-suited for positions that involve dealing with people.

Interview Suggestions

1. Given SAMPLE's high level of social judgment, he/she would be well suited to coach others in this area.
2. Discuss with SAMPLE what pieces of information he/she uses when deciding how to act appropriately. How does he/she know what is appropriate or not when talking to certain people?

Notes
