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Candidate Report

Candidate name :

Paul Holland

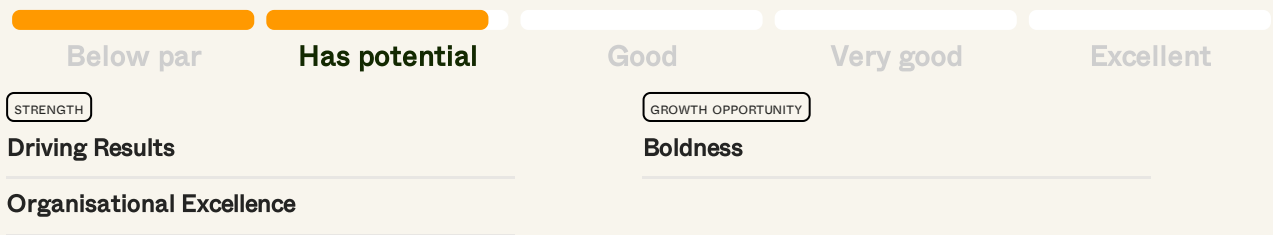
Interview name :

PeraView Commercial Success

Submission date :

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How good of a fit is Paul Holland when it comes to Commercial Success?



Commercial Success results

For this assessment, we've focused on the key competencies that contribute to top-line revenue growth and commercial performance. We've researched millions of professionals working within sales and commercial related roles to use as a reference point. We've compared the answers from each one of your candidates to those who have proven successful within this area. The following insights are based on this correlation.

	Below par	Has potential	Good	Very good	Excellent
Innovative Mindset					
Influencing					
Customer Focus					
GROWTH OPPORTUNITY Boldness					
STRENGTH Driving Results					
STRENGTH Organisational Excellence					

Tips

We have rated your candidate's score from 'below par' to 'excellent'. What do each of these scores mean?

- Excellent:** We rate candidates as excellent when they score better than 75% of the norm group.
- Very good:** We rate candidates very good when they score better than 50% of the norm group.
- Good:** We rate candidates good when they score better than 25% of the norm group.
- Has potential:** We rate candidates as has potential when 75% or more of the norm group had better scores than the candidate. Look at the individual competencies to see where the candidate excels and make your own judgement.
- Below par:** We use this rating when the score did not fall within the scores of the norm group. For an individual competency it's not a bad thing. It means it needs improvement. Especially when it's countered with some very good or excellent scores

Innovative Mindset

Ability to find new ideas for difficult challenges.

Other associated competencies: Creative , Proactive, Idea generator, Looking for solutions , Open to experiencing new things , Accepts ambiguity, Curiosity, Growth mindset.

Influencing

Ability to adjust one's communication style to different audiences.

Other associated competencies: Helps others to develop, Shows listening skills and empathy, Is aware of sensitivities, Shows social intelligence, Builds relationships, Networker.

Customer Focus

Ability to identify, create and capture client value.

Other associated competencies: Delivers client success, Performance driven, Maximising client value, Goes the extra mile.

Follow-up questions

Use these questions to look for answers related to

- Learning new things
- Outside the box thinking

Questions

- 1 . When is the last time you learned something new?
- 2 . How curious are you?
- 3 . Give us an example of a solution you came up with that was outside the box.

Follow-up questions

Use these questions to look for answers related to

- Networking
- Communication
- Mentoring

Questions

- 1 . In your opinion, what makes someone a good networker?
- 2 . How would you describe yourself? As more of a talker or a listener?
- 3 . Have you ever been a mentor to someone in some way? Could you tell us more about that experience?

Follow-up questions

Use these questions to look for answers related to

- Customer Satisfaction
- Anticipation

Questions

- 1 . In your opinion, what makes a client happy?
- 2 . How good are you at foreseeing the needs of others?
- 3 . What has been your greatest experience with a client? What made them feel satisfied?

Boldness

Ability to speak up on important issues in a diplomatic and considered way.

Other associated competencies: Honest and sincere, Trusted, Shows intrinsic reliability, Has no hidden agenda, Does not feign emotions.

Driving Results

Ability to deliver what has been promised even when met with setbacks that stop others.

Other associated competencies: Not afraid to take risks, Shows courage, Dares to deal with uncomfortable situations, Resilient.

Organisational Excellence

Ability to establish standards and processes and motivate team members to deliver business success.

Other associated competencies: Stays focused, Organised, Ability to prioritise and set milestones, Project management.

Follow-up questions

Use these questions to look for answers related to

- Speaking up
- Transparency
- Decision-making

Questions

1. When is the last time you spoke up about something that really mattered to you?
2. How important is transparency to you?
3. How do you feel about speaking in front of others?
4. Would you say you are more impulsive and intuitive or meticulous and calculated?

Follow-up questions

Use these questions to look for answers related to

- Taking risks
- Outside your comfort zone
- Showing courage
- Failing

Questions

1. Tell us about the biggest risk you have ever taken to achieve a goal.
2. How do you deal with stepping outside your comfort zone?
3. Can you talk about a time you showed courage and resilience?
4. What would you say is your biggest challenge when going after a goal?
5. When is the last time you failed at something?

Follow-up questions

Use these questions to look for answers related to

- Teamwork
- Staying focused
- Team management
- Time management

Questions

1. What are your biggest priorities when working in a team?
2. Do you have any tricks on how to stay focused?
3. Give us an example of a time when the organisation of a team worked fantastically and another when it worked tragically. Tell us why they did and didn't work for you.
4. How do you like to organise your time?
5. What is your relationship with taking breaks?

Questions and Answers

PeraView Commercial Success

1 Give examples of how to provide good customer service.

The key to good customer service, I think, is in listening to the question first. Really listening, not just to the question but also to the questions behind the question, or complaint, or remark. So the listening ideally would be followed up with questions, allowing the customer to elaborate. It is only after agreeing with the customer what his/her/its request, complaint or question is, that the service can be provided. This could be actually offering to repair a broken device or referring the customer to their electricity provider if the customers elaboration actually made clear that a power surge caused the problem (and than of course you would still repair the device...) If the process of listening and questioning is done well, the then provided service has the best chance of actually being good service.

2 How do you establish hyper sales growth?

Sales is a people's business. It's all about people, relationships, the long game, the art of levelling and people being well prepared. So, to increase sales for any company, it should probably not focus on targets and numbers, but on knowing and improving its sales team. Assuming the company understands its own Why, How and What, it should take its time to find and hire the people that fit with the company's values. In order to not waste time on the people that turn out not to fit with the company and/or do not perform as expected, it's probably best to part ways quickly and instead invest time and money into the people that do make the cut. And the then remaining, well performing, sales team should probably not take any customer meeting for granted, but prepare for any possible scenario. If a company takes the customer and its own salespeople serious and continuously invests in these relationships, it creates the best playing field for hyper sales growth.

3 What is good sales to you and why?

Good sales creates the opportunity for an ongoing relationship with the customer. Good sales is not the one-off deal in itself, nor meeting the sales target of X milion or getting the salesbonus at the end of the year. Good sales is realy only the ongoing confirmation of the good relationship with the customer, as this relationship offers the companies' best chance for the customer to return. It has the additional benefit of a good chance at positive mouth-to-mouth messaging and PR, which in itself has far more impact on attracting new customers than offical advertisement. So, for me sales is only good if it ensures a positive ongoing relationship with the customer and attracts new customers.