



## Sample Participant Report

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Customer Service

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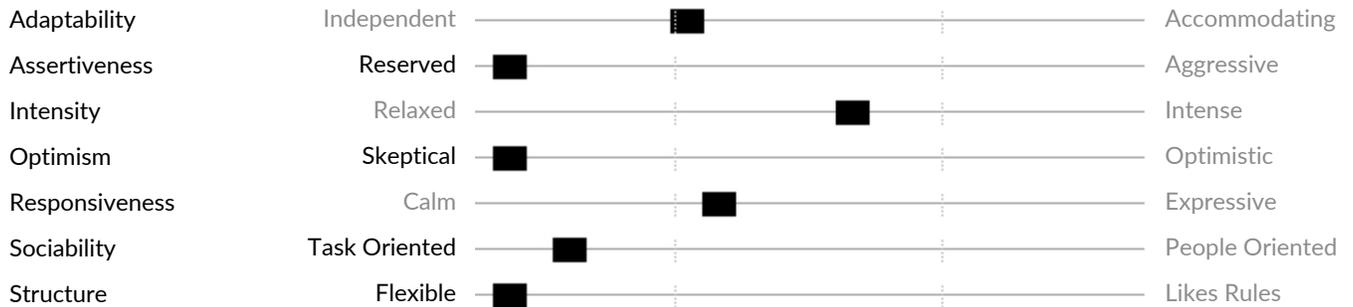
# Summary

This report describes your unique combination of behavioral traits. All traits have beneficial aspects, regardless of intensity, so there are no good or bad combinations.

The chart below shows your assessment results as compared to the general adult working population. Each measurement's distance from the center of the chart describes the intensity of the trait.

## Personality Traits

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## Talent Traits

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# Your Strengths

*This section describes your unique talents and personality traits. Consider how each trait influences how you relate to others and to the world around you.*

## Adaptability



You are independent-minded and self-reliant. You are usually tolerant of other opinions, but you will resist pressure to conform or adjust your own views just to accommodate the expectations of others.

## Assertiveness



You are naturally easygoing and unobtrusive as you take direction from others. You like to concentrate on familiar tasks in a stable and orderly environment where you have time to reflect on your actions and pace yourself.

## Intensity



You experiences moderate emotional intensity when encountering difficulty at work. This intensity gives you the energy to deal with problems as they arise but is not so strong that you cannot consider alternatives when appropriate.

## Optimism



You are not outwardly effusive or gregarious and tend to maintain a healthy skepticism in your approach and outlook. You have the ability to visualize things and anticipate what might go wrong or may not turn out as planned.

## Responsiveness



You are controlled and cautious in your reactions. You are not very excitable or demonstrative, and you prefer to remain low key and unobtrusive in your initiatives. You have good tolerance for support roles and for extended periods of concentration on specialized tasks.

## Sociability



You display an easygoing and affable social style, and you strive to maintain positive and stable relationships. You are not motivated to play a prominent or influential role in group activities. Most often, you prefer to work quietly and independently behind the scenes.

## Structure



You will function best in a job allowing for flexibility and a degree of independence from strict rules and procedures. You prefer to accomplish work in a straightforward, deliberate manner while relying on your own insights and experiences.

### Logical Problem Solving



You are a strong logical problem-solver. You are able to take complex issues and break them down into their individual components in order to solve them in a step-by-step manner. You are able to communicate solutions logically so that others understand them. You will be more cognitive than action-oriented in your approach and may need to be solicited for your solutions.

### Rapid Problem Solving



You are very quick in your approach to solving problems. You like to deal with many new issues and will rapidly and intuitively come up with answers before moving on to the next task. At times, you may internalize your thinking and may not communicate your solutions to others.

### Spatial Visualization



You can think about problems in which there are multiple variables that are changing. You can visualize three dimensional structures and complex systems. This talent will help you with a variety of tasks, including financial, technical, mechanical, mathematical, and engineering problems.

### Vocabulary



You are interested in a wide variety of topics and you constantly seek out new ideas and concepts. You are inquisitive and bright. You are an avid learner who picks up new concepts easily and quickly. You are able to grasp subtlety and nuance in communication, which can positively impact the precision with which you interacts with others. In new environments you can readily pick up information, social rules, priorities and culture.

# About You

*This section presents an integrated view of your personality and talents.*

You are a calm, composed individual. You have the ability to do work that requires a moderate pace in support of others. You are a conservative person who will rely on the authority of others in your decision-making processes. You do not feel a personal need to control situations or people and are not likely to use direct, assertive social behavior. You are controlled and moderate in your responses rather than excitable or reactive. You solve problems quickly, but you will project a stable and relaxed demeanor as you have good self-discipline.

You will be adaptable and considerate of normal standards and expectations, but you will base your actions on reason rather than on people's opinions. You will not make concessions on important issues just to satisfy others. You have a limited need for tight structure in your job. You work well with open-ended assignments with few guidelines and little supervision. You prefer to be evaluated based on outcomes rather than adherence to set rules. You will take a low-key, indirect approach to influencing others. You will be most comfortable in a participatory role not requiring you to take charge.

You are most comfortable when dealing with people whom you know well. You prefer to interact with those with whom you have familiarity and can work on your own for extended periods of time. You tend to take a skeptical view of most situations and maintain a continual awareness of any potential problems. You want to deal directly and actively with problems and obstacles as they arise. However, you tend to think about alternative solutions before initiating action.

You rapidly identify solutions to problems and gravitate toward roles that provide a constant flow of new challenges. You can communicate complex solutions in a logical way that is easily understood by others. If opposed, you may need to be encouraged to offer your solutions to others.

# Definitions

## Personality Traits

### Adaptability

A natural tendency to adapt to people's feelings when communicating or making decisions.

### ← Independent

Less concerned about how actions impact others. Make decisions independent of other people's thoughts and feelings.

### Accommodating →

Concerned with people's thoughts and feelings when interacting with others or making decisions. Tend to be diplomatic and tactful, and want to be on positive terms with most people.

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### Assertiveness

A natural tendency to take action or control in most situations.

### ← Reserved

Less confident in actions and tend to make decisions more slowly. When faced with obstacles, tend to stop and assess options. Typically desire input or direction from others.

### Aggressive →

More likely to move forward, take action, and deal with problems. Tend to be decisive and direct when dealing with others. At extremes, may seem confrontational or stubborn.

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### Intensity

A natural tendency to experience strong emotions when frustrated or faced with obstacles.

### ← Relaxed

Experience emotions less strongly when frustrated. Tend to seem more relaxed and approachable when facing a conflict or obstacle.

### Intense →

Tend to experience higher levels of emotion when frustrated or facing conflicts and obstacles. Whether or not this emotion is displayed outwardly depends on a person's level of responsiveness.

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### Optimism

A natural tendency to think positively about other people and the future, no matter what is happening.

### ← Skeptical

Tend to be more skeptical. More likely to identify potential problems, but at extremes, often worry about what could go wrong.

### Optimistic →

Tend to feel enthusiastic and upbeat most of the time. At extremes, they are more likely to ignore potential problems or warnings.

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## Responsiveness

← Calm

Expressive →

A natural tendency to express opinions and feelings openly and outwardly.

Often calm and composed. Like to work in a more predictable work environment. Tend to internalize feelings and opinions, especially when under pressure or during change.

Tend to be excitable and expressive. Prefer a high-activity work environment with a lot of things happening at once. Often express feelings and thoughts openly, especially when under pressure or during change.

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## Sociability

← Task Oriented

People Oriented →

A natural tendency to gain satisfaction from interacting with other people.

Less likely to seek new relationships and are more comfortable with smaller groups of people. Can be friendly and interact with others, but may find long periods of social interaction tiring.

Driven to interact with others. Prefer not to work alone for extended periods of time and may actively seek new relationships. Tend to have a wide circle of contacts and acquaintances and are socially confident.

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## Structure

← Flexible

Likes Rules →

A natural tendency to seek order and correctness.

Tend to be more concerned with outcomes than with following rules and established procedures. Tend to be more comfortable with trial and error to achieve results.

Prefer order and precision. Tend to follow rules and established procedures. Desire accuracy and thoroughness because they don't like to make mistakes.

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## Talent Traits

### Logical Problem Solving

← Lower

Higher →

The ability to apply a step-by-step approach to solve problems.

Tend not to solve problems by working through them step-by-step. May prefer other problem-solving strategies that come from trial and error rather than applying rules or truisms.

Find it easy to apply general rules in a methodical, step-by-step approach to solve problems. This ability helps with strategic thinking and organizing ideas.

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### **Rapid Problem Solving**

← Lower

Higher →

The ability to quickly and intuitively recognize patterns from information.

Find it stressful to work in an environment that requires quickly responding to problems without allowing time for analysis. May be more deliberate in getting to an answer.

Recognize themes or trends quickly from information and solve problems intuitively. Good in a crisis, under stress, or when a quick decision is required.

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### **Spatial Visualization**

← Lower

Higher →

The ability to visualize and manipulate objects in three dimensions.

Have a more difficult time picturing three dimensions and will utilize less efficient strategies when arranging, moving, or designing objects in three dimensional space.

More easily visualizes objects in three dimensions. Deal more easily with imagining objects or spaces that must be moved, arranged, or designed in three dimensional space.

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### **Vocabulary**

← Lower

Higher →

A measure of how easily and quickly a person picks up and learns new concepts and ideas.

Tend learn more slowly and typically take more time when thinking about and communicating their experiences.

Tend to learn quickly and easily from their environments. Deal more easily with new material, new ideas and new concepts.