



the Bridge
personality

Bridge Report
Work Behaviour

Example Report

*Assessment for call
center & customer
service*

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Introduction

! The information in this report is confidential. So keep this report in a safe place!

This report is based on the assessment with the Bridge Personality. In this assessment, candidates are asked 240 questions, in which they assess themselves in a work situation. Why was this formulation chosen? Because years of research have shown that the self-image is a good guideline for future employment behaviour. Besides information about employment behaviour, the Bridge Personality provides insight into the personality. It also makes clear in which environment candidates function well, or not so well.

The final results contain both normative and ipsative scores. Normative means that a candidate scores on a scale of 1 to 9 (1=very strong disagreement, 9=very strong agreement). Ipsative stands for 'forced choice' and means that candidates have to put questions in order (1=least applicable to me, 6=most applicable to me).

Why this combination of scores? Because research within the test research has shown that combining these scores gives the best result in indicating personality and preferences for behaviour. The combined score, or sten score, goes from 1 to 10. If the normative score deviates by more than 3 stens from the ipsative score, we indicate this by this symbol: **N↔I**

The results are compared to those of a norm group of 500 people who filled in this instrument earlier. A score from 1 to 10 is given for each dimension. The Bridge Personality is particularly suited to candidates within a working environment. As working environments are dynamic, we recommend using the instrument again after a period of two years.

This report has been electronically compiled and produced by the software system of TestGroup Consulting. It provides information about the person who has filled in the test. TestGroup Consulting accepts no responsibility for problems that may arise from using this report. The Bridge Personality and all the other tests of TestGroup Consulting, as well as the reports, may only be used by employees of TestGroup Consulting, representatives or resellers of TestGroup Consulting, or clients of TestGroup Consulting who are authorised and trained to do so.

Bridge Theory	
	This report provides insight into the personality and behaviour of Example Report within a working environment. The answers are based on the self-image of the candidate.
Bridge Answer Behaviour	This section gives information about the candidate’s behaviour in filling in the test. How socially desirable were the candidate’s answers? How consistent were they? And to what extent do the normative and ipsative scores correspond? In this way, you can judge whether the candidate filled in the test honestly, seriously and consistently.
Bridge Overview	The Bridge overview provides information about four clusters of the Bridge Personality: Directing, Output, Attitude and Inspiration. The four clusters are split up into 12 groups (including Contact, Energy and Opinion). The 12 groups are then sub-divided in 34 dimensions (including Networking, Enterprising and Practical).
Dimension Overview	The Bridge Personality consists of 34 dimensions. These dimensions are given for each group. You will find a short explanation of each dimension and a score next to each dimension.
Bridge Colour	The Bridge Colour reports your preferences in 4 colours. Your scores on these colours are calculated based on your answers in The Bridge Personality. The colours are: Red, Yellow, Green and Blue. We all use these colours to a certain amount, but you will always have a preference for 1 colour.
Bridge Competency Profile	Which competencies does the candidate possess? And which are missing? The Competency Profile provides answers to these questions. TestGroup Consulting has done detailed research into how Bridge Personality corresponds to the 8 most common competencies from the business community and the government.

Bridge Answer Behaviour



Social desirability

A high score on social desirability indicates that someone is inclined to agree strongly with propositions for which it is socially desirable to agree strongly. An example of such a proposition is: 'I know almost nobody who is as reliable and hard-working as I am'. A high score on such a question is socially desirable, but is maybe not the truth.



Correspondence Normative-Ipsative

If the normative and ipsative scores are very far apart, there may be various reasons for this. If the ipsative score is much higher than the normative score, the person concerned is probably self-critical to a more than average degree. If a candidate scores higher on a normative score than an ipsative score, then he or she may be self-critical to a less than average degree. It is also possible that the person concerned has overestimated himself/herself in the normative section.

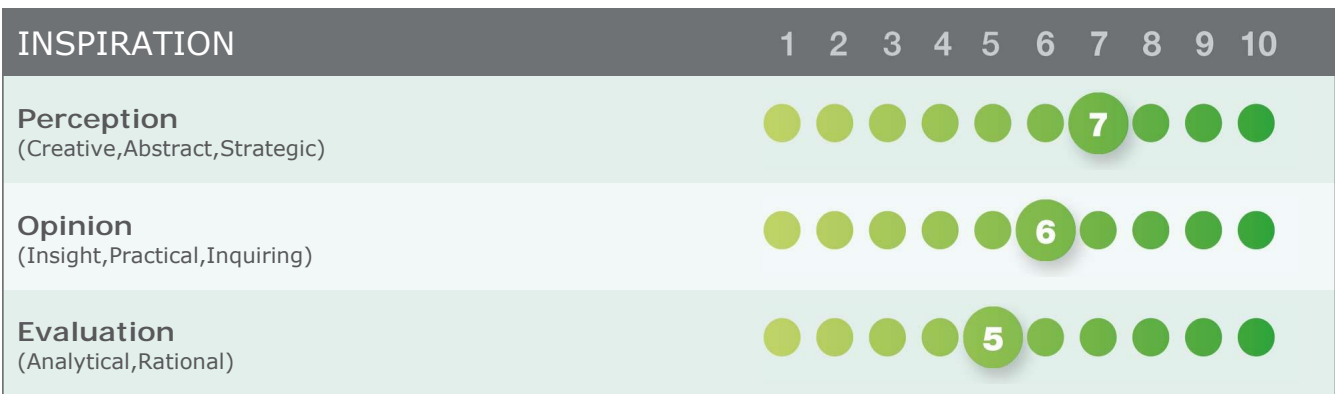
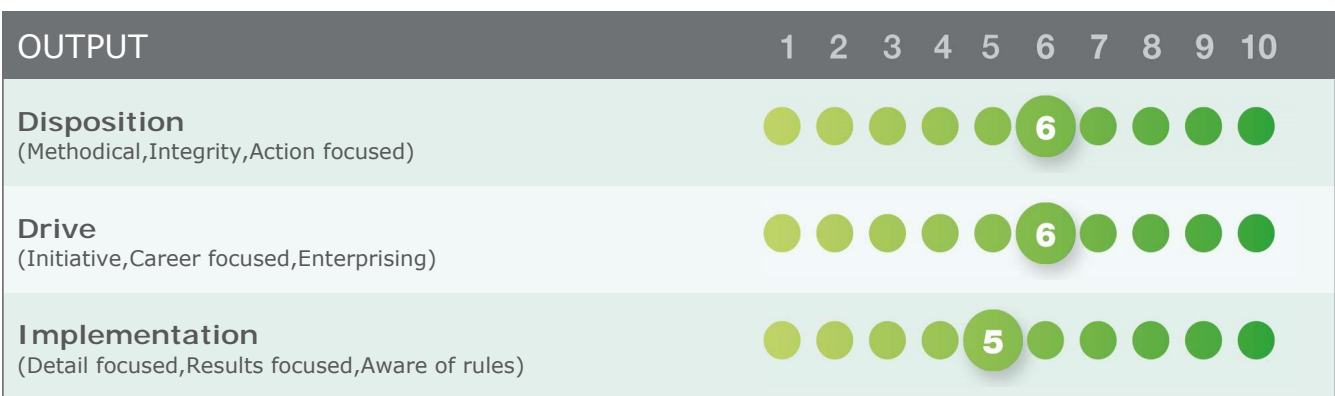
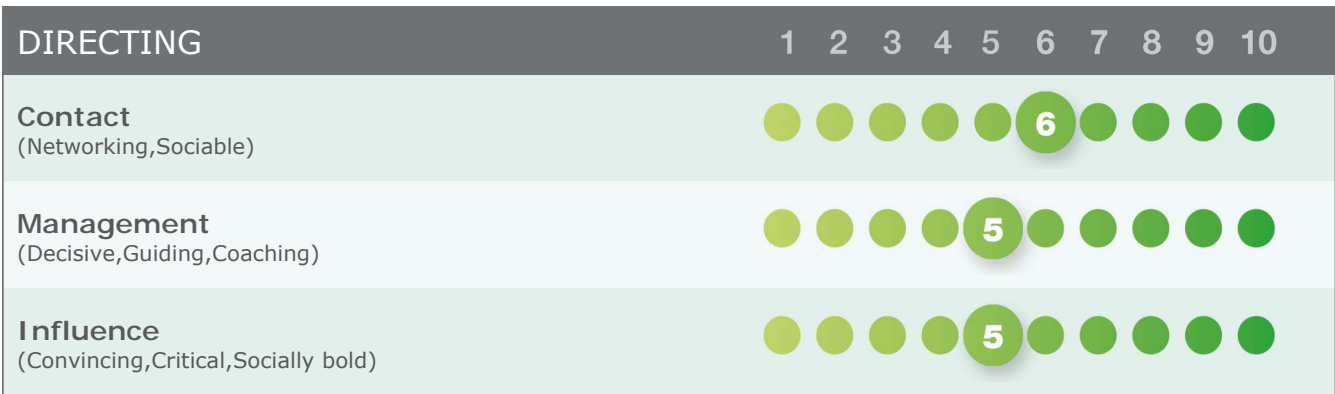


Acquiescence

Acquiescence indicates the degree in which a respondent answers questions with 'yes'. A high score on agreement answers indicates a high score on all the normative questions (1= very strong disagreement, 9= very strong agreement). A high score here, therefore, shows that someone agrees strongly with almost every proposition and thus with each underlying dimension. This means they are actually in agreement with everything.



Bridge Overview



Bridge Dimension Overview - Directing

CONTACT	1	2	3	4	5	6	7	8	9	10
Networking focused on making new contacts; finds networking important; is better at networking than most people	●	●	●	●	●	●	●	● 8	●	●
Sociable N↔I has average talking skills; finds contact fairly easy; has an average liking for being surrounded by people	●	●	●	●	●	● 6	●	●	●	●

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MANAGEMENT	1	2	3	4	5	6	7	8	9	10
Decisive sometimes makes decisions quickly and sometimes less quickly; finds it fairly easy to make a decision; finds it fairly easy to make a decision in uncertain situations	●	●	●	●	●	● 6	●	●	●	●
Guiding adopts a leading role now and again; inclined to have things under control; likes being responsible for others	●	●	●	●	● 5	●	●	●	●	●
Coaching sometimes focuses on motivating others; is sometimes focused on coaching others; can sometimes inspire others	●	●	●	● 4	●	●	●	●	●	●

INFLUENCE	1	2	3	4	5	6	7	8	9	10
Convincing can convince others of his or her opinion to a reasonable extent; quite likes negotiating; justifies himself/herself to a reasonable extent	●	●	●	●	●	● 6	●	●	●	●
Critical is focused on finding weak points in proposals or plans now and again; does not always accept things from others without evaluation; has an average critical outlook	●	●	●	●	● 5	●	●	●	●	●
Socially bold fairly secure in contact with strangers and large groups; finds it fairly easy to talk in front of large groups; talks now and again in meetings and discussions	●	●	●	●	●	● 6	●	●	●	●

Bridge Dimension Overview - Output

DISPOSITION	1	2	3	4	5	6	7	8	9	10
Methodical reasonably organised; has an average liking for planning; can set priorities as well as most people	●	●	●	●	● 5	●	●	●	●	●
Integrity fairly focused on meeting commitments; attaches a reasonable amount of value to honesty and reliability; fairly focused on dealing confidentially with information	●	●	●	●	●	● 6	●	●	●	●
Action focused works at a fairly fast pace; likes pressure now and again; is fairly good at doing several things at once	●	●	●	●	●	● 6	●	●	●	●

DRIVE	1	2	3	4	5	6	7	8	9	10
Initiative more proactive than most people; likes starting something new; starts something before being asked	●	●	●	●	●	●	● 7	●	●	●
Career focused has average ambition; is fairly career-minded; is competitive now and again	●	●	●	●	● 5	●	●	●	●	●
Enterprising likes taking on new challenges sometimes; spots opportunities in the market fairly easily; is an average salesperson	●	●	●	●	●	● 6	●	●	●	●

IMPLEMENTATION	1	2	3	4	5	6	7	8	9	10
Detail focused works more carefully than most people; pays more attention to details in information than most people; likes working in an environment where details are important more than most people	●	●	●	●	●	●	● 7	●	●	●
Results focused perseveres in difficult situations now and again; fairly goal-oriented; sometimes finds it difficult to achieve results and sometimes easy	●	●	●	●	●	● 6	●	●	●	●
Aware of rules has an average preference for working in an organisation with a lot of bureaucracy and rules; keeps to rules and regulations now and again; is considered fairly rule-conscious	●	●	●	●	●	● 6	●	●	●	●

Bridge Dimension Overview - Attitude

SOCIAL CONTACT	1	2	3	4	5	6	7	8	9	10
Cooperative finds working in a team fairly important; works alone now and again; sometimes involves colleagues with his or her work	●	●	●	●	5	●	●	●	●	●
Helpful spends time helping people with problems now and then; has an average focus on helping colleagues when necessary; is considered helpful by others every so often	●	●	●	●	5	●	●	●	●	●
Considerate has average concern for other people; does not mind listening to others; is slightly interested in other people's motives	●	●	●	●	●	6	●	●	●	●

RESILIENCE	1	2	3	4	5	6	7	8	9	10
Avoiding conflict adapts his or her views to a situation or person; is considered more compliant than most people; adapts his/her behaviour more often than most people	●	●	●	●	●	●	●	8	●	●
Self-confident has more self-confidence than most people; has more control over his or her own future than most people; more satisfied with himself or herself than most people and does not want to change any personal traits	●	●	●	●	●	●	7	●	●	●
Stress resistant copes with stress to an average extent; stays reasonably calm under high pressure of work; worries about things at work now and again	●	●	●	●	5	●	●	●	●	●

FLEXIBILITY	1	2	3	4	5	6	7	8	9	10
Openness to feedback is less open to feedback from others than most people; sometimes asks the advice of others; sometimes uses feedback to improve performance	●	●	●	4	●	●	●	●	●	●
Positive attitude has a fairly positive view of things; a fairly cheerful person; has average difficulty dealing with setbacks	●	●	●	●	●	6	●	●	●	●
Change oriented takes on a new challenge now and again; accepts changes in life to a reasonable extent; can deal fairly well with unsettled times	●	●	●	●	●	6	●	●	●	●

Bridge Dimension Overview - Inspiration

PERCEPTION	1	2	3	4	5	6	7	8	9	10
Creative comes up with new ideas; has original ideas; looks for a radical solution to a problem	●	●	●	●	●	●	7	●	●	●
Abstract Is better at developing concepts than most people; Applies more theories than most people; Is interested in studying underlying principles	●	●	●	●	●	●	7	●	●	●
Strategic N↔I develops strategies; develops a vision for the future; focused on the long term	●	●	●	●	●	●	●	8	●	●

OPINION	1	2	3	4	5	6	7	8	9	10
Insight gets to the heart of a problem fairly quickly; identifies ways of improving something now and again; uses intuition to make a judgement fairly often	●	●	●	●	5	●	●	●	●	●
Practical more focused on practical work than most people; finds it fairly easy to learn by doing; usually regarded by others as a practical type	●	●	●	●	●	●	●	8	●	●
Inquiring now and then interested in learning new things; has less preference for learning through reading than most people; learns with average speed	●	●	●	4	●	●	●	●	●	●

EVALUATION	1	2	3	4	5	6	7	8	9	10
Analytical is fairly enthusiastic about looking for solutions to problems; is slightly interested in analysing information; occasionally searches for information actively	●	●	●	●	5	●	●	●	●	●
Rational likes working with figures; bases a decision on a detailed technical analysis more often than most people; focused on working with objective facts	●	●	●	●	●	●	7	●	●	●

The Bridge Colour

The Bridge Colour reports your preferences in 4 colours. Your scores on these colours are calculated based on your answers in The Bridge Personality. The colours are: Red, Yellow, Green and Blue. We all use these colours to a certain amount, but you will always have a preference for 1 colour. The order and the level of the scores on the 4 colours determine our preferred behavior. Our preference for a colour is an indication of the way we think, work and communicate.

As described, everyone has a preference for all 4 colours to a certain amount, however you will have a dominant colour. That being said, you are not just one colour. As an example, on a stressful day, you may use a different colour than your dominant colour. The way you feel can influence the traits that you use on that day. Your surroundings can also influence the way you feel and thus influence the colour that you will use. You may also have a preference for a different colour at work than you have at home.

On this page you will find your score on the 4 colours:

- Red: ambitious, focused, decisive, goal oriented, dominant and focus on business
- Yellow: friendly, focus on people, enthusiastic, open, dynamic, creative and interactive
- Green: focus on people, loyal, empathic, caring, patient, focus on harmony
- Blue: focus on details and planning, factual, objective, analysis, formal, focus on tasks

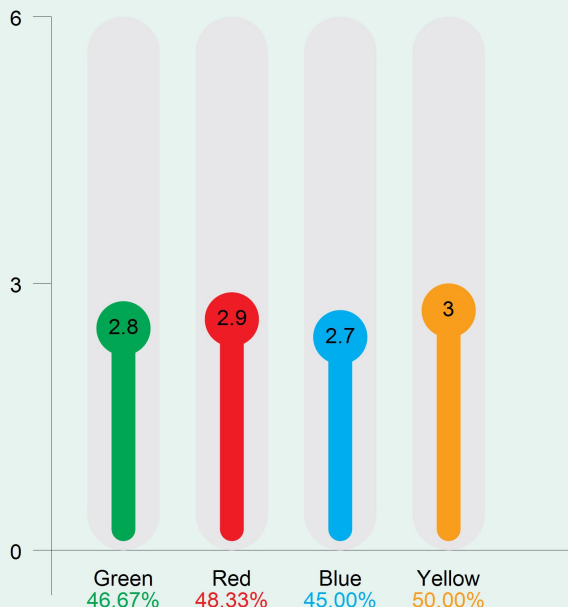
The Bridge Colour calculates, based on your normative answers (1 to 9), your Normative (intentional) colour preference and based on your Ipsative answers (most/least) your Ipsative (less intentional) colour preference.

Normative (intentional) preference: describes how you want to be. A combination of who you are, who you want to be and what your surroundings demand of you.

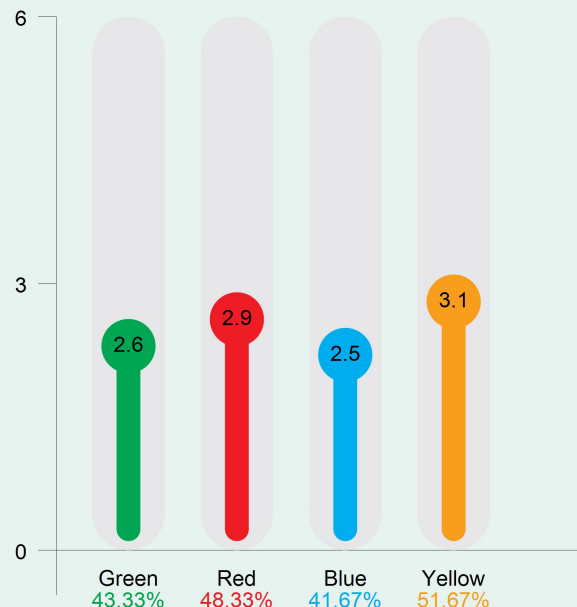
Ipsative (less intentional) preference: describes your less intentional, more instinctive preference when you are not being influenced by your interaction with others.

Your colour preference (s) that have a score of 3 or higher on you can use easily, while colours with a score lower than 3 will require more energy.

Normative (intentional) preference



Ipsative (less intentional) preference



Bridge Color Wheel: 72 preferences

By linking the Thinking and Feeling preferences with Extraversion and Introversion, eight preferred types are created in the color wheel.

Next, three rings are applied, so that ultimately 72 subtypes are created. The combination of color preferences determines the location in the color wheel.

- Inner ring - three colors above the centerline
- Middle ring - two colors above the centerline
- Outer ring - a color above the centerline

It is also possible to have a position on more than one ring in the wheel, if your focused and routine and preferences are different. It is also possible to display the color preferences of several colleagues (teams) in the wheel. With this you can make a team analysis. This analysis shows how the preference of the individual relates to the preference of the team.

When working with a team, these individual scores are brought together in a team wheel. This team wheel is the basis of the analysis of team dynamics, which naturally also involves the task of the team. Experience shows that the strength of the team can be clearly visualized by means of the team wheel, but that of course the risks are also quickly visible. This can be set against the experience of collaboration



Bridge Colour - Colourwheel

By connecting the Jung dimensions Thinking and Feeling with the Jung dimensions Extraversion and Introversion, a wheel is constructed that have 8 Jungian Types (instead of the 16 Types on page 10).

By applying three levels in the wheel, a further differentiation of 72 types is created. Your combinations of preferred colours will determine your position in the colour wheel.

Conscious Wheel Position
1.9 : Entrepreneuring visionary

Less Conscious Wheel Position
1.9 : Entrepreneuring visionary



Bridge Competency Profile **Assessment for call center & customer service**

This is an overview of Example Report's potential on eight commonly used competencies in organizations, schools and universities to indicate potential and performance.

COMPETENCY	1	2	3	4	5	6	7	8	9	10	COMPETENCE
Communication skills (Considerate, Sociable)	●	●	●	●	●	6	●	●	●	●	Average
Convincing (Convincing, Results focused)	●	●	●	●	●	6	●	●	●	●	Average
Customer focus (Networking, Enterprising, Convincing)	●	●	●	●	●	●	●	8	●	●	Capable
Flexibility (Avoiding conflict, Openness to feedback)	●	●	●	●	●	6	●	●	●	●	Average
Listening (Considerate, Sociable)	●	●	●	●	●	6	●	●	●	●	Average
Perseverance (Results focused, Enterprising)	●	●	●	●	●	6	●	●	●	●	Average
Results-oriented (Results focused, Initiative)	●	●	●	●	●	6	●	●	●	●	Average
Stress resistance (Stress resistant, Positive attitude)	●	●	●	●	5	●	●	●	●	●	Below average