

## New Graduate HR discussion *A*nswer cloud report

Candidate : Bhavya Khurana

RESPONSES

Date : 12 Sept 2022

Mentor : Krishna P.



### *A*nswer ratings snapshot

Our models suggest an overall rating of "B" for the candidate. Based on the responses, we also report a comprehensive rating of the candidate across multiple skill dimensions (these are elaborated later) as displayed in the table below. Some of the natural pointers on how the candidates might improve are also suggested in the pages that follow. Few selected skills are considered in this overall rating, while others are a part of general parameters that are added for general feedback purposes. All power skills selected as part of overall ratings contain specific suggestions on how to improve them.(detailed below)

### *A*nswer insights

Every human interaction is an opportunity to learn. It's also an opportunity to demonstrate your skills and expertise in a specific context and capacity. We view every professional interaction as a high-stakes game - whether you are likely to save money, generate revenue, make a process more efficient or improve your performance. These virtual interactions act as practice sessions where you can test drive real-world interactions. Experts in the world may differ on what skills matter - but they are all have a common point of view. Practice is the key to improvement - and specific feedback makes improvement faster.

## answer rating introduction

Congratulations on completing the virtual interaction on the above subject. This feedback report provides insights on your performance as perceived by others in the context of the interaction. The interactions are analyzed by our state of art proprietary models and reviewed by expert coaches, where applicable.

This report is generated by an assessment of the candidate's interaction with our AI models. It scores them according to the industry standards to give a clear idea of where they stand. This report points out the candidate's strengths and areas of improvement as well. This report generates scores in various formats including bar graphs and percentiles. Using this report, an estimate of the candidate's compatibility for the role (as demonstrated by the interaction) can be made.

While we do calculate absolute scores ( available on request), we convert them into cohorts that demonstrate the relative performance of the candidate in comparison with others. (Just like a bell curve, popularly used by HR departments). These cohorts provide an estimate in terms of what separates top performers from the rest.

- a. **Cohort A** : Top 25% of the candidates.
- b. **Cohort B** : Top 50% of the candidates.
- c. **Cohort C** : Bottom 50% of the candidates.
- d. **Cohort D** : Bottom 25% of the candidates.

AI development has escalated over the past few years and is being used widely in many fields ranging from security to the fashion industry, from medical to agricultural. Emotion and sentiment detection via AI models have matured in recent years with the explosion of advanced speech to text, and other text analytics models aided by flawless audio & video capture technology. With HR & human psychology experts we have broken down the emotion into more recognizable components - we called them power skills. These power skills form the basic framework of our evaluation.

### answer score interpretation

- While there are several factors that go into calculations of these overall ratings - they are described in the **Power Skills** section.
- The factors that we have NOT considered for ratings are described in the **General Parameters** section below. While we have used it as a factor in calculating other power skills, they do not have sufficient rigor to be used on a standalone basis. These are also not considered in the overall cohort calculations.
- The **Interaction snapshot** section shows a summary of the power skills, their individual ratings and consolidated cohort ratings of the candidate.
- The **Content Ratings** section in the report analyzes the level of the accuracy of the content in the responses of the aspirants. This is determined by comparing the answer with the industry standard answers and context.

Cohort Rating	Interpretation	Percentage
A	High Quality	about 75%
B	Some Gaps	between 50% to 75%
C	Only few expectations are met	between 25% to 50%
D	None of the expectations are met	lesser than 25%

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## answer cloud skills selection

We define power skills as basic human abilities that are crucial for success in any human interaction. Human development experts agree that likeability, trust, empathy, confidence and communication skills are crucial parameters to consider when evaluating any human interaction. Hence these are the fixed set of parameters we track and evaluate for every interaction. There is no well established research that relates specific power skills to specific job roles but the power skills when considered in aggregate tend to support job role out performance in every job role situation.

For certain domain specific interactions (e.g Sales), our models also calculate proprietary indicators called **Quotients** - they are calculated as a percentage. It shows how much your conversation is aligned to the domain in question. If quotients are calculated for your interaction, they will be available in the **Domain Ratings** section.

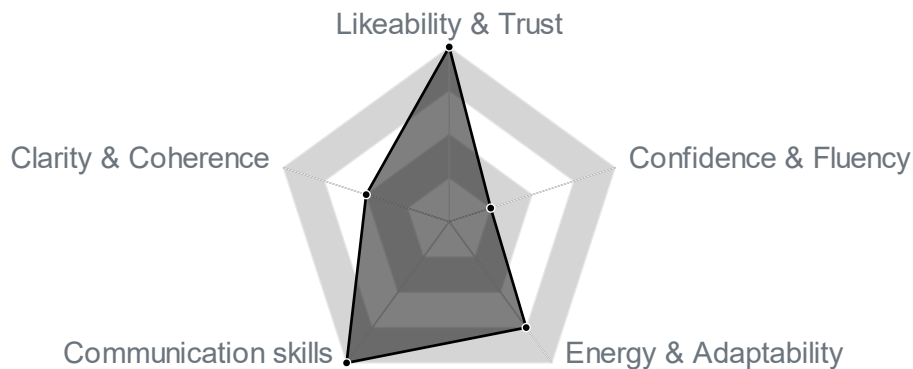
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## answer scorecard

Every human interaction demonstrates what human resources experts define as power skills. The attached spider chart demonstrates these traits that the AI models observe in the conversation. Depending upon the particular context of the interaction we may or may not display certain traits. Personality is not permanent and the models are a mere reflection of how you may be perceived by the others in the particular interaction. This chart and report will help you to reflect deeply on your own performance. In overall cohort scores in the power-skill areas are summarized as below. Please review the variable section below for more information

## Answer Score Outline Chart

- Likeability and Trust : A
- Clarity and Coherence : C
- Energy and Adaptability : B
- Communication skills: A
- Confidence and Fluency: D



## Answer domain ratings

Experimental

Our experimental models are able to detect proprietary domain specific ratings for these interactions. The domain ratings indicate proficiency of the candidate in specific domains such as sales, operations, HR and others. If the domain ratings are calculated for your report it would feature in this section. At this time it does not affect your overall ratings and may be used as an additional indicator of competency perception. Please use this score with discretion along with the mentor guidance at this time. If this score is not printed at this time, there is nothing further to be done. It would just indicate that the feature is still in development and may be available in your next interaction with us. Thank you for your patience as we continuously improve our models for more insights on people-performance at the workplace.

## Answer cloud power skills

*Aggregate emotions and speech as analyzed via AI models are broken down into smaller components. These components are classified and analyzed as power skills.*

### Likeability and Trust

All of us have heard and likely commented, "I like that guy/gal!" The science of likeability says that the smile is the biggest key ingredient of liking an individual. Researchers say the ability to smile and remain stress free are key markers of a successful interaction. How much and how frequently you smile gives out subtle indications that you are in control of the conversation. This should not be confused with laughter. Our algorithms generate proprietary scores that divide this power-skill of Likeability & Trust in four cohorts as a relative barometer of the aspirant's performance. So how can you improve your scores? Simple, practice delivering your responses with a smile as if you are talking to a friend. A top cohort rating of A demonstrates that the aspirant is liked and trusted by a wide variety. **A video feed is essential for this power skill - for audio responses, it will not be scored.**

### Clarity and Coherence

Clarity of thoughts and speech together represent a major strength of the candidate in various job situations. Grammar, accent, industry knowledge - all contribute to the Clarity of the speaker in any interaction. Poor grammar and wrong choice of words creates a negative impression in the minds of others. While it's true that it's hard to change accents and one should not be penalized for it - but a heavy accent sometimes makes it hard to understand speech and gives an impression of improper word or grammar usage. Our algorithms generate proprietary scores that divide this power-skill of Clarity into four different cohorts. The top cohort rating of A represents consistently high clarity in conversations. How to improve the scores? Practice speaking with friends and take their feedback about your grammar usage style.

## Energy and Adaptability

Ever heard a comment “Wow he was super high energy!” The strength of our voice, voice modulation and pitch matters. It makes difficult ideas easy to understand and signals to the observer that the candidates know his “stuff”. This is especially true during difficult conversations where often the best of us tend to lose our balance. Our algorithms generate proprietary scores that divide this power-skill of energy into four cohorts, as a relative barometer, of the candidate’s energy level and adaptability. This should not be confused with merely a loud voice. *So how can you improve your scores?* Simple, practice delivering the answers with good voice modulation and pitch range along with a normal voice. And maintain the same even during high stress and demanding conversations. A top cohort rating of A demonstrates that the candidate is highly adaptable and energetic - someone who can handle any type of conversation and come out ahead.

## Confidence and Fluency

Do you use a lot of words like “actually”, “really”, “like” and others? These are called filler words - subconsciously a lot of us have a habit of doing so. This creates a negative impression in the minds of our friends and colleagues. Researchers have discovered that we often associate the label of “low-confidence” with such people. Our algorithms generate proprietary scores that divide this power - skill of Confidence in four cohorts, as a relative barometer, of the candidate’s confidence. This should not be confused with word play. *So how can you improve your scores?* Simple, think and answer in a calculated manner without any unnecessary words. A top cohort rating of A demonstrates that the candidate is perceived as having high confidence and fluency in his approach. Filler or fluff words mentioned above also decreases the fluency of the candidate in the context. Every effort must be made to reduce such words in the vocabulary.

## Communication Skills

We all want to sound eloquent in the conversations but whether due to the pressure or tension, we often tend to fumble and take awkward pauses. This is exactly opposite to a leader who always appears to be fluent. Our algorithms generate proprietary scores that divide this power skill of communications into four cohorts as a relative barometer of the candidate's communication abilities. *So how can you improve your scores?* Simple, practice delivering the answers with which are well thought out. Request for a minute to formulate your answers before you start speaking so that unnecessary pauses can be avoided. A top cohort rating of A demonstrates that the candidate is has excellent communication skills. and come out ahead. Communication is still believed to be the #1 skill that is the key focus of HR and hiring managers around the world. It makes it that much more important to have an effective command on this skill. We recommend you to repeat the interaction if the scores are in C and D cohorts.

## Content Ratings

We evaluate the content of the responses not only by comparing it to the best possible answer to that question depending upon the operating context. Accuracy of the content clearly means that the candidate is very knowledgeable in the interaction and has command over the situation. Another critical power skill in leadership development. *How to improve the scores?* Of Course knowing the answers and content is the key first step. Further, the aspirant must take time to understand and align to the operating context and industry specific terminologies to articulate answers. This will enhance the content ratings. One can also keep in mind to use certain keywords to improve their rating. A top cohort rating of A demonstrates that the candidate is aware of the accurate answer content and the operating context. Content is still the king. The degree of accuracy of the answers matter to a large extent in how your answers are perceived by others. It is important to understand the questions and apply critical thinking in articulating the answers.



## Answer cloud parameters

*Please note that the parameters in this section are some of the raw data that may be used for calculation of other scores but they are not directly an input to the overall cohort ranking. This is because as a standalone input they do not give us a representative level of performance. We are including this in the report for the sake of completeness so that the aspirant has an advanced understanding of their performance.*

### Pace

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**Words per minute :** 120 words/minute

**Ideal words per minute :** 140-160 words/minute

**Why consider this :** Speaking too slowly or too quickly denotes nervousness on part of the speaker. Please note that this is the average pace across the entire interaction (not average of each response) This will help you determine if you need to control the pace as you go through these interactions. We have provided an ideal benchmark range for comparison purposes. How to improve the scores? Try to practice your pace by comparing against the colored range bar above.

### Gesture

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**Gesture Score :** B

**Why Consider this :** Hand gestures play an important part in anyone's personality. Due to limitations of the camera recording it may not be always possible to capture them depending on how the interaction is recorded. A good score indicates that the aspirant used hand gestures to positively reinforce responses. How to score better? Just use hands naturally like in any other physical interaction even for a virtual experience. If this score is blank for you - it indicates an audio interaction.



## Sentiment Analysis

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### Aggregate dominant Sentiment : Happy

**Why consider this :** This shows how your emotions are understood by others. While most aspirant's speech shows positive emotions naturally, in few cases it might be perceived as negative. Candidates should consider this to self analyze. While there are no specific actions to control sentiment and sound happier & positive, an estimate of where your current performance falls in the range can offer important clues about your context.

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### Answer content ratings per question

For evaluating the content ratings and accuracy, each answer is compared to the best possible answer to that question. In some cases, there is no single best possible answer - we then use a range of responses against which these responses should be compared. In both cases, we use the answers provided by the mentors and experts as well as our own algorithm for comparison purposes.

The answers not only consider exact matches – but it also considers the synonyms, intent, meaning and full scope of the answer to do a fuzzy match in order to arrive at the ratings. As such, the ratings mechanism is robust – just by stuffing your answer with the relevant keywords you are unlikely to achieve high content ratings.

So how to improve the scores? Please practice again by re-articulating the answers by stressing on different pointers. The context and mentor guidance can point towards the direction in which an ideal answer should be framed. Content ratings denote accuracy of the responses provided by the content. Our AI models and the speech-to-text engine has a unique way to accomplish this objective.

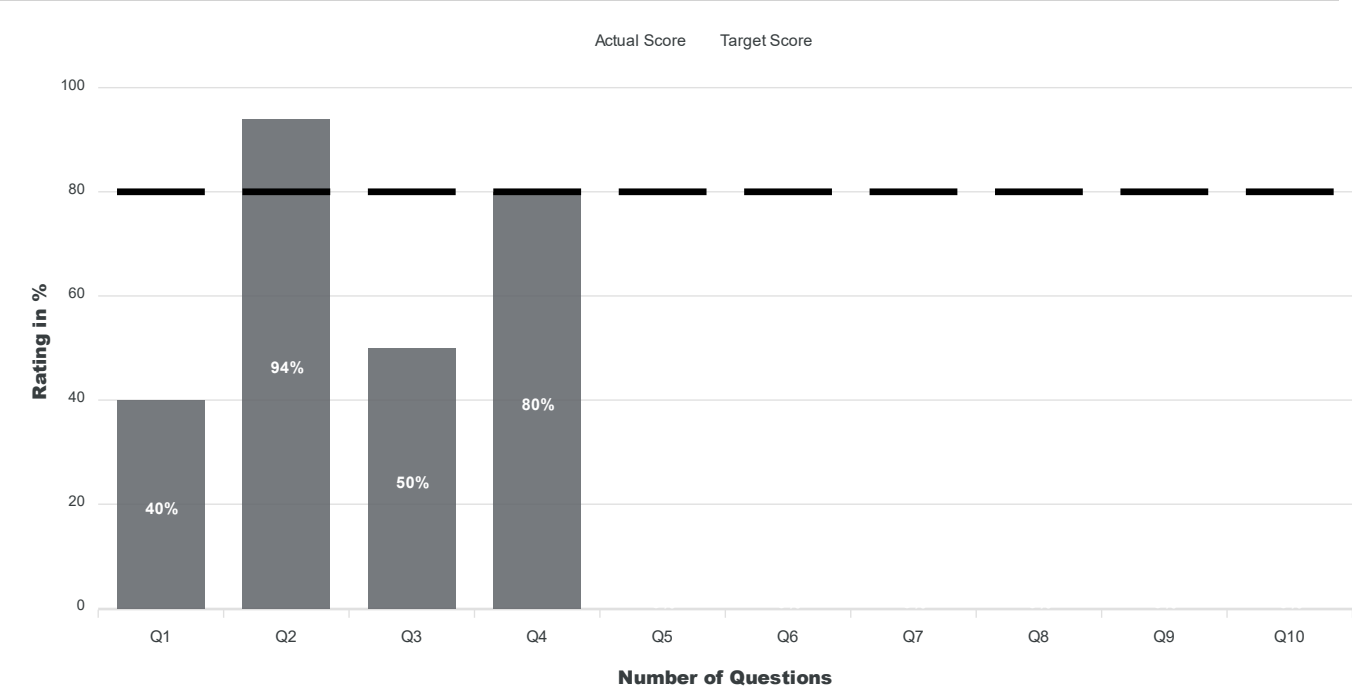
Match Score	Meaning
Greater than 90	Extremely precise & relevant answer
70 to 90%	Satisfactory answer with key points covered
50 to 70%	Highlights key aspects but is not complete
Less than 50%	Missing key aspects

Question Specific Content Ratings

Experimental

The chart below illustrates the content ratings for each answer, in percentage terms. The dotted lines at the 80% score mark denote the “aspiration line” which should be target content ratings. In our experimentation we have found aspirants consistently hitting these benchmarks command great authority on the content.

Content rating chart



Overall Content Rating is not calculated due to variability.

## Question#1 : Tell me about yourself ?

Sure! So I've always enjoyed writing and public speaking, even as far back as high school. This led me to pursue writing-related passions—for example in college, where I was an editor for our school newspaper. In addition to writing, I got to learn how to manage a team and how to approach the writing process. After college, I took a job at Acme as a social media manager, writing copy and social content for the company blog, but I raised my hand to work on the communications plan for a product launch, which is where I discovered my interest in product marketing. After switching to a product marketing role and managing the two most successful new product launches last year, I realized I'm excited to take on a new opportunity. I've learned I work best on products that I love and use, and given that I'm a big user of your company's products, I jumped at the chance to apply when I saw the open posting.

In this section, each question specific feedback will be provided. If you do not see the feedback here, this feature is still in development.

## Question#2 : What was your favorite subject in college ? How do you think it will help in your career ?

My English courses are most interesting and beneficial to me. I love creative and nonfiction writing. Whether I am writing a creative narrative, biographical piece, or poetry, I love to write. The skills I have developed in my English classes have been extremely beneficial in my other coursework, and I have developed tremendously as a writer. I have even published poetry in my college's literary magazine and served as an assistant editor of the magazine for the past two years.

In this section, each question specific feedback will be provided. If you do not see the feedback here, this feature is still in development.

### **Question#3 : Could you walk me through the most challenging projects so far in your life ?**

'In my previous job at a marketing firm, I have worked on several challenging projects. One time, when I just started at the company, I was asked to work with a small team on a marketing pitch deck for a new client. We got the project because of our reputation and ability to take on the project on short notice. It was a great opportunity for us to show what we were capable of doing in a short amount of time. Then, two weeks before the pitch deck presentation the client requested us to change the entire plan. It turned out that they were unhappy with our first concept and stated that it differed too much from the initial idea that they had in mind.

In this section, each question specific feedback will be provided. If you do not see the feedback here, this feature is still in development.

### **Question#4 : Do you have any questions for me ?**

Thanks for giving me an opportunity to ask a question. As I am a Fresher and I am not familiar with this post. Can you just give me an idea for this post so I can prepare myself before joining the company?

In this section, each question specific feedback will be provided. If you do not see the feedback here, this feature is still in development.