

Field Engineer ARISE Report

John Sample
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BEFORE YOU INTERVIEW

Review the next page that will tell you how well your candidate fits with the five ARISE characteristics that help predict success in Field Engineers:

Agility
Resilience,
Intentional
Self-starting
Engaging

Note where your candidate stands on these characteristics and then look to the following pages for suggested follow-up interview questions. Keep in mind that, in general, while it is better to be higher than lower on these dimensions, sometimes a candidate can have “too much of a good thing.” Don’t be afraid to supplement the questions provided with some of your own.

AFTER YOU INTERVIEW

In order to make a final decision on a candidate, consider what you learned from the assessment and the follow-up interview, along with other factors like experience, education, references, etc. Match what you have learned to what is important in the job and make a decision that you could explain in an objective manner. Be ready to answer this question: Why is this person a good fit for the job?

If you hire this person, be sure to come back to this assessment afterwards to think about what the individual needs to do in order grow professionally and be successful as a Field Engineer. Use this information as a management tool and as the start of their individual development plan that you put together as their manager.

AGILITY**68**

LOW

MEDIUM

HIGH

Unwilling
Inflexible
Disinterested

Teachable
Flexible
Curious/innovative

John Sample most likely balances practical business issues with seeing future possibilities and in anticipating events. In this way, his social skills and practical imagination assists him in swiftly navigating commercial conversations regardless of where he may be within the sales cycle. He can form lasting relationships, demonstrate appropriate concern for customers, and respond to events in a productive manner in line with the goals of the business.

RESILIENT**98**

LOW

MEDIUM

HIGH

Emotionally reactive
Timid
Gives in quickly

Emotionally resilient
Exhibits grit
Tenacious

John Sample scores in the high range as compared to other Swagelok Field Engineers. Believing in himself, he perseveres and recovers quickly from setbacks. He views failure as a learning opportunity and boldly tackles new challenges with a growth mindset.

INTENTIONAL**57**

LOW

MEDIUM

HIGH

Disorganized
Inattentive
Lacks focus

Organized
Purposeful
Driven

John Sample falls within the target range of other successful Swagelok Field Engineers on this dimension. In most circumstances, he has good organization skills, is prepared to do his job, and operates in a fairly systematic and consistent manner. He is reasonably attentive to details, and focuses on what needs to be done to execute a commonsensical solution with precision and accuracy. Given his more flexible approach with certain repetitive FE tasks, he may need to be reminded to prioritize, and to follow-up when some time has passed.

SELF-STARTING**63**

LOW

MEDIUM

HIGH

Needs direction
Overly cautious
Unsure

Self-starting
Takes initiative
Assertive

The scores for **John Sample** fall within the target range when compared to strong Swagelok Field Engineers. This person exhibits the ability and interest to take initiative when required. He will balance his own drive to be successful with the interest of arriving at a unique solution for the customer that is the result of his active listening and social confidence. His assertiveness and social skills can also impact his success influencing others within the distributorship.

ENGAGING**98**

LOW

MEDIUM

HIGH

Independent
Aloof/self-focused
Pessimistic

Collaborative
Humble/warm
Helpful/positive

John Sample has scored higher than the typical, successful Swagelok Field Engineer. He has a degree of warmth, candor and openness to initiate rapport and to extend a variety of customer and associate conversations. A slightly more matter-of-fact approach should also resonate with his ease at extending exploratory technical conversations.

SUGGESTED INTERVIEW QUESTIONS

AGILITY QUESTIONS

Tell me about a time when you had to “switch gears” quickly at work with little notice? What happened?

What do you do to keep yourself interested and engaged with those parts of your job that are more routine or boring? Examples?

Listen For:

Listen for how effective he has been in anticipating what needs to be done next or what kinds of things could impact the work that he is doing.

Listen for an attitude of fun and creativity as he talks about his work.

RESILIENT QUESTIONS

What techniques do you use to keep yourself from being stressed when you're behind at work or a deadline is looming in the near future?

Being typically relaxed and patient can help and it can hinder. How do you balance this phenomena?

Listen For:

Listen for his awareness of how he elevates and uses his nervous energy in a persistent way.

Listen for answers of how he effectively regulates his energy.

INTENTIONAL QUESTIONS

Can you provide an example of when it made sense to work around a company policy? What was the outcome?

On a day-to-day basis how do you keep track of the details of your job?

Listen For:

Listen for rigidity/flexibility and if he is able to see past the rules to the spirit behind them.

Listen for clear strategies that he has had success with.

SUGGESTED INTERVIEW QUESTIONS

SELF-STARTING QUESTIONS

Can sometimes having a high drive for change, adventure, and variety be a drawback? If so where have you seen this?

Describe a time that you stuck with a difficult situation even though you had a good opportunity to do something else?

Listen For:

Listen for a good balance of explanation and discovery with the discipline to stick to commitments at hand.

Listen for examples of perseverance and the satisfaction that comes from finishing something difficult.

ENGAGING QUESTIONS

What are the disadvantages to being a warm and friendly person in the work that you do?

Can you describe any situation where being socially bold can be a disadvantage?

Listen For:

Listen for examples that demonstrate good insight into himself and the way that he interacts with others.

Listen for an understanding of the importance of being able to vary aspects of one's personality in order to better fit into a given social situation.

OTHER QUESTIONS FOR THE CANDIDATE: