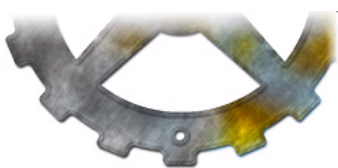


Assessor Report

This Assessor Report provides at least 5 sample questions on each scale to enable managers or coaches to probe individual scores.



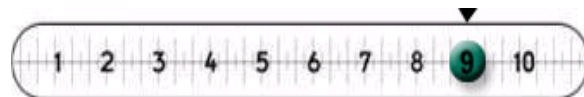
For any enquiry email: headoffice@aqr.co.uk

Assessor Report

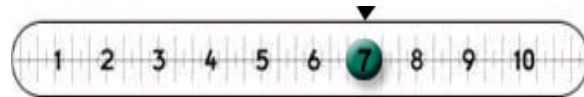
SUMMARY

STEN GRAPH - Mr Sample Report

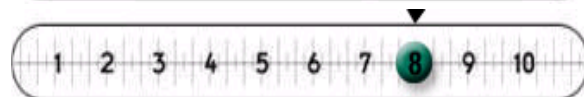
OVERALL MENTAL TOUGHNESS



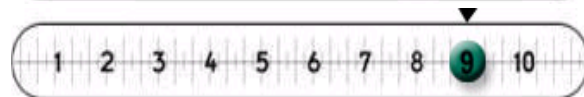
CHALLENGE



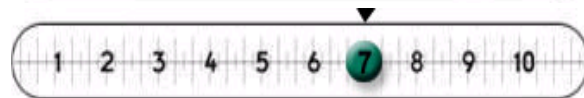
COMMITMENT



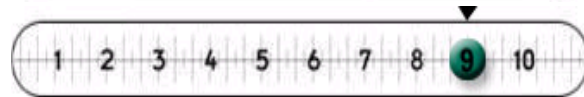
CONTROL



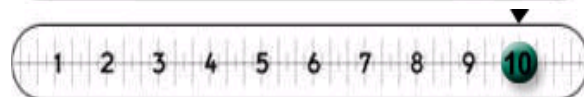
Life Control



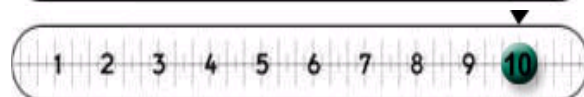
Emotional Control



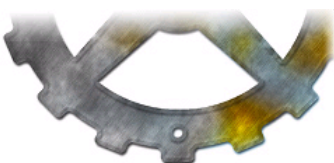
CONFIDENCE



Confidence In Abilities



Interpersonal Confidence



Assessor Report

How to use this Report

The user of the MTQ48 in assessment settings is responsible for its professional use. It is important that the following information is both read and understood. Any queries should be, in the first instance, be directed to AQR LTD.

As with the use of all valid and reliable psychometric measures, the assessor has a number of basic responsibilities. You must

- Ensure that Mental Toughness is actually needed for the job/role
- Provide other evidence of Mental Toughness. NEVER use MTQ48 scores on their own
- Provide equal opportunities monitoring
- Carry out local validation studies

Do you really need mentally tough individuals?

This is the first question that needs to be answered. It is not sufficient to simply WANT them - you have to SHOW, with evidence, that this is a CORE requirement for the role. Many posts do not require particularly high levels of Mental Toughness.

Please note: The organisation is responsible for ensuring that unnecessary/undue stressors are not placed on any employee. It is not appropriate to select mentally tough individuals to cope with stressful situations that should be remedied by the employer.

Confirming the information provided

The MTQ 48 is designed to give some insight into the Mental Toughness of those completing the questionnaire. It is not infallible and is based on the candidate's own self reports. These may over-estimate or underestimate their Mental Toughness (or elements of it!). It is therefore vital that it is supported by other evidence gained from assessment techniques e.g. interviews, references, group exercises, other questionnaires. The MTQ48 must NEVER be used in isolation when selecting candidates.

Use with interviews

Mental Toughness comprises 4 distinct areas: Challenge; Control; Commitment & Confidence. The assessment report provides Sample interview probe questions and these should be used to verify the questionnaire data. Discrepancies should be fully explored and a judgement formed as to the true Mental Toughness of the candidates, based on a synthesis of the information obtained from different sources. Specific evidence should be recorded to support your judgements and kept in a secure environment for at least 6 months.

You should explain to the candidate how the information from the questionnaire has been used. For example you may say,

"The questionnaire you have completed is not a pass or fail test. It provides us with your own views

Assessor Report

about how you deal with aspects of work that we feel are important to the present post. The purpose of the questionnaire is to help us structure the interview and other aspects of the selection process."

Equal opportunities monitoring

It is the users (individual/organisations) responsibility to set up an equal opportunities monitoring system. Information on gender and ethnic origin of candidates should be collected and stored. At regular intervals the data should be returned to AQR LTD. or analysed locally to ensure that unfair gender or ethnic biasing is not occurring. Advice on how to do this can be obtained from AQR LTD.

Local validation studies

The MTQ48 has been shown to predict performance in stressful situations. However, it is the end users legal responsibility to carry out local validity studies to show that performance in your particular organisation is related to MTQ48 scores. Advice on how to do this can be obtained from AQR LTD.

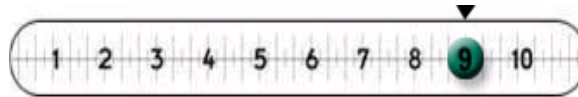
Mental Toughness

Mental Toughness is a quality which determines, in some part, how individuals perform when exposed to stressors, pressure and challenge.

It can play a significant role in determining how an individual manages stress as well as being a key factor in enabling individuals to perform to the peak of their abilities.

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OVERALL MENTAL TOUGHNESS



This candidate should have the capability to withstand a significant amount of pressure. They have confidence in their abilities and are often willing to take on demanding tasks, believing they will succeed. They can usually shrug off criticism and not take others' comments to heart. They are likely to speak their mind when working in groups and are usually comfortable in many different social and work contexts.

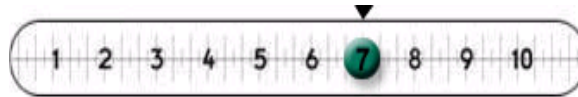
They are normally committed to the task in hand. They tend to be tenacious and resolute and likely to complete what they start. They feel that they are responsible for their own destiny and that they are influential in their own environment. They are usually calm and stable under pressure.

Suggested questions:

- You describe yourself as being mentally tough - how does this show itself in the workplace?
- Give a specific example - briefly describe how you deal with really stressful situations at work?
- What aspect of your work do you find most stressful and how do you deal with it?
- What are the aspects of work that others find stressful - and how do you deal with those?
- With which aspects of work do you regularly find it difficult to cope?

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CHALLENGE



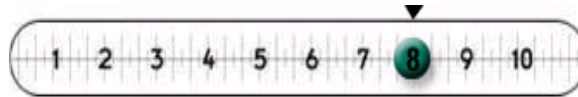
This candidate will be able to cope effectively with most of life's challenges, and may use these as a way of enhancing their personal development. They may at times seek "change for change sake", but are reasonably accepting of a degree of routine. They will be most comfortable in an environment that provides them with a balance of predictability and flexibility, but will usually be able to react quickly to the unexpected when necessary.

Suggested questions

- What is your ideal working environment?
- Can you give us an example of how you have dealt with an unexpected problem?
- How do you deal with routine/mundane tasks?
- Can you give us an example of how you have successfully coped with a major change in the workplace?
- Describe the last two or three projects/work you handled? How did they finish?
- Describe a routine job task that you are required to carry out regularly. How well is it done?

Assessor Report

COMMITMENT



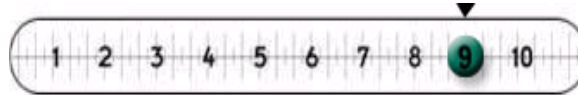
This candidate will usually complete their tasks even under difficult conditions, finding different ways to motivate himself or herself. They have high levels of internal resources which allow them to sustain high levels of effort. They are resilient and tenacious. Once this person has begun a task they will usually see it through to the end, tending to go round, or occasionally through, obstacles that are blocking the achievement of their end goal.

Suggested questions

- You describe yourself as someone who sticks to tasks no matter what. Can you give two examples of this in the workplace?
- Do you find there are any downsides to always sticking to tasks?
- How do you prepare for a complex task?
- What things really motivate you?
- Describe your proudest achievement. Why was it special?
- When was the last time you had to put in a really special effort to get something done?
- Describe a setback from which you staged a recovery
- How do you deal with people who cannot keep up with you?
- Describe a situation which had you beat. How did you handle the aftermath?

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CONTROL



This candidate will tend to feel in overall control of their life and have a belief that they can make things happen. They will rarely simply just 'go through the motions', believing that what they do makes a real difference.

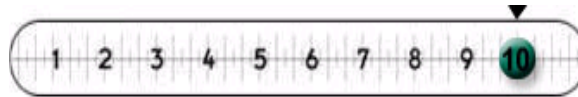
They are not prone to undue worrying, and tend to be able to control their anxieties. They are poised and are unlikely to "lose their cool", even in stressful situations.

Suggested questions

- To what extent would you describe yourself as an anxious person?
- How do you 'stay cool' in stressful situations?
- Will you give 2 example of when you have been proactive at work?
- What are the kinds of things that worry you - in work and outside work?
- Describe a situation where you remained calm although others did or might have panicked.
- What would it take to get you rattled?

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CONFIDENCE



This candidate has high levels of self-confidence and is self-assured. They will typically have the self-belief to attempt tasks that may be considered too difficult by individuals with similar abilities but lower confidence. They have a genuine feeling that they are a worthwhile person. They have a generally positive view about life and don't usually allow mistakes to get them down.

They are likely to speak out in groups, and feel sufficiently confident to argue with others when they feel they are in the right. In general, they will speak their mind and will be willing to take charge of the situation if they feel this is appropriate.

Suggested questions

- Would you describe yourself as a confident person?
- How does this show itself at work?
- Everyone makes mistakes. How do you deal with yours?
- What role/roles do you tend to take when working in groups?
- How do you set about leading teams/individuals?
- Describe 5 positive features about yourself - relevant to work?
- What are your biggest shortcomings? What do you do about them?