



# **Leisure Services Profiler**

## **Assessment Report**

**Abi Sample**

**28 June 2020**



# Leisure Services Profiler

## Introduction to the Report

LSP is a self-report questionnaire designed to measure fundamental characteristics that are important in the leisure industries.

The characteristics that have been found to be important are:

- Confident – mixes easily with others
- Empathetic – is patient, tolerant, helpful
- Proactive –prioritises, organises, orderly
- Assertive – leads
- Conventional – takes either a traditional or unconventional approach
- Resilient – calm, deals with pressure

This report is based solely on the respondent's answers to the LSP questions. The statements in this report are included on the basis that they are generally true for someone who has given similar answers to this respondent but **CANNOT** be guaranteed to be accurate in every detail. No questionnaire is infallible. Although the results are generally very reliable, either the respondent or the assessor may disagree with some of the following descriptions.

When using this report you should also remember that the questionnaire is a self-report instrument and therefore provides an indication of how the respondent perceives their own personality and values. The questionnaire has been developed to highlight typical behaviours and preferences but does not provide measures of ability. Furthermore, there are no rights or wrongs in personality. Different profiles can be linked with success and job satisfaction in particular occupational roles, but there is no such thing as a profile that is generally good or generally bad.

The scores which are indicated graphically in this report, and the statements derived from these scores, are based on comparisons of results with a very large sample of bar, catering and events staff (NOT the general population).

The report contains:

### **Section One – Typical Behaviours**

- Narrative describing core interpersonal, emotional and task related personality traits

### **Section Two – Interview Questions**

- Potential Strengths
- Potential Limitations



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## Typical Behaviours

### Interpersonal Style

Abi is not an especially empathetic person. She is unlikely to put much thought into the needs and motives of others and may find it fairly difficult to understand people who are different from herself. She also lacks confidence when dealing with unfamiliar people and probably finds it difficult to strike up conversations. Abi is unlikely to enjoy being in the spotlight and having to approach new people.

### Assertiveness

Abi is unlikely to be comfortable taking charge of people or having to take a firm, independent line with others. She may be seen as very unassertive and someone who goes along with people for the sake of a quiet life. Abi is likely to submit to the authority of others and not stand up for herself if challenged.

### Proactivity

Abi is very likely to work well on her own initiative. She is unlikely to wait around for others to tell her what needs to be done, and is probably far better than most at spotting needs and actively doing something about them. Abi may even move outside the narrow definition of her role and actively look for opportunities to get ahead of the game even if these strictly lie outside the scope of her job.



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## Typical Behaviours

### Response to Stress

Abi probably takes things very personally and may find it very difficult to shrug off criticism. She may be inclined to take remarks made by others very seriously and may agonise over things that have been said. She is also likely to be a worrier who may find it hard to switch off and relax and who may be quite an emotional person who shows her feelings readily.

### Conventionality

Abi is typical of the comparison group in terms of her acceptance of rules, systems or behavioural norms. This suggests that she likes the opportunity to have some freedom of expression, but can also recognise the need for more traditional approaches when circumstances so dictate.



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## Interview Questions

Tell me about a time when you felt uncomfortable meeting new people at work.  
To what extent do you like to make your views known in meetings?  
Thinking about a time at work when you found yourself in the spotlight, tell me how you reacted.  
How would you describe your levels of confidence by comparison with your colleagues?

Please give me an example of a time when you misunderstood someone's motives at work.  
To what extent do you try to put yourself in someone else's shoes?  
Thinking about a situation where you have come into conflict with someone at work, tell me about what happened.  
In what ways would you describe yourself as someone who is psychologically minded? How would I recognise this?

Tell me about a time when you found yourself in charge of other people.  
You seem to have said that you prefer others to lead whilst you follow. Tell me more.  
Tell me about a time when you had to stand up for yourself at work.  
Thinking about a situation when there was conflict at work, tell me what happened.

Describe a time when you were faced with a major change at work.  
What has happened recently to distract you from a task in hand?  
Under what circumstances have you gone against conventional wisdom?  
Give me an example of a situation where you have had to approach a problem from a new angle.

On a day-to-day basis, how do you organise and keep track of your work?  
Please describe your current priorities at work. How did you establish these priorities?  
Tell me about a time when you had to change your priorities suddenly and unexpectedly.  
Thinking about a major planning activity you have undertaken, describe your specific contribution.

Describe a situation where you lost your composure at work.  
What would you describe as your main stressors at work?  
Tell me about a time when you found it difficult to forget about something that had happened at work.  
How have you gone about keeping your emotions in check at work?



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## Interview Evidence

Interview evidence - Strengths



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## Interview Evidence

Interview evidence - Limitations