

# ZERORISK HR Reseller Program

By: Mike Poskey

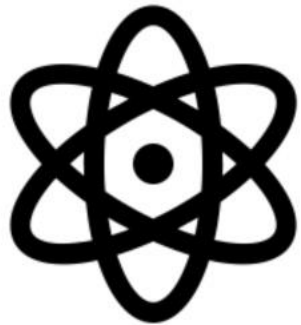


Next Steps

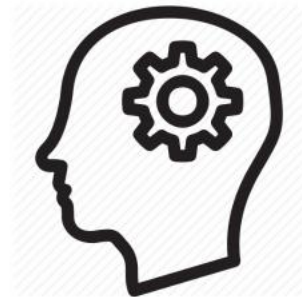


# ZERORISK™ Assessment

Combining the Nobel-nominated science of axiology with artificial intelligence, the ZERORISK™ Assessment objectively measures emotional intelligence for hiring, developing and retaining your best employees.



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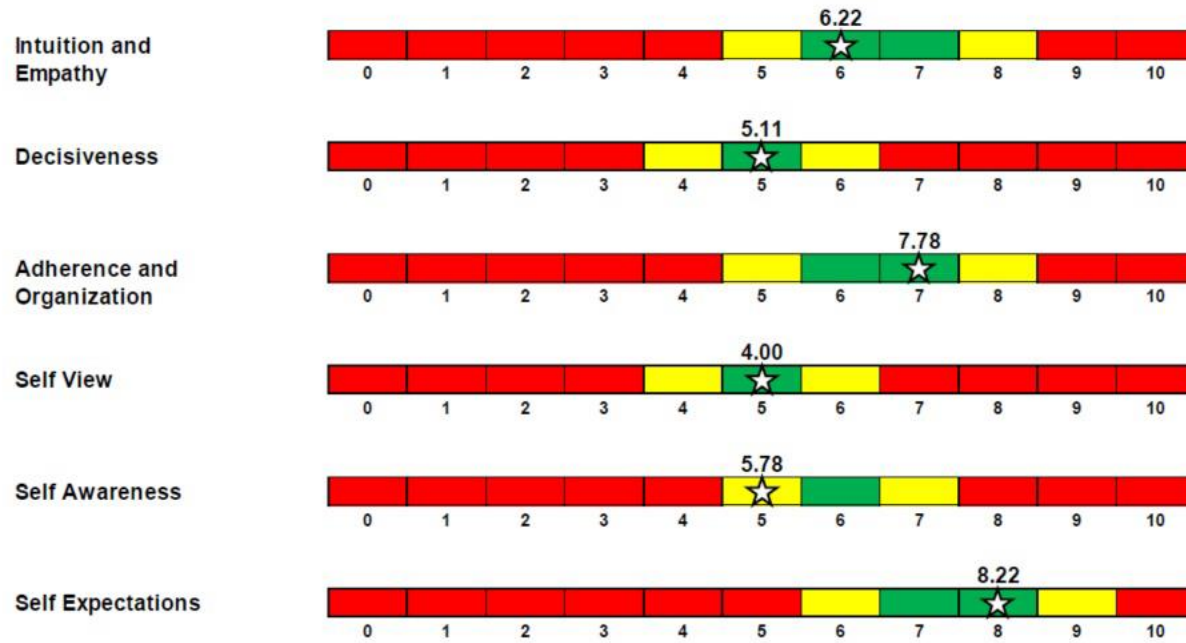
# Emotional Intelligence Culture Audit

- Strengths and blind spots
- Identifies leadership competency gaps
- Leadership and/or culture benchmark can be developed based on audit findings
- Benchmark can be used to highlight “company culture fit” for current and prospective employees
- Assists with succession planning

**Sample  
Report**

**Reseller  
Benefits**

## Audit Findings – Leadership Team



## STRENGTHS:

Strategic Planning  
 Attention to Detail  
 Attention to Rules & Processes  
 Customer Service  
 Managerial Courage  
 Relationship Building

## POTENTIAL BLIND SPOTS:

Adapting to Change  
 Practical Thinking  
 Self Awareness  
 Clearly Communicating Performance Expectations

## Recommendations

- A leadership development program for the leadership team to bring focus to clearly communicating and managing performance expectations.
- Design and implement a performance review process that establishes very clear goals and expectations and is communicated in a clear manner.

# Emotional Intelligence Culture Audit

## Reseller Benefits:



Good starting point to introduce your clients to the ZR Assessment



Provides objective data to identify strengths and weaknesses in your client's organization



Sets up coaching and consulting revenue

# ZERORISK Hiring System®

- Measures an individual's core values and emotional intelligence
- Provides insight about the candidate/employee's personality, behaviors, and ability to control and influence the emotions that result from their thinking
- Compare individuals to industry, company, and culture benchmarks
- Analyze top and bottom performers using emotional intelligence to create custom benchmarks based on the data
- Can be integrated with applicant tracking systems

Sample  
Reports

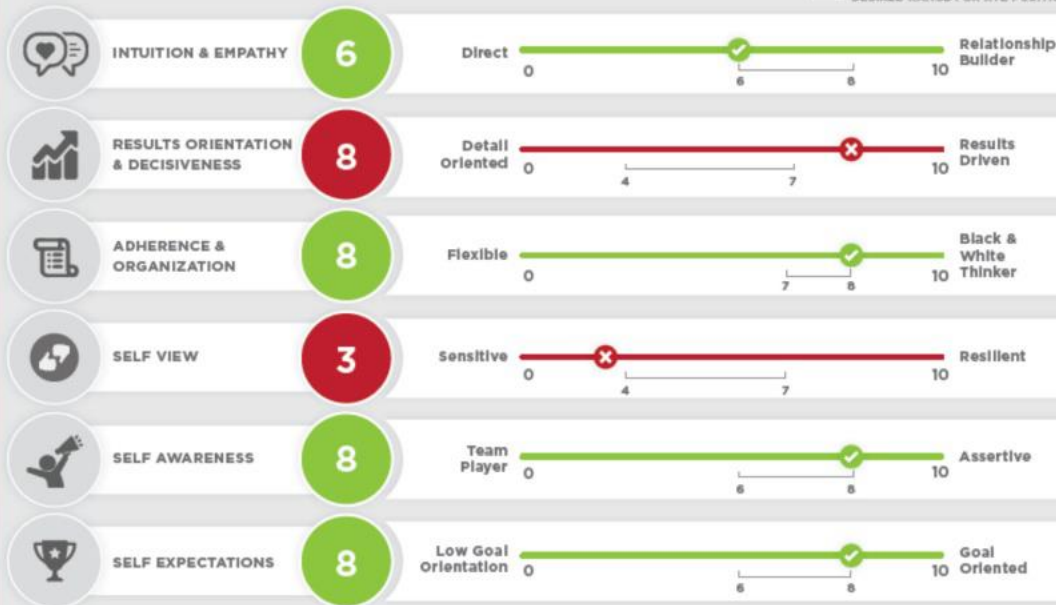
Reseller  
Benefits

CANDIDATE SUMMARY

**JOHN SAMPLE**

BENCHMARK:  
Xyz

John Sample is a **STRONG FIT** for the XYZ position based on the EQ Thinking Facets below.



MORE ABOUT JOHN SAMPLE: ATTENTION BALANCE: Inner Directed | TYPES OF REASONING: Intuitive

**WARNING:** You should not use this or any other test or assessment as the sole basis for making a hiring decision. Doing so may result in legal liability. In making your decision, you should consider all relevant factors regarding an applicant's qualifications, such as but not limited to prior work experience, education, special skills, and training.

# Job Fit Report:

- A quick snapshot of the candidate's score compared to the desired benchmark range of scores. It identifies their job fit and the areas in which they are in and out of range.







**INTUITION & EMPATHY**

Focusing on the unique, individual aspects of people and the world. The ability to see the differences in individuals, their personalities, and uniqueness. Attention to personal matters, feelings, others' concerns, and aesthetics. Ability and desire to empathize and relate personally. Intuitive abilities and personal identification with one's work.

6

**STRENGTHS**

Caring, kind, attentive to others' interests; loves to be around other people; relationship builder; gives others the benefit of the doubt; trusting; brings passion and inventiveness to work; invests themselves into their work.

**WEAKNESSES**

May be too soft or trusting at times; may give people the benefit of the doubt and sometimes does not see the bad in them; is sensitive to others' feelings and opinions; wants to avoid causing pain in others; will view their work personally; may delay making decisions until they feel right.

**BEST WORKING ENVIRONMENT**

One where they do not have to deal regularly with abusive or harsh people. Where individuals' passion, creativity, and imagination are highly valued, welcomed, and honored. People must be kind to each other, and there must be attention to personal matters in the workplace, a clear focus on people as individuals, and a family-type environment. This person likes to have regular interaction with people.

## Candidate Detail Report:

- Provides an in-depth explanation of each Thinking Facet being measured (8 total)
- Includes strengths, weaknesses, best working environment, and the benchmark range of scores for the role to which they are being compared
- Utilized to gain further insight into how they align with the role and your organization

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**INTUITION & EMPATHY**

JOB FIT:

Interview Questions:

- 1) Generally, working on a team requires building effective relationships with your teammates. Tell me how this people focus and your ability to build relationships with people has worked for you in your past. Then give me an example of how it got in your way.
- 2) Give me an example when you were too trusting or gave a colleague the benefit of the doubt in a critical situation. How did that work out?
- 3) Several best-selling management books say that managers need to be distant from their people in order to be good managers. When was the last time you experienced that from your manager, and how did that make you feel?
- 4) Describe the worst boss under whom you have worked. What were the traits you observed in the individual?

**LOOK FOR:**

- Personal honesty about their being too sympathetic and attentive to others' feelings.
- Do the candidate's views of team membership fit those of the people with whom he or she will be working if hired? Is your environment too harsh or impersonal for this person to feel comfortable?
- Will this candidate respect his or her new boss in your company based on their answers to questions above?



**RESULTS ORIENTATION & DECISIVENESS**

JOB FIT:

Interview Questions:

- 1) Give me an example when you had to make an important decision or take a critical action before having all the facts. What was the situation and what did you do?
- 2) Sometimes people are too averse to taking action when they are not exactly sure what the final outcome will be. Give me an example of how you've approached someone like this and what you did when you were working with them.
- 3) Describe a time when you were very successful in stopping a decision from being made before everyone was included or before things were well thought out. What were the critical issues, and how did the situation turn out?

**LOOK FOR:**

- Personal honesty about their being cautious and skeptical in the face of someone trying to persuade them.
- Is the candidate too cautious and risk-averse for this position?
- Is this candidate able to make critical decisions and take action when needed?

# Behavioral Interview Guide

- Legally reviewed behavioral interview questions, customized based on the candidate's score in each area
- Provides recommendations to guide the interviewer on what to look for in the candidate's answers

**INSTRUCTIONS:** Use the information below to guide you on what to look for on the candidate's resume and specific questions to ask their references. Pay extra attention to the areas they were NOT a job fit.

## RESUME REVIEW

## REFERENCE QUESTION

**INTUITION & EMPATHY**

Did this person leave roles where they had to be too tough, or under contexts where business performance was considered more important than personal loyalties and compassion?

Did you ever see that this person's focus on people got in the way of their business effectiveness?

JOB FIT:

**RESULTS ORIENTATION & DECISIVENESS**

Has this candidate worked predominately in roles where he or she did not have to make things happen as much as be part of a system that when properly maintained produced results?

Did they struggle when the situation called for them to be decisive?

JOB FIT:

**ADHERENCE & ORGANIZATION**

Avoid being impressed with the status of the schools this person went to, the companies they worked for, or the positions they held. Focus on what the person has actually accomplished.

Did you ever see examples of this person being too rigid or overly focused on their own ideas of how things should be or how people should act?

JOB FIT:

**SELF VIEW**

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Did \_\_\_\_\_ have trouble working with people who challenged or confronted them?

JOB FIT:

**SELF AWARENESS**

Did they predominately work in roles where they received recognition for their individual contributions?

Did \_\_\_\_\_ always seem to be vying for attention?

JOB FIT:

**SELF EXPECTATION**

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JOB FIT:

**STYLE SCORE: TYPES OF REASONING**

Avoid being impressed with the status of the schools this person went to, the companies they worked for, or the positions they held. Focus on what the person has actually accomplished.

Did you ever see examples of this person being too rigid or overly focused on their own ideas of how things should be or how people should act?"

ANALYTICAL

**STYLE SCORE: ATTENTION BALANCE**

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BALANCED

# Resume & Reference Guide

- Recommendations on what to look for in the candidate's resume, along with specific questions to ask their references

# ZERORISK

Hiring System®

## Reseller Benefits:



Specifically built for hiring & interviewing



Includes 500+ validated benchmarks



Establishes a recurring revenue stream



## ZERORISK Hiring System Certification Training

- One-day workshop at the location of your choice, or 3-part webinar series
- Allows participants to become experts in using the ZERORISK Hiring System® (ZRHS)
- Covers using the ZERORISK™ Assessment for hiring, development, behavioral interviewing, and communication
- Recommended for anyone regularly using the ZRHS for hiring, development, or coaching
- Public Certification Training in Plano, TX 10/23-24

# Team Directory

- Understand how best to communicate and interact with each team member
- Provides team leaders with insight into the motivations of their direct reports, peers, and bosses
- Includes specific language personalized for effective communication with each direct report

Sample  
Report

Reseller  
Benefits

# MOTIVATIONS

## Direct Report

Jane Smith

### Motivations

Duty, responsibility, strives to meet own standards and expectations, accountable. (M1)

Be sure to:

- Express confidence in her when she has been dependable or trustworthy.
- Hear her own assessment of her performance before stating your assessment.

Team, right/wrong, reasons, mission, esprit de corps, predictability, and everything must be fair, logical, and planned out (especially salaries, opportunities, and benefits). (M2)

Be sure to:

- Give her clearly stated expectations for her and the team's success.
- Set aside time to hear her views on things that are not immediately pressing.

Personal connection to people and work, friendships, keeps personal touch, and likes to help others. (M6)

Accomplish things, win, have fun, be recognized, make things happen, action, and professional growth. (a mild form of M3)

Conceptual problem solver, likes to figure out conceptual solutions. (M9)

# REMINDERS

## Reminders

Needs time to connect to new ideas or direction, won't be able to flex or decide quickly. Give her time and space to adjust to new ideas, situations or changes. (R3)

Deeply feels embarrassment, rejection, or failure and will tend to not pay attention to her need for personal development or growth. Take the initiative and get her into training and development courses. Be sure to support Jane, come alongside her, and oversee her development and professional growth. (R4)

Before you impose your or the company's will – ask Jane for her advice. (R9)

Jane will struggle when needing to be sensitive to the political aspects of situations (aware of and effective in light of different people having positions of power or influence). (R10)

Ask Jane to help you. (R11)

Jane needs to touch base regularly in order to feel like her position is OK. Communicate with her on a regular basis, even if it is only to ask for an update on how things are going. (R14)

When frustrated with what she is doing, remember that in most cases being subtle does not work. While it may seem harsh, either putting things in writing or communicating bluntly (in a one-on-one session) will often be the only way to communicate effectively with Jane. (R15)

Jane has a fairly unusual ability to draw strength from within and in most cases will operate

# HOW YOU DIFFER

## In Light of You

### Political Awareness

You are a lot more attentive and aware of political and practical dynamics than Jane. Therefore it may be helpful for Jane to hear you talk through your practical, common sense reasoning, which she will not readily see.

Another aspect of this difference is that you are naturally more optimistic about the benefits that come from taking a practical action, even when the outcomes are not fully predictable. You are more optimistic about being able to flex, adjust and change in the future.

Be aware that from Jane's perspective, you may be too political, impulsive or calculating. This difference in thinking often results in direct reports like Jane not indicating when she actually disagrees and has not bought your position. When talking with Jane it can be helpful for you to ask directly if she agrees or is just being agreeable. It will be good for you to discuss why you take the approaches that you take, the importance of winning the confidence of others, and what you see is needed to get desired, practical results.

# CRITICAL CONVERSATION

## Preparing to Have an Important Conversation with Jane

Remember that Jane values his/her contribution and recognition for getting things done. This means that she cares about how you view her/his abilities and accomplishments. It is very important for you to affirm her abilities and contributions, so begin with an affirmation of your belief that anything you are going to bring up as being wrong will be in the context of your belief that she is able to do a great job and that you're counting on her to get it done the next time.

Jane cares deeply about things and people she connects to - so have her explain what she saw was her contributions and then affirm those about which you agree.

Jane values her work, abilities and being able to help. Be sure to give specific examples of roles and skills you value in Jane and accomplishments that made a difference. If her compensation or bonus is near the top of the limits, express how well she does in comparison to others. If it is not, then express how what you believe could help her become one of the best performers.

# Team Directory

## Reseller Benefits:



Customized communication tool to provide to your clients to help them with their teams



Can be used for the High Performing Teams Workshop



Will help you accurately coach your clients





## Reseller Benefits

# Development Programs

- Personalized leadership development curriculum, focused on the participant's strengths and blind spots
- Includes custom development report
- 6 months of personalized eLessons
- Monthly coaching calls to review eLessons

## Coaching Options

Option 1: Program coached by ZERORISK™ consultant

Option 2: Choose your own coach

Leadership Development Program

Sample eLesson

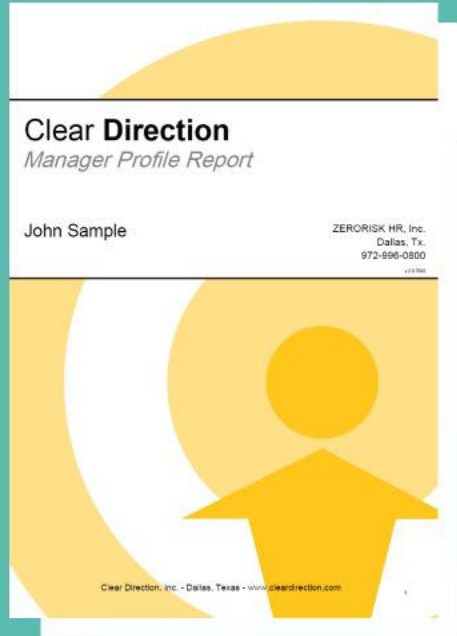
Curriculum

Individual Contributor Development Program

Sample eLesson

Curriculum

# Leadership Development Profile Report



## 13 eLessons



## Video Coach with each eLesson



# Leadership Development Profile Report

## eLesson Topics

### Table of Contents

<b>Introduction</b>	<b>Your Manager Profile Report</b>	
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### Month 1

#1: Managing People as Individuals

#2: The Four Thinking Conditions

### Month 2

#3: Why People Contradict Themselves

#4: Desire and Ability to Help Others Succeed

### Month 3

#5: Placing People in the Right Roles

#6: Adaptive Nature of Effective Communicators

### Month 4

#7: Clear Direction and Motivating Support

#8: Motivating Others

### Month 5

#9: Management Method #1 - Directing

#10: Management Method #2 - Coaching

### Month 6

#11: Management Method #3 - Delegating

#12: A Review of the Three Management Methods

#13: Reviewing Performance

- 13 eLessons
- Emailed to participants every other week
- Monthly coaching call to review eLessons

# Excerpt from Sample eLesson

## Your Thinking as a Communicator

The following are strengths that you have that can help you be an effective communicator:

Your focus on practical thinking gives you a significant source of strength as a communicator. First, it gives you a perspective that things in the world change and the adaptability is key to being effective. Secondly, it enables you to be attentive to what others are looking for in their work colleagues: confidence in your ability to get the job done, responsiveness, and effectiveness. Thirdly, it gives you an awareness of what motivates others to action. All these combine to make you effective in your ability to dialogue, persuade and interact with others.

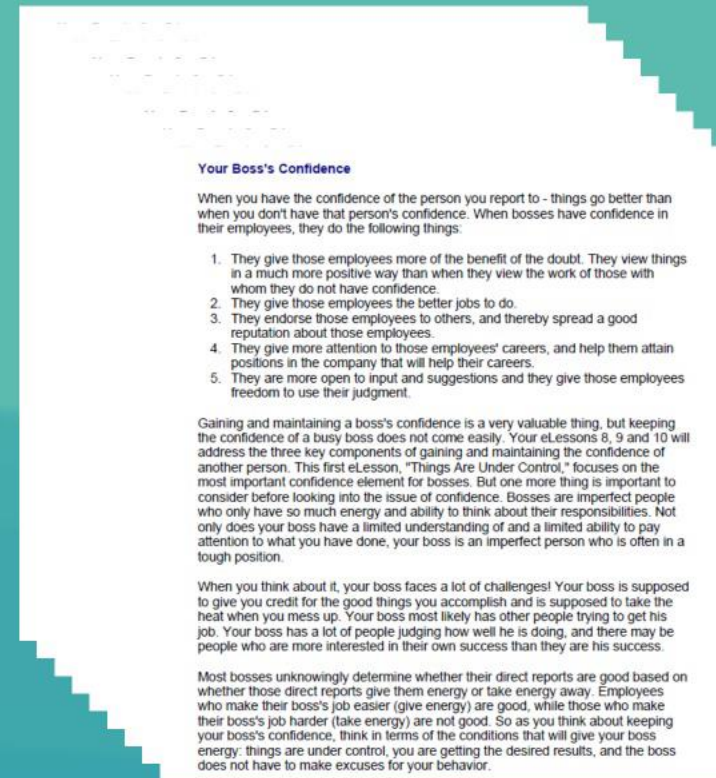
This type of communicating includes:

1. Keeping your direct reports informed of details that pertain to work and would lead them to feel that they are competent and making good progress
2. Talking through things with others so that they can be more involved in creating the outcomes
3. Initiating conversations where they can give advice and suggestions
4. Giving advice when they get stuck or off track

Your attention to order and structure can be a significant strength when communicating. It can enable you to put your ideas into a framework that makes sense to others, it can direct you to have things be understandable to others, and it can direct you to see how things fit together to make the whole. This orientation focuses on facts, standards, information, and principles, therefore your communication will tend to deal with these aspects. Be sure to use your attention to things being logical and clearly understood to excel in your communication with others. While these are not able to stand on their own, these are essential for effective communication.

# Individual Contributor Profile Report

## 13 eLessons



# Individual Contributor Development Profile Report

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## eLesson Topics

### Month 1

#1: Deliberate, Automatic, and Reactive Thinking

#2: Establishing Your Trustworthiness

### Month 2

#3: Flexible, Responsive, and "Can Do" Approach

#4: Organizing

### Month 3

#5: Prioritizing

#6: Being Bigger than the Job

### Month 4

#7: Bringing Energy

#8: Things are Under Control

### Month 5

#9: Bringing About Desired Results

#10: Why Surprising Your Boss is Deadly

### Month 6

#11: Earning the Respect of Your Colleagues

#12: Respecting Your Colleagues

#13: Team Etiquette

- 13 eLessons
- Emailed to participants every other week
- Monthly coaching call to review eLessons

# Excerpt from Sample eLesson

Your natural ability to value and pay attention to systems, budgets, policies, goals, the company mission, and standards gives you a significant strength when it comes keeping things under control. You will be able to manage yourself according to what is expected. You are able to stick to the plan or develop a new plan that makes sense as to how you will get back on track. You are also able to identify the causes of problems so they will not happen again. Be sure to communicate your plans, how you are implementing those, and how you are keeping on track to your boss.

Your attention to the practical nature of work and getting things done, gives you an awareness of how important it is to communicate with others - even when everything is not totally set or finished. A lot of bosses grow uneasy as to whether things are under control because they are not given regular updates - they feel like they are out of touch. You have the natural ability to keep people in the loop, so be sure to give your boss the dynamic updates that s/he needs or wants.

Your natural confidence and comfort with your ability to do good work provide you with initiative, energy and confidence as an employee. When communicating with your boss, use your confidence to communicate that you are effectively managing your work.

# Development Programs

## Reseller Benefits:



Additional revenue stream from continued coaching



Helps you accurately coach your clients



Customized development tool to provide to leaders, individual contributors, and individuals recently entering the workforce





# Career Effectiveness Report

- Designed to help employees with:
  - Career planning
  - Succession planning
  - Outplacement
- Includes personalized information on:
  - Working with others
  - What you need in a job
  - Best working environments
  - Summary of your energizers
  - Going forward worksheet
  - Job evaluation worksheet

Sample Report

Reseller Benefits

# Career Effectiveness Report

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<b>Section I</b>	<b>Before You Get Started.....</b>	<b>1</b>
	An introduction to the career selection process and how your thinking patterns may impact it.	
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	Understand how well you work with other people, based on your thinking patterns.	
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	Understand what type of work you like to do and what type of work makes you unhappy.	
<b>Section V</b>	<b>Work Environments That are Best for You.....</b>	<b>13</b>
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	A summary of your thinking patterns with respect to your career interests and choices.	
	<b>Worksheets for Your Career.....</b>	<b>17</b>
	Two worksheets to aid you in moving forward with your career and to help you evaluate new job opportunities.	

## Clear Direction *Career Effectiveness Report*

John Sample

ZERORISK HR, Inc.  
Dallas, Tx.  
972-996-0800

v14.1



# Career Effectiveness Report

## Reseller Benefits:



Helps with career conversations



Provides objective data for employee development



Helps with outplacement conversations



# Workshops

- 3-hour in-person or virtual workshops
- Topics include:
  - The Emotional Intelligence Competences of High Performing Teams
  - Leading with Emotional Intelligence
  - Contributing with Emotional Intelligence
  - Behavioral Interviewing
- Presentations, participant handouts, facilitator guides, and ZERORISK assessments included

Reseller  
Benefits

High Performing  
Teams Workshop

EQ in Leading  
Workshop

Behavioral  
Interviewing  
Workshop



## High Performing Teams Workshop

- Designed for teams or departments of up to 15 people
- Participants will learn:
  - EQ competencies of high performing teams
  - The thinking that leads to trust
  - How to communicate effectively
  - The motivations of their peers and of the team
  - Individual strengths and blind spots
- Participants receive:
  - Emotional intelligence report
  - Overview of each team member's core motivations
  - Team Directory Report with a 1-hour coaching session for the team leader



## Emotional Intelligence in Leading Workshop

- Designed for managers with direct reports
- Participants will learn:
  - EQ competencies of great leaders
  - Behaviors that lead to trust
  - How to have critical conversations and set expectations
  - The core motivators of their direct reports
  - Their natural strengths and blind spots as a leader
- Participants receive:
  - Customized emotional intelligence summary report
  - Customized leadership development tips and suggestions
  - Personalized leadership success/goals document



## Behavioral Interviewing Workshop

- Designed for hiring managers
- Participants will learn:
  - Where behavior comes from and why it's important
  - How to write behavioral interview questions using the S.T.A.R. technique
  - The components of an effective interview
  - Primary and secondary probing interview questions
  - How to control the interview
- Participants receive:
  - Emotional intelligence report
  - Behavioral Interviewing toolkit
  - Applicant appraisal form template

# Workshops

## Reseller Benefits



Supports creating acceptance and champions of the ZERORISK Assessment



Creates a high-profit revenue stream



Helps develop new and additional client opportunities





# Ready to Get Started?

- **GET CERTIFIED:** Become certified on ZERORISK by attending a certification training
- **PORTAL ACCESS:** ZERORISK HR provides sample access codes that you can use when introducing your clients to the ZERORISK Assessment
- **TRAINING AND SUPPORT:** Access to marketing material, sales support, and product support with [service@zeroriskhr.com](mailto:service@zeroriskhr.com)
- **POINT of CONTACT:** Mike Poskey | [mike.p@zeroriskhr.com](mailto:mike.p@zeroriskhr.com) | 972-845-1669