



November 05, 2014

# JUDGMENT REPORT

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John Doe

ID HC729985

# EXECUTIVE SUMMARY

This report examines **Mr. Doe's** judgment and decision-making style by evaluating how he processes information, makes decisions, and typically reacts to feedback about his decisions. This page summarizes his results across all sections of the report. The following pages provide more detailed results for each section.

## INFORMATION PROCESSING STYLE | QUALITATIVE

How effectively does **Mr. Doe** process the information needed to make decisions?

In terms of information processing style, **Mr. Doe** seems to be skilled in interpreting words and their meaning; he may be more interested in understanding people issues than solving abstract analytical problems.

Verbal level **HIGH**

Numerical Level **AVERAGE**

## DECISION-MAKING TENDENCIES & STYLE | CHESS PLAYER

How does **Mr. Doe** naturally approach making decisions?

**Mr. Doe's** decision-making style resembles a Chess Player; he may try to minimize threats to future positions by making strategic, experience-based decisions.

Threat vs. Reward **THREAT-AVOIDANT**

Tactical vs. Strategic **STRATEGIC**

Data vs. Intuitive **INTUITIVE**

## REACTIONS TO FEEDBACK | NEUTRAL

How does **Mr. Doe** typically react to feedback about his decisions?

**Mr. Doe** may react emotionally to bad news, but then focus once he calms down. People with similar tendencies tend to benefit from coaching because they are often motivated to change their behavior and improve their performance.

Defensive vs. Cool-Headed **DEFENSIVE**

Denial vs. Acceptance **ACCEPTANCE**

Superficial vs. Genuine **GENUINE**

# INTRODUCTION

The judgment of leaders is reflected in their decisions. Although leaders' decisions determine the fate of their organizations, on average, half of their decisions will be wrong. Therefore, good judgment involves not only making good decisions, but also responding appropriately to bad ones. When confronted with the news that their decisions are wrong, some leaders blame others and/or deny they have made mistakes; other leaders seek feedback, learn from their mistakes, and avoid repeating them. How leaders react to feedback about their decisions reflects their coachability, a key element of both good judgment and career success.

Because bad decisions are so common and have serious consequences, it is essential to try to improve decision-making. Becoming aware of one's decision-making style and becoming more coachable can help people make better decisions and correct bad ones more quickly. The Hogan Judgment Report provides feedback and developmental considerations to help people reach these goals.

This report describes decision-making style in terms of three components:

## INFORMATION PROCESSING

### How people process information

Verbal Information  
vs.  
Numerical Information

## DECISION-MAKING APPROACHES

### How people approach decisions

Threat Avoidance  
vs.  
Reward Seeking  
Tactical Thinking  
vs.  
Strategic Thinking  
Data-Driven Decisions  
vs.  
Intuitive Decisions

## REACTIONS TO FEEDBACK

### How people react to feedback about their decisions

Defensive  
vs.  
Cool-Headed  
Denial  
vs.  
Acceptance  
Superficial Engagement  
vs.  
Genuine Engagement



# INFORMATION PROCESSING STYLE

People can be placed into one of four categories based on how they process the information needed to make decisions. Each of these groups has characteristic strengths and shortcomings in terms of solving problems and making decisions, primarily because the people in each group are interested in solving different kinds of problems:

HIGH VERBAL	<input checked="" type="checkbox"/> <b>QUALITATIVE</b> These individuals process verbal information more efficiently than numerical information. Because they often prefer to use words to interpret events and create emotional experiences, they tend to do well in areas such as communications, literature, philosophy, journalism, and advertising.	<input type="checkbox"/> <b>VERSATILE</b> These individuals efficiently process both numerical and verbal information. Because they can solve problems regardless of the topic area, they tend to do well in occupations requiring quick decisions across diverse topics.
	<input type="checkbox"/> <b>DELIBERATE</b> These individuals take their time in processing both numerical and verbal information because they want to make good decisions based on a sound understanding of the facts. They tend to do well in occupations requiring carefully studied decisions based on a wide range of information.	<input type="checkbox"/> <b>QUANTITATIVE</b> These individuals process numerical information more efficiently than verbal information. Because they often like to identify patterns and rules in sets of numbers and predict outcomes, they tend to do well in areas such as finance, accounting, engineering, and IT.
	AVERAGE NUMERICAL	HIGH NUMERICAL

**Mr. Doe** received an average score for processing numerical information and a high score for processing verbal information. People with similar scores tend to be good at understanding and using words and concepts. They often communicate their decisions effectively and enjoy the process of self-expression. This information processing style also facilitates understanding and interpretation of others' feelings and intentions. Qualitative information processors tend to prefer analyzing people issues instead of abstract, logical, or mathematical problems.

## NUMERICAL VS. VERBAL

**Mr. Doe's** information processing style is derived by combining his results on the numerical and verbal sections of the Hogan Judgment assessment.

### NUMERICAL SECTION

ITEMS ATTEMPTED 15 / 15

TIME USED 0 / 10 Minutes

OVERALL SCORE 3 / 15

### VERBAL SECTION

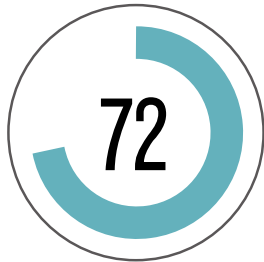
ITEMS ATTEMPTED 48 / 48

TIME USED 0 / 2 Minutes

OVERALL SCORE 29 / 48

# DECISION-MAKING APPROACHES

Most people's business decisions reflect three unrelated approaches. **Mr. Doe's** pre-decision approaches are presented below:



Threat Avoidance 72%  
Reward Seeking 28%

## THREAT AVOIDANCE VS. REWARD SEEKING | THREAT-AVOIDANT

Some people make decisions based on a desire to avoid financial, legal, physical, and other threats; they focus on the negative side of the risk-reward equation and try to minimize their potential losses. Other people make decisions based on a desire to pursue all possible rewards. They are attracted to the positive side of the risk-reward equation and consistently try to maximize their gains.

**CONSIDER:** Explain your rationale for important decisions you plan to make, and see if others share your perspective. Do they perceive the same threats? Are they as concerned about the potential risks as you are?

Try to frame your decision-making rationale in positive terms. Start with the positives, then discuss potential hazards, and finish on a positive note.



Tactical 43%  
Strategic 57%

## TACTICAL VS. STRATEGIC THINKING | STRATEGIC

Some people make decisions focusing on the immediate context and relevant details. They focus on short-term issues such as cost, implementation, and crisis management, and may be less concerned about larger strategic issues. Other people make decisions based on a future-oriented, big picture perspective. They focus on generating new possibilities, and may be less concerned about practical issues such as cost and implementation.

**CONSIDER:** Talk with people known for being able to execute and get things done. Pay attention to cost, implementation, and other immediate issues they consider when making decisions.

Recognize the importance of achieving small wins while pursuing higher-impact, larger goals. Posting small wins along the way may help others buy into your strategy.



Data-Driven 10%  
Intuitive 90%

## DATA-DRIVEN VS. INTUITIVE DECISIONS | INTUITIVE

Some people make decisions by carefully reviewing relevant data and other facts. They may also review their past decisions periodically to adjust them based on updated data. Other people are more intuitive in their approach; they often make decisions based on their past experience and move on.

**CONSIDER:** Make sure you can defend your intuitive decisions with logic and data in case you are asked to do so. Listen carefully when others present data that conflict with your experience-based conclusions.

Periodically reevaluate your important decisions, noting what worked and what you might have done differently. Not being willing to reflect on your previous decisions may prevent you from learning valuable lessons.

# DECISION-MAKING STYLES

By combining scores across the three approaches to making decisions, we can describe a person's decision-making style. Each style is represented by an occupation best representing a combination of approaches to making business decisions. However, please note that these styles are representative of typical thinking styles, not indicators of likely vocational interests, preferences, or performance. Each decision-making style is characterized by its own set of strengths and challenges. In general, the eight styles and their typical decision-making approaches are defined as follows:

<b>AUDITORS</b>	<b>SURGEONS</b>	<b>STOCK TRADERS</b>	<b>DEFENSE ANALYSTS</b>
Avoid threats using tactical data-based decisions	Make tactical experience-based decisions to avoid threats	Seek rewards by making tactical, data-based decisions	Use strategic, data-based decisions to avoid long-term threats
<b>POLITICIANS</b>	<b>CHESS PLAYERS</b>	<b>PROMOTERS</b>	<b>INVESTORS</b>
Seek long-term rewards using strategic, experience-based decisions	Defend against threats using strategic, experience-based decisions	Seek short-term rewards based on tactical, experience-based decisions	Maximize long-term rewards based on strategic, data-based decisions

## CHESS PLAYER

### THREAT-AVOIDANT

### STRATEGIC

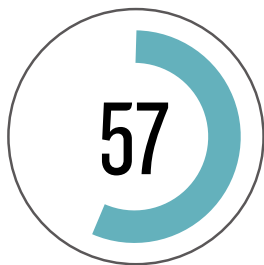
### INTUITIVE

**Mr. Doe's** decision-making approaches suggest he thinks like a Chess Player. Such people tend to:

- Make decisions to minimize threats to their future positions
- Base their decisions on strategic considerations
- Think several moves ahead
- Make decisions based on their past experience and intuition
- Accept short-term losses to win in the end
- Expect that winning will take time
- Try to put details into their proper context
- Value thinking outside the box
- Make decisions and move on
- Keep track of past decisions to improve future decisions

# REACTIONS TO FEEDBACK

Most people respond to negative feedback about their decisions by relying on three unrelated tendencies. **Mr. Doe's** reactions to this feedback are presented below:



Defensive 57%  
Cool-Headed 43%

## DEFENSIVE VS. COOL-HEADED | DEFENSIVE

Some people respond emotionally to negative feedback by blaming external factors — other people, circumstances, timing, etc. — that are outside of their control. In short, they may project blame outwards. Other people respond to negative feedback by remaining cool-headed and calmly considering how they may have contributed to the bad decision.

**CONSIDER:** When people criticize your decisions, try to consider how the decisions might have been improved by focusing on the factors that you controlled. External factors are important, but spend time reflecting on what you could have done differently.

You may tend to respond emotionally to negative feedback. Be sure to compose yourself before responding or reacting.



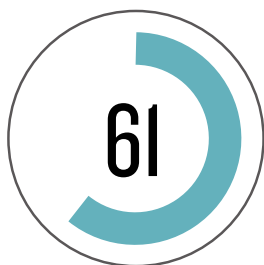
Denial 47%  
Acceptance 53%

## DENIAL VS. ACCEPTANCE | ACCEPTANCE

Some people respond to negative feedback with denial and deflection. They may refuse to recognize the facts, ignore the feedback, reinterpret failure as success, or just want others to move on. In short, they may deny that there are problems. Other people respond to negative feedback by carefully considering the facts, directly addressing the failure, and interpreting negative feedback as a means to improve future decisions.

**CONSIDER:** Think about how you might use feedback to learn about what you did right, not just what you could do differently.

Consider when you might have been too accepting of feedback. Taking responsibility for factors you cannot control can be just as ineffective as not taking responsibility for factors you can control.



Superficial 39%  
Genuine 61%

## SUPERFICIAL VS. GENUINE ENGAGEMENT | GENUINE

Some people may appear willing to admit failure and listen to advice about how to make better decisions in the future, but may actually just be putting on an act to gain acceptance and approval. Such people may use superficial agreement as a way to avoid genuinely confronting their problems. Other people tend to more actively engage in the negative feedback about their bad decisions to find new solutions and make better decisions in the future.

**CONSIDER:** Think about times when your desire to improve your performance may have resulted in your acting on feedback that may not have been constructive.

Consider what you can do to better evaluate the quality of the post-decision feedback you receive.

## REACTIONS TO FEEDBACK

DEFENSIVE

ACCEPTANCE

GENUINE

**Mr. Doe's** reactions to feedback about his decisions suggest that he may tend to:

- First react defensively and emotionally to negative feedback
- Initially blame other people and external factors for past mistakes
- Be willing to reflect on past mistakes once the initial storm has passed
- Be modest and straightforward in considering feedback
- Genuinely engage in feedback sessions
- Appear motivated to improve performance and change behavior
- Benefit from coaching after the initial emotional reaction



# OPENNESS TO FEEDBACK & COACHING

By combining scores across the three types of reactions to feedback, we can describe a person's overall openness to feedback and coaching. This is important because it concerns the challenges that **Mr. Doe** may face in developing and improving his business judgment through coaching. In general, people tend to fall into one of three categories of coachability, each with its own strengths and challenges:

## RESISTANT

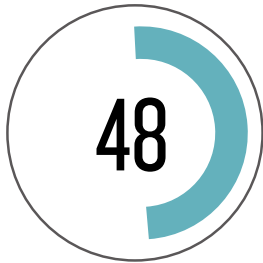
In response to feedback about bad decisions, feedback resistant individuals tend to blame others, deny their responsibility, and pretend to care about feedback without really engaging in it. However, such people are good at making hard decisions and standing by them.

## NEUTRAL

People described as feedback neutral often seem moderately receptive to feedback, but may also sometimes struggle with tendencies to react poorly to bad news. Such individuals tend to demonstrate a balanced approach to feedback, neither resisting it entirely nor accepting responsibility for everything.

## RECEPTIVE

In response to feedback about bad decisions, feedback receptive individuals tend to remain calm, thoughtfully analyze their missteps, and solicit advice about how to make better decisions. However, such people may also accept blame for other people's mistakes.



## OPENNESS TO FEEDBACK & COACHING | NEUTRAL

**Mr. Doe's** coachability score suggests he is generally neutral to feedback and coaching.

**CONSIDER:** When discussing others' roles in past mistakes, make sure to acknowledge your own faults. Accepting responsibility for your mistakes can set the example for others to do the same.

Consider your emotions when you react or respond to feedback. A balanced emotional response shows others that you take the feedback seriously without overreacting to it.

Think about times when you may avoid or deflect feedback before fully considering it. Take time to reflect on your role in past mistakes before you respond in new situations.

Reflect on times when you could have more actively participated in feedback sessions. Make sure you take full advantage of such opportunities to improve your decision-making.