



**We Improve Productivity
Through People.**



Nanny Assessment Report

Candidate: Rachel Patterson

Date: 03/13/2009



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Prepared For: Employers

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The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness					◆
Assertiveness	◆				
Attitudes Toward Child Management				◆	
Avoidance of Violence				◆	
Conscientiousness			◆		
Customer Service / Responsiveness			◆		
Emotional Stability / Resilience		◆			
Empathy					◆
Extroversion			◆		
Integrity				◆	
Intrinsic Motivation					◆
Nurturance					◆
Optimism/Enthusiasm		◆			
Orderliness			◆		
Work Drive		◆			



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Personality Assessment

Strengths:

- She is very easy to get along with. Rachel will avoid arguments and unpleasantness whenever possible. She tries to be a nice, pleasant person in her daily interactions with coworkers and customers.
- Rachel is very deferential and mild-mannered in her interactions with others. Neither disruptive nor divisive, she usually goes along with other people and accedes to their requests.
- Rachel is oriented toward working with children. She is generally patient with them, tends to have realistic expectations regarding their behavior, and is able to maintain appropriate boundaries.
- She is inclined to mentoring children. Rachel is typically a patient person who has a realistic view of kids. She enjoys interacting with them and usually looks for opportunities to help them learn from their behaviors.
- Rachel typically responds to provocations from her clients without resorting to open aggression. She should be able to deal with conflict in a reasonable, socially appropriate manner.
- Even when other people are acting in an aggressive manner, Rachel tries not resort to similar behavior. She strives to control her feelings and seek a resolution to conflict that does not include open hostility.
- Rachel is usually conscientious and reliable. She generally follows through on her commitments and does what she says she will do. On the other hand, Rachel also uses some personal discretion and judgment in deciding how to perform job tasks and duties.
- She has a high level of empathy. Rachel can resonate to the feelings, concerns, and emotions of other people. She will be viewed by those she works with as someone who is understanding, perceptive, and easy to relate to.
- Rachel is fairly sincere and straightforward in her interactions with other people on the job. She can readily concentrate on her own tasks and duties without spending too much time in extraneous conversations.
- Rachel appears to be a principled and ethical person in how she performs job tasks and duties. She adheres to company rules and policies.
- Rachel wants a job that provides a variety of positive experiences at work. For her, doing interesting and personally meaningful work is a highly desirable factor in a job. She is highly motivated by such factors as challenge and task variety.
- Dealing with people who have a lot of needs—sick people, children, indigent—Rachel has a strong need to do something positive to make their lives better. People probably view Rachel as always willing to help.
- She tends to be on the lookout for people who are trying to lie, deceive, or manipulate. Rachel is usually vigilant in looking for potential problems in the workplace and quick to spot the downside of proposed projects.



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- She registers as being fairly careful and methodical in the way she performs many tasks and assignments.

Developmental Concerns:

- Rachel definitely lacks assertiveness. She may be too meek, pliable, or threat-sensitive to be effective in some situations to protect her own best interests or the best interests of the company. She will avoid being placed in roles where responsibility for others' work is involved, and she will hesitate to offer opinions in meetings where different ideas and approaches are being discussed.
- She may sometimes fail to do things when and how she said they would be done. Rachel could be more conscientious and reliable in the way she meets job expectations and responsibilities.
- She may need to place slightly more emphasis on customer service in her work. Rachel could be more attuned to customer requests, concerns, and needs.
- From the standpoint of emotional stability and endurance, Rachel registers as below-average and may not be able to handle the stress associated with this job. She may not be as able as most employees to weather work pressure and strain.
- Rachel can sometimes identify too strongly with the feelings and emotions of the people she works with. This can cause her to get caught up in their problems and to lose perspective of what is the best course of action. Rachel may need to become more objective and professional in some situations.
- Rachel could be somewhat more communicative on the job—especially in situations requiring extensive social interaction. She could, at times, be more expressive, outgoing, and cheerful in her dealings with other people.
- Rachel may occasionally be too pessimistic and inclined to expect negative outcomes on her job. She could, at times, be more upbeat about future prospects and outcomes of current problems. Some people may feel that Rachel is too quick to conclude that a solution to a problem is unattainable.
- Her work drive is lower than that of most successful incumbents in this position. Rachel may not always invest enough time and effort into her job or show a strong sense of urgency to meet all its demands in a timely manner.

INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?
- * How would you handle it differently in the future?

ASSERTIVENESS

- Describe a time when you took charge of a difficult situation in your organization and turned it around into a success.
- Describe a time when you spoke up on a matter of importance to you, even though you knew it would not be well-received or when others in the company opposed you.
- Tell me about a time you took the initiative to get a project started or to complete it in a timely manner.
- What would you do if you felt that your boss had been ignoring you or not paying attention to your ideas?
- Describe a time when you successfully confronted a problem situation that others had trouble dealing with in the past.
- Tell me about a time when you effectively negotiated with upper-management to get them to accept your recommendation over the recommendations of others.

CUSTOMER SERVICE

- No matter how hard you try, some customers are rude, annoying, or impossible to please. Describe the most difficult customer you have had to deal with and what efforts you made to accommodate him or her.
- Describe a situation where you went above and beyond your job description to make a customer satisfied. [Probes: What did you do? What was the outcome? How often has this type of thing happened in the last year?]
- Tell me about a time when you had to reconcile competing demands from the customer with company demands or needs.
- Tell me about a time when a customer gave you a difficult problem to solve.



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- There are limits to how far an employee should go to try to satisfy customer demands and requests. Describe the criteria you use to decide when that limit has been reached.

EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

EMPATHY

- Tell me about a time when you were dealing with a difficult person. What made them hard to take? What was going on that made this person act or feel that way? (Listen for a broad understanding of that person's personality and an understanding of the context that might have contributed to the situation.)
- Tell me about a time when you counseled an employee (or peer) who was going through a difficult time. What was the problem? What did you do? What was the result?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result? (Listen for awareness of body language, voice tone, etc. as well as an ability to see the person in distress, not necessarily someone who is just offensive.)

INTRINSIC MOTIVATION

- Tell me which factors define success for you in a job.
- Describe how your feelings of job satisfaction are affected by how much challenge and variety you have at work.
- Tell me what you would do if your job became repetitive and routine.
- Describe the kind of work that really motivates you.

OPTIMISM

- Sometimes it helps to prepare for the worst and try to anticipate potential problems at work. Describe a time when your concerns about possible future problems were justified.
- What would you say to a coworker whom you felt was being naïve or gullible about some new job they were considering? If asked, what advice would you give?
- How do you personally guard against unrealistically high expectations at work or being blindsided by unanticipated problems?

ORDERLINESS

- All of us learn from our errors and mistakes. Tell me about the most recent error or mistake you learned from. [Probes: What was the error or mistake? What did you learn from it? What did you do to prevent it from happening again?]



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- Tell me about a time when your organizational skills paid off and helped solve or prevent a problem at work.
- Sooner or later all employees have to make some trade-offs between working quickly and doing a sufficient quantity of work versus working precisely and doing work of the highest quality. Tell me about an occasion at work when you traded off quality for quantity or when time constraints forced you to compromise on thoroughness or attention to detail. [Probe: How did you feel about having to make such a trade-off?]
- Describe the most significant thing you have done to help yourself become better organized on your job.

WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?

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