



Nurse Assessment Report

Candidate: Brock Kidd

Date: 06/18/2008



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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				◆			
Customer Service / Responsiveness		◆					
Dependability		◆					
Drug Use Potential					◆		
Emotional Stability / Resilience			◆				
Empathy					◆		
Extroversion			◆				
Flexibility			◆				
Integrity			◆				
Intrinsic Motivation					◆		
Long Tenure Potential			◆				
Nurturance				◆			
Optimism/Enthusiasm			◆				
Work Drive				◆			
Overall Cognitive Aptitude						◆	



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Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Brock's overall level of general intellectual aptitude to be in the **Top 10 percentile** range. His individual aptitude levels are:

Abstract Reasoning	80-89%ile
Numeric Reasoning	70-79%ile
Verbal Reasoning	80-89%ile

Brock has a high level of general cognitive aptitude. He can learn new information quickly, solve complex problems efficiently, and be able to handle a heavy information-processing load on this job.

Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.



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Personality Assessment

Strengths:

- Brock is fairly strong-willed and assertive. He can usually bring his influence to bear on other people and confront problems directly.
- He can handle most ordinary types of job stressors and hassles. Brock is moderately well-adjusted and able to manage his emotions fairly well in demanding situations.
- He is well able to put himself in the shoes of the people he relates to and to see things from their perspective. Brock's empathetic style will enable him to gain rapport with customers. He is likely to gain their trust with his attentiveness to their needs.
- Brock is sincere and unpretentious in his job-based interactions. He won't become overly-involved with talking to other people and can concentrate on immediate tasks and assignments.
- Brock wants a job that provides a variety of positive experiences at work. For him, doing interesting and personally meaningful work is a highly desirable factor in a job. He is highly motivated by such factors as challenge and task variety.
- As a caregiver, Brock is ready and willing to do his part. Providing services to other people, especially those who are helpless or in difficult situations, helps Brock feel good about himself.
- He takes many situations and people at face value, without preconceptions or advance judgments. While Brock is usually optimistic about most prospects and future contingencies, he is not gullible or unrealistic in his expectations.
- Brock has an above average work drive. He invests considerable time and energy into meeting the demands of his job and career.

Developmental Concerns:

- He could strengthen his commitment to providing responsive, high-quality service to customers. Brock needs to work on placing more emphasis on activities that lead to customer satisfaction and retention.
- He is slightly below-norm in terms of job dependability. Brock could try harder, at times, to fulfill his job responsibilities in a reliable manner. Brock could make a bit more effort to follow through on his commitments and do what he says he will do, especially for customers.
- Brock appears to have a lot of knowledge of drugs suggesting that he has experience with a number of drugs, socializes with people who use, doesn't feel drugs are so bad, believes problems are unlikely with drug use, and does not accept that drugs should be controlled substances.
- Brock may have difficulty keeping his emotions under control when subjected to high levels of job pressure and strain. He may become stressed out by factors that most employees in this job take in stride.



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- Brock may not be objective or dispassionate enough when analyzing information or making decisions which affect others. His conclusions and interpretations can sometimes be biased by his own emotional identification with the other person. Also, Brock may sometimes offer advice and help which is not wanted.
- Brock could be somewhat more communicative on the job—especially in situations requiring extensive social interaction. He could, at times, be more expressive, outgoing, and cheerful in his dealings with other people.
- Brock registered an average score on the integrity measure. Although this is not an unacceptable score, he should be given a careful orientation to company rules and policies, including a thorough explanation of how ambiguous situations are to be handled so as to maintain honest, ethical business practices.



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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?

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.
- 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.

DEPENDABILITY

- Tell me about a time when you were unable to fulfill a promise to a customer. [Probes: What caused this? What were the outcomes? How did you feel about it?]
- What do you do when you are running late for an appointment with a potential customer?
- What do you do when the wrong product is shipped to one of your customers?

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?]



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- 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.)

INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?
- Under what conditions would it be acceptable to ignore or bend a company rule or policy?
- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.
- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

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.

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