



**Insurance Claims Adjuster
Assessment Report**

**Candidate:
Jennifer Sampleuser**

**Date:
01/12/2020**

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

Date: 01/12/2020

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		◆			
Competitiveness		◆			
Conscientiousness				◆	
Customer Service Orientation			◆		
Emotional Stability				◆	
Empathy				◆	
Extrinsic Motivation			◆		
Extroversion	◆				
Integrity	◆				
Openness			◆		
Optimism		◆			
Teamwork		◆			
Work Drive	◆				
Overall Cognitive Aptitude					◆

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

Cognitive Aptitude Assessment

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

Abstract Reasoning Top 5%ile

Numeric Reasoning Top 5%ile

Verbal Reasoning 70-79%ile

Jennifer has a very high level of general cognitive aptitude. She can learn new information quickly, solve complex problems efficiently, and be able to handle a very 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.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

Narrative Responses Provided by This Candidate

In reading through the candidate's responses, you should look for general themes that reflect the person's attitudes, values, and beliefs about work. Insights can help you generate probing interview questions. From another perspective, the way in which candidate responses are constructed demonstrate sophistication of communication skills.

Career Growth	Ms. Sampleuser's Responses
<i>My career goal for five years from now...</i>	Answer not included in public website samples.
<i>To better myself I...</i>	Answer not included in public website samples.
<i>Working with coworkers who do not know as much as I do...</i>	Answer not included in public website samples.
<i>If I feel underutilized in my job...</i>	Answer not included in public website samples.
<i>To get ahead in most companies you have to...</i>	Answer not included in public website samples.
<i>I sometimes felt my career advancement was limited by...</i>	Answer not included in public website samples.
<i>My ideal job would be...</i>	Answer not included in public website samples.

Conscientiousness	Ms. Sampleuser's Responses
<i>Responsibility at work...</i>	Answer not included in public website samples.
<i>Most of the official rules at work...</i>	Answer not included in public website samples.
<i>I get annoyed at work when...</i>	Answer not included in public website samples.
<i>Sometimes employers can place too much emphasis on...</i>	Answer not included in public website samples.
<i>When I make a mistake and someone criticizes me for it, I...</i>	Answer not included in public website samples.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

Customer Service	Ms. Sampleuser's Responses
<i>My approach to customer service is...</i>	Answer not included in public website samples.
<i>Dealing with difficult customers...</i>	Answer not included in public website samples.
<i>What customers really want from me is...</i>	Answer not included in public website samples.
<i>When I am training a new staff on customer service, I emphasize...</i>	Answer not included in public website samples.
<i>I am least effective with certain customers who...</i>	Answer not included in public website samples.
<i>Compared to other types of job tasks I enjoy, customer service is...</i>	Answer not included in public website samples.
Demotivators	Ms. Sampleuser's Responses
<i>What annoys most workers...</i>	Answer not included in public website samples.
<i>I would quit my job if...</i>	Answer not included in public website samples.
<i>At work I feel tense when...</i>	Answer not included in public website samples.
<i>I don't like to work with people who...</i>	Answer not included in public website samples.
<i>My work performance suffers when...</i>	Answer not included in public website samples.
<i>I would really dislike a supervisor who...</i>	Answer not included in public website samples.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

Job Satisfaction	Ms. Sampleuser's Responses
<i>The kind of assignment I like best is...</i>	Answer not included in public website samples.
<i>I enjoy working with people who...</i>	Answer not included in public website samples.
<i>I would turn down a job if...</i>	Answer not included in public website samples.
<i>The best way to get ahead in an organization...</i>	Answer not included in public website samples.
<i>The most fulfilling job I had...</i>	Answer not included in public website samples.
<i>My greatest satisfaction in a job...</i>	Answer not included in public website samples.
<i>A boss deserves loyalty if...</i>	Answer not included in public website samples.
<i>What I want most from a job is...</i>	Answer not included in public website samples.
<i>The best type of supervisor for me would be someone who...</i>	Answer not included in public website samples.
<i>Working closely with other people...</i>	Answer not included in public website samples.

Teamwork	Ms. Sampleuser's Responses
<i>To me, being a good team player means...</i>	Answer not included in public website samples.
<i>I enjoy teamwork when...</i>	Answer not included in public website samples.
<i>The optimal split between team and independent work is...</i>	Answer not included in public website samples.
<i>Most team meetings are...</i>	Answer not included in public website samples.
<i>My experiences with being on a team...</i>	Answer not included in public website samples.
<i>In most companies teams are...</i>	Answer not included in public website samples.

Work Drive	Ms. Sampleuser's Responses
<i>Responsibility at work...</i>	Answer not included in public website samples.
<i>Working long hours every week...</i>	Answer not included in public website samples.
<i>It's hard to do good work when...</i>	Answer not included in public website samples.
<i>When my suggestions at work are turned down I...</i>	Answer not included in public website samples.
<i>Having to work on the weekend...</i>	Answer not included in public website samples.
<i>Overnight travel...</i>	Answer not included in public website samples.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

Personality Assessment

Strengths:

- She tends to have smooth working relationships with most people on the job. Jennifer is usually viewed as being courteous and agreeable, unless she has to work with someone who is very difficult and demanding.
- Jennifer is not aggressive, contentious, or overbearing in her interactions with other people. She is fairly respectful and deferential.
- She can be counted on to perform her work in a reliable and conscientious manner. Jennifer typically honors her commitments and fulfills her obligations. She also works carefully and accurately on most job tasks.
- She is generally resilient and well-adjusted. Jennifer can weather most forms of job stress and strain without lowering her effectiveness.
- She is fairly empathetic and insightful. Jennifer can usually tune into the feelings, concerns, and emotions of other people. She will be viewed by many of the people she works with as someone who is perceptive, considerate, and understanding.
- Jennifer is likely to be seen as quiet, introverted, and prone to minimizing non-essential conversations at work. She has very good concentration and can readily focus her attention on the tasks at hand. Subordinates who are also introverts may appreciate her style.
- Her propensity to learn, change, and innovate on the job is about average. When new ideas or company-sponsored change initiatives are presented to Jennifer, she is more likely to accept them if substantial justification is provided.
- She is observant on the job and doesn't let emerging or potential problems escape her attention. Jennifer won't take much for granted or at face value, preferring instead to look for the truth of the matter, despite appearances. As a manager, she will not be taken in by subordinates who make exaggerated or false claims about their work.
- She usually prefers to perform her work in a self-sufficient, independent manner. Jennifer should be comfortable with solo work where she does not have to coordinate closely with other people. As a manager, Jennifer will relate to employees most comfortably in one-on-one settings, focusing on individual responsibilities and accomplishments.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

Developmental Concerns:

- At times, Jennifer can be hard to get along with. She could make more of an effort to be consistently agreeable and pleasant in her job-based interactions.
- Jennifer may need to be more assertive and strong-willed in some situations. She tends to avoid dealing with problems and difficulties in a direct manner. If people are interesting in hearing what Jennifer really thinks about issues, they will have to draw her out, despite her hesitation to speak up.
- She does not usually like to compete against other people. Jennifer will not be readily motivated to try and outperform others. She will need to be motivated in ways that do not involve contests and comparisons with peers.
- Jennifer's commitment to customer service could be further developed. She could do more, at times, to sense customers' preferences, address their concerns promptly, and ensure their satisfaction.
- Jennifer may sometimes have difficulty viewing other people in an accurate, objective manner. Her judgment may occasionally be clouded by her own feelings and her identification with the feelings of other people. Moreover, Jennifer may give a little too much weight to the perceived emotions of other people when making decisions.
- In order to create an effective communication climate in her work group, Jennifer could be much more expressive, warmhearted, and sociable in her interpersonal style. Some subordinates may feel that she is not open to input or interested in their ideas and suggestions. Jennifer could share information more readily with other employees.
- Jennifer registers as having a low score on our measure of integrity. She may act in ways that others consider shady, illegal, or morally questionable. This will send the wrong message to the people who report to her. If hired, Jennifer needs to be educated on the company's definition of proper behavior in work situations, ethical standards, and consequences for violating rules and guidelines.
- Jennifer could be more willing to experiment with new ideas and procedures on her job. Some employees may perceive her as being unwilling to listen to ideas for change. She could be more interested in professional development and continued learning, both for herself and the people who report to her.
- She may sometimes be too pessimistic and inclined to look for negative outcomes so that she misses the positive potential in new ideas, proposals, and plans. As a manager, Jennifer can occasionally be too skeptical or prone to find fault with subordinates. They may feel that she does not encourage them to do their best or inspire them to reach their full potential.
- Jennifer does not strongly emphasize teamwork, which may lower work group unity and productivity. She could do more to promote cooperation and interdependence among her subordinates. Jennifer could also make more of an effort to coordinate with other managers to accomplish organizational goals.
- Jennifer's work drive is low, which substantially reduces her potential for long-term job or career success. Jennifer may be unwilling to work overtime, come into work unexpectedly during nonwork hours, or otherwise extend herself to meet pressing job demands. As a manager, may she not inspire subordinates to exert themselves to complete projects in a timely manner. Moreover, they may resent it if they feel like they are working harder than she is.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

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.

COMPETITIVENESS

- Describe a situation where you had to compete with other employees to reach a goal. What was the situation and how much did you enjoy it? How did it turn out?
- What types of competitive experiences have you had at work? To what degree were you successful in competing against your peers... or competing to reach a company goal? Tell me about one of those situations.
- To what degree do you prefer a job that involves competition, e.g. competing between employees to see who can produce the highest volume or achieve the lowest defects, etc.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

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.

EXTROVERSION

- Describe a situation when your ability to communicate made a difference in the outcome of a project, assignment, or task at work.
- Tell me how much time you would ideally like to spend each day in meetings and discussion groups on the type of job for which you are applying.
- All of us have different styles of interacting and communicating with other people. Describe a situation where your style did not mesh well with that of another employee. [Probe: How did your styles differ? What problems did this lead to? What adjustments did you make?]
- Give me an example of a presentation that you have made where the audience was not particularly interested in the topic. What did you do? What were the results?

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?

OPENNESS

- Describe the most recent new job-related method, procedure, or technique you learned and how you felt about learning it. [Probe for when and how often this occurred.]
- Tell me about a time when you recommended or implemented a better way of doing things at work.
- Describe a situation where you felt that continuing demands to do new things on your job lowered your overall productivity or efficiency.

Insurance Claims Adjuster Assessment Report

Candidate: Jennifer Sampleuser

Date: January 12, 2020

- Describe your plans (if any) for continued education, job-related training, or professional development you have for the coming year.

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?

TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.
- Tell me about a time when you needed to work collaboratively with another department or group to achieve a common goal.
- It is hard for some people to work independently. Describe how easy or difficult it is for you to work independently or carry out assignments where you don't consult with others.
- Give some examples of ways that too much emphasis on teamwork in a company can lead to lowered effort by individual employees or a loss of individual initiative.

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?

The information contained in this report is Resource Associates, Inc. business information intended only for the use of the individual or entities named above. If the reader of this report is not the intended recipient you are hereby notified that any dissemination, distribution or copying of this report is strictly prohibited. If you have received this report in error, please notify us immediately at (865) 579-3052 or by sending E-mail to info@resourceassociates.com.