



**Insurance Claims Adjustor
Assessment Report**

**Candidate:
Curtis Thompson**

**Date:
10/18/2012**

Insurance Claims Adjustor Assessment Report

Candidate: Curtis Thompson
 Date: October 18, 2012

Date: 10/18/2012

Prepared For: Resource Associates

Prepared by: John Lounsbury, Ph.D. & Lucy Gibson, Ph.D., Licensed Industrial-Organizational Psychologists

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

Insurance Claims Adjustor Assessment Report

Candidate: Curtis Thompson
Date: October 18, 2012

Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Curtis's overall level of general intellectual aptitude to be in the **Top 5 percentile** range. His individual aptitude levels are:

Abstract Reasoning	Top 10%ile
Numeric Reasoning	80-89%ile
Verbal Reasoning	Top 5%ile

Curtis has a very high level of general cognitive aptitude. He 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 Adjustor Assessment Report

Candidate: Curtis Thompson
Date: October 18, 2012

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.

	Mr. Thompson's Responses
<i>Responsibility at work...</i>	is something I take very seriously.
<i>Working long hours every week...</i>	is typical of this profession so I am used to putting in long hours.
<i>It's hard to do good work when...</i>	you dont get good exchange of information with the home office.
<i>When my suggestions at work are turned down I...</i>	I try to gain insights from evaluating the ideas that were accepted and use that to make better suggestions next time.
<i>Having to work on the weekend...</i>	is OK. I am used to it. It makes life interesting.
<i>Overnight travel...</i>	is part of the job.
<i>My approach to customer service is...</i>	is to do everything I can to learn about my customers needs and try to match up our services with what they need.
<i>Dealing with difficult customers...</i>	is not unusual in this job because so many of the people we deal with are in a life crisis when we are dealing with them.
<i>What customers really want from me is...</i>	responsiveness, intelligent and competent response from our company, being treated fairly.
<i>When I am training a new staff on customer service, I emphasize...</i>	understanding what is going on with the customer -- not only their specific practical needs as well as their emotional needs.
<i>I am least effective with certain customers who...</i>	who dont call me back in order to exchange infomration in a timely manner.
<i>Compared to other types of job tasks I enjoy, customer service is...</i>	very enjoyable.
<i>To me, being a good team player means...</i>	doing for other people and expecting them to help you out so that the larger goals are reached.
<i>I enjoy teamwork when...</i>	we are all working off the same page, all are well trained, and do our jobs well.
<i>The optimal split between team and independent work is...</i>	depends on the situation at hand.
<i>Most team meetings are...</i>	are good use of our time because they help everyone be more productive.
<i>My experiences with being on a team...</i>	are positive.
<i>In most companies teams are...</i>	not utilized to their best advantage agenda are not set ahead of time people are not prepared time is wasted.
<i>The kind of assignment I like best is...</i>	one where I can see some measureable results.
<i>I enjoy working with people who...</i>	are committed to high quality work.

Insurance Claims Adjustor Assessment Report

Candidate: Curtis Thompson
 Date: October 18, 2012

<i>I would turn down a job if...</i>	I felt my skills were not waht was needed.
<i>The best way to get ahead in an organization...</i>	work hard, show that you understand the central mission of the organization and are able to do your job well along wtih improving processes.
<i>The most fulfilling job I had...</i>	was my most recent position.
<i>My greatest satisfaction in a job...</i>	is helping customers and helping my company be successful.
<i>A boss deserves loyalty if...</i>	First of all he is the boss so I will fulfill the role responsibilities of my job as he or she wishes. If my boss is respectful, considerate, and desires to help me grow professionally, then I will show personal loyalty.
<i>What I want most from a job is...</i>	a sense of gratification that I made a difference and that the company appreciated what I contribute.
<i>The best type of supervisor for me would be someone who...</i>	has some understanding of the challenges facing people in my position.
<i>Working closely with other people...</i>	makes life more interesting.
<i>My career goal for five years from now...</i>	is to be an outstanding Claims Adjustor.
<i>To better myself I...</i>	try to learn as much as possible everyday.
<i>Working with coworkers who do not know as much as I do...</i>	allows me to be a mentor for them.
<i>If I feel underutilized in my job...</i>	I let me manager know that I am capable of doing more.
<i>To get ahead in most companies you have to...</i>	show that you understand the mission of the organization and the factors that help it succeed.
<i>I sometimes felt my career advancement was limited by...</i>	nothing.
<i>My ideal job would be...</i>	Claims Adjustor.
<i>What annoys most workers...</i>	unrealistic expectations, inadequate training and resources to do the job well.
<i>I would quit my job if...</i>	I felt I could no longer be a fully contributing member.
<i>At work I feel tense when...</i>	I feel there is too much on my plate. I odnt want to let our customers down.
<i>I don't like to work with people who...</i>	are not willing to be good team players.
<i>My work performance suffers when...</i>	I have to work when I am ill.
<i>I would really dislike a supervisor who...</i>	was unavailable when I needed to ask questions.
<i>Responsibility at work...</i>	is something I take very seriously.
<i>Most of the official rules at work...</i>	are reasonable and help us all achieve the goals and objectives of our jobs.
<i>I get annoyed at work when...</i>	people dont communicate sufficiently and our efficiency is poor.
<i>Sometimes employers can place too much emphasis on...</i>	following the rules to the exclusion of meeting customer needs.
<i>When I make a mistake and someone criticizes me for it, I...</i>	try to learn from it.

Insurance Claims Adjustor Assessment Report

Candidate: Curtis Thompson
Date: October 18, 2012

Personality Assessment

Strengths:

- He usually gets along smoothly with other people in the workplace. Curtis tends to have amiable relations with coworkers.
- Curtis can readily impose his will and influence on other people. He is comfortable with a leadership role where he gives work direction to others and is accountable for their performance.
- Curtis is somewhat competitive and often energized by opportunities to compete against others who hold similar jobs. He typically wants to be successful and to do better than other salesmen and saleswomen.
- He is trustworthy and conscientious in his work habits. Curtis will usually perform job tasks and duties in a reliable manner that others can count on. He is also fairly methodical and systematic in the way he carries out projects and assignments.
- Curtis puts a great deal of effort into trying to fulfill customers' needs and concerns. Their satisfaction is a consistently high priority for him.
- He is generally stable and well-adjusted. Curtis can usually work with composure under hectic conditions and job stress.
- He has a high level of empathy. Curtis can resonate to the feelings, concerns, and emotions of other people. He will be viewed by those he works with as someone who is understanding, perceptive, and easy to relate to.
- Curtis is extroverted, gregarious, expressive, and open about sharing his information. He is likely to be an effective communicator who is attuned to social cues and interpersonal dynamics in the workplace. Curtis will try to establish and maintain contacts with other areas in the organization, including other managers and departments.
- Curtis will perform his work tasks and duties in a manner consistent with company rules and policies. He is likely to be viewed as fairly honest and ethical in his everyday job behavior.
- He is open to change and innovation in the workplace. Curtis is motivated to engage in new learning and professional development, both for himself and his subordinates.
- He is not one to judge others in advance of observing their behavior and performance. Curtis takes people at their word until facts persuade him otherwise. As a manager, he probably sets performance goals expectations that subordinates find reasonably challenging, but not unrealistic.
- He typically emphasizes teamwork and cooperation in the workplace. As a manager, Curtis emphasizes interdependence and mutual supportiveness among the people who report to him. He engages in goal setting, consensus building, and exchange of ideas in group settings, not one-on-one with individual employees.
- Curtis has a high work drive and is very committed to meeting the demands of his job. He will work hard and put in long or irregular hours when needed. As a manager, Curtis will consistently model a strong work ethic for subordinates.

Insurance Claims Adjustor Assessment Report

Candidate: Curtis Thompson
Date: October 18, 2012

Developmental Concerns:

- In trying to handle situations that are particularly upsetting or aggravating, he can sometimes be disagreeable or harsh in how he comes across to others. Curtis might benefit from feedback on maintaining consistently positive relationships with others on the job.
- Curtis can be too demanding or uncompromising in situations where he should back off and take a more humble, low-keyed approach. He may need to be less directive and pushy in his managerial style.
- Curtis can sometimes become too emotionally involved with other people. This can compromise his objectivity when making decisions which affect them. Also, his reflexive attempts to help others may sometimes be perceived as invasive or inappropriate.
- Curtis may sometimes become too involved in socializing and talking with other people. He may need to stay more focused on the work at hand and spend less time fraternizing.
- Curtis registered an average integrity score. Although this is not an objectionable score, you might want to make sure that he is well trained on company rules and policies and that he understands the consequences for unethical behavior, and how to appropriately interpret and judge unusual circumstances in order to make appropriate decisions.

Insurance Claims Adjustor Assessment Report

Candidate: Curtis Thompson
Date: October 18, 2012

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?

• ASSERTIVE LEADERSHIP

Describe the way you establish your authority among the people who report to you.

Tell me about a situation where you had to be especially forceful in dealing with a problem or difficult situation.

Describe how you deal with a subordinate who refuses to do things the way you want them done.

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.)

EXTROVERSION

- Some employees waste valuable time on their jobs chit-chatting, gossiping, and socializing. Please indicate whether this is ever a problem for you and what steps you take to avoid it becoming a problem.
- 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.

Insurance Claims Adjustor Assessment Report

Candidate: Curtis Thompson
Date: October 18, 2012

- 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?
- Sometimes it is hard for us to be objective about someone we know or like. Tell me if this has ever been a problem for you and, if so, how you dealt with it.

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?

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 (800) 840-4749 or by sending E-mail to info@resourceassociates.com.