



**Psychometric Personality and
Aptitude Assessment Report**

**Candidate:
John Sample**

**Date:
03/29/2020**

Psychometric Personality and Aptitude Assessment Report

Candidate: John Sample
 Date: March 29, 2020

Date: 03/29/2020

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				◆	
Conscientiousness			◆		
Customer Service Orientation			◆		
Emotional Resilience/Maturity				◆	
Extroversion			◆		
Integrity/Trustworthiness			◆		
Openness				◆	
Optimism/Enthusiasm			◆		
Teamwork			◆		
Tough Mindedness	◆				
Work Drive				◆	
Overall Cognitive Aptitude					

Psychometric Personality and Aptitude Assessment Report

Candidate: John Sample
Date: March 29, 2020

Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate John's overall level of general intellectual aptitude to be in the **80-89 percentile** range. His individual aptitude levels are:

Abstract Reasoning	80-89%ile
Numeric Reasoning	70-79%ile
Verbal Reasoning	Top 10%ile

John 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.

Psychometric Personality and Aptitude Assessment Report

Candidate: John Sample
Date: March 29, 2020

Personality Assessment

Strengths:

- He is very concerned with getting along well with the people he works with. John is consistently agreeable and will work hard to preserve harmony in social situations.
- John is fairly forceful and assertive. He will usually address difficult situations in a direct manner and stand up to people who criticize, dispute, or argue with him.
- John is usually conscientious and reliable. He generally follows through on his commitments and does what he says he will do. On the other hand, John also uses some personal discretion and judgment in deciding how to perform job tasks and duties.
- He has good control over his emotions and can handle most forms of job strain. When subjected to normal pressures on the job, John keeps his composure and does not let stress undermine his performance.
- John is fairly sincere and straightforward in his interactions with other people on the job. He can readily concentrate on his own tasks and duties without spending too much time in extraneous conversations.
- He is stimulated by change and innovation in the workplace. John is usually motivated to engage in new learning and professional growth, as well as improve procedures and systems in his work area.
- He takes many situations and people at face value, without preconceptions or advance judgments. While John is usually optimistic about most prospects and future contingencies, he is not gullible or unrealistic in his expectations.
- John is moderately teamwork-oriented. He usually works cooperatively with other employees, but also works well in situations calling for individual contribution and self-reliance.
- John will take the concerns and preferences of others into account when making decisions. He is likely to be viewed by co-workers as a very empathetic, understanding person. He will be alert to current attitudes and emotional dynamics of employees in the workplace.
- John has an above-average work drive. He is usually willing to work overtime and otherwise extend himself to meet the demands of his job and employer.

Psychometric Personality and Aptitude Assessment Report

Candidate: John Sample
Date: March 29, 2020

Developmental Concerns:

- John can sometimes use too much discretion in deciding how and when he will carry out job tasks, duties, and responsibilities. He could be more conscientious and reliable, at times, in his work habits.
- He could enhance his level of customer service orientation. John may need to show more concern for customer satisfaction on a consistent basis.
- When good social skills are important for successful job performance, John could sometimes communicate more effectively. He could be more consistently sociable and outgoing when interacting with other people.
- John 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.
- He may occasionally need to do more to work with others in a mutually supportive, cooperative manner. Teamwork could be a higher priority for John, especially in work settings requiring a high level of interdependence.
- John may have difficulty viewing problems, situations, and other people in a realistic, objective manner. His judgment may be clouded by his own feelings. John may give undue weight to the perceived feelings of other people when determining what to do. He is likely to avoid making decisions that will have any negative impact on other people.

Psychometric Personality and Aptitude Assessment Report

Candidate: John Sample
Date: March 29, 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?

CONSCIENTIOUSNESS

- Describe a time when you have taken a shortcut or bypassed some steps at work to get something done quicker, better, or more efficiently?
- Flexibility is important in many jobs. Describe a situation where it would be advantageous to bend or ignore a company rule or policy to improve job effectiveness.
- Describe how you deal with situations where the best course of action is not covered by company policies and procedures.
- Describe a situation where you feel that organizational bureaucracy or red tape made your job difficult or significantly slowed you down.

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.

Psychometric Personality and Aptitude Assessment Report

Candidate: John Sample
Date: March 29, 2020

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?

TOUGH-TENDER-MINDED

- Describe a time when you made an important decision based primarily on an objective analysis of facts and data. (Compare the candidate's answer on this question with answers to the next question in terms of level of detail and enthusiasm.)
- Describe a time when you made an important decision based on your personal feelings, values, and intuition.
- Describe a situation where you dealt with an employee (or peer) who was consistently negative in meetings or when interacting with other employees. What did you do? What were the results?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result?

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.