



**Behavioral Health Specialist
Assessment Report**

**Candidate:
Jane Sampleuser**

**Date:
12/07/2019**

Behavioral Health Specialist Assessment Report

Candidate: Jane Sampleuser
Date: December 07, 2019

Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Jane's overall level of general intellectual aptitude to be in the **60-69 percentile** range. Her individual aptitude levels are:

Abstract Reasoning	60-69%ile
Numeric Reasoning	70-79%ile
Verbal Reasoning	60-69%ile

Jane has a slightly above-average level of general cognitive aptitude. She should be able to handle most of the problem-solving demands of this job in a satisfactory manner.

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.

Behavioral Health Specialist Assessment Report

Candidate: Jane Sampleuser
Date: December 07, 2019

Personality Assessment

Strengths:

- She is very concerned with getting along well with the people she works with. Jane is consistently agreeable and will work hard to preserve harmony in social situations.
- Jane has an average level of assertiveness. She will sometimes address tough situations directly and stand up for what she believes in, though she is also willing to accommodate to the preferences and demands of others.
- Jane brings a service orientation with her to the job, so dealing directly with your clients to meet their needs will be enjoyable for her. She typically addresses client concerns and preferences of in a prompt, responsive manner.
- Jane typically performs her job in a fairly trustworthy, reliable, and conscientious manner. Jane generally makes good on her work commitments, keeps her promises, and responsibly follows through on obligations to her customers and her employer.
- She is stable and well-adjusted. Jane can work well under conditions of job stress and not succumb to work-related anxiety or tension.
- She can identify closely with the feelings and concerns of other people. Jane has a high level of empathy which enables her to understand and relate to the people she works with. She is likely to be perceived by customers as someone who is very insightful, sympathetic, and helpful.
- Jane is generally amiable and pleasant in her interactions with others at work. She can also concentrate her attention on the tasks at hand without being socially distractible or getting overly involved in pursuing friendships at work.
- Jane presents herself in an accurate, consistent manner. She does not try to put on a false front or manipulate the image she presents to other people. Others who work with Jane are likely to perceive her as highly sincere and genuine.
- Jane appears to have a high level of integrity and code of ethics. She is not one to lie, deceive, cheat, or engage in questionable or improper job behavior. Jane will consistently adhere to company rules and policies.
- Jane 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.
- Jane is a caring, nurturing person who enjoys taking care of others. Even when there is high demand for her time, she continues to give selflessly. You can count on her to be courteous, sensitive, and helpful no matter who she is dealing with.
- She is open to new learning on the job. Jane should be fairly comfortable with organizational change and innovation initiatives in the workplace, as well opportunities to advance her skills and abilities.
- She is not one to judge others in advance of observing their behavior and performance. Jane takes people at their word until facts persuade her otherwise.

Behavioral Health Specialist Assessment Report

Candidate: Jane Sampleuser

Date: December 07, 2019

- Jane is fairly self-reliant and autonomous. She has a slight preference for working alone and functions well in situations requiring independence and self-direction.

Behavioral Health Specialist Assessment Report

Candidate: Jane Sampleuser

Date: December 07, 2019

Developmental Concerns:

- Jane can sometimes try so hard to get along with everyone that she gives in on important issues just to keep the peace. People may view her as too accommodating and unwilling to address difficult situations.

Jane may need to be more assertive and influential in some situations. She could be more inclined to

- seize the initiative and address problem situations.

Jane may have trouble keeping her own emotions separate from the emotions of the people she works

- with. She can over-identify with their problems and concerns, such that her objectivity and professionalism are undermined.

Her decision-making may also be impaired in her efforts to try to please other people .

In job situations calling for good social skills, Jane could be somewhat more sociable, gregarious, and

- outgoing on her job. She may need to communicate more frequently and effectively at times .

Jane can sometimes be too frank and candid about her feelings and opinions. She may need to be

- more tactful and politically astute in the way she treats other people and comes across to them.

She may sometimes be too independent and not willing enough to support teamwork and group efforts .

- Jane could be more willing to work closely with other employees to achieve shared goals and objectives.

With a work drive in the low range, Jane is not likely to be a high performer in this job. She may not be willing to work long hours or an irregular schedule. She may be a clock-watcher who wants to leave

- work as soon as she can and shirk her duties on the job.

Behavioral Health Specialist Assessment Report

Candidate: Jane Sampleuser
Date: December 07, 2019

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?

AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

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.

Behavioral Health Specialist Assessment Report

Candidate: Jane Sampleuser
Date: December 07, 2019

- Tell me about a time when you effectively negotiated with upper-management to get them to accept your recommendation over the recommendations of others.

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.)

IMPRESSION MANAGEMENT

- In what ways (if any) do you adjust the way you present yourself to the particular customer you are calling on?
- Describe your techniques for building rapport with coworkers and customers.
- Talk about the ways you tailor yourself and your presentations to fit the needs, resources, and interest levels of the people you are interacting with.

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.

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.

Behavioral Health Specialist Assessment Report

Candidate: Jane Sampleuser
Date: December 07, 2019

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.