



**Executive Administrative
Assistant Assessment Report**

**Candidate:
Nicole Sampleuser**

**Date:
03/27/2020**

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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	◆				
Conscientiousness				◆	
Detail Mindedness				◆	
Emotional Stability / Resilience			◆		
Extroversion			◆		
Flexibility				◆	
Impression Management				◆	
Integrity			◆		
Intrinsic Motivation					◆
Long Tenure Potential		◆			
Optimism/Enthusiasm			◆		
Orderliness					◆
Responsive Service			◆		
Teamwork			◆		
Tough Mindedness		◆			
Work Drive				◆	

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Test	Percent Correct Score	This score is considered to be:
Grammar & Spelling Test	80% Correct	Above Average

Explanation of this “Percent Correct” Aptitude Score

The scoring for tests like this one is based on a “percent correct” calculation which is total number of correct answers divided by total number of questions on the test. The candidate has ample time to complete each question, so it is possible to achieve a 100% score.

Lower scores suggest the candidate will make a high number of errors on the job. Their basic skills in this topic area are probably lacking. If hired, you need to consider on-the-job training in this topic area.

Higher scores suggest the candidate is less likely to make mistakes of this type on the job. Their skills are adequate to good, so they can probably improve accuracy as they practice tasks on the job - especially if you give them feedback about errors as they occur during job performance.

We offer the following guideline:

0% to 50% correct	51% to 70% correct	71% to 85% correct	86% to 100% correct
Low Score	Below Average	Above Average	High Score

Most companies are simply trying to weed out candidates who would have the most trouble handling job tasks of this nature. If that is the case, you need to think about what is the lowest “Percent Correct” score you will tolerate. If errors are not particularly costly to your operations, then you may be able to accept candidates who score in the Below Average range.

Some companies are trying to enhance the overall quality of their workforce with the use of standardized aptitude testing. If this is the case for your company, then we advise that you accept candidates in the Above Average or High categories. If errors of this nature cause very serious problems in your company, then you should only hire people who score in the High category.

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Aptitude Assessment

	Percentile Range									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
Abstract Reasoning			X							
Numeric Reasoning						X				
Perceptual Speed and Accuracy		X								
Verbal Reasoning									X	
Overall Cognitive Aptitude						X				

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.

Executive Administrative Assistant Assessment Report

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Personality Assessment

Strengths:

- She is agreeable and easygoing. Nicole strives to maintain pleasant, harmonious working relationships, and avoids disagreement or discord.
- Nicole is very deferential and mild-mannered in her interactions with others. Neither disruptive nor divisive, she usually goes along with other people and accedes to their requests.
- She is reliable and conscientious on the job. Nicole will honor her job expectations and commitments in a manner that others can depend on.
- Care and attention is given to her work to ensure that the final results will meet everyone's expectations. Nicole takes pride in the quality of her work products.
- She is usually stable and in control of her emotions. Nicole can handle most normal forms of job stress without lowering her job effectiveness.
- Nicole is fairly sincere and straightforward in her interactions with other people on the job. She can readily concentrate on her own tasks and duties without spending too much time in extraneous conversations.
- She is typically ready to innovate and to take a fresh look at old problems. Nicole is flexible when it comes to new learning and adapting to new challenges.
- She tends to adjust her speech and behavior in order to make others think well of her. Nicole often tailors her image to suit her audience.
- Intrinsic rewards such as personal enjoyment of her tasks are much more appealing to Nicole than extrinsic features of a job such as bonuses, job status, etc. She is drawn to jobs that she finds interesting and meaningful.
- She is generally optimistic about most future possibilities and contingencies. However, Nicole is also somewhat wary about what can go wrong.
- She is orderly and systematic in the way she approaches and carries out tasks and assignments. Nicole will keep job-related information well organized.
- Nicole likes a balance of independent and interdependent work. She can work closely with others, but she can also switch gears and function well on her own.
- Nicole will often base her decisions on her own personal feelings and the perceived feelings of the people she works with, rather than on facts and data. She is likely to demonstrate empathy and understanding in her relations with coworkers.
- Nicole has a fairly strong work ethic. She is usually willing to put in long or irregular hours at work when needed. Nicole is likely to put forth considerable effort to attain job goals.

Executive Administrative Assistant Assessment Report

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Developmental Concerns:

- Nicole lacks assertiveness and backbone. She may give in to others needlessly and back off too much from situations that she should confront directly. Nicole may fail to express her ideas and opinions in work-related meetings and discussions.
- She may have some difficulty handling high-pressure work situations. Nicole may not be able to handle a lot of stress on this job, particularly on a prolonged basis.
- Nicole could be somewhat more communicative on the job—especially in situations requiring extensive social interaction. She could, at times, be more expressive, outgoing, and cheerful in her dealings with other people.
- Others who work with Nicole may find it difficult to get to know her or as someone who is insincere. Nicole could improve her interpersonal effectiveness by being more authentic and genuine in the way she presents herself to the people she works with.
- Nicole registered an average score on the integrity measure. Although this is not an unacceptable score, she 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.
- She could strengthen her customer service orientation. Nicole could be more responsive to the needs and preferences of customers in her job capacity.
- She may occasionally need to do more to work with others in a mutually supportive, cooperative manner. Teamwork could be a higher priority for Nicole, especially in work settings requiring a high level of interdependence.
- Nicole can sometimes be so feeling sensitive that it may be hard for her to critically and objectively appraise situations, problems, and people. She may overreact to negative feedback, criticism, or disapproval. Nicole may need to toughen up and develop more of a thick skin if she is to function comfortably in some work settings.

Executive Administrative Assistant Assessment Report

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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?

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.

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?]
- 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.

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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.

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.

LONG TENURE POTENTIAL

- Tell me what you would do if you continued to be dissatisfied with your job pay, benefits, or advancement opportunities.
- How easy or difficult do you think it would be for someone to find a new job like this (the one you are applying for) if this did not work out?
- What could entice you to take a new job over your current job even if you were fairly satisfied with your current position?
- Tell me what you would do if you felt that your career was not advancing quickly enough in the company you were employed by?
- Describe what you see as the advantages and disadvantages of advancing within one company versus advancing between companies.
- Describe what actions you would take if you were not satisfied with some important aspect of your job.

ORDERLINESS

- Tell me about a time when you organized the elements or parts of a project into a larger whole and came up with an integrated system.

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- Describe how you use details to make plans and develop long-term strategies.
- Tell me about a time when you were so focused on details that you got bogged down and spent too much time on a task or assignment.
- Describe your approach to doing long-range planning and strategic development on your job.

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?

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