



**Medical Assistant Assessment
Report**

**Candidate:
Olivia Sampleuser**

**Date:
03/14/2020**

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

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Test	Percent Correct Score	This score is considered to be:
Filing Aptitude	98% Correct	High Score

Test	Percent Correct Score	This score is considered to be:
Grammar & Spelling	76% 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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Personality Assessment

Strengths:

- She is very motivated to have smooth, amiable working relationships. Olivia tries to be courteous and agreeable at all times on the job.
- She is very trustworthy and reliable in the way she performs her job. Olivia fulfills commitments in a highly dependable manner that others can count on.
- Olivia will be described by her peers as careful, attentive to details, and thorough in her work habits. Achieving high quality, error-proof results are important to her.
- She is emotionally resilient and hardy. Olivia can weather even high levels of job stress and pressure without becoming anxious or losing her composure.
- Olivia is typically cordial, friendly, and expressive. On the job, she will usually be an effective communicator who facilitates interactions among people in her workgroup.
- Olivia is not one to put on a false front or act insincerely. What you see is what you get. Among the people she works with there is likely to be a consensus of perceptions regarding Olivia.
- Olivia is likely to be very honest and rule-following. She will internalize and abide by company norms, values, and policies on her job. When making decisions on her own, you can expect that she will do so in a responsible, acceptable manner.
- Personal satisfaction and accomplishment of tasks are very important to Olivia and she values a job that gives her personal satisfaction. She considers work an end in itself, so she will be motivated by task variety, challenge, and meaningfulness of the responsibility.
- Registering as having an average potential for long-tenure with her employer, Olivia typically prefers to work at one company for a moderately long time rather than have a series of jobs. She is not a job-hopper.
- She is very methodical and organized in the way she approaches and carries out tasks and assignments. She will be comfortable keeping track of data and information.
- Olivia tends to be committed to providing courteous, timely service to customers in her establishment. She usually makes their satisfaction a high priority on her job.
- Olivia 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.
- Olivia has a fairly strong work ethic. She is usually willing to put in long or irregular hours at work when needed. Olivia is likely to put forth considerable effort to attain job goals.

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Developmental Concerns:

- When sensitive issues arise that require her to hash out a reasonable solution, Olivia may tend to put off that type of discussion because she prefers to minimize conflict and preserve harmony. When she is in discussions with other coworkers, she will frequently side with the majority so that she does not have to defend a different perspective.
- Olivia can sometimes be too upfront and unpolished in what she says to others. She could increase her interpersonal effectiveness in some situations by being more consistently discreet and diplomatic.
- Olivia can occasionally be too tender-minded and swayed by her own feelings or the perceived feelings of other people. It may be hard for her to be objective about things. Also, Olivia may sometimes become emotionally wounded and distraught by negative remarks and disapproval from other people.

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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?

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?]

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.

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- 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.

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.
- 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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