



**Patient Care Consultant  
Assessment Report**

**Candidate:  
Hiedi Sampleuser**

**Date:  
04/28/2020**

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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					◆
Emotional Stability / Resilience					◆
Empathy		◆			
Extroversion					◆
Integrity				◆	
Intrinsic Motivation					◆
Long Tenure Potential					◆
Openness					◆
Optimism/Enthusiasm					◆
Responsive Service					◆
Selling Confidence				◆	
Teamwork	◆				
Tough Mindedness			◆		
Work Drive					◆

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Test	Percent Correct Score	This score is considered to be:
Basic Math Skills - Arithmetic	96% Correct	High Score

Test	Percent Correct Score	This score is considered to be:
Grammar & Spelling Test	72% 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%
<b>Abstract Reasoning</b>			X							
<b>Numeric Reasoning</b>									X	
<b>Perceptual Speed and Accuracy</b>									X	
<b>Verbal Reasoning</b>						X				
<b>Overall Cognitive Aptitude</b>							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.

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## Personality Assessment

### Strengths:

- She much prefers to get along with other people and to have comfortable working relations. Hiedi will defer to the preferences and demands of others and strive to maintain a pleasant atmosphere in her work group.
- Hiedi is usually mild-mannered and low-key in her interactions with others. She is neither disruptive nor divisive and usually goes along with the wishes of other people.
- She is very trustworthy and reliable in the way she performs her job. Hiedi fulfills commitments in a highly dependable manner that others can count on.
- She is well-adjusted and resilient. Hiedi can consistently weather job stress and strain without lowering her effectiveness.
- She will usually weigh the facts and consider the objective parameters of a situation before making a decision or choosing a course of action. Hiedi will not be swayed by appeals to feelings or emotional considerations in her conclusions.
- Hiedi registers as being extroverted, cheerful, and expressive in her job-based interactions. She should demonstrate good communication skills and awareness of interpersonal dynamics.
- Hiedi scores above-average in terms of being honest and rule-following. She will internalize and promote company norms, values, and policies on her job.
- Hiedi strives for meaningfulness and personal gratification in her work. Cash prizes and bonuses have little or no motivational value for her, while challenges and variety motivate her a great deal.
- Hiedi's potential for Long Tenure Potential is high. She would rather work at one company for a long time than have a series of jobs. Assuming things go well for Hiedi on this job, she is unlikely to search for another job elsewhere.
- She is very open to new learning on the job. Hiedi should be quite comfortable with planned change programs and innovation initiatives in the workplace. She will make a continuing effort to acquire new job-related skills and abilities.
- She consistently anticipates favorable outcomes in the workplace, both for herself and her employer. Hiedi has positive job expectations, even when faced with problems.
- Hiedi places a high value on customer service and satisfaction in her work. She gives customers extra attention to ensure their expectations are met and that no needs are left unattended.
- Hiedi is usually sure of herself and what she can do as a sales representative. She will approach most sales situations with confidence. Hiedi will project a can-do image to most of her customers.
- Hiedi is prone to work independently and self-sufficiently. She will be most successful working on assignments where she can work autonomously, without having to rely on other people.

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- She will be sensitive to both task and interpersonal consequences of her actions and decisions. Hiedi will take both the objective parameters and the feelings of other people into account when formulating a course of action.
- Hiedi is willing to extend herself to meet pressing demands at work. She has a high level of work drive. Working overtime or putting up with a demanding schedule will not be a problem for her .

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### Developmental Concerns:

- As someone who aims to be known as pleasant and easy-going, Hiedi is likely to avoid dealing with difficult issues that would reveal underlying conflict or disagreement. If she participates in the senior management team, she will have a tendency to go along with the majority no matter what her own opinion.
- Hiedi may need to be more assertive and strong-willed in some situations. She tends to avoid dealing with problems and difficulties in a direct manner. If people are interesting in hearing what Hiedi really thinks about issues, they will have to draw her out, despite her hesitation to speak up.
- She may occasionally come across to the people she works with as unfeeling and insensitive. Hiedi could try to develop more insight and empathy in her interactions with customers.
- She may occasionally talk too much when she should be listening or concentrating on her work. Hiedi may be so easily influenced by social cues and opportunities for interaction that she becomes distracted and loses her work focus.
- Her expectations for the future can sometimes be unrealistically positive and even naïve. Hiedi may need to be more skeptical, at times, when evaluating people, plans, and proposals. She needs to guard against wasting valuable company resources working on what others consider to be unsolvable problems.
- She may be so independent-minded that she gives short shrift to teamwork and group effort. Hiedi could place much more emphasis on cooperation, interdependence, and cohesion in her work group.

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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?]

### 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.

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- 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 able to establish rapport with a "difficult" person.
- 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?

## 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.
- 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.

## 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.

## OPTIMISM

- Describe a situation where you were more optimistic than your coworkers or boss about the feasibility of a project or deadline. Was it justified? How did others respond to your initial high level of confidence?
- Tell me about a time when you had unduly high expectations about a project or problem at work and did not adequately estimate the difficulty level or prepare for possible difficulties that arose.

## TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.

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- 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.

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