



**Security Guard Assessment
Report**

**Candidate:
Michael Sampleuser**

**Date:
03/30/2020**

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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					◆
Avoidance of Violence					◆
Conscientiousness				◆	
Customer Service / Responsiveness			◆		
Drug Use Potential			◆		
Emotional Stability / Resilience					◆
Integrity concerning Internal Theft					◆
Interpersonal Sensitivity			◆		
Intrinsic Motivation			◆		
Openness					◆
Optimism/Enthusiasm				◆	
Teamwork				◆	
Work Drive				◆	
Overall Cognitive Aptitude				◆	

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Cognitive Aptitude Assessment

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

Abstract Reasoning 60-69%ile

Numeric Reasoning 60-69%ile

Verbal Reasoning 60-69%ile

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

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Personality Assessment

Strengths:

- He is agreeable and easygoing. Michael strives to maintain pleasant, harmonious working relationships, and avoids disagreement or discord.
- Michael can readily assert himself and confront difficult situations. He can also seize the initiative and bring his influence to bear in a wide range of situations. Michael has some potential for a supervisory or managerial role. He will be comfortable interfacing with those above him in the organization.
- Even when other people are acting in an aggressive manner, Michael does not allow his behavior to deteriorate to that level. He controls his feelings well and seeks a resolution to conflict that does not include open hostility.
- He is trustworthy and conscientious in his work habits. Michael will perform job tasks and duties in a reliable manner that others can count on.
- He is well-adjusted and resilient. Michael can consistently weather job stress and strain without lowering his effectiveness.
- He appears to have a strong moral code regarding taking company property for personal use or misusing time on the clock. If others in the company are stealing inventory, embezzling funds, take kickbacks, etc., Michael will avoid getting involved in a culture of dishonesty and corruption.
- He takes into account both objective facts and the personal concerns of other people when appraising problems and making judgments. Michael tries to consider both analytical data and the feelings of others when choosing a course of action.
- For Michael, the nature of his job, including variety, challenge, responsibility, and relationships with coworkers, are about as important as just making a lot of money or achieving a high status position.
- He is open to change and innovations in the workplace. Michael is interested in new learning and professional growth, as well as improving procedures and systems in his work area.
- Fairly optimistic about most things, Michael tries to look for positive qualities in people and future opportunities. He is not one to form negative preconceptions quickly. Michael focuses on positive qualities in the people he works with, the projects he works on, and the organization he works for.
- Michael is typically group-minded and inclined to work cooperatively with coworkers. He will usually contribute positively to teamwork and cohesion in the workplace.
- Michael 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.

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Developmental Concerns:

- Michael can be too demanding or uncompromising in situations where he should back off and take a more humble, low-keyed approach. He may need to be less directive and pushy in his job-based interactions.
- He may need to place slightly more emphasis on customer service in his work. Michael could be more attuned to customer requests, concerns, and needs.

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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.

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.

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- 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.

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