



Home Health Nurse Assessment Report

Candidate: Tammy Stout

Date: 06/18/2008



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Prepared For: Employers

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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				◆	
Customer Service / Responsiveness		◆			
Dependability			◆		
Drug Use Potential					◆
Emotional Stability / Resilience			◆		
Empathy					◆
Extroversion			◆		
Flexibility			◆		
Integrity			◆		
Intrinsic Motivation					◆
Long Tenure Potential			◆		
Nurturance				◆	
Optimism/Enthusiasm			◆		
Work Drive				◆	



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Personality Assessment

Strengths:

- Tammy is fairly strong-willed and assertive. She can usually bring her influence to bear on other people and confront problems directly.
- Tammy is moderately reliable in her work habits. However, she also uses her own judgment to determine how promptly or thoroughly she will carry out her job responsibilities and commitments.
- Most types of work pressure and strain will not be a problem for Tammy. She is generally stable and well-adjusted.
- She can identify closely with the feelings and concerns of other people. Tammy 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.
- Tammy 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.
- Personal satisfaction and accomplishment of tasks are very important to Tammy 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.
- Providing care, nurturance, or assistance is something that Tammy enjoys doing. She takes a lot of pride and gratification from doing good things for others.
- She is generally optimistic about most future possibilities and contingencies. However, Tammy is also somewhat wary about what can go wrong.
- Tammy has an above-average work drive. She usually works hard and does what it takes, including putting in overtime or working long hours, to meet the demands of her job.

Developmental Concerns:

- Tammy has a below-average level of customer service orientation. She may not always care enough about providing prompt, quality service to customers. If hired, she could probably benefit from mentoring, coaching, and training that reinforces the importance of good customer relations.
- Tammy could enhance her dependability somewhat. She could be more reliable in doing what she says she will do and honoring her job commitments and promises.
- The manner in which Tammy responded to the Drug Use Potential scale indicates that she holds attitudes and beliefs similar to people who use illegal drugs. For example, she tends to agree with statements that talk about using illegal drugs for your own use, being friends with people who use drugs, seeing no problems with long term use, and doesn't feel drug use should be compromised by the law.
- She may have some difficulty handling high-pressure work situations. Tammy may not be able to handle a lot of stress on this job, particularly on a prolonged basis.



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- Tammy can sometimes become too emotionally involved with other people. This can compromise her objectivity when making decisions which affect them. Also, her reflexive attempts to help others may sometimes be perceived as invasive or inappropriate.
- In work situations where good communication skills are needed, Tammy could be more cheerful, outgoing, and sociable. She may need to communicate more readily at times.
- Tammy's integrity is average. This is not an unacceptable score, but her supervisor will want to reinforce the importance of company rules, policies, and guidelines and to provide examples of how to handle ethically ambiguous situations along with consequences for improper behavior on the job.



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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?

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.
- 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.

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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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.)

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.

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