



Dispatcher - Core Assessment Report

**Candidate:
John SamplePerson**

**Date:
05/13/2026**

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

The information contained in this report is Resource Associates, Inc. business information intended only for the use of the individual or entities named above. If the reader of this report is not the intended recipient you are hereby notified that any dissemination, distribution or copying of this report is strictly prohibited. If you have received this report in error, please notify us immediately at (865) 579-3052 or by sending E-mail to info@resourceassociates.com.

www.resourceassociates.com

Dispatcher - Core Assessment Report

Company: Resource Associates Samples
 Date: May 13, 2026

Username: RESOOIQXDD0001
 Candidate: John SamplePerson

The following information is a feedback report based on the results of validated psychological assessment dimensions. Depending on the sections included in the test battery, there may be multiple pages of explanatory information. Please review thoroughly for the best overall interpretation of your candidate's scores.

PERSONALITY TRAITS

The profile 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 (designated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

	Low	Below Average	Average	Above Average	High
AGREEABLENESS			◆		
ASSERTIVENESS			◆		
COMPANY LOYALTY					◆
CONSCIENTIOUSNESS					◆
CUSTOMER SERVICE / RESPONSIVENESS					◆
EMOTIONAL STABILITY / RESILIENCE			◆		
EXTROVERSION	◆				
INTEGRITY					◆
MANAGERIAL HUMAN RELATIONS				◆	
OPTIMISM/ENTHUSIASM					◆
SELF-CONFIDENCE				◆	
TASK STRUCTURING	◆				
TEAMWORK		◆			
WORK DRIVE					◆

Dispatcher - Core Assessment Report

Company: Resource Associates Samples
Date: May 13, 2026

Username: RESOOIQXDD0001
Candidate: John SamplePerson

GENERAL COGNITIVE APTITUDE ASSESSMENT

OVERALL GENERAL COGNITIVE SCORE



Compared to general adult norms using standardized tests validated for a wide range of jobs, we estimate overall level of mental ability to be in the **70-79%ile** range. His individual aptitude levels are:

Abstract Reasoning	60-69%ile
Numeric Reasoning	70-79%ile
Verbal Reasoning	70-79%ile

John has an above-average level of general cognitive aptitude. He should be able to handle the problem-solving demands of this job in a capable manner.

Score Breakdown by Question Type (44 total questions)

ABSTRACT REASONING—Demonstrates ability to make sense of conceptual information, reason abstractly and determine patterns and relationships among symbolic stimuli:

Candidate scored **7 correct out of 14** possible questions or 50% correct.

NUMERIC REASONING—Demonstrates ability to logically analyze numerical information, reason with numbers and make inferences about quantitative relationships:

Candidate scored **11 correct out of 13** possible questions or 85% correct.

VERBAL REASONING—Demonstrates ability to to comprehend English vocabulary, reason with verbally-based information, and draw conclusions based on complex verbal stimuli:

Candidate scored **10 correct out of 17** possible questions or 59% correct.

General Cognitive Aptitude Score Interpretation

These aptitude scores reflect percentile rankings -- not percent correct on the test. For example, if a person scores 80-89%ile on a specific test in this report, it means that they scored at least as well or better than 80-89%ile of the norm group, but not as high as about 10-20%ile of the norm group.

The **Overall General Cognitive Aptitude Score** is an average of the standardized scores for the three separate aptitude tests given to this candidate.

The lower the score, the more difficulty a candidate is likely to have learning new information and making decisions. If experienced in their profession, they may perform well practiced tasks effectively but struggle with new things. They may need extra training or more support from managers. Low scorers can become overwhelmed by complexity and generally prefer duties requiring specific answers rather than insightful solutions.

The higher the 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.

Dispatcher - Core Assessment Report

Company: Resource Associates Samples
Date: May 13, 2026

Username: RESOOIQXDD0001
Candidate: John SamplePerson

PERSONALITY TRAIT INTERPRETATION

Strengths:

- He tends to have smooth working relationships with most people on the job. John is usually viewed as being courteous and agreeable, unless he has to work with someone who is very difficult and demanding.
- He tends to have smooth working relationships with most people on the job. John is usually viewed as being courteous and agreeable, unless he has to work with someone who is very difficult and demanding.
- Registering an average level of assertiveness, he will sometimes address tough situations directly and stand up for what he believes in, though he is also willing to accommodate the preferences and demands of others.
- John comes to his job with a very positive attitude about work expectations and company personnel policies. He believes that management will act in the best interests of the workers. Even when new policies provoke many complaints among the workers, John can be expected to keep a positive, optimistic, loyal perspective.
- Highly conscientious, he fulfills his job responsibilities very reliably. He honors his obligations to others and dependably does what he says he will do.
- John places a high value on customer service and satisfaction in his work. He gives customers extra attention to ensure their satisfaction and sets a good example for coworkers in terms of making sure customers are happy.
- His level of emotional stability is in the average range. Most types of work pressure and strain will not be a problem for him. He is generally stable and well-adjusted.
- An introvert, he is an efficient, to-the-point communicator who does not waste time in extraneous conversations or chit-chat on the job. He focuses his attention on immediate problems and works comfortably in situations where there is limited social input.
- With integrity scores registering in the high range, he is likely to be a principled and ethical person who uses a strict moral code by which to judge his choices. He will fully adhere to company rules and policies.
- This candidate is typically considerate and respectful of the needs and concerns of subordinates. They are likely to see him as someone who is in touch with what they are feeling. He will usually do what he can to ensure high levels of employee morale and satisfaction in his work group.
- His disposition is highly optimistic. He expects good things from his job and from the people he works with. He will not become demoralized by setbacks and will keep a positive attitude in the face of problems.
- His level of self-assurance is above-average. John is usually secure with his skills and knowledge and can act decisively when needed.

Dispatcher - Core Assessment Report

Company: Resource Associates Samples
Date: May 13, 2026

Username: RESOOIQXDD0001
Candidate: John SamplePerson

- In terms of leadership style, he is likely to empower his subordinates and trust them to work autonomously. He delegates well and expects the people who report to him to function in a self-reliant manner, once he sets general goals and objectives. He is probably most effective with employees who are well-trained and internally motivated to do well in their jobs.
- John is fairly independent and does not usually need to consult with others in order to validate his decisions and beliefs. He often prefers to work on his own without the constraints of group participation.
- This candidate has high work drive. He willingly invests a lot of time and energy into meeting the demands of his job, even when long hours are required.

Dispatcher - Core Assessment Report

Company: Resource Associates Samples
Date: May 13, 2026

Username: RESOOIQXDD0001
Candidate: John SamplePerson

Developmental Concerns:

- John can sometimes be viewed as unpleasant or difficult to deal with. He may need some constructive feedback on the importance of being consistently courteous and agreeable in all work situations.
- At times, John can be hard to get along with. He could make more of an effort to be consistently agreeable and pleasant in his job-based interactions.
- In some situations, he may need to be more strong-willed and assertive. He should let others know what he really thinks or feels about things at times.
- Under conditions of heavy work pressure, he may lose his composure. He may need to find ways to buffer such stress and increase his emotional resilience.
- He may dislike job tasks and avoid work situations that involve intensive social interaction and sharing of ideas. He can be too quiet, distant, and impersonal.
- His optimistic outlook may sometimes lull him into a false sense of security. He may not always prepare adequately for future concerns or unforeseen problems. He may persevere on unsolvable problems long after others have ceased to work on them.
- He is likely to be too non-directive and removed from the day-to-day activities and performance levels of his subordinates to maximize their contribution to the company. He may need to do much more in the way of structuring tasks, monitoring outcomes, and giving performance feedback to subordinates, especially when employees are new to their jobs or function best with managerial oversight.
- John does not strongly support teamwork, which could lower group unity or productivity depending on the task at hand. He could probably do more to contribute to cooperation and interdependence in his work group.

Dispatcher - Core Assessment Report

Company: Resource Associates Samples
Date: May 13, 2026

Username: RESOOIQXDD0001
Candidate: John SamplePerson

INTERVIEW QUESTIONS

Resource Associates highly recommends conducting a final interview prior to making an offer to hire, using this candidate's assessment results as a guide. To help with this process, we offer a set of interview questions which can help explore potential "red flags" or areas of concern. Most of these interview questions are situation-based items which ask the candidate to describe their behaviors, attitudes, and opinions while on the job. If you choose to conduct this type of interview to further investigate and clarify concerns, 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 during your interview. You will probably want to customize 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. 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.

EXTROVERSION

- Describe a situation when your ability to communicate made a difference in the outcome of a project, assignment, or task at work.

Dispatcher - Core Assessment Report

Company: Resource Associates Samples
Date: May 13, 2026

Username: RESOOIQXDD0001
Candidate: John SamplePerson

EXTROVERSION

- 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 you have made where the audience was not particularly interested in the topic. What did you do? What were the results?

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 .

STRUCTURED VERSUS PARTICIPATIVE MANAGERIAL STYLE

- Describe your approach as a manager of setting goals and objectives for the people who report to you.
- As a manager, tell me about your approach to monitor the performance and accomplishments of the people who report to you.
- Describe whether you empower the people who report to you to function independently, and if so, how.

TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.
- 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 a lowered effort by individual employees or a loss of individual initiative .