



**Emergency Medical Technician II
Assessment Report**

**Candidate:
John Sampleuser**

**Date:
06/18/2020**

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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					◆
Customer Service			◆		
Drug Use Potential		◆			
Emotional Stability / Resilience					◆
Integrity				◆	
Nurturance			◆		
Openness				◆	
Optimism/Enthusiasm				◆	
Teamwork		◆			
Work Drive					◆

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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%
General Reasoning										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:

- He is very kind, agreeable, and accommodating. John will not be disruptive in group settings and will avoid conflict whenever possible. He is generous and giving of his time and attention.
- He fulfills his job responsibilities very reliably and conscientiously. John honors his obligations to others and dependably does what he says he will do. He also carries out job tasks and assignments in a systematic, organized manner, paying attention to details and quality standards.
- Having an above average level of customer service commitment, John usually works to meet patient demands in a timely and courteous manner. He often takes time to give extra attention in order to ensure their satisfaction and overall satisfaction.
- He is stable and well-adjusted. John can work well under hectic conditions and job stress.
- John scores as having an above-average level of integrity. He is unlikely to lie, deceive, cheat, or engage in questionable or improper job behavior.
- John enjoys a lot of aspects of a caregiver role and can be nurturing and caring most of the time. Yet, there are limits to his patience and endurance, so he will work best with people who are not particularly demanding or needy.
- He is ready to try new ways of doing things and to engage in innovation initiatives. John will generally be energized by opportunities for on-the-job learning and professional development.
- John often emphasizes what is good and promising when appraising current situations as well as future possibilities. He is usually upbeat and tries to accentuate the positive in his work situations. He will usually keep a positive frame of mind when confronted with job setbacks and obstacles.
- John has a sound commitment to teamwork. He is willing to work with others in a cooperative, mutually supportive manner.
- John has a 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.

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Developmental Concerns:

- When sensitive issues arise that require him to hash out a reasonable solution, John may tend to put off that type of discussion because he prefers to minimize conflict and preserve harmony. When he is in discussions with other coworkers, he will frequently side with the majority so that he does not have to defend a different perspective.
- Where the needs of your clientele are great and staff are called upon to be consistently caring, nurturing, and helpful, John may not always maintain a positive attitude. He probably needs a role where support for the staff is readily available.

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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

- 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?]
- 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.

NURTURANCE

- Tell me about a person with whom you have been in a care giving relationship. How was it difficult for you? How was it rewarding?
- Tell me about a person who has depended on you for service of some kind. What did you do for them? In what ways did you try to take care of their all of their needs -- not just the immediate request? (Listen for someone who tries to understand what the other person is going through and who tries to do something extra to deal with the objective need as well as the emotional needs.)

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