



## Home Health Aide Assessment Report

**Candidate:**  
**John SamplePerson**

**Date:**  
**03/26/2024**

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Company: Resource Associates Samples  
 Date: March 26, 2024

Username: RESOCTRV0001  
 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                    |     |               | ◆       |               |      |
| COMFORT WITH PROCEDURE           |     | ◆             |         |               |      |
| CONSCIENTIOUSNESS                |     |               | ◆       |               |      |
| CUSTOMER SERVICE                 |     |               |         | ◆             |      |
| DRUG USE POTENTIAL               | ◆   |               |         |               |      |
| EMOTIONAL STABILITY / RESILIENCE |     |               | ◆       |               |      |
| EMPATHY                          |     |               |         |               | ◆    |
| INTEGRITY                        |     |               | ◆       |               |      |
| INTRINSIC MOTIVATION             |     |               |         |               | ◆    |
| LONG TENURE POTENTIAL            |     |               |         | ◆             |      |
| NURTURANCE                       |     |               |         |               | ◆    |
| WORK DRIVE                       |     |               |         |               | ◆    |
| WORK STABILITY                   |     |               |         | ◆             |      |

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## PERSONALITY TRAIT INTERPRETATION

### **Strengths:**

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- 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.
- Usually conscientious and reliable, he generally follows through on his commitments and does what he says he will do. On the other hand, he also uses some personal discretion and judgment in deciding how to perform job tasks and duties.
- John is concerned about customer satisfaction and retention in his work. He usually tries to anticipate and fulfill client needs and demands courteously and without delay.
- Moderately well-adjusted and stable, he can handle most everyday forms of job hassles and stressors without losing his composure.
- He is well able to put himself in the shoes of the people he relates to and to see things from their perspective. John's empathetic style will enable him to gain rapport with customers. He is likely to gain their trust with his attentiveness to their needs.
- John wants a job that provides a variety of positive experiences at work. For him, doing interesting and personally meaningful work is a highly desirable factor in a job. He is highly motivated by such factors as challenge and task variety.
- John's potential for Long Tenure Potential is above-average. He prefers to work at one company for a fairly long time rather than have a series of jobs. Assuming things go very well for John on this job, he is unlikely to search for another job elsewhere anytime soon.
- He is a caring, nurturing person who enjoys taking care of others. Even when there is high demand for his time, he continues to give selflessly. You can count on him to be courteous, sensitive, and helpful no matter who he is dealing with.
- John is willing to extend himself to meet pressing demands at work. He has a high level of work drive. Working overtime or putting up with a demanding schedule will not be a problem for him.

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## **Developmental Concerns:**

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- In stressful situations, he can sometimes come across to others as disagreeable or difficult to get along with. John may need to make more of an effort to be courteous and pleasant in all of his interactions with others in the workplace.
- John probably prefers to use his own discretion in many situations rather than following company rules and procedures. He will sometimes cut corners or bend a company rule or policy in ways that others in the organization do not approve of.
- Sometimes he may fail to do things when and how he said they would be done. He could be more conscientious and reliable in the way he meets job expectations and responsibilities.
- Sometimes he may not be able to handle as much job stress as other employees in this position. Highly demanding situations and heavy job stress could be a problem for him in terms of managing his anxiety and/or controlling his emotions in a mature, professional manner.
- John may have difficulty viewing other people in a realistic, objective manner. His judgment may be clouded by his own feelings and identification with them. John may give undue weight to the perceived emotions of other people when determining what to do. Also, he may have difficulty both giving and receiving criticism because of his sensitive nature.
- He scored at an average level on our measure of integrity. Even though this score is in the acceptable range, it is advisable to provide him clear and unambiguous messages about the need to adhere to company rules and policies, as well as to conduct himself in an ethical manner in all work situations.

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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?

### CONSCIENTIOUSNESS

- Describe a time when you have taken a shortcut or bypassed some steps at work to get something done quicker, better, or more efficiently.
- Flexibility is important in many jobs. Describe a situation where it would be advantageous to bend or ignore a company rule or policy to improve job effectiveness.
- Describe how you deal with situations where the best course of action is not covered by company policies and procedures.
- Describe a situation where you feel that organizational bureaucracy or red tape made your job difficult or significantly slowed you down.

### 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.

### 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?

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- 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.