



**Patient Care Technician
Assessment Report**

**Candidate:
John SamplePerson**

**Date:
03/28/2024**

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

Patient Care Technician Assessment Report

Company: Resource Associates Samples
 Date: March 28, 2024

Username: RESOTSKD0001
 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					◆
CONSCIENTIOUSNESS			◆		
CUSTOMER SERVICE				◆	
EMOTIONAL STABILITY / RESILIENCE			◆		
EMPATHY					◆
INTEGRITY				◆	
LONG TENURE POTENTIAL				◆	
NURTURANCE			◆		
TEAMWORK			◆		
WORK DRIVE		◆			

Patient Care Technician Assessment Report

Company: Resource Associates Samples
Date: March 28, 2024

Username: RESOTSKD0001
Candidate: John SamplePerson

PERSONALITY TRAIT INTERPRETATION

Strengths:

- For the most part, he is agreeable and easygoing at work. John will usually avoid disagreements, conflict, and arguments with other people.
- John is very assertive and able to exert considerable influence on others when he wants to do so. He will address problems directly. John might be comfortable with supervisory or managerial duties.
- While he is often conscientious and dependable in his job performance, he can also adjust to changing circumstances and be flexible in how and when he carries out tasks and assignments.
- John registers as having an above-average level of customer service orientation. He tries to meet clients' needs and preferences promptly and in a manner that leaves them happy with your organization.
- He should be able to withstand most of the stressors associated with this job. He is unlikely to lose his temper, have emotional outbursts on the job, or experience a lot of anxiety over unresolved work problems.
- He has a high level of empathy. John can resonate to the feelings, concerns, and emotions of other people. He will be viewed by those he works with as someone who is understanding, perceptive, and easy to relate to.
- He registers as having a sound level of integrity and honesty. He is unlikely to do things which others would consider to be improper, immoral, or dishonest.
- 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.
- As a caregiver, John probably presents himself as ready and willing to be nurturing and helpful. He can be an effective helper as long as his resources are not exhausted.
- John works comfortably in situations requiring independence as well as in situations where he must work cooperatively with others. He can adapt well to a job that calls for both individual and team contributions.

Patient Care Technician Assessment Report

Company: Resource Associates Samples
Date: March 28, 2024

Username: RESOTSKD0001
Candidate: John SamplePerson

Developmental Concerns:

- 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.
- John can sometimes be too aggressive or overbearing. He may need to be more low-key and respectful when trying to persuade or convince other people. Some employees may feel that he assumes too much authority on his own without sanction from management.
- 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.
- 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.
- John can sometimes become too emotionally involved with other people. This can compromise his objectivity when making decisions which affect them. Also, his reflexive attempts to help others may sometimes be perceived as invasive or inappropriate.
- If this job demands that a lot of nurturance, interpersonal sensitivity, and helpfulness be directed toward your clientele, John may get overwhelmed and burned out by these types of demands in a relatively short period of time.
- He could be more inclined to work cooperatively with other employees. John could do more to contribute to work group cohesion and interdependence.
- John may not always work hard enough to meet heavy or unusual work loads. When extended overtime or an irregular work schedule is required, he may not consistently invest enough time and energy into his job to meet its demands.

Patient Care Technician Assessment Report

Company: Resource Associates Samples
Date: March 28, 2024

Username: RESOTSKD0001
Candidate: John SamplePerson

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.

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.

Patient Care Technician Assessment Report

Company: Resource Associates Samples
Date: March 28, 2024

Username: RESOTSKD0001
Candidate: John SamplePerson

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?
- 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.)

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.)

WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?