



Psychometric Personality Assessment Report

Candidate:
John SamplePerson

Date:
04/15/2024

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Company: Resource Associates Samples
 Date: April 15, 2024

Username: RESOHRAS0001
 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 ORIENTATION			◆		
EMOTIONAL RESILIENCE/MATURITY			◆		
EXTROVERSION		◆			
INTEGRITY/TRUSTWORTHINESS		◆			
OPENNESS			◆		
OPTIMISM/ENTHUSIASM			◆		
TEAMWORK				◆	
TOUGH MINDEDNESS		◆			
WORK DRIVE				◆	

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PERSONALITY TRAIT INTERPRETATION

Strengths:

- He is mildly assertive when the situation permits or calls for it. However, he is by no means aggressive or overbearing and tries to bring his influence to bear in a respectful, reasonable manner.
- Trustworthy and reliable in the way he performs his job, he fulfills his work commitments in a reliable manner that others can count on.
- Registering an average level of emotional resilience, he is usually stable and in control of his emotions. He can handle most normal forms of job stress without lowering his job effectiveness.
- He is fairly introverted in his interpersonal style. He will usually have good concentration and does not mind working quietly on the tasks at hand.
- About average in terms of being open and willing to try new procedures and change his current ways of doing things on his job, he needs to be shown the benefits of change before he is willing to try something new.
- He is generally optimistic about most future possibilities and contingencies. However, he is also somewhat wary about what can go wrong.
- John is group-minded and teamwork-oriented person. He cooperates with and helps other employees when needed.
- Below average levels of tough mindedness indicate that he is usually tuned into the feelings and sensitivities of the people he works with. He tends to show respect for their feelings and sensitivities.
- With an above-average work drive, John works energetically and persistently to fulfill job responsibilities. He is usually willing to extend himself, when necessary, to meet heavy or irregular job demands, including working long hours.

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Developmental Concerns:

- Sometimes disagreeable and difficult to get along with, co-workers may see him as argumentative or divisive.
- Sometimes he could be more assertive. He may need to exert more influence in group settings and be more forthright in presenting his views, reactions, and opinions.
- He may need to place slightly more emphasis on customer service in his work. John could be more attuned to customer requests, concerns, and needs.
- 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.
- He could be more outgoing, sociable, and personable. He may not share his ideas and communicate his views frequently enough to coworkers.
- Registering as having a below average score on our measure of integrity, John may act in ways that others consider to be improper, unethical, or even illegal, especially when presented with an ambiguous or tempting situation.
- At times, this candidate may be too comfortable with the status quo and current ways of doing things in the workplace. He could be more inclined to improve his job-related knowledge, skills, and abilities.
- Due to below average levels of tough-mindedness, his judgment may be clouded by his own feelings on occasion. He may, at times, have difficulty viewing problems, situations, and other people in a realistic, objective manner. He may give too much weight to the perceived feelings of other people in choosing among decision alternatives.

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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

- 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.
- 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?]

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.

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- Tell me about a time when you effectively negotiated with upper management to get them to accept your recommendation over the recommendations of others.

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.

EXTROVERSION

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

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.

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- 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?

TOUGH-TENDER-MINDED

- Describe a time when you made an important decision based primarily on an objective analysis of facts and data. (Compare the candidate's answer to this question with answers to the next question in terms of level of detail and enthusiasm.)
- Describe a time when you made an important decision based on your personal feelings, values, and intuition.
- Describe a situation where you dealt with an employee (or peer) who was consistently negative in meetings or when interacting with other employees. What did you do? What were the results?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result?