



**Behavioral Health Specialist /  
Counselor Assessment Report**

**Candidate:  
John SamplePerson**

**Date:  
01/05/2026**

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Company: Resource Associates Samples  
 Date: January 05, 2026

Username: RESOBXQEM0004  
 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			◆		
CUSTOMER SERVICE ORIENTATION					◆
DEPENDABILITY					◆
EMOTIONAL STABILITY / RESILIENCE				◆	
EMPATHY					◆
EXTROVERSION			◆		
IMPRESSION MANAGEMENT	◆				
INTEGRITY					◆
INTRINSIC MOTIVATION					◆
NURTURANCE					◆
OPENNESS				◆	
OPTIMISM				◆	
TEAMWORK			◆		
WORK DRIVE			◆		

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## APTITUDE ASSESSMENT

### OVERALL COGNITIVE APTITUDE



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 **50-59%ile** range. His individual aptitude levels are:

Abstract Reasoning	40-49%ile
Numeric Reasoning	70-79%ile
Verbal Reasoning	40-49%ile

John registers as having an average level of general cognitive aptitude. He should be able to manage most everyday assignments and tasks without difficulty. He should be a satisfactory general problem-solver and information processor in this job.

### 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 **5 correct out of 14** possible questions or 36% 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 **6 correct out of 17** possible questions or 35% correct.

### More About 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 Cognitive Aptitude** is an average score (an average for the standardized scores) for the separate aptitude tests given to this candidate.

The lower the Overall Cognitive Aptitude 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 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 TRAIT INTERPRETATION

### **Strengths:**

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- He much prefers to get along with other people and to have smooth working relations. John puts a great deal of effort into coming across as courteous and amiable in his interactions with other people .
- 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 is strongly oriented toward customer service. He endeavors to meet the needs and preferences of patients and their families promptly and will go the extra mile to ensure that they are happy with their overall experience at your facility or practice.
- He is a very dependable and trustworthy employee who is likely to fulfill his job responsibilities reliably and conscientiously. John will follow through on his commitments and do what he says he will do.
- He has an above-average level of emotional stability. He can handle most types of job stress and pressure without lowering his performance effectiveness. He will usually deal with work crises in a calm, level-headed manner.
- He can identify closely with the feelings and concerns of other people. John has a high level of empathy which enables him to understand and relate to the people he works with. He is likely to be perceived by customers as someone who is very insightful, sympathetic, and helpful.
- He will communicate with others as needed while also concentrating on his own tasks and duties. He is generally cordial and pleasant, but not socially distractible.
- John presents himself in an accurate, consistent manner. He does not try to put on a false front or manipulate the image he presents to other people. Others who work with John are likely to perceive him as highly sincere and genuine.
- John appears to have a high level of integrity and code of ethics. He is not one to lie, deceive, cheat, or engage in questionable or improper job behavior. He will consistently adhere to company rules and policies.
- Strongly motivated by the inherent enjoyment of the everyday work experience, John will enjoy coming to work everyday if the tasks and environment fit his preferences. He consistently looks for meaningful assignments and tasks.
- He enjoys being a caregiver and service provider to others. Seeing that other people's needs are met provides a great deal of personal satisfaction to him and helps him feel like a worthwhile person. Dealing with especially difficult situations is particularly rewarding to him because it calls on his strength .
- Characteristically open to new ways of doing things, he is receptive to most forms of organizational change and innovation. John is motivated by opportunities to learn new job-related knowledge, skills, and abilities.

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- John often expects favorable outcomes in the future, both for himself and other people. Being fairly optimistic, he tries to look for the best in others and on the bright side of most situations. John seldom feels discouraged when confronted with obstacles or setbacks on his job.
- John likes a balance of independent and interdependent work. He can work closely with others, but he can also switch gears and function well on his own.
- His work drive is average. He usually works hard enough to meet the demands of his job and to fit into the norms of the group in terms of trying to meet goals in a reasonable and timely manner.

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### **Developmental Concerns:**

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- When sensitive issues arise that require bringing competing viewpoints to the table and hash out a reasonable solution, he will put off that type of discussion because he prefers to minimize conflict and preserve harmony. When he is in discussions with others, he will frequently side with the majority so that he does not have to defend a different perspective.
- 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.
- 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.
- In job situations calling for good social skills, he could be somewhat more sociable, gregarious, and outgoing on his job. He may need to communicate more frequently and effectively at times.
- John could improve his interpersonal effectiveness by adjusting his approach to fit his audience and situation. He could gear his presentations and statements more toward the person he is trying to influence.
- He could more actively cooperate and collaborate with other employees. There may be times when John places too much emphasis on individual contribution rather than group accomplishment.
- At times, he may need to be more willing to extend himself when long hours or an irregular work schedule are required. He may be reluctant to make any personal sacrifices for his job.

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## 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?

### 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?]

### 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.)

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## IMPRESSION MANAGEMENT

- In what ways (if any) do you adjust the way you present yourself to the particular customer you are calling on?
- Describe your techniques for building rapport with coworkers and customers.
- Talk about the ways you tailor yourself and your presentations to fit the needs, resources, and interest levels of the people you are interacting with.

## 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.

## 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?