



Child Care Worker I Assessment Report

Candidate:
Jane Sampleuser

Date:
02/28/2020

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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			◆		
Assertiveness		◆			
Attitudes Toward Child Management					◆
Avoidance of Violence					◆
Conscientiousness	◆				
Customer Service / Responsiveness				◆	
Emotional Stability / Resilience				◆	
Empathy					◆
Extroversion		◆			
Integrity			◆		
Long Tenure Potential				◆	
Optimism/Enthusiasm				◆	
Orderliness	◆				
Teamwork					◆
Work Drive	◆				

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Personality Assessment

Strengths:

- For the most part, she is agreeable and easygoing at work. Jane will usually avoid disagreements, conflict, and arguments with other people.
- Jane is generally willing to go along with the wishes of other people. She is comfortable following the lead of others and will usually defer to those who are more assertive than she is.
- Jane places a high value on the needs and concerns of children. She enjoys interacting with them and does not lose her patience easily. Jane looks for opportunities to help children learn from their behaviors and should be a good role model for them.
- Jane places a high value on the needs and concerns of children. She enjoys interacting with them and does not lose her patience easily. Joanne looks for opportunities to help children learn from their behaviors and should be a good role model for them.
- She is unlikely to behave in a violent or aggressive manner toward others. Despite being provoked, Jane does not use physical or verbally aggressive means to solve problems.
- Believing that aggression is an inappropriate way to handle problems, Jane is very unlikely to act in a verbally or physically hostile manner toward other people. When faced with a provocative situation, she finds a way to deal with things without resorting to inappropriate actions.
- Jane functions effectively in unstructured work situations where the answers to problems and guidelines for behavior are not clearly defined. She is confident in her own judgment about how best to perform job tasks and achieve work goals.
- Jane tries to meet customers' needs and requests in a timely, personalized manner. She sets a good example for subordinates by focusing on activities that lead to customer satisfaction.
- She has an above-average level of emotional stability. Jane should be able to handle effectively the stressors associated with this job and not let problems or crises cause undue anxiety or worry.
- She is very attuned to other people's behavior and pays a lot of attention to their feelings and emotional states. Jane is likely to be perceived by the people she works with as someone who is empathetic and considerate. When they have problems, she will make herself available to assist them.
- Jane is fairly introverted in her interpersonal style. She will usually have good concentration for her work and does not mind working quietly on the tasks at hand.
- She usually prefers to form an attachment to one company, reducing her likelihood of leaving for another job elsewhere. When problems arise at work, Jane is inclined to tough them out rather than quit in frustration.
- She is upbeat and optimistic most of the time. Jane tends to look for the best in the people she works with and the situations she works in. When faced with problems on the job, Joanne usually stays positive and perseveres to overcome them.

Child Care Worker I Assessment Report

Candidate: Jane Sampleuser

Date: February 28, 2020

- Jane is very supportive of organizational goals for teamwork and cooperation. She will contribute to and reinforce cohesiveness and interdependence in her work group.

Child Care Worker I Assessment Report

Candidate: Jane Sampleuser

Date: February 28, 2020

Developmental Concerns:

- At times, Jane can be hard to get along with. She could make more of an effort to be consistently agreeable and pleasant in her job-based interactions.
- Jane may occasionally find it difficult to stand up to more strong-willed people, interpersonal conflict, or other types of problems. She may tend to back off too easily from situations that she should confront.
- Jane is prone to doing things her own way without sufficient regard for timelines, standard operating procedures, or the expectations of others. She may, at times, fail to perform her work in a conscientious, dependable manner.
- Jane can sometimes become too emotionally involved with other people. This can compromise her objectivity when making decisions which affect them. Also, her reflexive attempts to help others may sometimes be perceived as invasive or inappropriate.
- Jane may sometimes fail to share her ideas and opinions readily or fully enough with coworkers. She could be more sociable, expressive, and outgoing in the workplace.
- Jane registered an average integrity score. Although this is not an objectionable score, you might want to make sure that she is well trained on company rules and policies and that she understands the consequences for unethical behavior on the job.
- She could organize her work more tightly and be more systematic in how she processes tasks. Unless you help her find a structured way to handle large volume tasks, she will likely be very inefficient.
- Jane has a low work drive and is not one to willingly work long hours or an irregular schedule. She may balk at or be demotivated by any job demands that she sees as cutting into what she is entitled to in terms of her personal or family life.

Child Care Worker I Assessment Report

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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?

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.

Child Care Worker I Assessment Report

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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.)

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 that 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.
- 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?

ORDERLINESS

- All of us learn from our errors and mistakes. Tell me about the most recent error or mistake you learned from. [Probes: What was the error or mistake? What did you learn from it? What did you do to prevent it from happening again?]
- Tell me about a time when your organizational skills paid off and helped solve or prevent a problem at work.

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- Sooner or later all employees have to make some trade-offs between working quickly and doing a sufficient quantity of work versus working precisely and doing work of the highest quality . Tell me about an occasion at work when you traded off quality for quantity or when time constraints forced you to compromise on thoroughness or attention to detail. [Probe: How did you feel about having to make such a trade-off?]
- Describe the most significant thing you have done to help yourself become better organized on your job.

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?

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