



**Claims Adjuster - Core+  
Assessment Report**

**Candidate:  
John SamplePerson**

**Date:  
02/13/2026**

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Username: RESOPDPKP0001  
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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		◆			
COMPETITIVENESS			◆		
CONSCIENTIOUSNESS				◆	
CUSTOMER SERVICE ORIENTATION			◆		
EMOTIONAL STABILITY			◆		
EMPATHY / INTERPERSONAL SENSITIVITY				◆	
EXTRINSIC MOTIVATION		◆			
EXTROVERSION	◆				
INTEGRITY			◆		
OPENNESS		◆			
OPTIMISM			◆		
TEAMWORK		◆			
WORK DRIVE			◆		

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## GENERAL COGNITIVE APTITUDE ASSESSMENT

### OVERALL GENERAL COGNITIVE SCORE



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 **80-89%**ile range. His individual aptitude levels are:

Abstract Reasoning	Top 10%ile
Numeric Reasoning	80-89%ile
Verbal Reasoning	60-69%ile

John registers as having a high level of general cognitive aptitude. He can learn new information readily, solve most complex problems, and handle a heavy information-processing load on this job.

### Score Breakdown by Question Type (44 total questions)

<p><b>ABSTRACT REASONING</b>—Demonstrates ability to make sense of conceptual information, reason abstractly and determine patterns and relationships among symbolic stimuli: Candidate scored <b>11 correct out of 14</b> possible questions or 79% correct.</p>
<p><b>NUMERIC REASONING</b>—Demonstrates ability to logically analyze numerical information, reason with numbers and make inferences about quantitative relationships: Candidate scored <b>12 correct out of 13</b> possible questions or 92% correct.</p>
<p><b>VERBAL REASONING</b>—Demonstrates ability to to comprehend English vocabulary, reason with verbally-based information, and draw conclusions based on complex verbal stimuli: Candidate scored <b>9 correct out of 17</b> possible questions or 53% correct.</p>

### General Cognitive 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 General Cognitive Aptitude Score** is an average of the standardized scores for the three separate aptitude tests given to this candidate.

The lower the 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 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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## NARRATIVE RESPONSES PROVIDED BY THIS CANDIDATE

In reading through the candidate's responses, you should look for general themes that reflect the person's attitudes, values, and beliefs about work. Insights can help you generate probing interview questions. From another perspective, the way in which candidate responses are constructed demonstrate sophistication of communication skills.

Career Growth	Mr. Sampleperson's Responses
<i>My career goal for five years from now...</i>	NA
<i>To better myself I...</i>	NA
<i>Working with coworkers who do not know as much as I do...</i>	NA
<i>If I feel underutilized in my job...</i>	NA
<i>To get ahead in most companies you have to...</i>	NA
<i>I sometimes felt my career advancement was limited by...</i>	NA
<i>My ideal job would be...</i>	NA
Conscientiousness	Mr. Sampleperson's Responses
<i>Responsibility at work...</i>	NA
<i>Most of the official rules at work...</i>	NA
<i>I get annoyed at work when...</i>	NA
<i>Sometimes employers can place too much emphasis on...</i>	NA
<i>When I make a mistake and someone criticizes me for it, I...</i>	NA
Customer Service	Mr. Sampleperson's Responses
<i>My approach to customer service is...</i>	NA
<i>Dealing with difficult customers...</i>	NA
<i>What customers really want from me is...</i>	NA
<i>When I am training a new staff on customer service, I emphasize...</i>	NA
<i>I am least effective with certain customers who...</i>	NA
<i>Compared to other types of job tasks I enjoy, customer service is...</i>	NA
Demotivators	Mr. Sampleperson's Responses
<i>What annoys most workers...</i>	NA
<i>I would quit my job if...</i>	NA
<i>At work I feel tense when...</i>	NA
<i>I don't like to work with people who...</i>	NA
<i>My work performance suffers when...</i>	NA
<i>I would really dislike a supervisor who...</i>	NA

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<b>Job Satisfaction</b>	<b>Mr. Sampleperson's Responses</b>
<i>The kind of assignment I like best is...</i>	NA
<i>I enjoy working with people who...</i>	NA
<i>I would turn down a job if...</i>	NA
<i>The best way to get ahead in an organization...</i>	NA
<i>The most fulfilling job I had...</i>	NA
<i>My greatest satisfaction in a job...</i>	NA
<i>A boss deserves loyalty if...</i>	NA
<i>What I want most from a job is...</i>	NA
<i>The best type of supervisor for me would be someone who...</i>	NA
<i>Working closely with other people...</i>	NA

<b>Teamwork</b>	<b>Mr. Sampleperson's Responses</b>
<i>To me, being a good team player means...</i>	NA
<i>I enjoy teamwork when...</i>	NA
<i>The optimal split between team and independent work is...</i>	NA
<i>Most team meetings are...</i>	NA
<i>My experiences with being on a team...</i>	NA
<i>In most companies, teams are...</i>	NA

<b>Work Drive</b>	<b>Mr. Sampleperson's Responses</b>
<i>Taking on additional responsibilities in my job if ...</i>	NA
<i>Working long hours every week...</i>	NA
<i>It's hard to do good work when...</i>	NA
<i>When my suggestions at work are turned down I...</i>	NA
<i>Having to work on the weekend...</i>	NA
<i>Overnight travel...</i>	NA

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## PERSONALITY TRAIT INTERPRETATION

### **Strengths:**

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- John usually gets along smoothly with the people he works with. Unless John has to work with someone he particularly dislikes, he will interact with others in an agreeable manner.
- He is not aggressive, contentious, or overbearing in his interactions with other people. He is fairly respectful and deferential.
- In some situations, John is competitively driven and motivated to outperform others in similar jobs. However, when this happens, he tends to compete in a congenial manner rather than trying to "beat" everyone else.
- He is trustworthy and reliable in the way he performs his job. He tends to fulfill his work commitments in a reliable manner others can count on. He is also usually methodical and organized in the way he approaches and carries out tasks and assignments.
- He usually presents himself as stable and in control of his emotions. John can handle most normal forms of job stress without lowering his job effectiveness.
- John is a fair-minded person who has the ability to understand the concerns and preferences of others without being overly emotionally influenced when decision-making. The people he works with are likely to respect him for the ability to be fairly sensitive to their concerns and yet reasonably objective in his conclusions and decisions.
- For John, the nature of his job, including variety, challenge, responsibility, freedom, and relationships with customers are somewhat more important for him than just making a lot of money or achieving high status. You do not have to motivate John with promises of high commissions or bonuses as long as the personal, intrinsic job satisfactions are high.
- John is quiet and introverted, not needing much social contact. He focuses his attention on what needs to be done and can immerse himself in his work.
- John scores as average in terms of being honest and rule-following. He will usually adhere to company norms, values, and policies on his job.
- John usually prefers to rely on what he already knows rather than having to learn new ways of doing things on his job. He is supportive of custom, convention, and established ways of doing things in the workplace.
- John tends to be on the lookout for people who are trying to lie, deceive, or manipulate, which will make it difficult for employees to make excuses for sub-standard work or cover up performance deficits. John is usually vigilant in looking for potential problems in the workplace and quick to spot the downside of proposed projects.
- He values independence and autonomy. He usually expects employees to work in a self-reliant manner to achieve work goals.

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- His work drive is in the average range. Though not a workaholic, John usually invests sufficient effort into his job to meet its demands. As a manager, John will have reasonable expectations about the effort levels of subordinates.

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## **Developmental Concerns:**

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- He can sometimes be unpleasant or difficult to deal with when interacting with other people . John may need some feedback about being more consistently pleasant and congenial in his interactions with coworkers.
- He may occasionally find it difficult to stand up to more strong-willed people, interpersonal conflict, or other types of problems. He may tend to back off too easily from situations that he should confront .
- He could place slightly more emphasis on customer service in his work. John could be more attuned to customer requests, concerns, and needs.
- John may have trouble coping with extensive or intensive job stress. He may not bear up as well under heavy pressure as many others who hold this job. Co-workers may perceive him as being too sensitive or reactive in some work situations.
- John can be seen by other employees as impersonal, reserved, or distant. The communication climate in his work could be improved. Rather than taking the initiative to develop relationships with other people, John may wait for them to approach him. Interactions with subordinates may be sparse and incomplete, which can be a disadvantage to the employees who report to him.
- John registered an average score on the integrity measure. Although this is not an unacceptable score, he should be given a careful orientation to company rules and policies, including a thorough explanation of how ambiguous situations are to be handled so as to maintain honest, ethical business practices. John also needs to understand the company's commitment to integrity and the consequences for improper behavior.
- John can sometimes be set in his ways, which could limit his ability to benefit from innovation and change efforts in the workplace. He could be more open to new ideas and ways of doing things in his job as well as opportunities for professional growth and development. As a manager, John could also do more to improve the knowledge, skills, and abilities of the people who report to him.
- He may sometimes be too pessimistic and inclined to look for negative outcomes so that he misses the positive potential in new ideas, proposals, and plans. As a manager, John can occasionally be too skeptical or prone to find fault with subordinates. They may feel that he does not encourage them to do their best or inspire them to reach their full potential.
- He is not very team oriented. He may place too much emphasis on the individual contributions of subordinates to the detriment of group cohesion and accomplishment. It is unlikely that he will coordinate much with other managers.
- John does not have a high work drive. He sometimes needs to step up his work intensity and invest more time and energy into his job, especially during highly demanding situations.

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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?

### 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.

### 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.

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- 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

- 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.

## EXTRINSIC MOTIVATION

- Describe your earnings goals for the next five years.
- Tell me which what factors define success for you in a job.
- Describe how your feelings of self-worth are affected by how much money you make.
- Describe the kind of lifestyle you want to achieve.

## 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?

## OPENNESS

- Describe the most recent new job-related method, procedure, or technique you learned and how you felt about learning it. [Probe for when and how often this occurred.]

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- Tell me about a time when you recommended or implemented a better way of doing things at work.
- Describe a situation where you felt that continuing demands to do new things on your job lowered your overall productivity or efficiency.
- Describe your plans (if any) for continued education, job-related training, or professional development you have for the coming year.

## OPTIMISM

- Sometimes it helps to prepare for the worst and try to anticipate potential problems at work. Describe a time when your concerns about possible future problems were justified.
- What would you say to a coworker whom you felt was being naïve or gullible about some new job they were considering? If asked, what advice would you give?
- How do you personally guard against unrealistically high expectations at work or being blindsided by unanticipated problems?

## TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.
- Tell me about a time when you needed to work collaboratively with another department or group to achieve a common goal.
- It is hard for some people to work independently. Describe how easy or difficult it is for you to work independently or carry out assignments where you don't consult with others.
- Give some examples of ways that too much emphasis on teamwork in a company can lead to lowered effort by individual employees or a loss of individual initiative.

## 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?