



Dispatcher - 30 Assessment Report

Candidate:
John SamplePerson

Date:
04/30/2025

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Date: April 30, 2025

Username: RESOHAFM0001
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
ASSERTIVENESS			◆		
CONSCIENTIOUSNESS / DEPENDABILITY				◆	
CUSTOMER SERVICE / RESPONSIVENESS			◆		
EMOTIONAL STABILITY / RESILIENCE				◆	
INTEGRITY				◆	
OPTIMISM / ENTHUSIASM			◆		
SELF-CONFIDENCE				◆	
TEAMWORK ORIENTATION				◆	
WORK DRIVE				◆	

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APTITUDE SCORES: Reported as Percentile

Aptitude Assessment

Aptitude Assessment					Percentile Range					
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
General Reasoning									X	

General Reasoning Score Breakdown by Question Type

GENERAL KNOWLEDGE/LOGIC —Demonstrates knowledge of commonly known facts and problem-solving ability. Candidate scored 7 correct out of 11 possible questions.
MATH —Demonstrates knowledge of basic arithmetic operations and an ability to solve short word problems. Candidate scored 5 correct out of 13 possible questions.
REASONING —Demonstrates ability to solve numeric, verbal, and spatial reasoning problems. Candidate scored 7 correct out of 13 possible questions.
VOCABULARY/CLERICAL —Demonstrates grammar and spelling knowledge and an ability to see differences in strings of alphanumeric characters. Candidate scored 7 correct out of 13 possible questions.

Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

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:

- He is assertive, but by no means aggressive or oppositional. He will make requests of others in a low-key, non-invasive manner.
- Usually a person who keeps his word and does what he says he will do, when he says he will do it, he also shows a fair amount of discretion in how he meets his commitments and when he does so.
- His level of emotional stability is in the average range. Most types of work pressure and strain will not be a problem for him. He is generally stable and well-adjusted.
- John scores as having an above-average level of integrity. He is unlikely to lie, deceive, cheat, or engage in questionable or improper job behavior.
- Mid-range in the trait of Optimism, he is not one to judge others in advance of observing their behavior and performance. He takes people at their word until facts persuade him otherwise.
- 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.
- Above-average in work drive, he usually works hard and does what it takes. He will typically be willing to put in overtime or work long hours to meet the demands of his job.

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Developmental Concerns:

- He could be more assertive in some situations. He could also be more inclined to bring his influence to bear on other people and to address problems directly.
- Perhaps not as consistently conscientious and dependable as others who hold this job, he may need to perform job tasks, duties, and assignments in a more reliable manner that others can consistently count on.
- John's commitment to customer service could be further developed. He could do more, at times, to sense customers' preferences, address their concerns promptly, and ensure their satisfaction.
- 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 could be more inclined to work cooperatively with other employees. He could do more to contribute to work group cohesion and interdependence.

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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?

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.

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.

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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.

SELF CONFIDENCE

- Describe a situation at work where you were unsure of yourself. How often does this happen?
- What sort of things cause you to feel lack of confidence? What did you do about it? What has the outcome been?

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 a lowered effort by individual employees or a loss of individual initiative .