



Hearing Care Specialist Assessment Report

Candidate:
John SamplePerson

Date:
01/05/2026

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Username: RESOJFFDJ0001
 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			◆		
EMOTIONAL STABILITY / RESILIENCE			◆		
EMPATHY				◆	
EXTROVERSION				◆	
INTEGRITY				◆	
INTRINSIC MOTIVATION					◆
LONG TENURE POTENTIAL				◆	
OPENNESS		◆			
OPTIMISM/ENTHUSIASM			◆		
RESPONSIVE SERVICE					◆
SELLING CONFIDENCE	◆				
TEAMWORK				◆	
WORK DRIVE			◆		

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APTITUDE SCORES: Reported as Percentile

	PERCENTILE RANGE									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
Abstract Reasoning						X				
Mechanical Reasoning			X							
Numeric Reasoning					X					
Verbal Reasoning						X				
Overall Cognitive Aptitude						X				

Aptitude Raw Scores

	Total Correct	Total Attempted	Total Questions
Abstract Reasoning	5	14	14
Mechanical Reasoning	26	29	68
Numeric Reasoning	7	13	13
Verbal Reasoning	6	17	17

Score Interpretation Guidelines

The aptitude scores in the table above reflect percentile rankings -- not percent correct. For example, if a person scores 80-89%ile on a test, 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. So, higher scores are better than lower scores.

Lower Overall Cognitive Aptitude scores predict that the candidate will have difficulty solving new or complex problems. They generally prefer duties that require specific responses rather than those requiring insightful solutions. For example, if they are experienced in their occupation, they may be able to perform well practiced tasks adequately but may have difficulty learning unfamiliar things. As such, they may need additional training time and more support from supervisors.

Higher Overall Cognitive Aptitude scores predict that the candidate will learn quickly, pick up information on their own without needing to be trained, handle a large information load easily, make decisions efficiently, and show a great deal of insight into solving 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>	...
<i>To better myself I...</i>	...
<i>Working with coworkers who do not know as much as I do...</i>	...
<i>If I feel underutilized in my job...</i>	...
<i>To get ahead in most companies you have to...</i>	...
<i>I sometimes felt my career advancement was limited by...</i>	...
<i>My ideal job would be...</i>	...
Conscientiousness	Mr. Sampleperson's Responses
<i>Responsibility at work...</i>	...
<i>Most of the official rules at work...</i>	...
<i>I get annoyed at work when...</i>	...
<i>Sometimes employers can place too much emphasis on...</i>	...
<i>When I make a mistake and someone criticizes me for it, I...</i>	...
Customer Service	Mr. Sampleperson's Responses
<i>My approach to customer service is...</i>	...
<i>Dealing with difficult customers...</i>	...
<i>What customers really want from me is...</i>	...
<i>When I am training a new staff on customer service, I emphasize...</i>	...
<i>I am least effective with certain customers who...</i>	...
<i>Compared to other types of job tasks I enjoy, customer service is...</i>	...
Demotivators	Mr. Sampleperson's Responses
<i>What annoys most workers...</i>	...
<i>I would quit my job if...</i>	...
<i>At work I feel tense when...</i>	...
<i>I don't like to work with people who...</i>	...
<i>My work performance suffers when...</i>	...
<i>I would really dislike a supervisor who...</i>	...
Job Satisfaction	Mr. Sampleperson's Responses

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

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

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

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PERSONALITY TRAIT INTERPRETATION

Strengths:

- 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 can usually assert himself when he feels it acceptable and worthwhile to do so. However, he is not stubborn or aggressive, and makes requests of others in a low-key manner.
- Normally reliable and conscientious in the way he performs his job, he does sometimes use a fair amount of personal discretion and judgment in deciding how he will meet his obligations and duties.
- Moderately well-adjusted and stable, he can handle most everyday forms of job hassles and stressors without losing his composure.
- He is fairly attuned to the feelings and emotional states of other people. John is likely to be perceived by most people he works with as someone who is empathetic and considerate. He will usually make himself available to assist them with problems they are having.
- He is typically cordial, friendly, and expressive. On the job, he will usually be an effective communicator who facilitates interactions among people in his workgroup.
- John registers as having a sound level of integrity and honesty. He is unlikely to do things that others would consider to be improper, immoral, or dishonest.
- Intrinsic rewards such as personal enjoyment of his tasks are much more appealing to John than extrinsic features of a job such as bonuses, job status, etc. He is drawn to jobs that he finds interesting and meaningful.
- He usually prefers to form an attachment to one company, reducing his likelihood of leaving for another job elsewhere. When problems arise at work, John is inclined to tough them out rather than quit in frustration.
- Placing a fairly high value on tried-and-true methods and current ways of doing things at work, if change is asked for, he will need explanation and justification before altering his behavior. He will gravitate toward tasks and assignments that he has done before.
- He is generally optimistic about most future possibilities and contingencies. However, he is also somewhat wary about what can go wrong.
- John is highly committed to providing responsive, courteous service to customers. He tries to anticipate, meet, and follow-through on customer concerns and requests.
- John values teamwork and interdependence in his work group. He will work with others in a collaborative, mutually supportive manner.
- 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:

- In trying to handle situations that are particularly upsetting or aggravating, he can sometimes be disagreeable or harsh in how he comes across to others. John might benefit from feedback on maintaining consistently positive relationships with others on the job.
- 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.
- At times, he could do his job in a more conscientious manner that inspires greater confidence in coworkers of his stated intentions and commitments. He could be somewhat more reliable in his work habits.
- In high pressure work situations, he may have some difficulty managing his emotions. He may not be able to handle a lot of stress on this job, particularly on a prolonged basis.
- John may sometimes have difficulty viewing other people in an accurate, objective manner. His judgment may occasionally be clouded by his own feelings and his identification with the feelings of other people. Moreover, John may give a little too much weight to the perceived emotions of other people when making decisions.
- Below average in the trait of Openness to New Experience, he may, at times, be too stuck in a rut or set in his ways. He could be more open to organizational innovation and change as well as opportunities for professional development.
- John's selling confidence is low. He worries about his ability to sell and has doubts about his personal effectiveness as a salesman. John may fail to project assurance to others in sales situations, which could lose some potential customers.
- 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?

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.

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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.

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.

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.]
- 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.

SELLING CONFIDENCE

- Describe your typical frame of mind or mindset when cold-calling.
- Tell me how you deal with the loss of a big sale you were expecting to get.
- How does customer resistance affect your confidence about making a sale?

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?

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- 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?