



**Patient Care Consultant
Assessment Report**

**Candidate:
John SamplePerson**

**Date:
01/05/2026**

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www.resourceassociates.com

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 Date: January 05, 2026

Username: RESOSBVBA0002
 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	◆		◆		
TOUGH MINDEDNESS	◆				
WORK DRIVE			◆		

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APTITUDE SCORES: Reported as Percent Correct

TEST	PERCENT CORRECT SCORE	This score is considered to be:
Basic Math Skills - Arithmetic	100% Correct	High Score
Grammar & Spelling Test	80% Correct	Above Average

Score Interpretation Guidelines

Scoring is based on a "percent correct" calculation: the total number of correct answers divided by total number of questions on the test. The candidate has ample time to complete each question, so it is possible to achieve 100%.

Lower % scores suggest the candidate will make a higher number of errors on the job. Their basic skills in this topic area are probably lacking. If hired, you need to consider on-the-job training in this topic area.

Higher % scores suggest the candidate is less likely to make mistakes of this type on the job. Their skills are adequate to excellent. They can probably improve accuracy as they practice tasks on the job-especially if given feedback.

0% to 50% correct	51% to 70% correct	71% to 85% correct	86% to 100% correct
Low Score (D+ to Failing) "Unsatisfactory"	Below Average (C+ to C-) "Satisfactory"	Above Average (B+ to B-) "Good"	High Score (A to A-) "Excellent"

Most companies are simply trying to weed out candidates who would have the most trouble handling job tasks of this nature. If that is the case, think about what is the lowest "Percent Correct" score you will tolerate. If errors are not particularly costly to your operations, then you may be able to accept candidates who score in the Below Average or "Satisfactory" range. Conversely, if errors of this nature cause very serious problems in your company, then you should only hire people who score in the High category, or "Excellent" range. Companies looking to improve the overall quality of their workforce should target candidates scoring in the upper end of Below Average or higher ranges.

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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			
Numeric Reasoning							X			
Perceptual Speed And Accuracy								X		
Verbal Reasoning						X				
Overall Cognitive Aptitude								X		

Explanation of Aptitude Scores In This Table:

The aptitude scores in this table 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. So, higher scores are better than lower scores.

The **Overall Cognitive Aptitude** is an average score (an average for the standardized scores) for all of the separate aptitude tests 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 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 .
- He is fairly accommodating and deferential. He will usually go along with the preferences and requests of other people, particularly those in a leadership position.
- Consistently dependable and conscientious in the way he works, he will follow through on his commitments and do what he says he will do.
- A fairly resilient person who has good control over his emotions , he can weather most forms of job hassles, stress, and pressure. He usually keeps his composure when dealing with work crises and emergencies.
- He is very attuned to other people's behavior and pays a lot of attention to their feelings and emotional states. John is likely to be perceived by the people he works with as someone who is empathetic and considerate. When they have problems, he will make himself available to assist them.
- He is fairly introverted in his interpersonal style. He will usually have good concentration and does not mind working quietly on the tasks at hand.
- 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.
- John's potential for Long Tenure Potential is above-average. He prefers to work at one company for a fairly long time rather than have a series of jobs. Assuming things go very well for John on this job, he is unlikely to search for another job elsewhere anytime soon.
- Average in the trait of Openness to New Experience, he is generally receptive to innovation and change in the workplace. Still, he is fairly committed to the status quo and needs some motivation and rationale before trying out new ideas on the job.
- Often emphasizing what is good and promising when appraising current situations as well as future possibilities, he is usually upbeat and tries to accentuate the positive in his work situations. He will usually keep a positive frame of mind when confronted with job setbacks and obstacles.
- John emphasizes customer service and satisfaction in his work. He typically addresses the concerns and preferences of customers in a prompt, responsive manner.
- John is prone to work independently and self-sufficiently. He will be most successful working on assignments where he can work autonomously, without having to rely on other people.

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- Especially empathetic and tuned into the feelings and emotional states of the people he works with; he tries to take into account their concerns and sensitivities when drawing conclusions and choosing a course of action. He will be able to identify signs and symptoms of morale problems in the workforce.
- His work drive registers as being about average. Generally, he works hard enough to meet most job demands while also achieving a satisfactory work-life balance.

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Developmental Concerns:

- If conflict arises in his area of responsibility, he will try to quickly get it smoothed over. People will find that he does not like to deal with disagreements so issues are likely to remain unresolved. And, in discussions with others, he will tend to give bland and neutral comments, or side with the majority, during heated debates.
- 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.
- It may be hard for John to critically evaluate information about other people and to make objective decisions which affect them. He may need to put more psychological distance between himself and other people at times. John can so strongly identify with the emotional experience of his customers or clients that he can confuse their feelings with his own.
- He could communicate more frequently and effectively with other people. He may need to be more outgoing, expressive, and ready to share information with other employees.
- Though neither rigid nor set in his ways, he could sometimes be more receptive to change and innovation in the workplace. He could be more willing to try new procedures and practices on his job.
- His self-confidence as a salesman is low. John stewes and broods about things more than most people who sell. He can get hung up on doubts about his selling ability and not be decisive or efficient enough in sales situations.
- John may place too much emphasis on independence and autonomy to the extent that group unity and cohesion suffer. He could do much more to support teamwork and cooperation.
- Highly sensitive, it may be hard for him to critically and objectively appraise situations, problems, and people. He may be easily hurt by negative feedback, rejection, criticism, or disapproval. He may need to toughen up and develop more of a thick skin if he is to function comfortably in some work settings.
- At times, he may need to invest more time and effort into his work. Long-term job success and organizational advancement may require John to extend himself more to meet pressing or heavy job demands.

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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?]

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.

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- Tell me about a time when you effectively negotiated with upper management to get them to accept your recommendation over the recommendations of others.

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 you have made where the audience was not particularly interested in the topic. What did you do? What were the results?

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.

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?

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.

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- 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 .

TOUGH-TENDER-MINDED

- Describe a time when you made an important decision based primarily on an objective analysis of facts and data. (Compare the candidate's answer to this question with answers to the next question in terms of level of detail and enthusiasm.)
- Describe a time when you made an important decision based on your personal feelings, values, and intuition.
- Describe a situation where you dealt with an employee (or peer) who was consistently negative in meetings or when interacting with other employees. What did you do? What were the results?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result?

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?