



Scheduler - Core Assessment Report

Candidate:
John SamplePerson

Date:
02/18/2026

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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		◆			
COMPANY LOYALTY				◆	
CUSTOMER SERVICE / RESPONSIVENESS			◆		
DEPENDABILITY	◆				
EMOTIONAL STABILITY / RESILIENCE			◆		
FLEXIBILITY / OPENNESS			◆		
INTEGRITY			◆		
MANAGERIAL HUMAN RELATIONS				◆	
OPTIMISM/ENTHUSIASM			◆		
SELF-CONFIDENCE			◆		
TASK STRUCTURING			◆		
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 **50-59%ile** range. His individual aptitude levels are:

Abstract Reasoning	70-79%ile
Numeric Reasoning	60-69%ile
Verbal Reasoning	30-39%ile

John registers as having an average level of general cognitive aptitude. He should be able to manage most everyday assignments and tasks without difficulty. He should be a satisfactory general problem-solver and information processor in this job.

Score Breakdown by Question Type (44 total questions)

<p>ABSTRACT REASONING—Demonstrates ability to make sense of conceptual information, reason abstractly and determine patterns and relationships among symbolic stimuli: Candidate scored 8 correct out of 14 possible questions or 57% correct.</p>
<p>NUMERIC REASONING—Demonstrates ability to logically analyze numerical information, reason with numbers and make inferences about quantitative relationships: Candidate scored 10 correct out of 13 possible questions or 77% correct.</p>
<p>VERBAL REASONING—Demonstrates ability to to comprehend English vocabulary, reason with verbally-based information, and draw conclusions based on complex verbal stimuli: Candidate scored 5 correct out of 17 possible questions or 29% 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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PERSONALITY TRAIT INTERPRETATION

Strengths:

- He is fairly kindhearted, agreeable, and accommodating. John will not ordinarily be disruptive in group settings and will tend to avoid conflict. He is typically generous and giving of his time and attention.
- He is concerned with pleasing other people and getting along with the people he works with. John is usually unselfish and willing to give in to other people to preserve harmony and goodwill.
- With a below average level of assertiveness, he is generally willing to go along with the wishes of other people. He is comfortable following the lead of others and will usually defer to those who are more assertive than he is.
- When a new policy is announced in the company, John usually accepts it as the right thing to do for everyone concerned. With few exceptions, he is prepared to accept the company mission as his own and to believe his efforts on the job are valued. He will try to counter negative attitudes among others in the workforce.
- Moderately well-adjusted and stable, he can handle most everyday forms of job hassles and stressors without losing his composure.
- Like the average employee, John will consider new ideas and ways of doing things on his job, but he needs to be convinced of their usefulness before making a change.
- This candidate registers as having good human relations skills. He is usually considerate of the feelings of subordinates and responsive to their concerns. He usually listens well and tries to be understanding when they have problems.
- Guardedly optimistic in his approach to work, he not only will look for positive qualities in most situations and people, but he also has a healthy amount of skepticism.
- He provides a moderate degree of structure and oversight for his subordinates. However, he also delegates as needed and allows his subordinates some latitude in how they perform their work.
- John is balanced with respect to teamwork versus individual contributor roles. He can alternate between working closely with others and working independently.
- 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:

- Generally lacking in assertiveness, he may be too reticent and threat-sensitive to be effective in some situations. He may be slow to offer opinions, engage in healthy debate of different ideas, or openly address difficult interpersonal situations.
- He could strengthen his customer service orientation. John may need to be more responsive to the needs and preferences of customers in his area of responsibility.
- John is not highly dependable and reliable. He could do a better job of following through on his commitments and doing what he says he will do for customers and his employer.
- 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.
- Though neither rigid nor set in his ways, John could be more receptive to change and innovation in the workplace. He could be more willing to try new procedures and practices on his job.
- John's score on the integrity dimension was in the average range. While this does not necessarily predict a future problem, it points to the need for a good on-the-job orientation and training about how to handle various situations, including "gray areas," in a manner that reflects the company's concern for integrity and rule adherence.
- He may, at times, need to be more of a hands-on manager and be more attuned to what is going on with his subordinates. He could be more regularly involved in such functions as goal-setting, performance monitoring, and giving contingent feedback to employees.
- John could place greater emphasis on group unity, cohesion, and a shared sense of purpose with his fellow employees. He may need to be encouraged to be more actively team-minded, especially in work settings where close cooperation and interdependence are required.
- Depending on job demands, he may sometimes need to be more willing to work longer hours and extend himself when required to meet goals and deadlines. He may need to put more time and effort into his work.

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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.

DEPENDABILITY

- Tell me about a time when you were unable to fulfill a promise to a customer. [Probes: What caused this? What were the outcomes? How did you feel about it?]
- What do you do when you are running late for an appointment with a potential customer?
- What do you do when the wrong product is shipped to one of your customers?

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.

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?

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?

STRUCTURED VERSUS PARTICIPATIVE MANAGERIAL STYLE

- Describe your approach as a manager of setting goals and objectives for the people who report to you.
- As a manager, tell me about your approach to monitor the performance and accomplishments of the people who report to you.
- Describe whether you empower the people who report to you to function independently, and if so, how.

TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.

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- 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 .

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?