



Security Guard Assessment Report

**Candidate:
John SamplePerson**

**Date:
02/26/2024**

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

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www.resourceassociates.com

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 Date: February 26, 2024

Username: RESOATBG0001
 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				◆	
AVOIDANCE OF VIOLENCE					◆
CONSCIENTIOUSNESS				◆	
CUSTOMER SERVICE / RESPONSIVENESS		◆			
DRUG USE POTENTIAL			◆		
EMOTIONAL STABILITY / RESILIENCE			◆		
INTEGRITY CONCERNING INTERNAL THEFT				◆	
INTERPERSONAL SENSITIVITY		◆			
INTRINSIC MOTIVATION				◆	
OPENNESS			◆		
OPTIMISM/ENTHUSIASM			◆		
TEAMWORK			◆		
WORK DRIVE				◆	

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APTITUDE ASSESSMENT

OVERALL COGNITIVE APTITUDE



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	50-59%ile
Numeric Reasoning	60-69%ile
Verbal Reasoning	50-59%ile

He falls in the average range with regard to general cognitive ability. He can solve most routine problems and should perform most mental tasks adequately. He will be a satisfactory, but not remarkable, cognitive performer in this job.

Score Breakdown by Question Type (44 total questions)

ABSTRACT REASONING—Demonstrates ability to make sense of conceptual information, reason abstractly and determine patterns and relationships among symbolic stimuli:

Candidate scored **6 correct out of 14** possible questions or 43% correct.

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.

VERBAL REASONING—Demonstrates ability to to comprehend English vocabulary, reason with verbally-based information, and draw conclusions based on complex verbal stimuli:

Candidate scored **7 correct out of 17** possible questions or 41% correct.

More About 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 Cognitive Aptitude** is an average score (an average for the standardized scores) for the separate aptitude tests given to this candidate.

The lower the Overall Cognitive Aptitude 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 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:

- John can usually assert himself and stand up to difficult situations. He can also seize the initiative, when needed, and bring his influence to bear in a variety of situations.
- Believing that aggression is an inappropriate way to handle problems, John is very unlikely to act in a verbally or physically hostile manner toward other people. When faced with a provocative situation, he finds a way to deal with things without resorting to inappropriate actions.
- He is trustworthy and reliable in the way he performs his job. John fulfills his work commitments in a reliable manner others can count on.
- He is usually stable and in control of his emotions. John can handle most normal forms of job stress without lowering his job effectiveness.
- John's moral values regarding right and wrong in the workplace are fairly strong. He is unlikely to take things from the workplace for personal use or condone graft that he sees going on around him.
- He is fairly analytical and reality-based in the way he appraises problems and draws conclusions. John will not give much credence to personal factors or feelings when making decisions.
- John derives satisfaction from enjoying a task, taking pride in a job well done and being challenged in his work. He is not one to constantly push for more money, especially if his job has intrinsic motivators to keep him energized and engaged.
- He is about average in terms of being open to change and innovation at work. While John will consider new ideas and ways of doing things on his job, he needs to be convinced of their usefulness before making a change.
- He is not one to judge others in advance of observing their behavior and performance. John takes people at their word until facts persuade him otherwise.
- John can work independently in the service of collective goals. He is comfortable with functioning in both team and individual contributor roles.
- John has a fairly strong work ethic. He is usually willing to put in long or irregular hours at work when needed. John is likely to put forth considerable effort to attain job goals.

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Developmental Concerns:

- He can occasionally come across to others as stubborn and argumentative. John could try to be more agreeable and pleasant in some of his transactions with coworkers and customers.
- John's customer service orientation is not high compared to most candidates for this job . If hired, his supervisor should encourage him to address customers' preferences and concerns more consistently . John could be more focused on trying to make customers highly satisfied.
- John may have difficulty keeping his emotions under control when subjected to high levels of job pressure and strain. He may become stressed out by factors that most employees in this job take in stride.
- John can sometimes be too tough-minded in situations where interpersonal sensitivity and empathy are called for. He could be more considerate of and attentive to the feelings and concerns of other people.
- John may find it difficult to engage in or benefit from some opportunities for growth and professional development, as he is not very open to new learning. He could be more receptive to opportunities to acquire new knowledge, skills, and abilities.
- He could more actively cooperate and collaborate with other employees. There may be times when John places too much emphasis on individual contribution rather than group accomplishment.

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INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. 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 when interviewing the candidate. You will probably want to customize these 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. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. 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?]

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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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.

INTERPERSONAL SENSITIVITY

- Tell me about a time when you were able to establish rapport with a “difficult” person.
- 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?