



**Technical Equipment Support
Representative Assessment
Report**

**Candidate:
Anthony Sampleuser**

**Date:
11/21/2020**

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The following pages represent a report based on the results of a psychological assessment. The profile presented 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 (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol : ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness		◆			
Conscientiousness			◆		
Customer Service Orientation			◆		
Emotional Stability/Resilience				◆	
Empathy	◆				
Long Tenure Potential				◆	
Openness				◆	
Optimism					◆
Self-Confidence			◆		
Work Drive			◆		

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Aptitude Assessment

	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			

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 Assessment

Strengths:

- Anthony is usually conscientious, rule-following, and reliable. He fulfills most commitments and expectations, though Anthony also makes up his own mind about when and in what order he will do so.
- Fairly durable, secure, and stress-resistant, Anthony can probably withstand the stresses of this job. Anthony tends to hold up well under most adverse and trying circumstances at work.
- He is very analytical and reality-based in the way he appraises problems and draws conclusions. Anthony will not give credence to personal factors or feelings when making decisions.
- He usually prefers to form an attachment to one company, reducing his likelihood of leaving for another job elsewhere. When problems arise at work, Anthony is inclined to tough them out rather than quit in frustration.
- He is ready to try new ways of doing things and to engage in innovation initiatives. Anthony will generally be energized by opportunities for on-the-job learning and professional development.
- Anthony is highly optimistic about work prospects and future contingencies. He looks for positive qualities in people and is not one to form negative preconceptions.
- Anthony has a modest work drive. He exerts effort to meet job demands and attain most goals, but not at the expense of compromising his nonwork life.

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Developmental Concerns:

- He can sometimes be argumentative or divisive in group settings. Anthony could try to be more pleasant and congenial in interactions on the job, especially in work environments where there is an emphasis on teamwork.
- Anthony may need to be more dutiful, reliable, and dependable in the way he fulfills job duties and expectations. He can sometimes act in ways that are too expedient, nonconforming, or idiosyncratic.
- He could place slightly more emphasis on customer service in his work. Anthony could be more attuned to customer requests, concerns, and needs. He could make their satisfaction a consistently higher priority on his job.
- He may sometimes come across as callous and unfeeling at times in his relations with customers. Anthony could try to develop more insight and empathy in his interactions with them. He may have trouble understanding the emotions and 'subjective' responses of other people.
- He can sometimes be unduly positive in his expectations concerning people and problematic situations. Anthony needs to temper his expectations a bit and be more realistic in what he expects.
- Because his work drive is modest, Anthony 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

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?

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?]

EMPATHY

- 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?

OPTIMISM

- Describe a situation where you were more optimistic than your coworkers or boss about the feasibility of a project or deadline. Was it justified? How did others respond to your initial high level of confidence?

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- Tell me about a time when you had unduly high expectations about a project or problem at work and did not adequately estimate the difficulty level or prepare for possible difficulties that arose .

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?

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