



Technical Support Representative Assessment Report

**Candidate:
Lauran Hall**

**Date:
04/02/2012**

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Technical Support Representative Assessment Report

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Prepared For: Resource Associates

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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 | | | | ◆ | |
| Overall Cognitive Aptitude | | | | | |

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Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Lauran's overall level of general intellectual aptitude to be in the **Top 10 percentile** range. Her individual aptitude levels are:

| | |
|--------------------|-----------|
| Abstract Reasoning | 80-89%ile |
| Numeric Reasoning | 70-79%ile |
| Verbal Reasoning | 80-89%ile |

Lauran has a high level of general cognitive aptitude. She can learn new information quickly, solve complex problems efficiently, and be able to handle a heavy information-processing load on this job.

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:

- She will usually be agreeable and congenial in her interactions with other people. Unless she is particularly upset about something at work, you can expect her to avoid arguments and contentious interactions.
- Lauran can be counted on to perform her work in a conscientious, responsible, reliable manner. She typically adheres to company policies and guidelines in her work. Lauran makes good on her commitments and does what she says she will do.
- Fairly stable, secure, and well-adjusted. Lauran usually can work well under conditions of normal job stress and pressure. She should be a generally resilient worker.
- She is usually able to put herself in the shoes of the people she relates to and to see things from their perspective. Lauran's empathetic style enables her to gain rapport with most customers. She can gain their trust with her attentiveness to their problems and concerns.
- She is about average in terms of being willing to try new procedures and change her current ways of doing things on her job. Lauran needs to be shown the benefits of change before she is willing to try something new.
- She is generally accepting and affirming of other people, but they must earn her full trust. Lauran is somewhat wary and needs some proof of their goodwill before she feels she can count on others.
- Her level of self-assurance is above-average. Lauran is usually secure with her skills and knowledge and can act decisively when needed.
- Work is an important source of Lauran's self-esteem. She derives a fair amount of personal meaning and satisfaction from her job. Occasional overtime and an irregular schedule will not be a problem for Lauran.

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Developmental Concerns:

- She can occasionally come across to others as stubborn and argumentative. Lauran could be more consistently agreeable and amiable when interacting with other people on her job.
- Lauran's customer service orientation is not high compared to most candidates for this job. If hired, her supervisor should encourage her to address customers' preferences and concerns more consistently. Lauran could be more focused on trying to make customers highly satisfied.
- Lauran can sometimes identify too strongly with the feelings and emotions of the people she works with. This can cause her to get caught up in their problems and to lose perspective of what is the best course of action. <<Name> may need to become slightly more objective and professional in some situations.
- At times, Lauran may be too comfortable with the status quo and current ways of doing things in the workplace. She could be more inclined to improve her job-related knowledge, skills, and abilities.
- Lauran can, at times, fail to see what is positive and promising about sales prospects. She could be more consistently optimistic and inclined to expect positive outcomes from her selling efforts .

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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?

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.
- 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.

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