test center

by People Systems

Executive Administrative Assistant Assessment Report

Candidate: XXXXXXXXXXXX
Username: XXXXXXXXXXXX
Date: XXXXXXXXXXXX

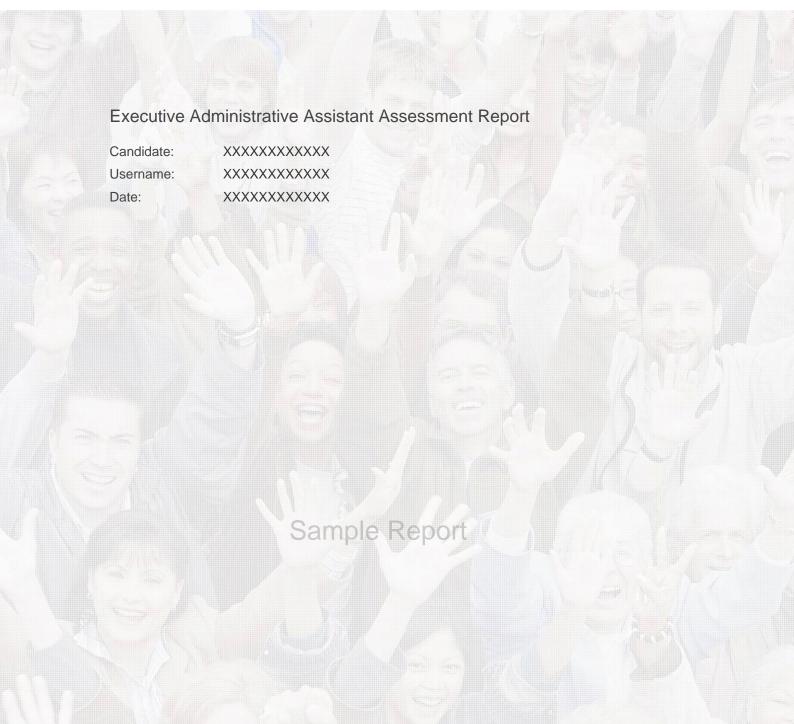Sample Report

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			◆		
Assertiveness				◆	
Conscientiousness				◆	
Detail Mindedness			◆		
Emotional Stability / Resilience			◆		
Extroversion				◆	
Flexibility				◆	
Impression Management		◆			
Integrity				◆	
Intrinsic Motivation				◆	
Long Tenure Potential				◆	
Optimism/Enthusiasm		◆			
Orderliness			◆		
Responsive Service					◆
Tough Mindedness				◆	
Work Drive			◆		

Test	Percent Correct Score	This score is considered to be:
Grammar & Spelling Test	**76% Correct**	**Above Average**

Explanation of this "Percent Correct" Aptitude Score

The scoring for tests like this one is based on a "percent correct" calculation which is 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 a 100% score.

<u>Lower scores</u> suggest the candidate will make a high 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.

<u>Higher scores</u> suggest the candidate is less likely to make mistakes of this type on the job. Their skills are adequate to good, so they can probably improve accuracy as they practice tasks on the job - especially if you give them feedback about errors as they occur during job performance.

We offer the following guideline:

0% to 50% correct	51% to 70% correct	71% to 85% correct	86% to 100% correct
Low Score	**Below Average**	**Above Average**	**High Score**

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, you need to 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 range.

Some companies are trying to enhance the overall quality of their workforce with the use of standardized aptitude testing. If this is the case for your company, then we advise that you accept candidates in the Above Average or High categories. If errors of this nature cause very serious problems in your company, then you should only hire people who score in the High category.

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			
Numeric Reasoning						X				
Perceptual Speed and Accuracy								X		
Verbal Reasoning						X				
Overall 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.

Personality Assessment

Strengths:

- For the most part, she is agreeable and easygoing at work. Dawn will usually avoid disagreements, conflict, and arguments with other people.

- Her level of assertiveness is above average. Dawn is able to exert influence in most situations and take a stand on matters of importance to her. She won't usually be intimidated by tough situations or difficult people.

- She can be counted on to perform her work in a reliable and conscientious manner. Dawn typically honors her commitments and fulfills her obligations.

- She is about average in terms of emotional stability and coping skills. Dawn can deal effectively with most normal forms of job stress and strain and not let her emotions undermine her job performance.

- Dawn is generally sociable, expressive, and congenial in her interactions with other people on the job. She should be a capable communicator on the job.

- Open and receptive to change and willing to learn new things on the job, Dawn will be flexible about changing conditions and demands in the workplace.

- Dawn is not usually one to put on a false front or act insincerely. First impressions of her generally are correct.

- Dawn scores above-average in terms of being honest and rule-following. She will internalize and promote company norms, values, and policies on her job.

- For Dawn, the nature of her job, including variety, challenge, responsibility, and relationships with coworkers, are more important than just making a lot of money or achieving high status. She needs a job where she can take pride in her accomplishments.

- She tends to be on the lookout for people who are trying to lie, deceive, or manipulate. Dawn is usually vigilant in looking for potential problems in the workplace and quick to spot the downside of proposed projects.

- Dawn is moderately organized and systematic, in the way she approaches and completes job tasks.

- Dawn places a high value on customer service and satisfaction in her work. She gives customers extra attention to ensure their repeat business.

- She usually relies on logic and factual evidence in assessing situations, problems, and people. Dawn tends to be tough-minded and realistic in her views and decisions.

- Her work drive is in the average range. Though not a workaholic, Dawn usually invests sufficient effort into her job to be viewed as an acceptable performer.

Developmental Concerns:

- At times, Dawn can be hard to get along with. She could make more of an effort to be consistently agreeable and pleasant in her job-based interactions.

- Not particularly thorough or careful in checking her work, Dawn will need instruction in proper methods of checking work products, as well as extra supervision and quality checks for the results of her efforts .

- Dawn may have trouble coping with extensive or intensive job stress. She may not bear up as well under heavy pressure as many others who hold this job.

- Dawn may sometimes be too upfront or tactless in what she says to other people. She could probably be more effective on the job if she were more discreet and tactful .

- Dawn could be more optimistic and upbeat at times. She could occasionally look more for positive qualities in the people she works with and the situations she works in. She may quit working on problems too quickly because she views them as unsolvable.

- She could sometimes try to be more insightful and empathetic in her dealings with other people. Dawn may not be good at reading other people and being attuned to what they are thinking and feeling.

- Dawn does not have a high work drive. She sometimes needs to step up her work intensity and invest more time and energy into her job, especially during highly demanding situations.

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?

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.

IMPRESSION MANAGEMENT

- In what ways (if any) do you adjust the way you present yourself to the particular customer you are calling on?

- Describe your techniques for building rapport with coworkers and customers.

- Talk about the ways you tailor yourself and your presentations to fit the needs , resources, and interest levels of the people you are interacting with.

OPTIMISM

- Sometimes it helps to prepare for the worst and try to anticipate potential problems at work. Describe a time when your concerns about possible future problems were justified.

- What would you say to a coworker whom you felt was being naïve or gullible about some new job they were considering? If asked, what advice would you give?

- How do you personally guard against unrealistically high expectations at work or being blindsided by unanticipated problems?

ORDERLINESS

- All of us learn from our errors and mistakes. Tell me about the most recent error or mistake you learned from. [Probes: What was the error or mistake? What did you learn from it? What did you do to prevent it from happening again?]

- Tell me about a time when your organizational skills paid off and helped solve or prevent a problem at work.

- Sooner or later all employees have to make some trade-offs between working quickly and doing a sufficient quantity of work versus working precisely and doing work of the highest quality . Tell me about an occasion at work when you traded off quality for quantity or when time constraints forced you to compromise on thoroughness or attention to detail. [Probe: How did you feel about having to make such a trade-off?]

- Describe the most significant thing you have done to help yourself become better organized on your job.

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 on 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?