

test center

by People Systems

Graphic Designer 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 : ◆

	Low	Below Average	Average	Above Average	High
Agreeableness				◆	
Assertiveness				◆	
Conscientiousness			◆		
Customer Service / Responsiveness		◆			
Emotional Stability			◆		
Extroversion			◆		
Impression Management					◆
Integrity			◆		
Intrinsic Motivation					◆
Openness			◆		
Optimism			◆		
Orderliness			◆		
Teamwork			◆		
Tough Mindedness			◆		
Work Drive			◆		
Overall Cognitive Aptitude					◆

Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Drew's overall level of general intellectual aptitude to be in the **80-89 percentile** range. His individual aptitude levels are:

Abstract Reasoning 80-89%ile

Numeric Reasoning 70-79%ile

Verbal Reasoning 80-89%ile

Drew has a high level of general cognitive aptitude. He 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.

Personality Assessment

Strengths:

- He is agreeable and congenial in his interactions with other people. Drew will not be disruptive in group settings and will avoid conflict if possible.
- Drew 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.
- He is moderately conscientious and trustworthy in the way he works. Drew fulfills most commitments and expectations, though he also makes up his own mind about when and how he will do so.
- He should be able to withstand most of the stressors associated with this job. Drew is unlikely to lose his temper, or experience a lot of anxiety when subjected to work hassles and pressure.
- Drew will communicate with others as needed while also concentrating on his own tasks and duties. He is generally cordial and pleasant, but not socially needy.
- He is very inclined to adjust the way he presents himself to fit the situation he is in. Drew tries to say and do things that he thinks others want to hear so that they will receive him favorably. He tries to project a positive image on the job.
- Drew probably adheres to most company rules and policies, and only makes exceptions when circumstances seem to warrant it. He typically operates within organizational guidelines.
- He is much more motivated by intrinsic rewards on his job than by extrinsic, tangible factors. Drew appreciates recognition in the form of praise and recognition of his contributions. He is also attracted to variety and personal responsibility for work outcomes.
- He is in the average range of receptivity to innovation and change. Drew is fairly committed to the status quo. If sufficient motivation and rationale are provided to try new ideas and practices on the job, he will usually give them a try.
- He balances optimism with vigilance in his posture toward other people as well as new situations. Drew doesn't prejudge others, but he is also not gullible or easily deceived. When problems are encountered, he tends to believe they can be overcome with a reasonable amount of effort, but Drew won't be unrealistic in his expectations.
- Drew is moderately organized and systematic, in the way he approaches and completes job tasks.
- He works comfortably in situations requiring independence as well as in situations where he must work cooperatively with others. Drew will try to promote group cohesion while also relating to employees one-on-one.
- He will be sensitive to both task and interpersonal consequences of his actions and decisions. Drew will take both the objective parameters and the feelings of other people into account when formulating a course of action.

- Drew has an average work drive, which should be enough to meet basic job demands. He will not be an idler or a slacker on the job. As a manager, Drew will expect reasonable levels of effort from subordinates.

Developmental Concerns:

- Drew may occasionally be unreliable in the way he performs his job. He may sometimes need to be reminded about the need to be more conscientious about doing things as expected.
- His customer service commitment is not as strong as it should be. Drew could do more to attend to customers' preferences, address their concerns, and make them satisfied.
- He may lose his composure when confronted with heavy work pressure, perhaps reacting with excessive anxiety, irritability, or moodiness. Drew may need to find ways to buffer such stress and increase his emotional resilience.
- In order to build good relationships with employees and other key people throughout the company, Drew could be somewhat more sociable, gregarious, and outgoing. He may need to communicate more frequently and make more effort to avail himself of input from others.
- He can sometimes be too concerned with his public image and how he comes across to other people. Drew could try to present himself in a more sincere, genuine manner when interacting with coworkers.
- Drew registered an average integrity score. Although this is not an objectionable score, you might want to make sure that he is well trained on company rules and policies and that he understands the consequences for unethical behavior, and how to appropriately interpret and judge unusual circumstances in order to make appropriate decisions.
- Though neither rigid nor set in his ways, Drew could sometimes be more receptive to change and innovation in the workplace. He could be more willing to try new procedures and practices on his job and to promote these to his subordinates.
- As a manager, Drew could more actively promote teamwork and cooperation among the employees reporting to him. He may need to do more to instill a sense of group unity and cohesion.
- Drew may sometimes rely too much on his own personal feelings when appraising situations or problems and drawing conclusions. He may be too tender-minded to make objective decisions in some situations.
- He may, at times, need to invest more time and effort into his work. Long-term job success and organizational advancement may require Drew to extend himself more to meet pressing or heavy job demands.

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.

EMOTIONAL STABILITY

- 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?

INTRINSIC MOTIVATION

- Tell me which factors define success for you in a job.
- Describe how your feelings of job satisfaction are affected by how much challenge and variety you have at work.
- Tell me what you would do if your job became repetitive and routine.
- Describe the kind of work that really motivates you.

OPENNESS

- Describe the most recent new job-related method, procedure, or technique you learned and how you felt about learning it. [Probe for when and how often this occurred.]
- Tell me about a time when you recommended or implemented a better way of doing things at work.
- Describe a situation where you felt that continuing demands to do new things on your job lowered your overall productivity or efficiency.
- Describe your plans (if any) for continued education, job-related training, or professional development you have for the coming year.

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.

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