

test center

by People Systems

Child Care Worker II/ 4H Leader/ Scout Leader Assessment Report

Candidate: XXXXXXXXXXXXX

Username: XXXXXXXXXXXXX

Date: XXXXXXXXXXXXX

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				◆	
Attitudes Toward Child Management				◆	
Avoidance of Violence				◆	
Conscientiousness			◆		
Customer Service / Responsiveness		◆			
Emotional Stability / Resilience			◆		
Empathy					◆
Extroversion			◆		
Integrity			◆		
Optimism/Enthusiasm			◆		
Orderliness				◆	
Teamwork				◆	
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 Tiffany'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

Tiffany 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.

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.
- Her level of assertiveness is above average. Tiffany 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.
- Tiffany is oriented toward working with children. She is generally patient with them, tends to have realistic expectations regarding their behavior, and is able to maintain appropriate boundaries.
- Tiffany appears to be concerned with helping children grow into responsible adults. She is probably inclined to engage kids in developmental activities, make use of opportunities to teach them, and set appropriate boundaries with them. Being a good role model is a priority for her.
- Tiffany is not prone to acting out in an aggressive manner toward others. When dealing with a heated exchange, she maintains control of her emotions and tries to reach a reasonable solution quickly.
- Even when other people are acting in an aggressive manner, Tiffany tries not resort to similar behavior. She strives to control her feelings and seek a resolution to conflict that does not include open hostility.
- Tiffany is usually reliable and conscientious in the way she performs her job. However, Tiffany uses a fair amount of personal discretion and judgment in deciding how she will meet her obligations and duties.
- Most types of work pressure and strain will not be a problem for Tiffany. She is generally stable and well-adjusted.
- She is very attuned to other people's behavior and pays a lot of attention to their feelings and emotional states. Tiffany is likely to be perceived by the people she works with as someone who is empathetic and considerate. When they have problems, she will make herself available to assist them.
- Tiffany is usually friendly and sincere in her dealings with other people without spending too much time talking on the job. She is not easily distracted by opportunities for social contacts and can work comfortably on tasks requiring focus and concentration.
- She balances optimism with vigilance in her posture toward other people as well as new situations. Tiffany doesn't prejudge others, but she is also not gullible or easily deceived.
- She often approaches tasks methodically, paying attention intermediate steps in task completion. However, Tiffany can also improvise when necessary and adjust her approach to accommodate changing demands and constraints.
- Tiffany values teamwork and interdependence in her work group. She will work with others in a collaborative, mutually supportive manner.
- Tiffany has a fairly strong work ethic. She is usually willing to put in long or irregular hours at work when needed. Tiffany is likely to put forth considerable effort to attain job goals.

Developmental Concerns:

- Tiffany can sometimes be viewed as unpleasant or difficult to deal with . She may need some constructive feedback on the importance of being consistently courteous and agreeable in all work situations.
- Tiffany may occasionally be unreliable in the way she performs her job . She may sometimes need to be reminded about the need to be more conscientious about doing things as expected.
- Her customer service commitment is not as strong as it should be. Tiffany could do more to attend to customers' preferences, address their concerns, and make them satisfied.
- High levels of job stress and chronic pressure may undermine Tiffany's ability to handle her emotions in a stable, mature manner. She may need to develop more effective coping skills for such situations.
- Tiffany can sometimes become too emotionally involved with other people . This can compromise her objectivity when making decisions which affect them . Also, her reflexive attempts to help others may sometimes be perceived as invasive or inappropriate.
- In job situations calling for good social skills, Tiffany could be somewhat more sociable, gregarious, and outgoing on her job. She may need to communicate more frequently and effectively at times .
- Tiffany scored in the average range on our measure of integrity . Although this does not necessarily signify a problem, it might be good to further reinforce her ethical code with thorough training that clarifies company rules and regulations as well as consequences for inappropriate behavior.

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/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.

EMPATHY

- Tell me about a time when you were dealing with a difficult person. What made them hard to take? What was going on that made this person act or feel that way? (Listen for a broad understanding of that person's personality and an understanding of the context that might have contributed to the situation.)
- 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? (Listen for awareness of body language, voice tone, etc. as well as an ability to see the person in distress, not necessarily someone who is just offensive.)

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?

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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