test center

by People Systems

Banking Services Representative Assessment Report

Candidate: XXXXXXXXXXXX
Username: XXXXXXXXXXXX
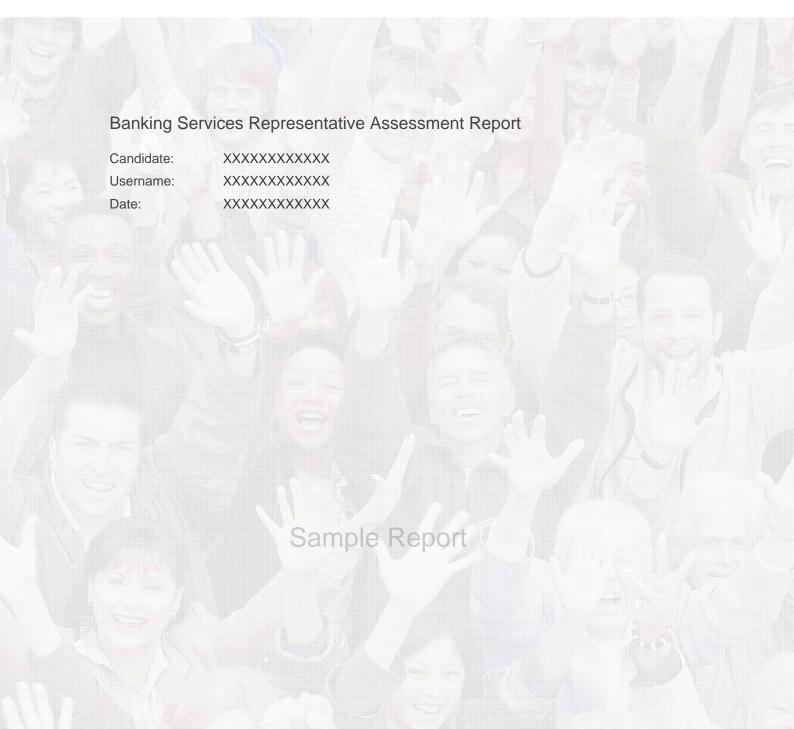Date: XXXXXXXXXXXX

Sample Report

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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					◆
Cross Selling Potential			◆		
Customer Service / Responsiveness				◆	
Emotional Stability / Resilience				◆	
Extroversion					◆
Integrity					◆
Intrinsic Motivation				◆	
Long Tenure Potential				◆	
Teamwork		◆			
Work Drive			◆		

Test	Percent Correct Score	This score is considered to be:
Banking Math	**100% Correct**	**High Score**

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%
Perceptual Speed and Accuracy							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:

- She is very agreeable, easygoing, and kind-hearted. Patricia strives to maintain a pleasant, non-conflictual working environment. She will subsume her own needs and preferences to those of other people to preserve harmony.

- She fulfills her job responsibilities very reliably and conscientiously. Patricia honors her obligations to others and dependably does what she says she will do.

- Patricia can be effective at cross selling even though it may not be something she would volunteer for . She needs a sales training program to help her learn a good approach.

- Patricia emphasizes customer service and satisfaction in her work and management philosophy. She typically addresses the concerns and preferences of customers in a prompt, responsive manner.

- She has very good control over her emotions and is able to handle considerable stress on the job. Patricia keeps her composure while under the pressure and strain of difficult situations or extended periods of work overload.

- Patricia is outgoing, personable, and friendly in job-based interactions. She will readily share information with other employees and go out of her way to get to know other people on the job.

- Patricia is likely to be very honest and rule-following. She will internalize and abide by company norms, values, and policies on her job. When making decisions on her own, you can expect that she will do so in a responsible, acceptable manner.

- She registers as being somewhat motivated by intrinsic factors on her job. Patricia values doing work that is challenging, interesting, and varied. She is energized by the nature of the work itself and her relationships with coworkers, and does not place much emphasis on financial incentives.

- Patricia is fairly self-reliant and autonomous. She has a slight preference for working alone and functions well in situations requiring independence and self-direction.

- Patricia is average in terms of work drive. She exerts reasonable effort to meet normal job demands , but not at the expense of compromising her personal life away from work.

Developmental Concerns:

- She may occasionally talk too much when she should be listening or concentrating on her work. Patricia may be so easily influenced by social cues and opportunities for interaction that she becomes distracted and loses her work focus.

- Patricia may sometimes place too much emphasis on independence and autonomy to the detriment of group unity and cohesion. She could probably do more to contribute to teamwork and cooperation in her work group.

- Patricia may sometimes need to work longer hours and extend herself for her job. She may need to put more time and effort into her work.

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?

EXTROVERSION

- Some employees waste valuable time on their jobs chit-chatting, gossiping, and socializing. Please indicate whether this is ever a problem for you and what steps you take to avoid it becoming a problem.

- Tell me how much time you would ideally like to spend each day in meetings and discussion groups on the type of job for which you are applying.

- All of us have different styles of interacting and communicating with other people. Describe a situation where your style did not mesh well with that of another employee. [Probe: How did your styles differ? What problems did this lead to? What adjustments did you make?]

- Give me an example of a presentation that you have made where the audience was not particularly interested in the topic. What did you do? What were the results?

- Sometimes it is hard for us to be objective about someone we know or like. Tell me if this has ever been a problem for you and, if so, how you dealt with it.

TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.

- Tell me about a time when you needed to work collaboratively with another department or group to achieve a common goal.

- It is hard for some people to work independently. Describe how easy or difficult it is for you to work independently or carry out assignments where you don't consult with others.

- Give some examples of ways that too much emphasis on teamwork in a company can lead to lowered effort by individual employees or a loss of individual initiative.

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?