

test center

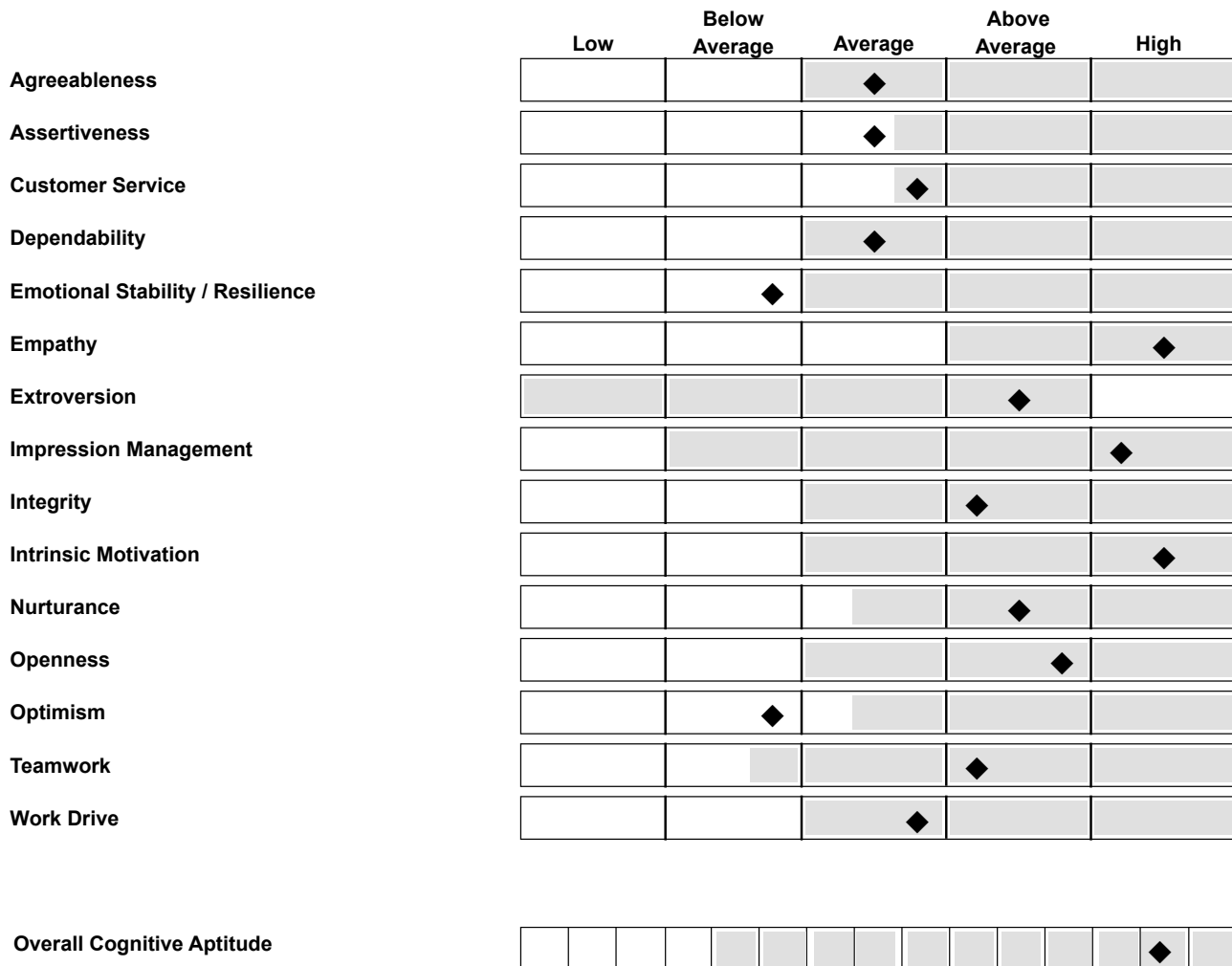
by People Systems

Behavioral Health Specialist 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 : ◆



Cognitive Aptitude Assessment

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

| | |
|--------------------|------------|
| Abstract Reasoning | Top 10%ile |
| Numeric Reasoning | 50-59%ile |
| Verbal Reasoning | 80-89%ile |

Jason 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 tends to be easy to get along with. Jason avoids arguments and unpleasantness unless the topic or the person is one that really makes him upset.
- Jason is assertive, but by no means aggressive or oppositional. He will make requests of others in a low-key, non-invasive manner.
- Jason has some interest in providing good service to your clients. He is unlikely to do anything that would lead to overt complaints. People like Jason will generally respond well to training on good customer relations.
- Jason is moderately reliable in his work habits. However, he also uses his own judgment to determine how promptly or thoroughly he will carry out his job responsibilities and commitments.
- He is very attuned to other people's behavior and pays a lot of attention to their feelings and emotional states. Jason is likely to be perceived by the people he works with as someone who is empathetic and considerate. When they have problems, he will make himself available to assist them.
- Jason is typically cordial, friendly, and expressive. On the job, he will usually be an effective communicator who facilitates interactions among people in his workgroup.
- He is very concerned with adjusting his speech and behavior to make others think highly of him. Jason tailors his image to suit his audience.
- Jason is above-average in terms of honesty and integrity on the job. He can be trusted to perform his job in a rule-following manner, consistent with company rules, ethical codes, and values.
- He is much more motivated by intrinsic rewards on his job than by extrinsic, tangible factors. Jason appreciates recognition in the form of praise and recognition of his contributions. He is also attracted to variety and personal responsibility for work outcomes.
- Jason is a caring, nurturing person who enjoys taking care of others. Even when there is high demand for his time, he continues to give selflessly.
- He is ready to try new ways of doing things and to engage in innovation initiatives. Jason will generally be energized by opportunities for on-the-job learning and professional development.
- He tends to be on the lookout for people who are trying to lie, deceive, or manipulate. Jason is usually vigilant in looking for potential problems in the workplace and quick to spot the downside of proposed projects.
- Jason has a solid teamwork orientation. He likes working cooperatively with others to achieve common objectives.
- Jason's work drive is average. He usually works hard enough to meet the demands of his job and to fit into the norms of the group in terms of trying to meet goals in a reasonable and timely manner.

Developmental Concerns:

- In trying to handle situations that are particularly upsetting or aggravating, he can sometimes be disagreeable or harsh in how he comes across to others. Jason might benefit from feedback on maintaining consistently positive relationships with others on the job.
- Jason could be more assertive and influential in some settings. He could be more willing to take charge of situations and confront problems head-on.
- Jason could probably put a more emphasis on customer satisfaction in his work. He does not put a great deal of energy into going the extra mile to ensure satisfaction of patients and their families.
- Jason may occasionally be too lax in the way he fulfills his work commitments and his timeliness in doing so. He could be more consistently dependable on the job.
- Jason is not very stable or well-adjusted. When it gets hectic and stressful, he may lose control of his emotions when subjected to extensive pressure at work.
- It may be hard for Jason to critically evaluate information about other people and to make objective decisions which affect them. He may need to put more psychological distance between himself and other people at times. Jason can so strongly identify with the emotional experience of his customers or clients that he can confuse their feelings with his own.
- Jason can sometimes give unduly positive presentations about himself, his work, and his intentions. He could be more straightforward and realistic in his job-based interactions.
- Jason could be more optimistic and upbeat at times. He could occasionally look more for positive qualities in the people he works with and the situations he works in. He may quit working on problems too quickly because he views them as unsolvable.
- Jason may sometimes need to work longer hours and extend himself for his job. He may need to put more time and effort into his 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?

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.)

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.

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?

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?

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