

# test center

by People Systems

## Dental Assistant/ Hygienist 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
<b>Agreeableness</b>				◆	
<b>Assertiveness</b>		◆			
<b>Conscientiousness</b>				◆	
<b>Emotional Stability / Resilience</b>			◆		
<b>Empathy</b>					◆
<b>Extroversion</b>					◆
<b>Integrity</b>				◆	
<b>Intrinsic Motivation</b>					◆
<b>Nurturance</b>			◆		
<b>Openness</b>		◆			
<b>Optimism</b>			◆		
<b>Teamwork</b>					◆
<b>Work Drive</b>				◆	

## Aptitude Assessment

	Percentile Range									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
<b>General Reasoning</b>				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 agreeable and congenial in her interactions with other people. Clarissa will not be disruptive in group settings and will avoid conflict if possible.
- Clarissa tends to be fairly modest and unpretentious in her dealings with other people. She is mild-mannered and usually goes along with the wishes of others.
- She is conscientious and dependable in the way she works. Clarissa will typically follow through on her commitments and do what she says she will do. In addition, Clarissa is usually orderly and detail-minded in the way she performs job tasks and duties.
- She can handle most ordinary types of job stressors and hassles. Clarissa is moderately well-adjusted and able to manage her emotions fairly well in demanding situations.
- She makes an effort to understand and resonate to the feelings and problems of other people. Clarissa should be good at reading the moods and concerns of customers. She is an empathetic, considerate person who can get close to the people she works with and will offer a helping hand to those in need.
- Clarissa is extroverted, cheerful, outgoing, and personable. She likes to talk and interact with other people. Clarissa can be counted on to establish a broad base of relationships throughout the company.
- Clarissa is above-average in terms of honesty and integrity on the job. She can be trusted to perform her job in a rule-following manner, consistent with company rules, ethical codes, and values.
- Strongly motivated by the inherent enjoyment of the everyday work experience, Clarissa will enjoy coming to work everyday if the tasks and environment fit her preferences. She consistently looks for meaningful assignments and tasks.
- Clarissa enjoys a lot of aspects of a caregiver role and can be nurturing and caring most of the time. Yet, there are limits to her patience and endurance, so she will work best with people who are not particularly demanding or needy.
- Clarissa usually prefers to rely on what she already knows rather than having to learn new ways of doing things on her job. She is supportive of custom, convention, and established ways of doing things in the workplace.
- She takes many situations and people at face value, without preconceptions or advance judgments. While Clarissa is usually optimistic about most prospects and future contingencies, she is not gullible or unrealistic in her expectations.
- Clarissa is highly group-minded and teamwork-oriented. She will work cooperatively with her fellow employees to achieve shared goals.
- Clarissa has an above-average work drive. She is usually willing to work overtime and otherwise extend herself to meet the demands of her job and employer.



**Developmental Concerns:**

- Clarissa may sometimes be too accommodating or prone to go with the flow in situations where a more assertive approach is warranted. In meetings and conversations where critical issues and plans are being discussed, she may avoid taking a stand for what she believes in. Similarly, she will rarely initiate any type of confrontation, which may leave some problems unresolved.
- She may lose her composure when confronted with heavy work pressure. Clarissa may need to find ways to buffer such stress and increase her emotional resilience.
- Clarissa may have difficulty viewing other people in a realistic, objective manner. Her judgment may be clouded by her own feelings and identification with them. Clarissa may give undue weight to the perceived emotions of other people when determining what to do. Also, she may have difficulty both giving and receiving criticism because of her sensitive nature.
- Clarissa may occasionally socialize too much on the job. She may sometimes neglect her work because she is busy talking.
- If this job demands that a lot of nurturance, interpersonal sensitivity, and helpfulness be directed toward your clientele, Clarissa may get overwhelmed and burned out by these types of demands in a relatively short period of time.
- Often set in her ways, Clarissa may not be willing enough to try new practices and procedures on her job. She could be more receptive to company-sponsored innovation and continuous improvement efforts.

## 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?

### ASSERTIVENESS

- Describe a time when you took charge of a difficult situation in your organization and turned it around into a success.
- Describe a time when you spoke up on a matter of importance to you, even though you knew it would not be well-received or when others in the company opposed you.
- Tell me about a time you took the initiative to get a project started or to complete it in a timely manner.
- What would you do if you felt that your boss had been ignoring you or not paying attention to your ideas?
- Describe a time when you successfully confronted a problem situation that others had trouble dealing with in the past.
- Tell me about a time when you effectively negotiated with upper-management to get them to accept your recommendation over the recommendations of others.

### 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.)

**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.

**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.

**NURTURANCE**

- Tell me about a person with whom you have been in a care giving relationship. How was it difficult for you? How was it rewarding?
- Tell me about a person who has depended on you for service of some kind. What did you do for them? In what ways did you try to take care of their all of their needs -- not just the immediate request? (Listen for someone who tries to understand what the other person is going through and who tries to do something extra to deal with the objective need as well as the emotional needs.)

**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.

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