

test center

by People Systems

Insurance Customer Service Representative 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 : ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness					◆
Assertiveness		◆			
Conscientiousness				◆	
Customer Service / Responsiveness				◆	
Detail Mindedness				◆	
Emotional Stability / Resilience			◆		
Extroversion			◆		
Integrity				◆	
Long Tenure Potential			◆		
Openness		◆			
Optimism/Enthusiasm		◆			
Orderliness					◆
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 Gretchen's overall level of general intellectual aptitude to be in the **80-89 percentile** range. Her individual aptitude levels are:

Abstract Reasoning	Top 10%ile
Numeric Reasoning	40-49%ile
Verbal Reasoning	80-89%ile

Gretchen 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 is very motivated to have smooth, amiable working relationships. Gretchen tries to be courteous and agreeable at all times on the job.
- Gretchen is usually mild-mannered and low-key in her interactions with others. She is neither disruptive nor divisive and usually goes along with the wishes of other people.
- She can be counted on to perform her work in a reliable and conscientious manner. Gretchen typically honors her commitments and fulfills her obligations.
- Gretchen 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.
- Care and attention is given to her work to ensure that the final results will meet everyone's expectations. Gretchen takes pride in the quality of her work products.
- She is usually stable and in control of her emotions. Gretchen can handle most normal forms of job stress without lowering her job effectiveness.
- Gretchen is generally amiable and pleasant in her interactions with others at work. She can also concentrate her attention on the tasks at hand without being socially distractible or getting overly involved in pursuing friendships at work.
- Gretchen will perform her work tasks and duties in a manner consistent with company rules and policies. She is honest and ethical in her job behavior.
- Gretchen places a fairly high value on tried-and-true methods and current ways of doing things at work. If change is asked for, she will need explanation and justification before altering her behavior. Gretchen will gravitate toward tasks and assignments that she has done before.
- She is fairly attentive to what goes on around her and often keeps a close watch on situations that could be problematic. Gretchen will not be deceived by false promises or blindsided by unexpected negative developments. She will not rush to expend valuable resources on questionable projects.
- Gretchen is systematic in the way she works. She strives to be efficient in her work. Gretchen appears to have good organizational skills.
- Gretchen has a fairly strong work ethic. She is usually willing to put in long or irregular hours at work when needed. Gretchen is likely to put forth considerable effort to attain job goals.

Developmental Concerns:

- Gretchen may need to be more assertive and strong-willed in some situations. She tends to avoid dealing with problems and difficulties in a direct manner. If people are interested in hearing what Gretchen really thinks about issues, they will have to draw her out, despite her hesitation to speak up.
- Gretchen may have difficulty keeping her emotions under control when subjected to high levels of job pressure and strain. She may become stressed out by factors that most employees in this job take in stride.
- In work situations where good communication skills are needed, Gretchen could be more cheerful, outgoing, and sociable. She may need to communicate more readily at times.
- She needs to guard against relying too much on what she already knows and is familiar with. Gretchen could be more receptive to opportunities for change, improvement, and development.
- Gretchen could be more optimistic and upbeat at times. She could occasionally look more for positive qualities in the people she works with and the situations she works in. She may quit working on problems too quickly because she views them as unsolvable.

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.

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.

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?

ORDERLINESS

- Tell me about a time when you organized the elements or parts of a project into a larger whole and came up with an integrated system.
- Describe how you use details to make plans and develop long-term strategies.
- Tell me about a time when you were so focused on details that you got bogged down and spent too much time on a task or assignment.
- Describe your approach to doing long-range planning and strategic development on your job.

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