

test center

by People Systems

Trainer for Industrial Settings 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
Agreeableness			◆		
Assertiveness			◆		
Company Loyalty				◆	
Conscientiousness		◆			
Customer Service / Responsiveness			◆		
Emotional Stability / Resilience		◆			
Extroversion			◆		
Integrity				◆	
Intrinsic Motivation			◆		
Openness				◆	
Optimism/Enthusiasm		◆			
Orderliness			◆		
Teamwork			◆		
Tough Mindedness					◆
Work Drive				◆	

Aptitude Assessment

	Percentile Range									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
3-D Spatial Reasoning							X			
Math for Industry									X	
Mechanical Reasoning									X	
Abstract Reasoning										X
Numerical Reasoning						X				
Verbal Reasoning										X
Overall Aptitude									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:

- He will usually be agreeable and congenial in his interactions with other people. Unless he is particularly upset about something at work, you can expect him to avoid arguments and contentious interactions.
- Raymond is assertive, but by no means aggressive or oppositional. He will make requests of others in a low-key, non-invasive manner.
- When Raymond hears other people making derogatory remarks about the company, he is not inclined to participate. If asked, he will offer a positive perspective of the situation. For the most part, he believes the company and its managers make reasonable decisions that will support the workers.
- Raymond functions effectively in less structured situations where the answers to problems and guidelines for behavior are not clearly defined. He often uses his own judgment about how and when to perform job tasks and achieve work goals.
- Raymond tends to be cordial and sincere in his work-based interactions. He won't be swayed by social factors when making decisions or attending to his own job tasks and duties.
- Raymond registers as having a sound level of integrity and honesty. He is unlikely to do things which others would consider to be improper, immoral, or dishonest.
- The intrinsic aspects of his job, such as variety, stimulation, and responsibility are appealing to Raymond although financial rewards and incentives are motivating as well.
- He is open to new learning on the job. Raymond should be fairly comfortable with organizational change and innovation initiatives in the workplace, as well opportunities to advance his skills and abilities.
- He is usually watchful, observant, and alert. Raymond does not always take things at face value, but tries to verify them and look for corroborating evidence. Raymond is inclined toward such tasks as checking, monitoring, reviewing, auditing, and quality control.
- Raymond is moderately organized and systematic, in the way he approaches and completes job tasks.
- Raymond works comfortably in situations requiring independence as well as in situations where he must work cooperatively with others. He can adapt well to a job that calls for both individual and team contributions.
- He will weigh the facts and consider the objective parameters of a situation before choosing a course of action. Raymond will appraise information and make decisions in a tough-minded manner, without being swayed by personal feelings or subjective considerations.
- Raymond has an above-average work drive. He will put considerable time and effort into meeting job demands, including working long hours as needed.

Developmental Concerns:

- He can sometimes be unpleasant or difficult to deal with when interacting with other people . Raymond may need some feedback about being more consistently pleasant and congenial in his interactions with coworkers.
- Raymond could be more assertive and forceful in some situations. He could, at times, stand up more for what is in his best interests and confront problem situations more readily.
- Raymond could be more trustworthy and conscientious in his job behavior. He needs to ensure that others feel like they can count on him to do things on time and in the manner expected.
- Raymond's customer service orientation could be higher . He could place more consistent emphasis on trying to address customers' preferences and concerns promptly and responsively .
- Scoring below-average on emotional stability, Raymond may not always have good control over his emotions. He may have considerable difficulty handling heavy job pressure and frustration in an appropriate manner.
- In job situations that require good social skills, Raymond may need to be more consistently outgoing and expressive. He could communicate more readily and effectively in some settings .
- He may sometimes be too pessimistic and inclined to look for negative outcomes so that he misses the positive potential in new ideas, proposals, and plans. Raymond can occasionally be too skeptical or prone to find fault with other employees and their work.
- He could be more inclined to work cooperatively with other employees. Raymond could do more to contribute to work group cohesion and interdependence.
- Raymond lacks empathy and sensitivity to the feelings and concerns of other people. He could be more considerate of the emotional states and attitudes of the people he works with.

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?

CONSCIENTIOUSNESS

- Describe a time when you have taken a shortcut or bypassed some steps at work to get something done quicker, better, or more efficiently?
- Flexibility is important in many jobs. Describe a situation where it would be advantageous to bend or ignore a company rule or policy to improve job effectiveness.
- Describe how you deal with situations where the best course of action is not covered by company policies and procedures.
- Describe a situation where you feel that organizational bureaucracy or red tape made your job difficult or significantly slowed you down.

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.

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

- 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.

TOUGH-TENDER-MINDED

- Describe a time when you made an important decision based primarily on an objective analysis of facts and data. (Compare the candidate's answer on this question with answers to the next question in terms of level of detail and enthusiasm.)
- Describe a time when you made an important decision based on your personal feelings, values, and intuition.
- Describe a situation where you dealt with an employee (or peer) who was consistently negative in meetings or when interacting with other employees. What did you do? What were the results?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result?

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