

test center

by People Systems

Youth Work Readiness Assessment Report

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Sample Report

You will soon be leaving school and going into the workforce:

How can I get a good job?

What will it be different than being in school?

What can I do to fit in?

What does it take to get the boss to like me?

If you are asking yourself these questions, then you know there are challenges ahead.

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Starting Off On The Right Foot

So far in life, you have had a lot of experience being a student. You know what it takes to get along and be successful in school. Yes, there are a lot of similarities between school and work -- but these two environments are not the same. Going to work will bring many new experiences and some of which will surprise you. Don't get caught off guard. At the very least, you need to understand some key differences between work and school.

First, you know it is expected of you to be at work everyday, right? At school, even if you miss a few days every once in a while, no one is going to be terribly upset with you. Well, at work, being absent is a serious issue. At some companies, even missing just 5 days a year could get you fired.

At school, if you are tardy, it is not the end of the world. At work, being late can have very serious consequences.

At school, you probably have a lot of leeway to do your school work the way you think is best. However, on your job, you need to pay close attention to how they want it done, every time, with no deviation. When you go through new employee orientation, it is important that you pay close attention to the rules they tell you, especially the disciplinary policies. This information will help you stay out of trouble.

What do your personality scores tell you about adapting to the world of work?

- Because you tend to be a humble person who knows his place in the world, you can adapt to a boss telling you what and how to do things. It will probably be comforting to know that someone else is in charge and that they are making the tough decisions.
- You are not uncomfortable following rules; you probably like knowing the correct way to do things, but you also like to be able to make some adjustments depending on the situation. Just be sure that your style of adapting to the rules is OK with your boss.

Fitting In With Co-Workers

At school, you are around other students everyday who are the same age and who often have similar interests. It is fun seeing your friends at school, then seeing them again in various social activities out in the community. Within your own peer group, people mostly dress the same and have a lot of similar attitudes about things.

It will be different at work where you will likely to put in a team with people of different ages, different backgrounds, different attitudes and values. Going into a new setting, like a new job, where you don't have the comfortable familiarity of being around friends, can feel and lonely. Your new co-workers will probably reach out to you; but if they don't, then it is up to you to bridge the divide.

What do your personality scores tell you about dealing with co-workers?

- Your personality profile suggests that if you don't like something somebody else does or says, you tend to call attention to it. Rather than overlooking small things that annoy you or letting an irritating comment pass, you tend to say something about it -- even if it makes the other person uncomfortable. In fact, there may be a lot of things that you find hard to stomach. Bear in mind that when you are trying to get off to a good start with your co-workers, disagreeing with them on a lot of topics, or telling them how you really feel, is not likely to help you win friends or gain status within your group. When you choose to disagree with other people, consider how much the other person might feel angered or hurt by your remarks and adjust the way you present your ideas accordingly. Since you probably have to work with these people everyday, ask yourself if it is worth creating ill will that will not be easily forgotten.

At school, there were some people you liked and some you did not like, but at least you knew that you would not have be around the ones you did not like all day long. Most of the time when classes changed, there were a fresh set of faces.

Also, among your set of friends at school, there are accepted ways of getting along together. One thing that is especially important here is the way in which people speak to each other. Among your friends at school, you may have called people names; but at work, that is not acceptable. Or, if you were in a disagreement with someone or flirting with someone, there might be some physical contact; but at work, that is not acceptable.

What do your personality scores tell you about getting along with other employees?

- It is inevitable that you will run into people at work that you don't like. They will say or do something that sets you on edge. Maybe you get insulted or maybe you get mad at this person. Your style, however, is not to be overly reactive to these types of annoyances, and most of the time that is the best approach. Your company will appreciate people who can overlook interpersonal differences and focus on getting the work done.
- You know how to make new friends, so going into a new job where you don't know anyone will not be a big problem. Still, actually making new friends is going to require effort on your part. Even if no one talks to you, introduce yourself to them and share a little about yourself. It is always important to remember that if you want to have friends, you need to make the effort to build a relationship by getting a conversation going.
- Because you are interested in new ideas, you adapt well to people who may have different backgrounds or different attitudes and values than yourself. In the workplace, being able to work well with a variety of other people is a big advantage.

Dealing with Customers at Work

When you think of “Customer Service” at work, you probably think of a clerk type jobs. You might also think that other jobs, such as technical work, have no service component at all. That’s where you would be wrong. Almost all companies these days stress customer service: in fact, they define both external customers (end user of your company’s products) and internal customers (other employees you deal with while doing your job).

What do your personality scores tell you about how to work well with your customers?

- Providing service to your customers and keeping them happy can sometimes make you feel that they are asking too much. When this happens, you may tend to get irritable and stubborn. You might even want to say something negative or sarcastic to set them straight. Resist this thought! Instead go to your boss and ask what the best approach might be to resolve the matter.
- You are probably fairly comfortable providing service as part of how you get along with people everyday in your job. Even so, when you go through new employee orientation, you will need to pay attention to how your employer wants you to apply customer service concepts in your daily tasks. You may learn some new things about good employee / customer relationships. More than likely, your job performance will be measured, in part, by how your customers feel about you.

Earning Respect from Your Boss

What is your definition of getting along with your boss? Not getting fired? Not getting criticized? Getting pay raises or being put on good shifts?

It is one thing to stay employed and keep earning a regular paycheck. It is another to actually get recognized by your boss as a valuable worker. Unfortunately, a lot of supervisors and managers are quite busy themselves and they may be so intent on getting their own tasks done that they forget to pay attention to you. For a high percentage of managers, if you are doing your job and not causing problems, you tend to get ignored. But if you modify a few things about your behavior, you can earn respect from your boss and that can pay off in a lot of different ways -- promotions to a better job, letters of recommendation for school or your next job, and so on.

What do your personality scores tell you about how to get along well with your boss?

- You are probably well aware that being absent, or being late, or doing sloppy work is not a good way to win awards at work. Maybe you see yourself as a good worker who does most things the right way. But, be truthful, could you try harder to do things right the first time so that people don't have to check up on you? Remember, it doesn't take much evidence for your supervisor to develop a negative attitude about your work, so try to do your job well all the time and don't cut corners. Try to set higher standards for yourself from now on.
- Being a hard worker who will always give 100% effort to your job is a great way to show your boss that you are dedicated and willing to do what it takes to get the job done. If there is one thing you can do to earn respect, it would be to work hard and do your best to live up to your obligations. Since you seem to be an industrious, committed, and career-oriented person, your boss will surely appreciate your efforts to do a great job.
- If you tend to be easily annoyed, remember that no one -- including your boss -- likes to listen to constant whining about things that can't be helped. If there are some basic aspects of the job that you really don't like, you should deal with it or you should get another job. On the other hand, if there is a problem that could be resolved, go ahead and approach your boss to help him or her understand how it negatively impacts employees and how it puts a drain on company profitability. And, be sure to include some suggestions on how it might be fixed.
- For people like yourself who are curious and eager to learn new things, going into a new job will offer lots of opportunities for personal and professional growth. First, you need to learn your own job duties. Then you can start learning how to do other jobs in your area so that when someone else needs help, you know what to do; or when there is another role that needs filling, you can save the day! If your boss does not offer additional learning opportunities, you can always make a suggestion. It is not just doing more work that is important; it is making yourself more valuable to the company. And, you never know how skills in an entry-level job will provide a strong foundation for more responsible and better paying jobs later on.

Balancing Work vs. Leisure

While you are in school, you may be thinking that it is so confining to have to go to school everyday. But wait... what about teacher in-service days and Fall / Spring break, and a couple of weeks off at Christmas, and a couple of months off during the summer? Having those extra days off to decide how you want to handle your time is a nice treat.

So, what do you do with these days off from school? Maybe you chill out around the house or hang out with friends. Maybe you decide to get a part-time job. No matter, the bottom line is that when you don't have to be in school, you have considerable free time to decide what you want to do.

For most people, after getting their first real job (i.e., not just one to fill-in around your other school obligations) it comes as a shock to realize that there is no long Christmas break and people actually have to work straight through the summer.

As you start your career in the work world, you are probably thinking that a job requires 40 hours a week. At some companies, however, overtime is mandatory, so you don't really earn any extra praise for those overtime hours. In most salaried and commission-based jobs, it is understood that you will work a lot of hours beyond the normal 40 to meet your goals. Maybe you don't have family commitments right now, but that will probably come in the next few years. Before accepting a job, be sure you ask enough questions to find out what the typical time commitment is and make sure that it fits into your current lifestyle.

What do your personality scores tell you about how to have a life and a job at the same time?

- Hard workers like you appear to have a strong need to prove your worth to the company so that you can be considered a valuable employee. When your assignments cannot be completed during your normal work time, you tend to cut your lunch break short or work some overtime. You probably also work extra fast to do things well and make good use of your time. If the company needs you to work some overtime, you are ready and willing. Taking this kind of attitude about your job can help you earn extra money, personal and professional recognition, as well as career success. But, you are also the type of person who is likely to make your job a consuming interest. As you progress through your career, always be aware of what you are giving to your job versus the price you are willing to pay in your personal life for career success.

Getting Ahead In Your Career

No matter what kind of job you decide to accept when you first enter the workforce, most people will have many different types of jobs before they retire. Hopefully, you can find a career (i.e., a series of jobs that revolve around one general theme) that suits your interests and fits your lifestyle.

Finding a good career, however, requires that you consider your interests, preferences, and talents -- not to find the one career that is right for you, but to understand the many different careers that could work for you depending on what is available or what stage of life you are in at that time.

What do your personality scores tell you about building a successful career?

- People probably describe you as a “go-getter.” Maybe you have always been known as a hard worker who is only satisfied with doing your very best. These are traits that will serve you well in your career and will ensure success. People who go the “extra mile” to see that the job is done properly and those who put forth the effort to take care of all the details - -even ones that don’t seem worthwhile to some people -- will make a name for themselves over the years. Being willing to do the extra things to ensure a job well done will always get rewarded in the long run.
- Before accepting a job, you will probably want to look around at a variety of employment options to ensure your choice will prove to be one in which you will thrive. After learning what it takes to be successful in your first role, the company will probably give you many more opportunities for expanding your knowledge and skills. Because you are generally curious and eager to learn new things, a job that offers chances to expand your abilities will be enjoyable and fun. The more you learn, the more you can grow into better paying jobs and the more you can make yourself marketable to different companies.
- It is probably easy for you to take instruction from your supervisor and to follow procedures in how you do your job. Most entry-level jobs do not allow for much input from new employees, but you won’t mind that. As you gain some experience, however, it is important that you learn to speak up about problems and to push for a good resolution. Management needs input from workers, so be sure that you are part of the process for making things better.

Your Score Profile


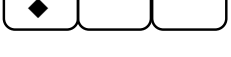


On the next page, each personality dimension that was measured in the Work Readiness Inventory is listed along with a short definition at each end of the scale. Included in each definition is a suggestion for personal development.



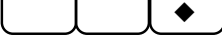
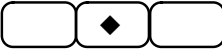
There is a score for each dimension. Each of your scores is based on your own answers to the Work Readiness Inventory as well as how your responses compare to other people.

After looking at your scores, you should ask yourself...

- Do these scores represent how you see yourself? Or, were they a surprise?
- What can you learn from this information?

Many people find it helpful to ask friends and family for their reaction to your scores and get them to help you understand why a certain score turned out the way it did.

<p>Agreeableness</p>	<p>You can be opinionated, and you like to play the devil's advocate, even if people see you as argumentative or stubborn. Poking fun at others and give them a hard time can be fun for you. Need to work on being less contrary and being careful about possibly hurting other people's feelings.</p>		<p>You strive to be polite, patient, kind, and you take pride in getting along harmoniously with all people. In discussions. Even when you have a different opinion, you handle it in such a way that no one gets their feelings hurt. Need to work on not smoothing over conflicts that actually need to be addressed.</p>
<p>Assertiveness</p>	<p>A very accommodating, cooperative person, you are comfortable following the lead of others. When conflict arises, you try to avoid the situation or defuse it. Need to work on taking a more active role in problem solving and speaking your mind on important issues.</p>		<p>You enjoy being the center of attention and making decisions that impact others. When important issues arise, you want to be part of the solution and you can easily move into leadership roles. Need to work on not coming across as arrogant or bossy.</p>
<p>Customer Service Orientation</p>	<p>With your customers, you prefer to "go by the rules" and "not give an inch" rather than try to accommodate to their special needs. Need to work on being more sensitive and responsive to both internal & external customer needs.</p>		<p>You see other people (and departments) as customers, and you want to create a sense of being well served, often going the "extra mile" to ensure their satisfaction. Need to work on learning how much service is enough vs. when does it represent misuse of company resources.</p>
<p>Emotional Resilience</p>	<p>You tend to be emotionally reactive and sensitive to external events. You tend to display your emotions so that other people know what is bothering you. Need to work on keeping your emotions under control and not spending too much time at work sharing your personal problems.</p>		<p>Not many things bother you, so you tend not to get upset easily. You tend to be calm and level-headed during crises. Need to work on being sensitive to other people's emotional reactions to difficulties.</p>

<p>Extroversion</p>	<p>You work well in jobs where there is little social interaction. Need to work on making sure that you communicate often enough to others and share appropriate information.</p>		<p>An outgoing person, you enjoy meeting new people. You readily share information and build personalized relationships. Need to work on making sure that you are not using too much work time to meet your own social needs.</p>
<p>Openness</p>	<p>You prefer a stable, predictable job where you can learn a set of tasks, then do that same job over and over without having to deal with changes very often. Need to work on being able to adapt to changes in the company.</p>		<p>You like to learn new things on a regular basis so you will enjoy taking on different roles in the company and expanding your job knowledge and skills. Need to work on learning your present job well, then letting your manager know you are willing to learn other jobs too.</p>
<p>Work Drive</p>	<p>For you, a job is more a way to make money for the things you really enjoy in life, rather than an end in itself. Need to work on making sure you put forth enough effort on the job to meet your company's expectations. Seek a job that fits the needs of your personal life.</p>		<p>You strive to be known as someone who always goes the extra-mile to do the job right and get it done in a timely manner, and that often means working extra hours. Need to work on applying your effort in the most productive and effective manner.</p>
<p>Conscientiousness</p>	<p>You prefer to interpret rules in light of the immediate situation, You prefer to use your own judgment rather than going with a standard solution, and you do well with planning and development tasks where there is no readily available solution. Need to work on being more dependable and living up to others expectations.</p>		<p>You take pride in being dependable and reliable. You accept the importance of rules and take a fairly rigid approach to safety rules and other organizational policies. You like working in a highly structured work setting. Need to work on being creative in situations that require new ideas for a solution.</p>

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