



Administrative Assistant Assessment Report
on
Karen Gibson

Date: 10/08/2008

Prepared For: UltimatePractice.com

Prepared by: John Lounsbury, Ph.D. & Lucy Gibson, Ph.D., Licensed Industrial-Organizational Psychologists

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					◆
Conscientiousness					◆
Detail Mindedness				◆	
Emotional Stability / Resilience			◆		
Extroversion			◆		
Flexibility	◆				
Impression Management					◆
Integrity				◆	
Intrinsic Motivation				◆	
Long Tenure Potential				◆	
Orderliness				◆	
Responsive Service				◆	
Tough Mindedness		◆			
Work Drive			◆		

Filing Aptitude

86% Correct

Grammar/Spelling

76% Correct

Narrative Responses Provided by This Candidate

In reading through the candidate's responses, you should look for general themes that reflect the person's attitudes, values, and beliefs about work. Insights can help you generate probing interview questions. From another perspective, the way in which candidate responses are constructed demonstrate sophistication of communication skills.

Work Drive	Ms. Gibson's Responses
<i>Responsibility at work...</i>	is important for every employee to do their best.
<i>Working long hours every week...</i>	is OK if the employer is sensitive to the employees personal obligations and accommodations can be made.
<i>It's hard to do good work when...</i>	there is too much noise in the office.
<i>When my suggestions at work are turned down I...</i>	accept it but usually want to know why my idea would was not accepted.
<i>Having to work on the weekend...</i>	is not soemthing I can do at this time.
<i>Overnight travel...</i>	is not anything I would want to do in my job.

Customer Service	Ms. Gibson's Responses
<i>My approach to customer service is...</i>	make sure my customers are satisfied and well treated.
<i>Dealing with difficult customers...</i>	is something I am pretty good at.
<i>What customers really want from me is...</i>	courtesy and competence and responsiveness.
<i>When I am training a new staff on customer service, I emphasize...</i>	be attentive to their real need and asking questions to make sure you really understand what their needs are.
<i>I am least effective with certain customers who...</i>	dont listen to what I am saying or those who are demanding a certain action from me that wont work.
<i>Compared to other types of job tasks I enjoy, customer service is...</i>	very enjoyable.

Teamwork	Ms. Gibson's Responses
<i>To me, being a good team player means...</i>	helping others and being nice to co-workers.
<i>I enjoy teamwork when...</i>	we are all committed to the same goals and everyone likes each other.
<i>The optimal split between team and independent work is...</i>	it depends on whats going on in the office but I like about 50-50 split.
<i>Most team meetings are...</i>	enjoyable and helpful in coming up with ways to work better together.
<i>My experiences with being on a team...</i>	have been good for the most part. Occasionally, there are people who dont want to cooperate with other employees but they usually come around.
<i>In most companies teams are...</i>	not utilized very well.

Job Satisfaction	Ms. Gibson's Responses
<i>The kind of assignment I like best is...</i>	dealing with data entry.
<i>I enjoy working with people who...</i>	are cordial, friendly, and cheerful.
<i>I would turn down a job if...</i>	the work hours would not fit my schedule.
<i>The best way to get ahead in an organization...</i>	do your best, have a good attitude, and try to come up with new ways of doing things more efficiently.
<i>The most fulfilling job I had...</i>	was my last job at a dentists office. I regretted leaving it because we had to move to California.

<i>My greatest satisfaction in a job...</i>	doing my best and knowing that I helped the patients have a better experience in the office.
<i>A boss deserves loyalty if...</i>	he or she is fair and reasonable.
<i>What I want most from a job is...</i>	good working conditions and fair pay.
<i>The best type of supervisor for me would be someone who...</i>	be clear in his or expectations, be a good trainer, be nice and helpful when I need it.
<i>Working closely with other people...</i>	is good. I enjoy having other people to work with.

Career Growth	Ms. Gibson's Responses
<i>My career goal for five years from now...</i>	is to best good at what I do.
<i>To better myself I...</i>	do the best I can and work hard.
<i>Working with coworkers who do not know as much as I do...</i>	is a good opportunity for me to share with them what I know so that they can learn and be proficient.
<i>If I feel underutilized in my job...</i>	ask my supervisor for more responsibility.
<i>To get ahead in most companies you have to...</i>	work hard and show that you are competent in your assigned duties.
<i>I sometimes felt my career advancement was limited by...</i>	too many people in the office who were more experienced than me.
<i>My ideal job would be...</i>	the one I am applying for now.

Demotivators	Ms. Gibson's Responses
<i>What annoys most workers...</i>	being disrespected when supervisors do not listen to your ideas.
<i>I would quit my job if...</i>	I was too sick to keep up with my duties.
<i>At work I feel tense when...</i>	I feel like there is too much work for one person.
<i>I don't like to work with people who...</i>	are sarcastic and mean to co-workers, as well as those who are only concerned about themselves.
<i>My work performance suffers when...</i>	I am working when I dont feel well.
<i>I would really dislike a supervisor who...</i>	did not listen to employees ideas and who handed out impossible assignments.

Conscientiousness	Ms. Gibson's Responses
<i>Responsibility at work...</i>	is important for everyone.
<i>Most of the official rules at work...</i>	should be followed by EVERYONE, not just a few.
<i>I get annoyed at work when...</i>	some people are incompetent in their jobs but management does not do anything about it.
<i>Sometimes employers can place too much emphasis on...</i>	speed when we need to be focusing on doing quality work.
<i>When I make a mistake and someone criticizes me for it, I...</i>	try to learn from my mistake.

Personality Assessment

Strengths:

She much prefers to get along with other people and to have comfortable working relations. Karen will defer to the preferences and demands of others and strive to maintain a pleasant atmosphere in her work group.

She is very conscientious and trustworthy in her work habits. Karen will perform her job in a reliable manner that others can depend on.

Karen will be described by her peers as careful, attentive to details, and thorough in her work habits. Achieving high quality, error-proof results are important to her.

She is usually stable and in control of her emotions. Karen can handle most normal forms of job stress without lowering her job effectiveness.

Karen will communicate with others as needed while also concentrating on her own tasks and duties. She is generally cordial and pleasant, but not socially distractible.

She is very respectful of traditional ways of doing things. Karen adheres to convention and is most comfortable with the status quo at work.

She is very concerned with adjusting her speech and behavior to make others think highly of her. Karen tailors her image to suit her audience.

Karen appears to be a principled and ethical person in how she performs job tasks and duties. She adheres to company rules and policies.

Factors like personal meaning and enjoyment of the work is more motivating to Karen than extrinsic rewards on her job such as bonuses or other tangible incentives. She will respond favorably to opportunities for job challenge, variety, and responsibility.

She is typically methodical and organized in the way she approaches and carries out tasks and assignments. She will be comfortable organizing data and information.

Karen tries to meet customers' needs and requests in a timely, personalized manner. She is fairly focused on keeping them satisfied.

Karen will often base her decisions on her own personal feelings and the perceived feelings of the people she works with, rather than on facts and data. She is likely to demonstrate empathy and understanding in her relations with coworkers.

With an average work drive, Karen usually works industriously during regular job hours. However, she is not a workaholic and tries to balance job demands and her personal/family life.

Developmental Concerns:

She may lose her composure when confronted with heavy work pressure. Karen may need to find ways to buffer such stress and increase her emotional resilience.

In job situations calling for good social skills, Karen could be somewhat more sociable, gregarious, and outgoing on her job. She may need to communicate more frequently and effectively at times.

Karen often has trouble dealing with change and uncertainty on the job. Some people will view her as hindering change.

She can sometimes be too concerned with her public image and how she comes across to other people. Karen could try to present herself in a more sincere, genuine manner when interacting with coworkers.

Karen may sometimes have trouble keeping her own feelings out of her interpretations, analyses, and conclusions. She may be over-influenced by what she perceives will be the feelings and reactions of other people when making decisions. It may be difficult for Karen to do things which she thinks others might dislike or not approve of.

She may, at times, need to invest more time and effort into her work. Long-term job success and organizational advancement may require Karen to extend herself more to meet pressing or heavy job demands.

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?
- * How would you handle it differently in the future?

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.

He is systematic and orderly in his work. He should be comfortable managing job-related data and information.

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?

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?

The information contained in this report is Resource Associates, Inc. business information intended only for the use of the individual or entities named above. If the reader of this report is not the intended recipient you are hereby notified that any dissemination, distribution or copying of this report is strictly prohibited. If you have received this report in error, please notify us immediately at (800) 840-4749 or by sending E-mail to info@resourceassociates.com.