



Joe Sample

Date: 09/23/2014

Time: 8:46 AM

Candidate ID: 8810

Email: sample@psymetricsinc.com

Job Title Applying For: Test

Organization: Sample Distributor

To ensure you are obtaining the full benefits available to you from the use of this assessment, please read the information contained in this report carefully. By using the information provided in this report, you are acknowledging that you understand the general guidelines for interpreting the assessment results.

While this assessment was designed to help assess various aspects of personality and/or skills, the report results are presented in terms of probabilities. False Positives and False Negatives are expected. PsyMetrics and the test developer are not liable for test taker behaviors.

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What the Elite Care Profile Measures

The Elite Care Profile is a general indicator of the individual's ability to engage in care-oriented behaviors across a wide range of care-focused environments (e.g., healthcare, long-term care, in-home care). The profile measures a wide range of characteristics that center around being kind and caring while exhibiting conscientious and compliant behaviors.

The areas assessed by this Profile are:

Attention to Detail	Attention to Detail measures the degree to which the individual can quickly and accurately compare two strings of letters and/or numbers much like tasks that involve verifying information. This ability is important for most clerical jobs. It is also appropriate for jobs that require proofing tasks.
Can-Do Attitude	Can-Do Attitude measures the degree to which the individual consistently approaches work duties and projects with a positive attitude. Is always optimistic. Seldom worries and always exhibits a positive demeanor.
Customer Care	Customer Care measures the degree to which the individual is friendly, service oriented and builds customer relationships. He/she is likely to go out of his/her way to assist customers.
Good Citizen	Good Citizen measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management.
Kindness	Kindness measures the degree to which the individual is caring, empathetic and generous towards others.
Self Control	Self Control measures the degree to which the individual remains calm and in control during stressful, high pressure situations.
Team Care	Team Care measures the degree to which the individual is likely to be flexible and compromising in all aspects of his or her work relationships, including working cooperatively with coworkers and customers.
Work Ethic	Work Ethic measures the degree to which the individual is likely to be hardworking, reliable, dedicated and punctual. He/she is conscientious, organized and plans ahead.

Candidness of the Elite Care Profile Results

This Profile includes a candidness check to determine the degree to which the individual may have exaggerated his/her responses in order to present themselves more favorably. The results of this validity check with interpretation is presented on the following page.

Interpreting the Profile Results

The following page presents the Profile Summary Chart. This chart includes the Total Profile Score and scores for each of the scales that make up this Profile. The scores are presented in terms of percentiles with expected performance levels. The percentile indicates how the candidate scored relative to all other individuals who have taken this assessment. For example, if a candidate's score on one scale shows as the 75th percentile, this indicates he/she scored better than 75% of all other people who have completed this particular scale.

The pages that follow the Summary Chart provide detailed interpretations for each of the Profile scales, as well as, follow-up interview questions one can ask the candidate to obtain more insight.



Total Score Summary



Caution



Average



High

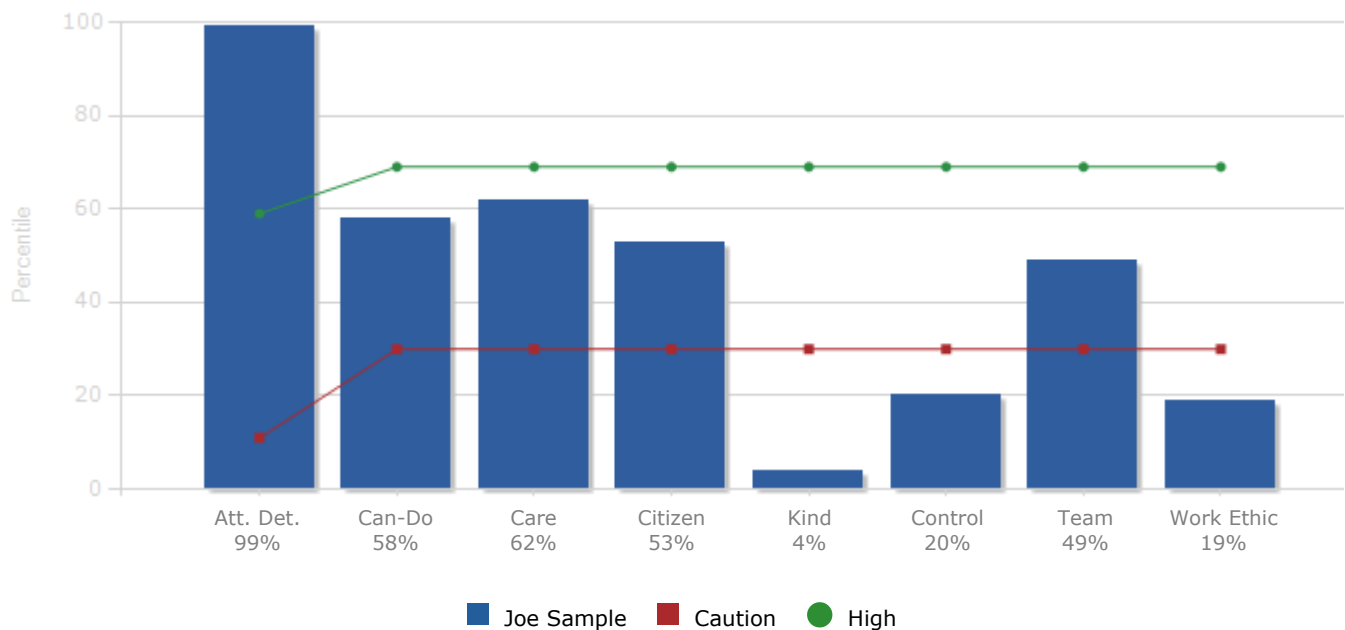
Total Score Interpretation

This candidate's total Profile score falls within the Average range. This candidate generally demonstrates average to moderate levels of the behaviors/skills assessed by this Profile. Review the individual scale details to better understand strengths and potential shortcomings. The candidate's total score is consistent with that of most other candidates.

Score Validity

Candidness: High - The candidate's responses are likely to be an accurate representation of his/her attitudes and behaviors.

Score Profile



The bar graph above shows the candidate's score pattern across all the dimensions assessed by this profile. The pages that follow offer detailed insight into each dimension score.



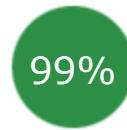
Attention to Detail



Caution



Average



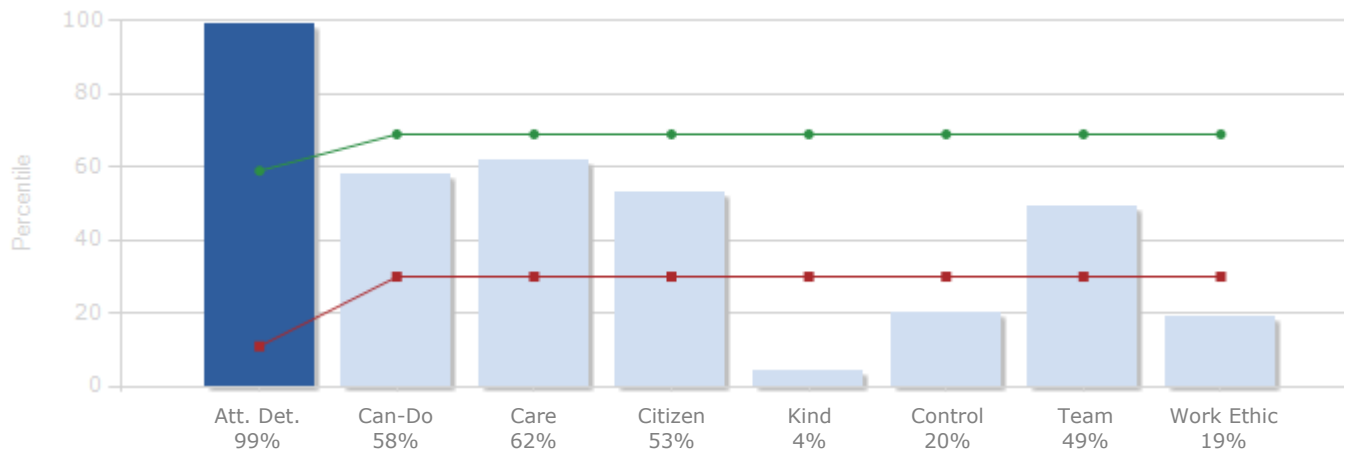
99%

High

Score Details

Attention to Detail measures the degree to which the individual can quickly and accurately compare two strings of letters and/or numbers much like tasks that involve verifying information. This ability is important for most clerical jobs. It is also appropriate for jobs that require proofing tasks.

Joe Sample scored in the **99th** percentile on Attention to Detail (High), meaning Joe scored better than 99 percent of other candidates who have completed this assessment.



Skill Level

The graphic below shows the percentage of test items the candidate answered correctly compared to those answered incorrectly. This illustration is useful for assessing the degree of skill/knowledge the individual demonstrated.



Attempted: 20/20 = 100%

Correct: 20/20=100%

Incorrect: 0/20=0%

Correct/Total Possible: 20/20 = 100%

Population Avg. Correct/Total Possible: 17/20=85%

Expected Job Behaviors

- This individual is detail-oriented.
- He/she is able to quickly inspect information visually.
- He/she has the ability to quickly and accurately verify and proof written information.



Can-Do Attitude



Caution



Average

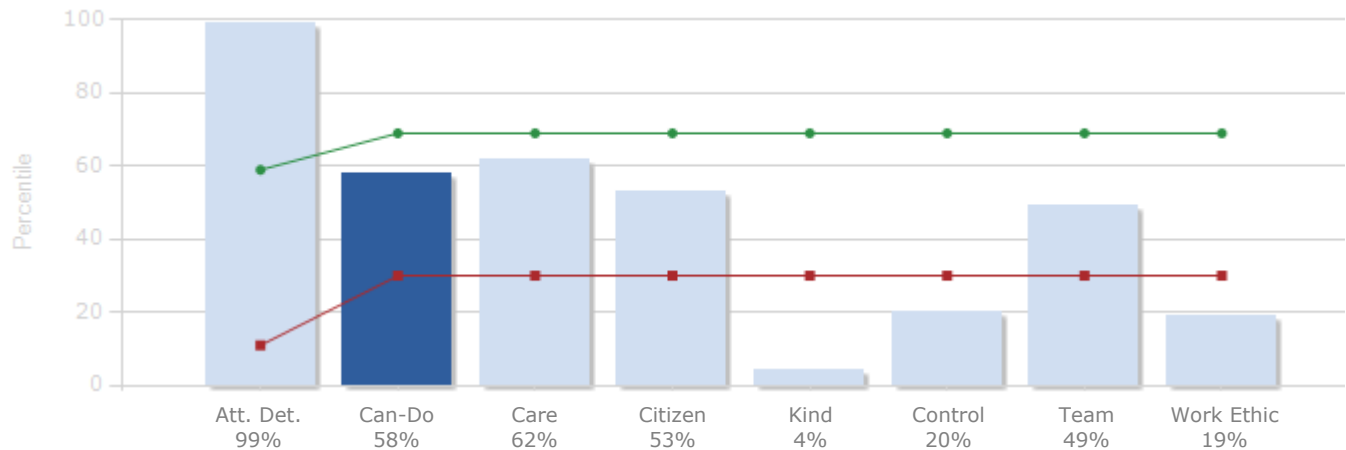


High

Score Details

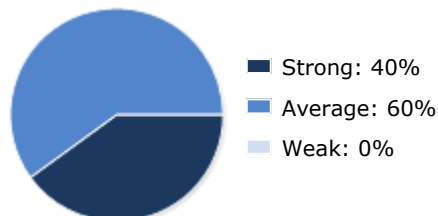
Can-Do Attitude measures the degree to which the individual consistently approaches work duties and projects with a positive attitude. Is always optimistic. Seldom worries and always exhibits a positive demeanor.

Joe Sample scored in the **58th** percentile on Can-Do Attitude (Average), meaning Joe scored better than 58 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Can-Do Attitude behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Can-Do Attitude.



Expected Job Behaviors

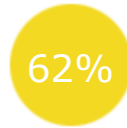
- Generally has a positive attitude.
- May need a positive push at times.
- May take a "wait and see" approach when outcomes are unsure.
- This employee's score is consistent with most other candidates.



Customer Care



Caution



Average

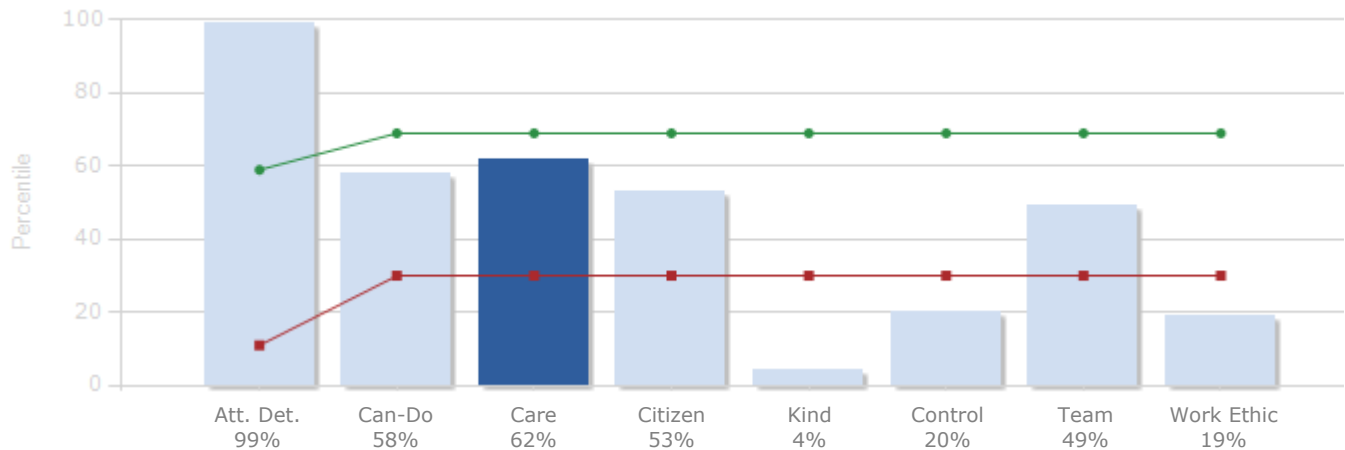


High

Score Details

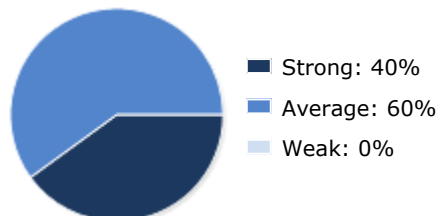
Customer Care measures the degree to which the individual is friendly, service oriented and builds customer relationships. He/she is likely to go out of his/her way to assist customers.

Joe Sample scored in the **62nd** percentile on Customer Care (Average), meaning Joe scored better than 62 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Customer Care behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Customer Care.



Expected Job Behaviors

- Is generally understanding and friendly.
- Tends to be attentive to the needs of others but may prioritize work tasks first.
- May be reluctant to help others when faced with an uncertain situation.
- This score is consistent with most other candidates.



Good Citizen



Caution



Average

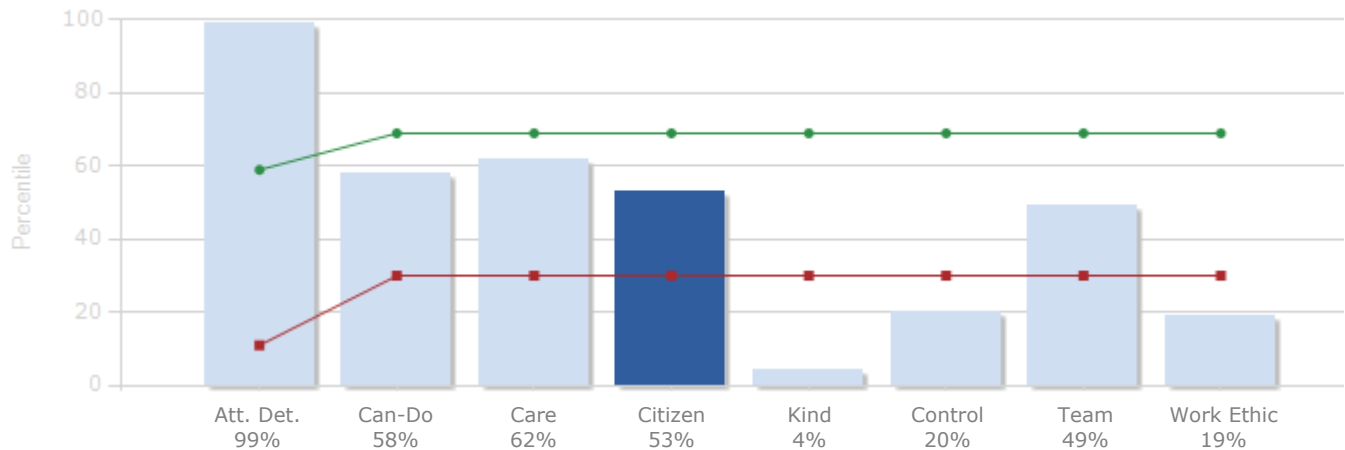


High

Score Details

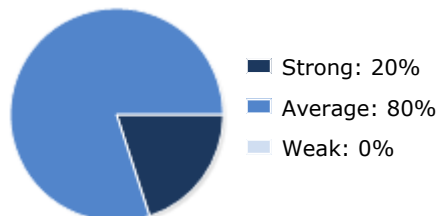
Good Citizen measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management.

Joe Sample scored in the **53rd** percentile on Good Citizen (Average), meaning Joe scored better than 53 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Good Citizen behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Good Citizen.

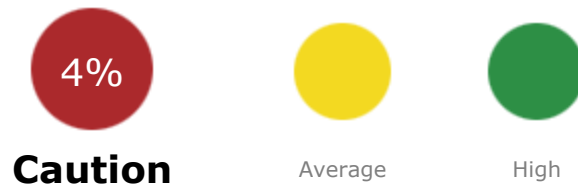


Expected Job Behaviors

- Might be inclined to bend rules on occasion.
- Generally understands importance of following polices and procedures.
- Will generally follow directives.
- This score is consistent with most other candidates.



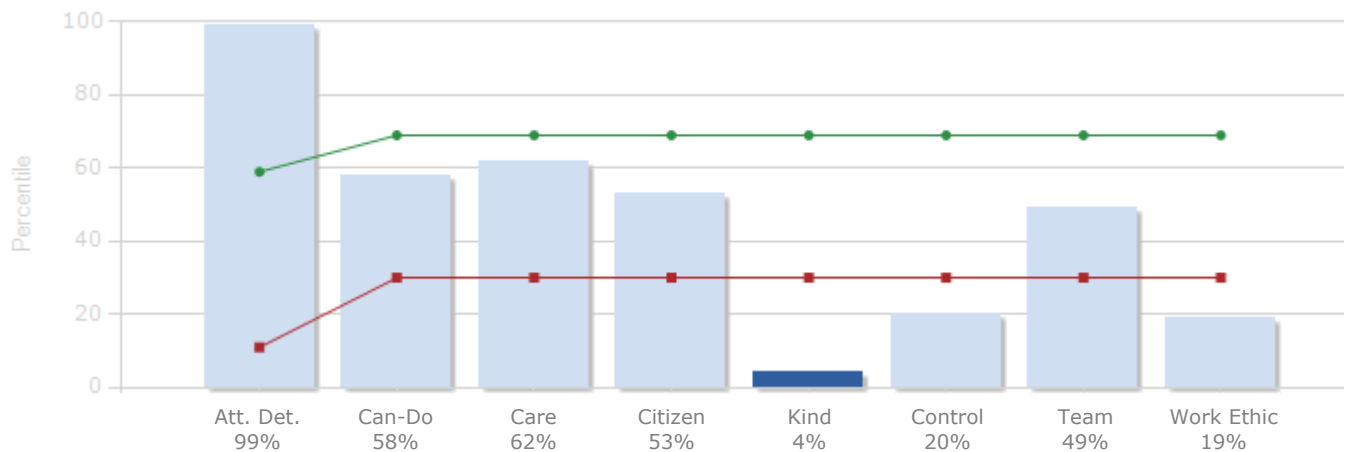
Kindness



Score Details

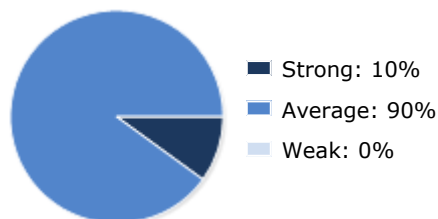
Kindness measures the degree to which the individual is caring, empathetic and generous towards others.

Joe Sample scored in the **4th** percentile on Kindness (Caution), meaning Joe scored lower than 96 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Kindness behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Kindness.

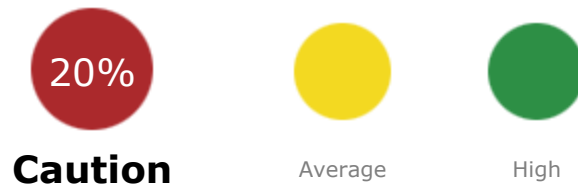


Expected Job Behaviors

- Tends to demonstrate little interest in sociable behaviors.
- Is not customer focused.
- Is more focused on tasks than on helping others.
- Does not demonstrate generous attitudes.



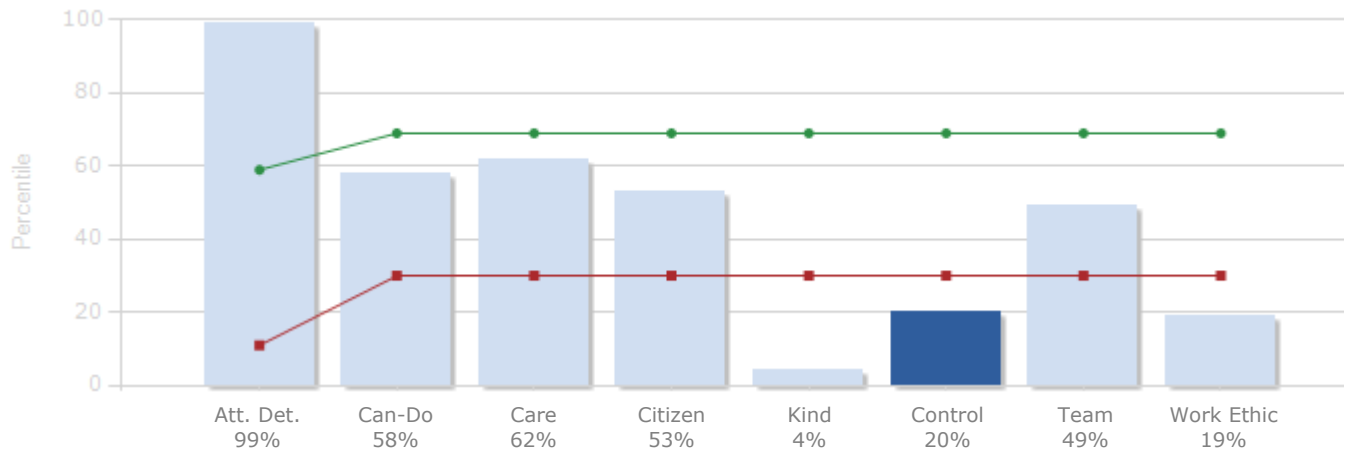
Self Control



Score Details

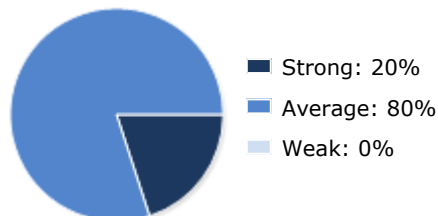
Self Control measures the degree to which the individual remains calm and in control during stressful, high pressure situations.

Joe Sample scored in the **20th** percentile on Self Control (Caution), meaning Joe scored lower than 80 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Self Control behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Self Control.



Expected Job Behaviors

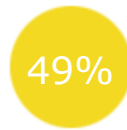
- May exhibit difficulties in stressful workplace situations.
- May be resistant to change and can appear inflexible.
- Has a challenging time adapting to change.
- May not react well in high pressure situations and tends to avoid them.



Team Care



Caution



Average

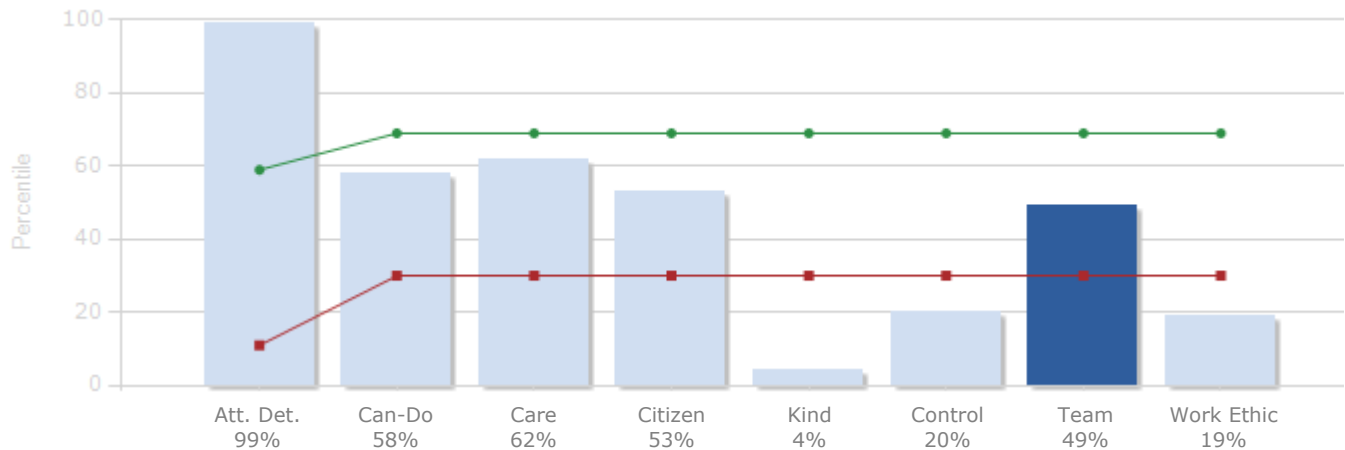


High

Score Details

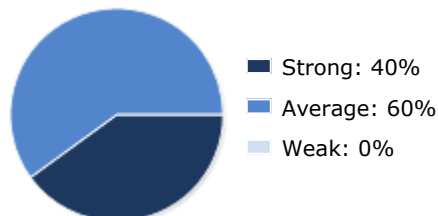
Team Care measures the degree to which the individual is likely to be flexible and compromising in all aspects of his or her work relationships, including working cooperatively with coworkers and customers.

Joe Sample scored in the **49th** percentile on Team Care (Average), meaning Joe scored lower than 51 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Team Care behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Team Care.

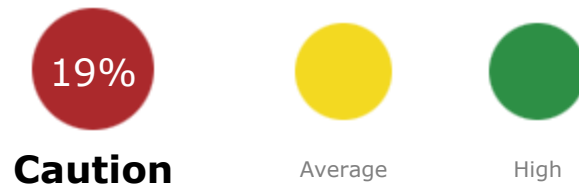


Expected Job Behaviors

- Typically works well within a team; but at times may take a more individualistic approach.
- Team success is of moderate priority.
- Generally gets along with others.
- This score is consistent with most other candidates.



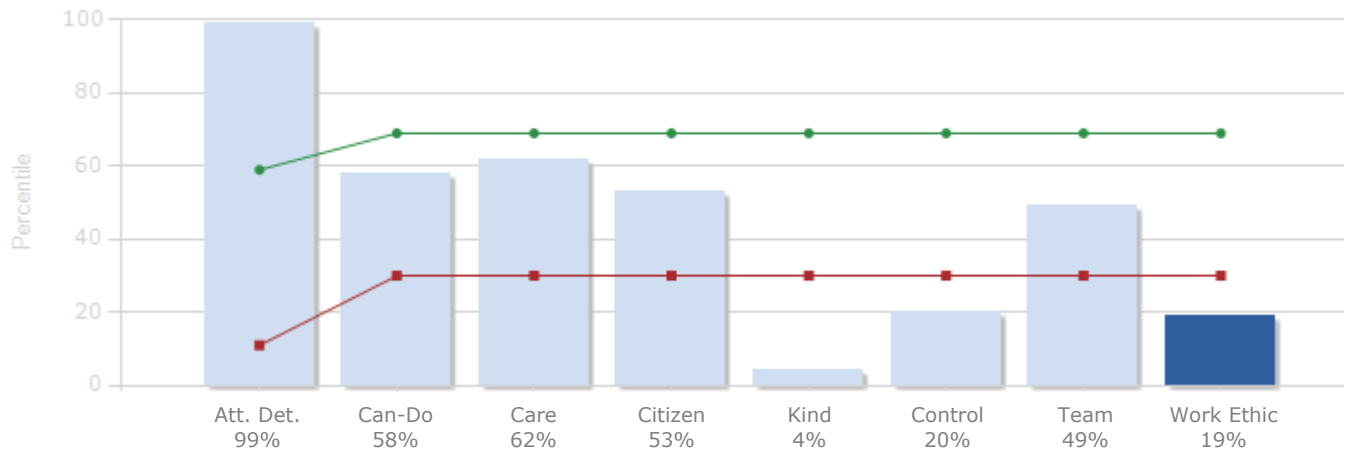
Work Ethic



Score Details

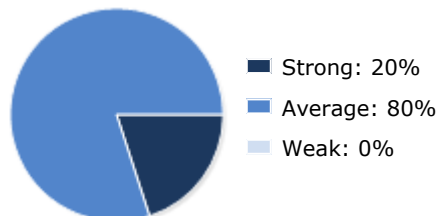
Work Ethic measures the degree to which the individual is likely to be hardworking, reliable, dedicated and punctual. He/she is conscientious, organized and plans ahead.

Joe Sample scored in the **19th** percentile on Work Ethic (Caution), meaning Joe scored lower than 81 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Work Ethic behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Work Ethic.



Expected Job Behaviors

- This individual may experience difficulty showing up to work on time consistently, and may lack attention to detail when performing assigned tasks.
- This employee tends not to be quality focused.
- This employee may struggle to meet work deadlines.
- This is an area of concern with this individual and additional interviewing and reference checks are strongly encouraged.



Management Strategies

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses. The diagram below also offers a graphical representation of the areas covered by the Profile. The smaller the area, the more coaching/development might be required.

Attention to Detail

- This candidate should be given opportunities to engage in tasks that involve verifying and checking information.
- Expect that they will be very detail oriented and will expect the same from those around them.
- They may be able to train others on how to be more focused and detail oriented on visual tasks.



- Attention to Detail 99%
- Can-Do Attitude 58%
- Customer Care 62%
- Good Citizen 53%
- Kindness 4%
- Self Control 20%
- Team Care 49%
- Work Ethic 19%

Can-Do Attitude

- Consistently encourage this individual after being successful in a difficult situation.
- When addressing work deficits, be sure to offer praise and encouragement for improvement.
- If the goal is to make the individual more optimistic, reinforce optimistic perspectives and show the benefits derived from such views.



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- Self Control 20%
- Team Care 49%
- Work Ethic 19%

Customer Care

- Monitor this employee's interactions with customers, focusing on how much they pay attention to, and are in tune with customer needs. Acknowledge and encourage friendly and caring behaviors.
- Give clear and consistent guidelines on what is expected of this individual concerning customer interactions.
- Provide this individual with consistent feedback, positive and negative, to ensure this employee is maintaining expected levels of compassionate behavior.
- Educate this individual to understand the importance of compassion in the workplace and give recognition when appropriate behaviors are demonstrated.



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- Work Ethic 19%



Good Citizen

- Review rules with the candidate that are critical to success in this position to ensure understanding.
- Work closely with this individual when participating in activities where strict adherence to policies and procedures are necessary.
- If a counterproductive behavior occurs, take the individual aside in a private area and discuss the behavior, what led to it, and how to avoid the situation in the future.
- Provide positive feedback to encourage continued compliance.



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- Customer Care 62%
- Good Citizen 53%
- Kindness 4%
- Self Control 20%
- Team Care 49%
- Work Ethic 19%

Kindness

- This candidate's supervisor will need to monitor behaviors closely as this individual may not fit the customer service environment and may not be seen as overly caring by customers.
- Be alert for non service related attitudes. Provide detailed instructions about expected behaviors.
- Offer customer service training if feasible.
- Reward service related behaviors to reinforce such behaviors.



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- Can-Do Attitude 58%
- Customer Care 62%
- Good Citizen 53%
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- Self Control 20%
- Team Care 49%
- Work Ethic 19%

Self Control

- If this individual is to be placed in situations involving high stress, this employee will need to be monitored closely.
- Clearly address expected behaviors and establish a way to keep this individual accountable. Offer stress management training when possible.
- This individual may not perform well in stressful situations. These situations should be minimized, if possible.



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- Team Care 49%
- Work Ethic 19%



Team Care

- Make sure this individual understands the tasks of each team member and the overall team expectations and objectives.
- When placing this individual in situations that require teamwork, reiterate appropriate behaviors and expectations.
- Monitor this employee periodically in team situations to ensure they are engaging in team behaviors.
- Emphasize the importance of teamwork over self interested behaviors.



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- Self Control 20%
- Team Care 49%
- Work Ethic 19%

Work Ethic

- Monitor this employee's attendance and punctuality closely. Establish clear guidelines on attendance and task completion and consequences for not following through.
- Clearly explain work deadlines and hold him/her accountable.
- Establish a system of consequences for unreliable behaviors. Reinforce these consequences. When the individual demonstrates steady, dependable behaviors, be sure to recognize and encourage these actions.



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Interview Guide

This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies.

Attention to Detail

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension.

Can-Do Attitude

Question:

Tell me about a time you waited to act on a problem so you would not get blamed for not being able to solve it. How did this waiting impact your work performance?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe the last time you took a "Wait and See" approach before starting a task. Is this something you do often? Why?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

When was the last time you were instructed by your supervisor to work more quickly than what you were comfortable doing? How did this impact your work performance?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

2

3

4

5

6

7

Customer Care

Question:

Explain a past situation at work where it was difficult for you to develop a friendship. Why do you think it was difficult? Is this something you feel you need to work on?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

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3

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6

7

Question:

Describe a situation at work when you have avoided interacting with people. How did this affect your work performance?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

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7

Question:

Tell me how you try not to feel too badly for customers when they are having an issue with your product or service. Specifically, what do you do?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

2

3

4

5

6

7



Question:

From your work experience, what is it that aggravates you the most when someone asks you for a favor? How do you tend to react?

What do you tell the individual?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Good Citizen

Question:

In the past, when have you broken a rule or policy? What happened afterward?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

In your experience is it typical for you or people you know to be fired? How many times have you been fired or quit a job?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Kindness

Question:

What would keep you from working at a charity event? Is this something you would enjoy doing?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Tell me about a time when you had to decide between helping someone and completing your job responsibilities. What did you do?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

When was the last time you were placed in a situation where you had the opportunity to help someone in need? How did you handle this situation?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe a time when you had difficulty developing a friendship at work. How difficult is it for you to develop close working relationships?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Self Control

Question:

In the past, when have you lost your cool with a customer or coworker? What resulted from the incident? Did this experience change how you conducted yourself with customers or coworkers going forward?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Tell me about a time when the stress from work was too much. What did you do? What coping skills do you use to appropriately handle the stress at work?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Have you ever considered changing jobs due to the stress caused by the job? What resulted from this situation? Do you switch jobs frequently due to the stress caused by the job?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Tell me about a time when you were pushed to the edge. Did you lose your cool? Did you say something or do something that you later regretted? If so, what?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Team Care

Question:

Give an example of a past situation where it was difficult to sacrifice what you wanted to do in favor of what someone else wanted to do. Why do you think this was so difficult?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

In the past, when have you become frustrated by working as a part of a team? How did this affect your work performance? What could have made this process rewarding?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

From your experience, when have you had a difficult time adapting to a work situation? Did you attempt to change something to make it easier? If so, what?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Explain a time when you were affected by change at work that you thought was a negative change. How did this change your work performance?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Tell me about a time when it was difficult for you to develop a close working relationship with a coworker. How did this affect your job?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Work Ethic

Question:

Have you ever been taken advantage of by a supervisor due to your willingness to help? How did you respond?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe the last time your boss asked you to do something you felt was too demanding. How did you respond to your boss?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Tell me about a time at work when you could not keep a promise you made. What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe the last time you missed a deadline at work. What caused your work to be late?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Describe a time in the past when you failed to meet a work deadline. What made this so difficult?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Tell me about the last time you had to work more quickly to complete a task by the end of your shift. Did you have to take any shortcuts?

If so, what were they?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Sum of Ratings

Number of Questions Rated

Average Rating

(Sum of all ratings divided by the number of questions rated.)

