

NAME: Levi Sample
 CANDIDATE ID: #055351
 EMAIL: @yahoo.com
 JOB APPLYING FOR: Correctional officer
 INVITED BY: Nancy Strait (nancy.strait@iowa.gov)
 ORGANIZATION: Iowa Department of Corrections
 TESTING TIME: 9 min. 37 seconds
 TEST VERSION: Custom
 LOCATION: FDCF/NCCF
 REPORT VERSION: **SELECTION**



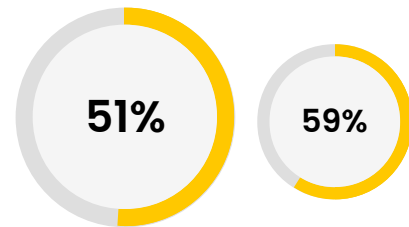
ELITE PROFILING SYSTEM
Corrections-People Skills

STARTED: 09/27/23 06:40 PM
COMPLETED: 09/27/23 06:54 PM

TOTAL SCORE SUMMARY

The large circle represents the average of the scale scores included in this profile. This percentile score indicates how the candidate ranks relative to other test takers. The smaller circle is the percent match against your Star Profile. Review individual scale details to understand strengths and potential areas for improvement.

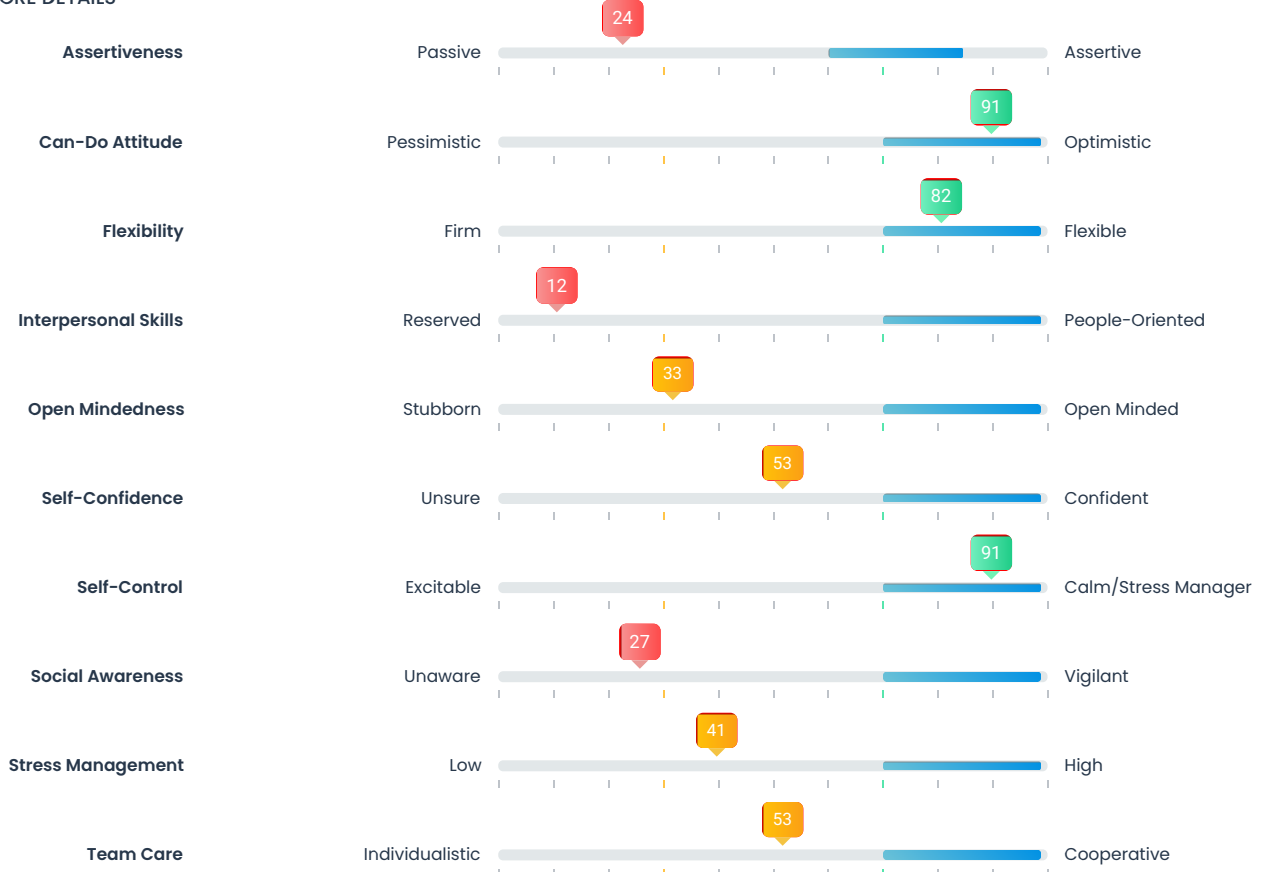
Levi Sample scored in the **51st** percentile on the overall score (Moderate), meaning Levi scored higher than 51 percent of the candidates who have completed this assessment. Levi also had a **59%** match with the Star Profile Benchmark.



The candidate may have answered the questions in a socially desirable manner. Follow-up interview questions are recommended to corroborate high scores.

■ Caution (1-29)
 ■ Moderate (30-69)
 ■ High (70-99)

SCORE DETAILS



SCALE SCORE INTERPRETATIONS

The information that follows offers detailed interpretations for each scale included in this profile. The Strength of Responses graphic below shows the candidate's response pattern for a particular scale. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with the behavioral dimensions assessed in this profile.

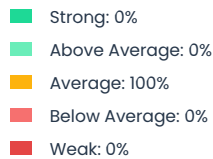
ASSERTIVENESS



The degree to which the individual is likely to assert themselves, speak their mind and enjoy taking control or the lead in group situations. This characteristic is important for jobs where a strong personality is a plus (e.g., most sales jobs and managerial positions).

Levi Sample scored in the 24th percentile on Assertiveness (Caution), meaning Levi scored lower than 76 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **7.99 seconds**

Expected Behaviors

- May find it difficult to say what is on their mind.
- May struggle to take control of situations when appropriate.
- Tends to take a passive approach when dealing with others.
- Finds it a challenge to be persuasive.

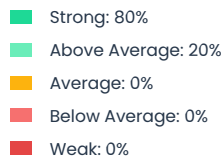
CAN-DO ATTITUDE



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.

Levi Sample scored in the 91st percentile on Can-Do Attitude (High), meaning Levi scored higher than 91 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **9.36 seconds**

Expected Behaviors

- Tends to make the most of any situation.
- Always has a positive outlook.
- Demonstrates initiative.
- Is energetic and confident.

FLEXIBILITY



The degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.

Levi Sample scored in the 82nd percentile on Flexibility (High), meaning Levi scored higher than 82 percent of other candidates who have completed this assessment.

Strength of Responses



- Strong: 60%
- Above Average: 40%
- Average: 0%
- Below Average: 0%
- Weak: 0%

Average Time to Complete Each Question **7.92 seconds**

Expected Behaviors

- Is willing and able to adapt to change easier than most.
- Is open-minded and cooperative.
- Goes with the flow.
- Changes priorities as needed with little resistance.

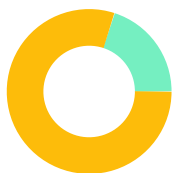
INTERPERSONAL SKILLS



The degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills. This characteristic is important for all jobs that involve interacting with customers.

Levi Sample scored in the 12th percentile on Interpersonal Skills (Caution), meaning Levi scored lower than 88 percent of other candidates who have completed this assessment.

Strength of Responses



- Strong: 0%
- Above Average: 20%
- Average: 80%
- Below Average: 0%
- Weak: 0%

Average Time to Complete Each Question **13.0 seconds**

Expected Behaviors

- May be perceived as unfriendly and lacking interpersonal skills.
- Would rather be alone at times than interacting with others.
- Can get annoyed working in a customer service-oriented job.
- Can sometimes be perceived as being reserved.

OPEN MINDEDNESS



The degree to which the individual is willing to learn from others and from their own mistakes. Is not stubborn. Listens to the needs and advice of others. Is open to new ideas and concepts.

Levi Sample scored in the 33rd percentile on Open Mindedness (Moderate), meaning Levi scored lower than 67 percent of other candidates who have completed this assessment.

Strength of Responses



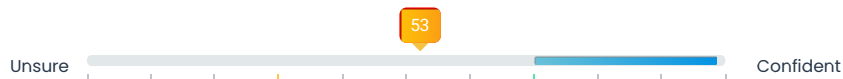
- Strong: 40%
- Above Average: 20%
- Average: 20%
- Below Average: 20%
- Weak: 0%

Average Time to Complete Each Question **8.9 seconds**

Expected Behaviors

- Is often open to learning new ways of doing things but with some incentive or persistence.
- Will listen to the perspectives of others but may find it difficult at times to give up long held beliefs.
- While on the surface they may accept change, sometimes it is somewhat of a challenge for them.
- Getting them to accept new ideas and concepts is doable, but may take some work.

SELF-CONFIDENCE



The degree to which the individual is likely to be self assured, is not overly affected by what others think of them, and is confident in their decisions and actions. This characteristic is important for jobs that require independent thought, a self-starter attitude, sales and management.

Levi Sample scored in the 53rd percentile on Self-Confidence (Moderate), meaning Levi scored higher than 53 percent of other candidates who have completed this assessment.

Strength of Responses



- Strong: 20%
- Above Average: 40%
- Average: 20%
- Below Average: 20%
- Weak: 0%

Average Time to Complete Each Question **9.49 seconds**

Expected Behaviors

- Exhibits some degree of self-assuredness but at times has self-doubt.
- Takes criticism well at times, but tends to personalize some of it.
- Sometimes questions their decisions, but will try not to show it.
- Bouncing back from disappointing situations can be challenging but if they are pushed, it can generally be achieved.
- This score is consistent with most other candidates.

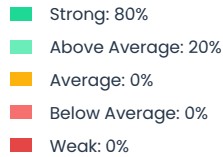
SELF-CONTROL



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

Levi Sample scored in the 91st percentile on Self-Control (High), meaning Levi scored higher than 91 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **11.01 seconds**

Expected Behaviors

- Handles stressful situations well.
- During times of conflict, remains calm and thinks clearly.
- Effectively handles change within the workplace.
- Does not let work pressures affect them.
- Disciplined.

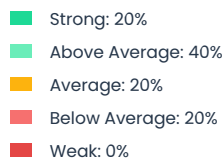
SOCIAL AWARENESS



The degree to which the individual is caring, empathetic, service oriented and vigilant of other's needs.

Levi Sample scored in the 27th percentile on Social Awareness (Caution), meaning Levi scored lower than 73 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **11.31 seconds**

Expected Behaviors

- Tends to demonstrate little interest in sociable behaviors.
- Is more focused on tasks than on helping others.
- Finds it difficult to be empathetic.
- Does not demonstrate generous attitudes.
- Is unaware.

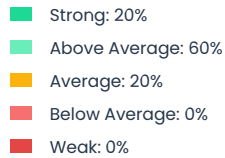
STRESS MANAGEMENT



The degree to which the individual is likely to demonstrate patience and stress tolerance during challenging work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multitasking and jobs in fast paced organizations.

Levi Sample scored in the 41st percentile on Stress Management (Moderate), meaning Levi scored lower than 59 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **8.36 seconds**

Expected Behaviors

- Will demonstrate some degree of patience during difficult work situations.
- Generally remains calm during times of conflict with customers and co-workers, but often times this can be a challenge.
- At times, gets frustrated with change at work, but tries hard to deal with it.
- Exhibits a satisfactory degree of stress tolerance during pressure situations.
- This score is consistent with most other candidates.

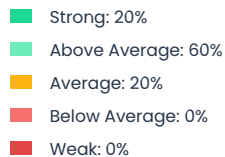
TEAM CARE



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.

Levi Sample scored in the 53rd percentile on Team Care (Moderate), meaning Levi scored higher than 53 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **12.65 seconds**

Expected Behaviors

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

MANAGEMENT STRATEGIES

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses.

ASSERTIVENESS



- This candidate's training needs to focus extensively on building self-esteem and product/service knowledge so that when they need to assert their point of view they have the confidence and ability to do so.
- Role playing situations that require assertiveness need to be built into their training.

- Success in performing job responsibilities that require assertive behaviors need to be rewarded.
- May want to also consider assigning the individual to jobs where assertiveness is not a requirement.

CAN-DO ATTITUDE



- Offer encouragement after they have been successful in a difficult situation.
- Offer praise and reinforce positive behaviors.

- Monitor the individual to ensure their positive outlook does not cloud rational decision making.
- Let this individual's positive attitude shine and serve as a motivator for the team or department.

FLEXIBILITY



- This individual works well in a fast paced, changing environment.
- Recognize when they change priorities for the benefit of the team or department or another individual.

- Their level of flexibility may be ideal for team-oriented tasks and environments where dealing effectively with various personality types is critical.
- Monitor to make sure their flexible demeanor does not result in taking on additional tasks that may get in the way of accomplishing individual goals or objectives.

INTERPERSONAL SKILLS



- Their low degree of interpersonal skills warrants close monitoring of their interactions with customers and coworkers.
- If the observations reveal weaknesses in interpersonal skills, offer coaching and training.

- Offer praise and rewards for excellent service to both customers and coworkers.
- If the candidate demonstrates limited interpersonal skills, even after coaching and training, consider the individual for jobs where interaction with others is more limited.

OPEN MINDEDNESS



- Consistently reinforce open minded thinking when they exhibit it.
- Offer an environment where all ideas are accepted to reinforce the freedom to express open minded thinking.

- This individual may be "on the fence" on many ideas. Take a gradual approach with respect changing their way of thinking.
- Too much emphasis on change too quickly may cause more stubborn thinking.

SELF-CONFIDENCE



- Candidates who score in this range from time to time may exhibit low levels of confidence. They need to be reassured and should not be overly criticized.
- They should be praised when they make the right decisions.

- They should be offered assistance and support when they show weakness.
- There should be consistency in positive reinforcement when goals are met to build self-confidence.

SELF-CONTROL



- This individual can be counted on to perform well in stressful situations. It may be appropriate to have them share coping skills and strategies with others.
- This individual can be placed in situations that may become stressful and they can be counted on to remain calm. Value this employee's perspective and suggestions about managing conflict and stress.

- This employee has the ability to manage the work-related stress. Pay attention to workload levels, to avoid having them take on too much.
- This employee's calm demeanor in times of stress may be beneficial when engaged in rational decision making tasks.

SOCIAL AWARENESS



- This candidate's supervisor will need to monitor behaviors closely as this individual may not fit a service oriented environment and may not be seen as overly caring by others.
- 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.

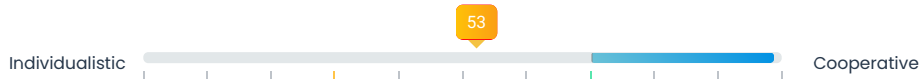
STRESS MANAGEMENT



- Training should be offered to this individual focusing on specific work situations that are considered stressful.
- These stressful situations should be role-played with the individual and appropriate behaviors need to be identified. And practiced.

- Monitor them during high-pressure situations and offer assistance when necessary, pointing out strategies for handling the situation.

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.

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.

ASSERTIVENESS

QUESTION

What situations have your coworkers observed that might cause them to say you are more easy going than you are assertive?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

How would your coworkers describe you in terms of your aggressiveness or assertiveness? Why would they have this impression of you?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

Would you say you are more laid back than assertive? Give examples from your work experience to support your answer.

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

How have you influenced others? Please give work-related examples.

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

If you are in a meeting and you have something you want to say, but you have not had the opportunity to speak, what would you do? How would you handle the situation?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



CAN-DO ATTITUDE

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer

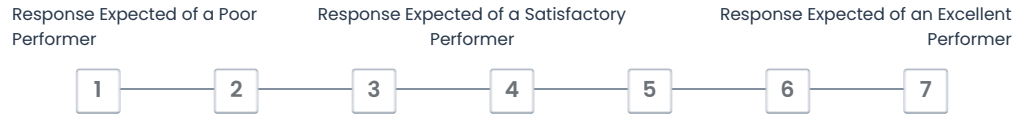


FLEXIBILITY

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

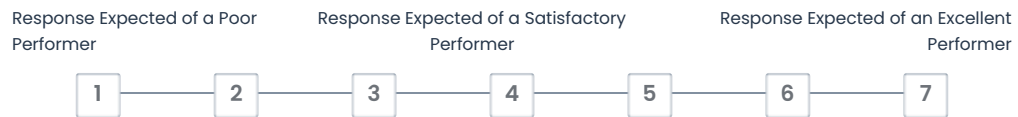


INTERPERSONAL SKILLS

QUESTION

Describe for me difficult situations or encounters you have had with customers where they have become upset with you. What lead to the incident(s)? What was the outcome?

RESPONSE NOTE:



QUESTION

What are some of the things that bother you about dealing with people at work?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

What are the difficulties you have faced in trying to maintain positive relationships with all people? Do you feel it is realistic to want to get along with everyone?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

When is it not important to enjoy interacting with others at work?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



OPEN MINDEDNESS

QUESTION

Describe the steps you generally take before making an important decision. Give examples from your work experience.

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

Give examples of when you made up your mind about a certain issue and others attempted to change your opinion. What happened? What was the outcome?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



SELF-CONFIDENCE

QUESTION

What situations have made you feel the most confident and which ones have made you feel least confident?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

How do you deal with managers that constantly criticize your work? Or don't seem to appreciate anything you do?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



SELF-CONTROL

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

Tell me about a time you insulted someone. Was it justified?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



QUESTION

When in conversation with someone, what are some of the things you try and observe or listen to in order to understand their needs?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



STRESS MANAGEMENT

QUESTION

When you feel stressed over work-related matters, how do you cope? What do you do?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



TEAM CARE

QUESTION

Provide an example of a time when you became frustrated while working as part of a team. What do you think caused this frustration?

RESPONSE NOTE:

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

Response Expected of an Excellent Performer



SUM OF RATINGS :

NUMBER OF QUESTIONS RATED:

AVERAGE RATING :

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

The hiring decision should always be based on whether there is a match between a candidate's job relevant skills, abilities and/or interests and the job itself. PsyMetrics' assessments represent one source of information in helping to make that decision. Using all sources of candidate information (e.g., assessments, a structured job interview, reference/background checks, work history) available to the human resource professional will result in a more comprehensive view of the applicant and the best employee-job fit.

The employer assumes full responsibility for the proper use of the PsyMetrics assessments. This includes establishing each test's job relatedness and periodically examining selection rates to ensure the hiring process continues to be fair and free from bias. PsyMetrics, its partners and the test developer do not accept liability for any unlawful use of this product.