

NAME: Rick Sample  
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 JOB APPLYING FOR: Residential Officer  
 INVITED BY: Diana Clarke (dclarke@silverwoodassoc.com)  
 ORGANIZATION: Silverwood Associates  
 TESTING TIME: 5 min. 58 seconds  
 TEST VERSION: Custom  
 REPORT VERSION: **SELECTION**



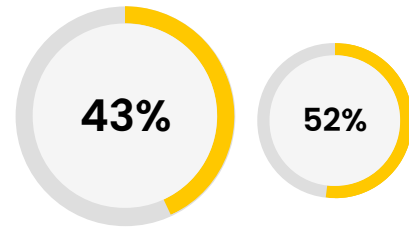
**ELITE PROFILING SYSTEM**  
**Corrections-People Skills**

STARTED: 06/06/24 06:18 PM  
 COMPLETED: 06/06/24 06:27 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.

Rick Sample scored in the **43rd** percentile on the overall score (Moderate), meaning Spencer scored lower than 57 percent of the candidates who have completed this assessment. Spencer also had a **52%** match with the Star Profile Benchmark.



■ 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).

Rick Sample scored in the 65th percentile on Assertiveness (Moderate), meaning Spencer scored higher than 65 percent of other candidates who have completed this assessment.

#### Strength of Responses



- Strong: 0%
- Above Average: 60%
- Average: 20%
- Below Average: 20%
- Weak: 0%

Average Time to Complete Each Question **5.34 seconds**

#### Expected Behaviors

- Does not normally engage in overly controlling behaviors.
- Tends to show an even-tempered demeanor when it comes to assertiveness.
- Is not overly persistent with other people.
- On occasion can be expected to speak their mind.
- This score is consistent with most other candidates.

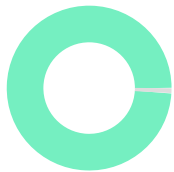
### CAN-DO ATTITUDE



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.

Rick Sample scored in the 60th percentile on Can-Do Attitude (Moderate), meaning Spencer scored higher than 60 percent of other candidates who have completed this assessment.

#### Strength of Responses



- Strong: 0%
- Above Average: 100%
- Average: 0%
- Below Average: 0%
- Weak: 0%

Average Time to Complete Each Question **5.45 seconds**

#### Expected Behaviors

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

## 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.

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

### Strength of Responses



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

### Expected Behaviors

- May be less willing or able to adapt to change than most others.
- May have difficulties changing assigned priorities.
- Generally has difficulty changing their schedule or plans to help others.
- Tends to be stubborn.

Average Time to Complete Each Question **5.4 seconds**

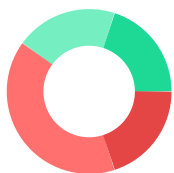
## INTERPERSONAL SKILLS



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.

Rick Sample scored in the 9th percentile on Interpersonal Skills (Caution), meaning Spencer scored lower than 91 percent of other candidates who have completed this assessment.

### Strength of Responses



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

### 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.

Average Time to Complete Each Question **7.25 seconds**

## 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.

Rick Sample scored in the 70th percentile on Open Mindedness (High), meaning Spencer scored higher than 70 percent of other candidates who have completed this assessment.

### Strength of Responses



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

Average Time to Complete Each Question **8.0 seconds**

### Expected Behaviors

- Open to learning new ways of doing things.
- Listens to the perspectives of others.
- Accepts change.
- Is open to new ideas and concepts.

## 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.

Rick Sample scored in the 43rd percentile on Self-Confidence (Moderate), meaning Spencer scored lower than 57 percent of other candidates who have completed this assessment.

### Strength of Responses



Strong: 0%
Above Average: 60%
Average: 20%
Below Average: 20%
Weak: 0%

Average Time to Complete Each Question **5.63 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.

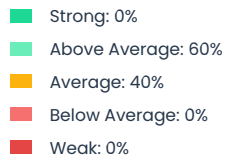
## SELF-CONTROL



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

Rick Sample scored in the 21st percentile on Self-Control (Caution), meaning Spencer scored lower than 79 percent of other candidates who have completed this assessment.

### Strength of Responses



### Expected Behaviors

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

Average Time to Complete Each Question **8.69 seconds**

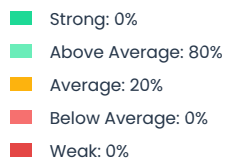
## SOCIAL AWARENESS



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

Rick Sample scored in the 57th percentile on Social Awareness (Moderate), meaning Spencer scored higher than 57 percent of other candidates who have completed this assessment.

### Strength of Responses



### Expected Behaviors

- Is often friendly, generous and giving.
- Is generally in tune with the needs of others' but at times can be focused on self.
- In most situations, this individual puts the needs of others before self.
- This score is consistent with most other candidates.

Average Time to Complete Each Question **6.98 seconds**

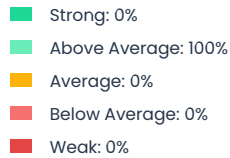
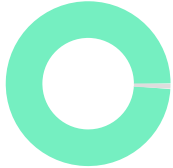
## STRESS MANAGEMENT



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.

Rick Sample scored in the 67th percentile on Stress Management (Moderate), meaning Spencer scored higher than 67 percent of other candidates who have completed this assessment.

### Strength of Responses



Average Time to Complete Each Question **5.82 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.

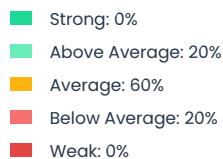
## TEAM CARE



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.

Rick Sample scored in the 8th percentile on Team Care (Caution), meaning Spencer scored lower than 92 percent of other candidates who have completed this assessment.

### Strength of Responses



Average Time to Complete Each Question **5.96 seconds**

### Expected Behaviors

- May experience difficulty working in a team environment.
- Prefers assignments that can be completed individually.
- Is more concerned with self-preferences than the benefit of the group.
- Is individualistic in nature.

## MANAGEMENT STRATEGIES

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

### ASSERTIVENESS



- Candidates who score in this range from time to time may not be as assertive as they should be for certain positions. Past situations when they lacked assertiveness should be brought to their attention.
- Develop a specific action plan to enhance assertiveness.
- Develop strategies during training, focusing on specific instances where they can improve and giving them the tools to do so.
- May want to consider assigning the individual to job responsibilities where assertiveness is not a priority.

### 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.

### FLEXIBILITY



- Outline specific expectations with respect to being flexible and closely monitor their behavior.
- Consistently reprimand behaviors that are inflexible and stubborn in nature.
- Consider the individual for positions where flexibility is not critical.
- May be ideal for jobs requiring focused thinking with little room for creativity or open-mindedness.

## 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



- Continually reinforce open-minded thinking.
- Offer an environment where the individual has the freedom to express new ideas and concepts.

- Involve the individual in work activities that require learning new concepts and ideas.
- Challenge the individual to think "outside the box."

## 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.



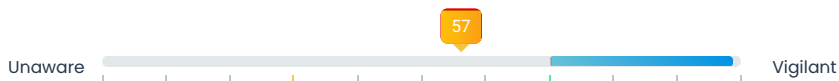
## SELF-CONTROL



- 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.

## SOCIAL AWARENESS



- If this employee becomes too task focused, remind them about appropriate service behaviors with customers.
- Provide this individual with clear guidelines on how to interact with others and monitor behavior for inappropriate interactions.

- Reward empathetic behaviors consistently.

## 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



- This candidate prefers working alone; therefore, they need to be closely monitored in situations requiring teamwork. Provide and enforce clear expectations of team oriented behaviors.

- This individual may negatively affect the productivity and morale of the team if their individualism is not monitored and potentially addressed. Make sure all members of the team understand appropriate behavior and have a system of consequence and incentives in place with respect to team achievements.

## 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

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



#### 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

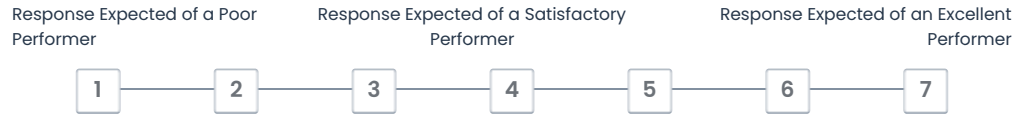


CAN-DO ATTITUDE

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:

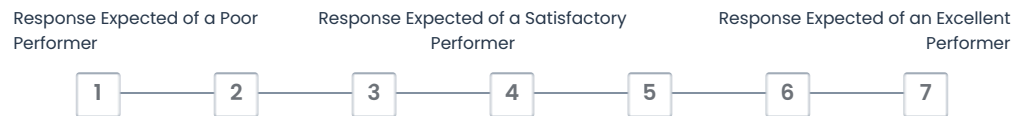


FLEXIBILITY

QUESTION

Why do you find it difficult to adapt to changing situations? What work-related experiences have you had that causes you to feel this way?

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

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:

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**

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**

Before you make an important decision, do you seek the advice of others or do you take matters into your own hands? Please give work-related examples.

**RESPONSE NOTE:**

Response Expected of a Poor Performer

Response Expected of a Satisfactory Performer

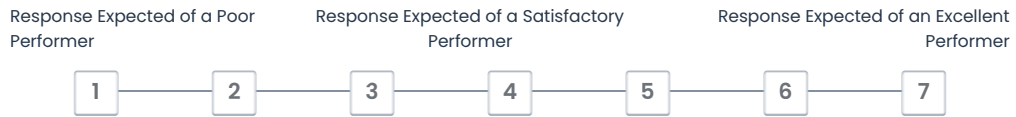
Response Expected of an Excellent Performer



**QUESTION**

Describe for me a time when your supervisor was telling you what to do or was correcting your work and you began to get defensive. What happened? How did you manage the situation?

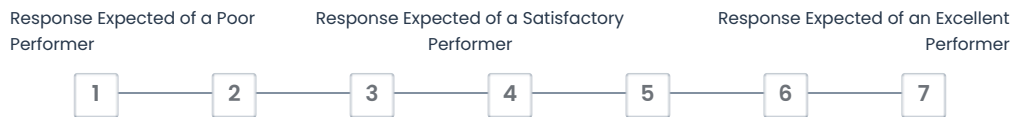
**RESPONSE NOTE:**



**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 NOTE:**





SOCIAL AWARENESS

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



STRESS MANAGEMENT

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

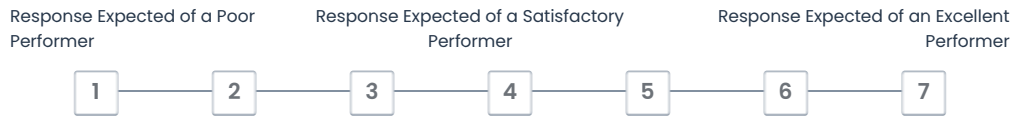
Response Expected of an Excellent Performer



**QUESTION**

Provide an example from your past experience where a change at work created a situation that was worse than before the change. Did this affect how you approached your work? If so, how?

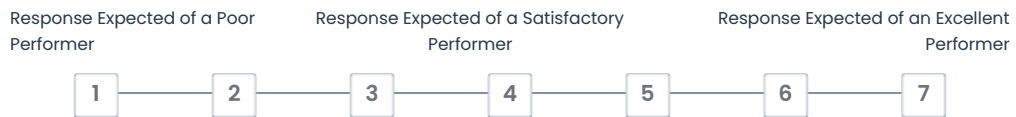
**RESPONSE NOTE:**



**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 NOTE:**



### 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



### 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 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, references, work history) available to the human resource professional will result in a more comprehensive view of the applicant and the best employee-job fit.

Test users should also remember that tests must not be utilized in any manner that discriminates against individuals with disabilities, including but not limited to mental disabilities and neurodivergent conditions. More specifically, PsyMetrics' tests should not be used to assess or evaluate individuals with mental disabilities or who identify as neurodivergent.

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.