



Joe Sample

Candidate ID: 2015
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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 Banking Profile Measures

The Elite Banking Profile is a general indicator of the individual's ability to perform the basic functions of the most common banking positions (e.g., tellers, customer service). This battery is appropriate for most banking jobs involving customer service and the handling of money.

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.
Helping Disposition	Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his or her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.
Math Skills	Math Skills measures a basic understanding of mathematical computation and concepts (e.g., making change, calculating percentages, applying discounts, basic addition, subtraction, division and multiplication). The ability to solve these types of problems has also been related to speed of learning and general problem solving skills. This test is appropriate for jobs requiring knowledge of basic math functions (e.g., cashiers, tellers, basic accounting, payroll, etc.).
Reliability	The Reliability scale measures the degree to which an individual is likely to be dependable, hardworking, performance and goal oriented and conscientious about the quality of his or her work.
Stress Management	Stress Management measures 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 to name a few examples.
Team Player	Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among coworkers.
Trustworthiness	Trustworthiness measures the degree to which the individual is likely to be honest and trusting of others. This characteristic is important for most, if not all jobs with special emphasis on cash handling jobs and jobs involving confidential or sensitive information.

Candidness of the Elite Banking 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 Elite Banking Profile

The following page also presents the Total Score Summary and Total Score Interpretation. This is followed by the Score Profile. The Score Profile includes the scores for all of the scales. The scores are presented in terms of percentiles. The percentile indicates how the candidate scored relative to all other individuals who have taken the assessment. For example, if a candidate's score on a particular



scale shows as the 75th percentile, this indicates he/she scored better than 75% of all other people who have completed that scale.

The pages that follow the Score Profile provide detailed interpretations for each of the scales, as well as, management strategies and follow-up interview questions one can ask the candidate to obtain more insight with respect to areas needing development.



Total Score Summary



Total Score Interpretation

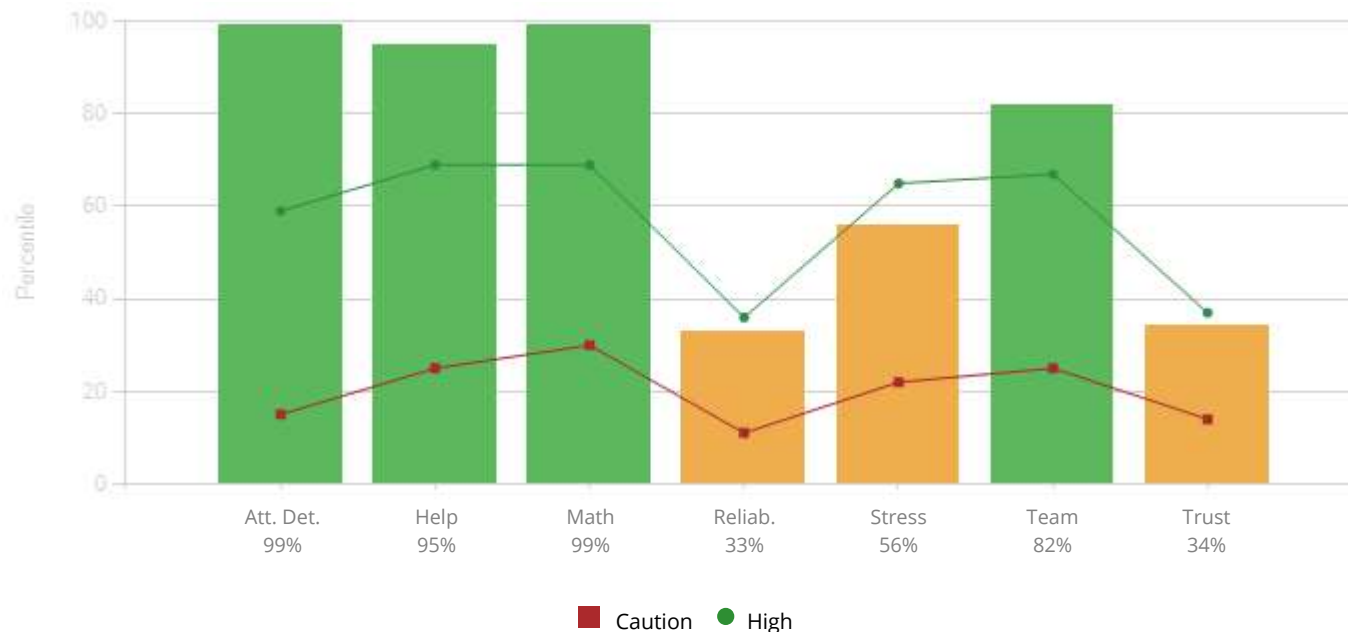
This candidate's total Elite Banking Profile score falls within the High range. This candidate generally demonstrates the behavioral characteristics and basic skills needed to succeed in a banking environment. This is definitely an area of strength for this individual. Review individual scale details to better understand strengths and potential shortcomings.

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.



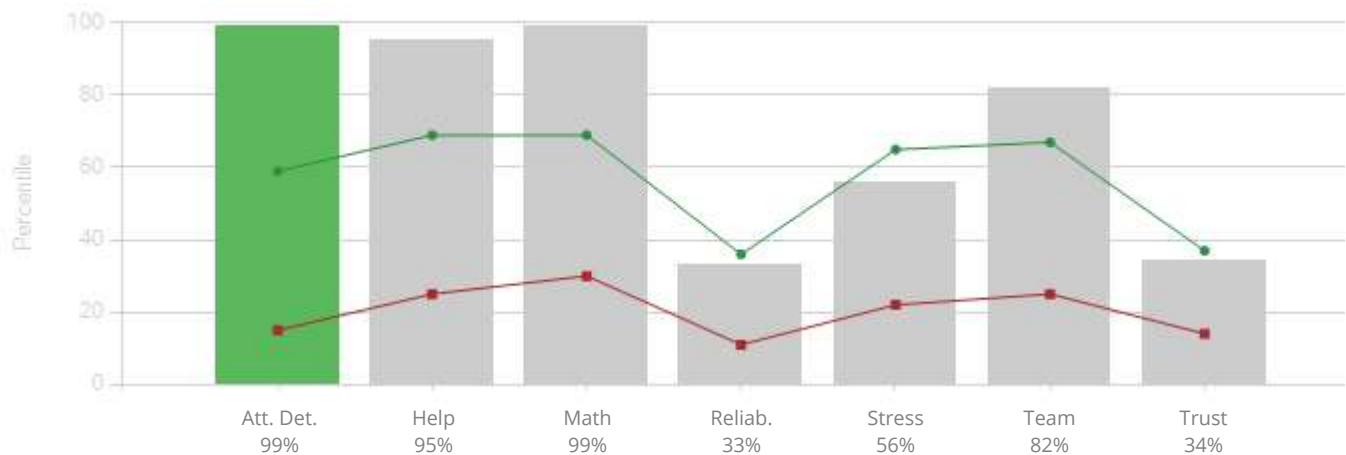
Attention to Detail



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.



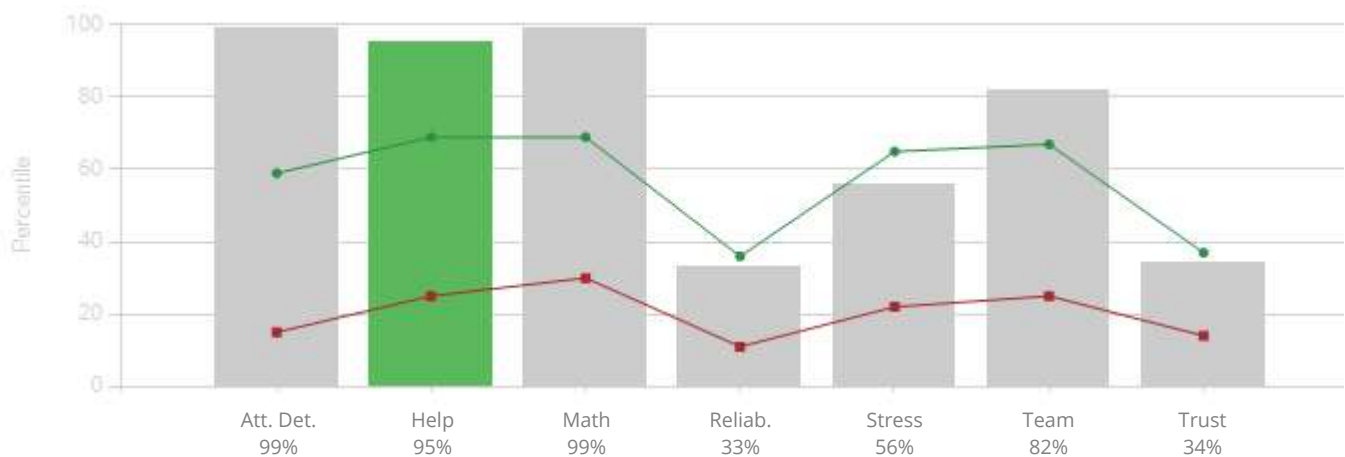
Helping Disposition



Score Details

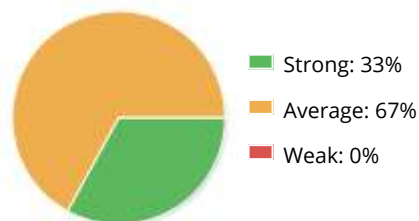
Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his or her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.

Joe Sample scored in the 95th percentile on Helping Disposition (High), meaning Joe scored better than 95 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 Helping Disposition behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Helping Disposition.



Expected Job Behaviors

- This individual is friendly.
- Is empathetic and cares about the needs of others.
- Will go out of his or her way to assist or help customers and/or co-workers.
- Will sacrifice self to help others out.



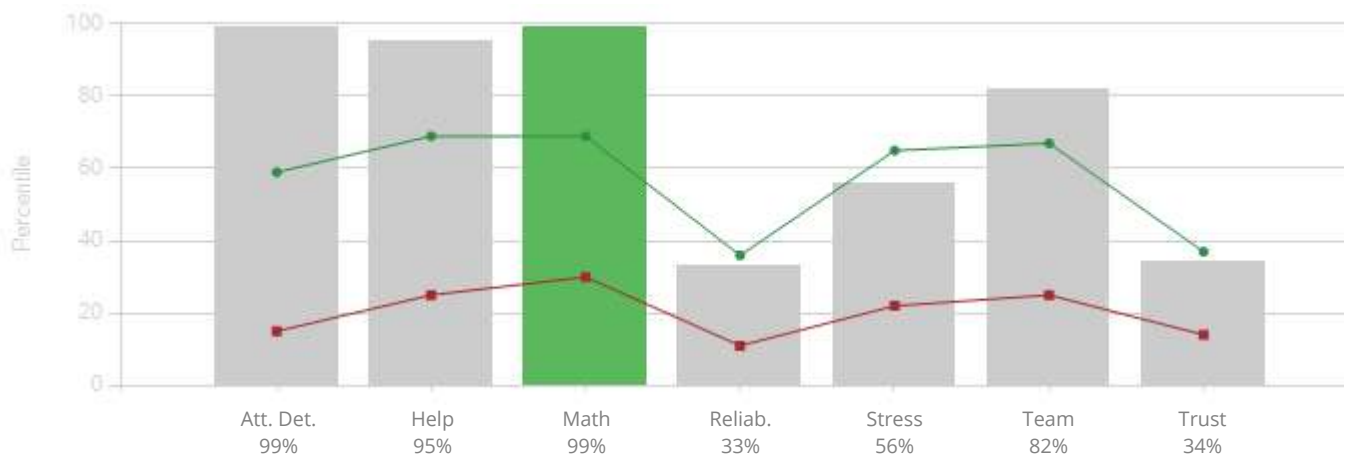
Math Skills



Score Details

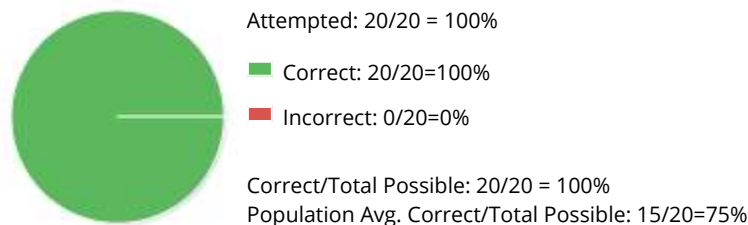
Math Skills measures a basic understanding of mathematical computation and concepts (e.g., making change, calculating percentages, applying discounts, basic addition, subtraction, division and multiplication). The ability to solve these types of problems has also been related to speed of learning and general problem solving skills. This test is appropriate for jobs requiring knowledge of basic math functions (e.g., cashiers, tellers, basic accounting, payroll, etc.).

Joe Sample scored in the 99th percentile on Math Skills (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.



Expected Job Behaviors

- This individual is a quick learner.
- He/she solves problems using logic and reasoning.
- He/she understands basic mathematical concepts.



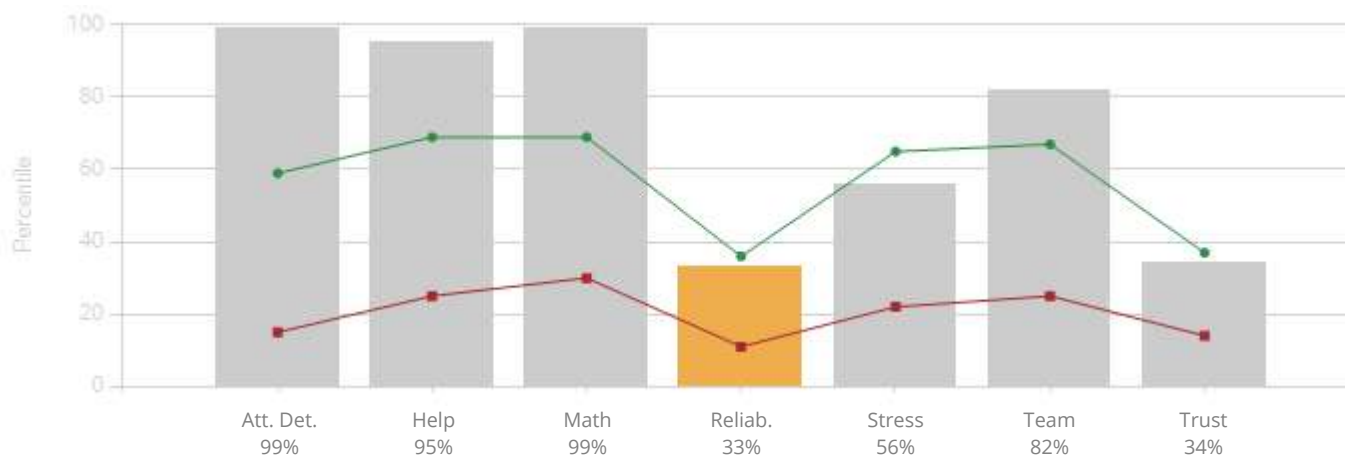
Reliability



Score Details

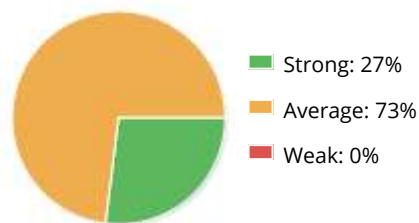
The Reliability scale measures the degree to which an individual is likely to be dependable, hardworking, performance and goal oriented and conscientious about the quality of his or her work.

Joe Sample scored in the 33rd percentile on Reliability (Average), meaning Joe scored lower than 67 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 Reliability behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Reliability.



Expected Job Behaviors

- This individual is generally dependable and plans ahead from time to time.
- On occasion, work responsibilities may require some follow-up
- This individual's reliability score is consistent with most other candidates.
- The quality of his/her work is satisfactory.
- Is moderately organized.



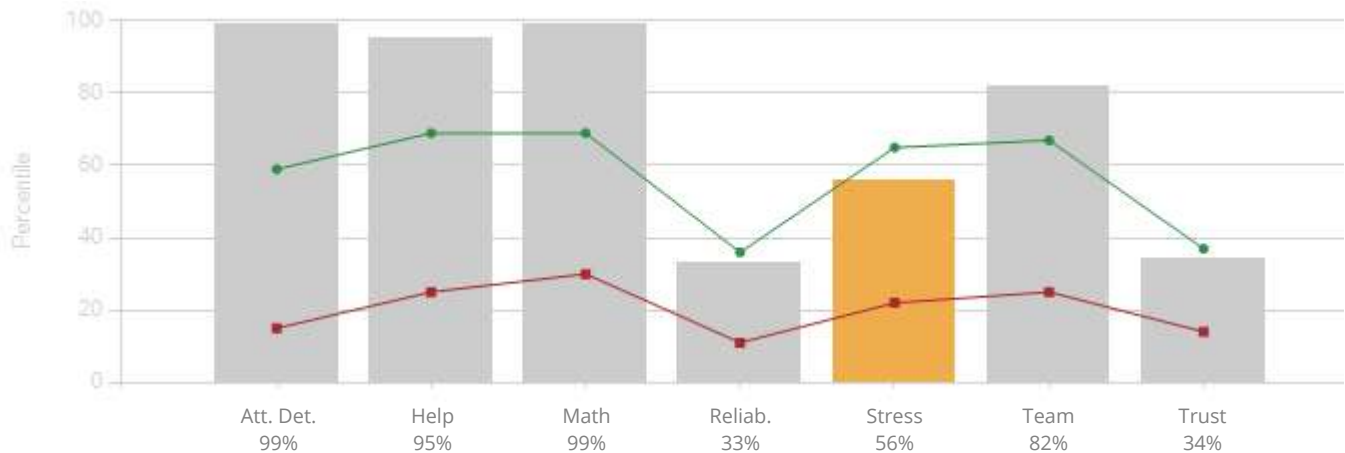
Stress Management



Score Details

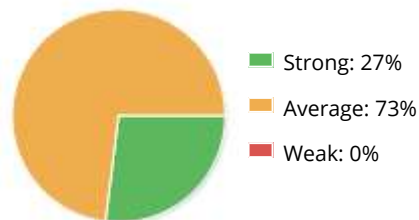
Stress Management measures the degree to which the individual is likely to demonstrate patience and stress tolerance during challenging work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multitasking and jobs in fast paced organizations to name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

Joe Sample scored in the 56th percentile on Stress Management (Average), meaning Joe scored better than 56 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 Stress Management behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Stress Management.



Expected Job Behaviors

- This candidate will demonstrate some degree of patience during difficult work situations.
- At times, he/she gets frustrated with change, but does his/her best to deal with it.
- He/she generally remains calm during times of conflict, but often times this can be a challenge.
- This individual's stress management score is consistent with most other candidates.



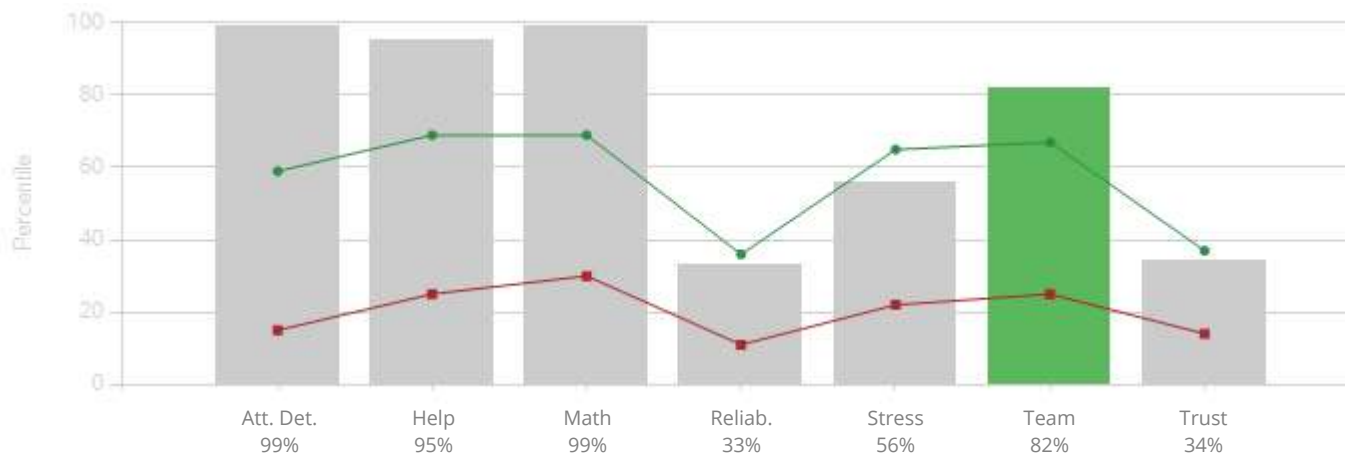
Team Player



Score Details

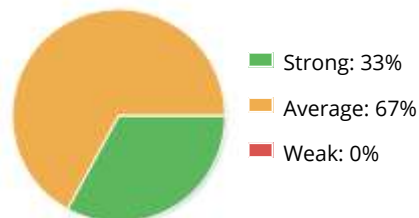
Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among coworkers.

Joe Sample scored in the 82nd percentile on Team Player (High), meaning Joe scored better than 82 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 Player behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Team Player.



Expected Job Behaviors

- This individual will be a team player and will cooperate in all aspects of his or her work relationships.
- He/she values interpersonal relationships and will "chip in" to help others when necessary.
- He/she has the ability to work in harmony with others to achieve a common goal.
- Will compromise when appropriate to achieve team goals.



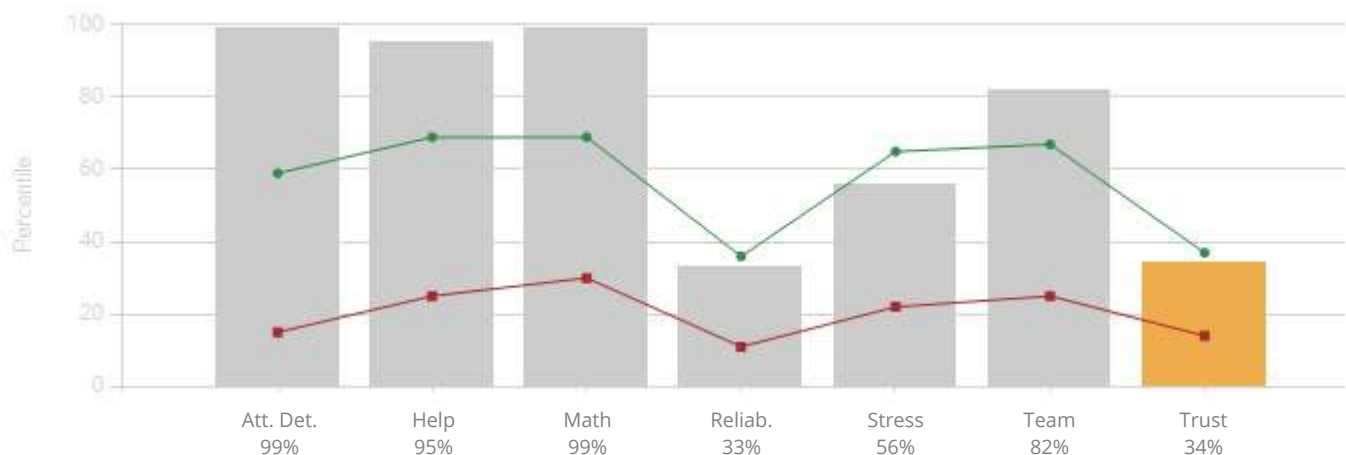
Trustworthiness



Score Details

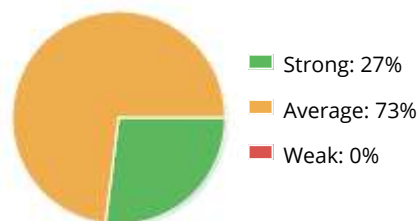
Trustworthiness measures the degree to which the individual is likely to be honest and trusting of others. This characteristic is important for most, if not all jobs with special emphasis on cash handling jobs and jobs involving confidential or sensitive information.

Joe Sample scored in the 34th percentile on Trustworthiness (Average), meaning Joe scored lower than 66 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 Trustworthiness behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Trustworthiness.



Expected Job Behaviors

- There is a higher probability that this individual will be tempted to engage in some untrustworthy behaviors than for those scoring higher.
- At times may not treat confidential information with the sensitivity it requires.
- He/she can be somewhat cynical of others.
- This individual's trustworthiness 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. 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%
- Helping Disposition 95%
- Math Skills 99%
- Reliability 33%
- Stress Management 56%
- Team Player 82%
- Trustworthiness 34%

Helping Disposition

- This candidate is ideal for working environments where empathy and caring behaviors are important.
- This individual tends to be caring and sensitive. His/her feelings tend to be hurt easier than most. Harsh criticism should be avoided.
- His/her willingness to help sometimes results in him/her taking on the work of others or being overly generous with customers.
- Work with the individual to find a balance between being overly helpful and being productive.



- Attention to Detail 99%
- Helping Disposition 95%
- Math Skills 99%
- Reliability 33%
- Stress Management 56%
- Team Player 82%
- Trustworthiness 34%

Math Skills

- This candidate should be given opportunities to problem solve or use their reasoning skills.
- Give him/her opportunities to coach or work with others on tasks that involve the use of basic mathematical concepts or problem solving.
- Expect that they will understand basic instructions and training and therefore may be able to train others on these concepts.

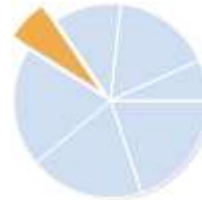


- Attention to Detail 99%
- Helping Disposition 95%
- Math Skills 99%
- Reliability 33%
- Stress Management 56%
- Team Player 82%
- Trustworthiness 34%



Reliability

- This individual may need some supervision and an occasional push to be more organized, and thoughtful about his/her work.
- He/she should be guided when developing training plans and setting goals.
- The importance of consistency, punctuality and reliability to be successful need to be stressed and tied into his/her daily routines.
- When he/she exhibits reliable, conscientious behaviors, reinforce them through praise and appreciation and other rewards that may motivate the individual.



- Attention to Detail 99%
- Helping Disposition 95%
- Math Skills 99%
- Reliability 33%
- Stress Management 56%
- Team Player 82%
- Trustworthiness 34%

Stress Management

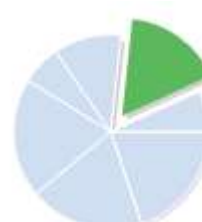
- Training should be offered to this individual focusing on specific work situations that are considered stressful.
- These stressful situations should be role-played with the individual and appropriate behaviors need to be identified. And practiced.
- Monitor him/her during high-pressure situations and offer assistance when necessary, pointing out strategies for handling the situation.



- Attention to Detail 99%
- Helping Disposition 95%
- Math Skills 99%
- Reliability 33%
- Stress Management 56%
- Team Player 82%
- Trustworthiness 34%

Team Player

- These candidates value interpersonal relationships with team members, colleagues and managers. Therefore, these should be taken into consideration when working with the individual.
- To maintain team oriented and cooperative behaviors, involve the individual in setting team goals and reward him/her for demonstrating team oriented behaviors.
- For individuals who do not participate in team or group activities, develop close relationships with them and involve them in goal setting.
- While cooperativeness is important for both team and individual success, care must be taken to make sure the individual does not undervalue his/her individual contributions in favor of constant compromise within the team. Both team orientation and individual competitiveness are important for overall success. It is important that the individual be made aware of this and that efforts are made to find the right balance.



- Attention to Detail 99%
- Helping Disposition 95%
- Math Skills 99%
- Reliability 33%
- Stress Management 56%
- Team Player 82%
- Trustworthiness 34%



Trustworthiness

- Be watchful if the individual works with confidential information or is in contact with money.
- Address any trust issues they have with others. He/she may question the motives of others; therefore an open, communicative relationship is best to reduce employee conflicts.
- Reduce the potential for counterproductive behaviors through consistent enforcement of company rules.



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.

Helping Disposition

Question:

Describe for me a work-related situation where you wish you had been a bit more helpful?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

Question:

How do you view the typical customer complaint? Is it usually valid or meaningless? Please give examples from your work experience.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee



Question:

Give work-related examples of both good and bad customer experiences you have had.

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

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Math Skills

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

Reliability

Question:

Tell me about a time when your supervisor expected too much from you or his staff.

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

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Question:

How much emphasis do you place on being punctual? Is it really that important?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

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Question:

What goals have you set that you have not reached. Why might setting goals and planning for the future be a waste of time?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

How important is it for you to be punctual? Tell me about troubles you have had in past jobs with respect to being punctual. Was it really a big deal?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Give work related examples of when you were more impulsive than predictable?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

From your work experience, explain how success or failure has been due to luck or bad luck rather than hard work.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Stress Management

Question:

Discuss when you have had to deal with change at work and explain how it affected you.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

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

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Do you prefer to work in a steady work environment with little day-to-day surprises or would you prefer an environment that is in constant change, where you are not always sure what tomorrow will bring? Describe the past several work environments you worked in and what you liked most and least of each.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Describe for me situations where you have had to deal with an angry customer or coworker. Tell me what you felt and what you did.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Do conflicts with customers or coworkers cause you stress? Describe exactly how these situations affect your workday.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

How do you handle overly demanding people? Give an example from your work experience.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Give examples from your experience of changes that have taken place at your place of work that significantly impacted you. How did you handle this?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Describe situations when customers have been angry with you even though you were doing everything possible to solve their issue.

Please explain how you handled these hostile situations. What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Team Player

Question:

Explain your experiences when working as part of a team.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Do you prefer to create harmony or a little conflict within the team? Please explain your rationale and when you have done this in the past?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Tell me about your working relationships with past coworkers? Do you generally remain distant from team members or develop close working relationships?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

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Question:

Please give work-related examples of when you have or have not compromised. What led to your decision?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Have you had negative work-related experiences with respect to trust? Please explain the circumstances or situation.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Describe for me frustrating experiences you have had when working in a team environment?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

4

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Response Expected of an
Excellent Employee

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Trustworthiness

Question:

Have you generally gotten along well with co-workers or have there been some unpleasant situations? Please explain.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Can you give some examples of when it might not pay to be honest or fair in business? Have you been forced to be dishonest at work? Please explain.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

When is it appropriate in business to stretch the truth? Please give examples when you have had to be less than honest at work.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Is a small lie okay if it leads to an opportunity you may not have gotten otherwise? Have you ever lied at work to get ahead?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Have you ever known someone was stealing from your employer? What did you do?

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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Response Expected of an
Excellent Employee

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Question:

Is stealing from one's employer ever justified? Please explain your answer.

Response Notes:

Response Expected of a
Poor Performing Employee

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Response Expected of a
Satisfactory Employee

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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.)

