



Joe Sample

Candidate ID: 9502
Email: sample@psymetricsinc.com

Organization: Sample Distributor

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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, education, service focused jobs). 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



Total Score Interpretation

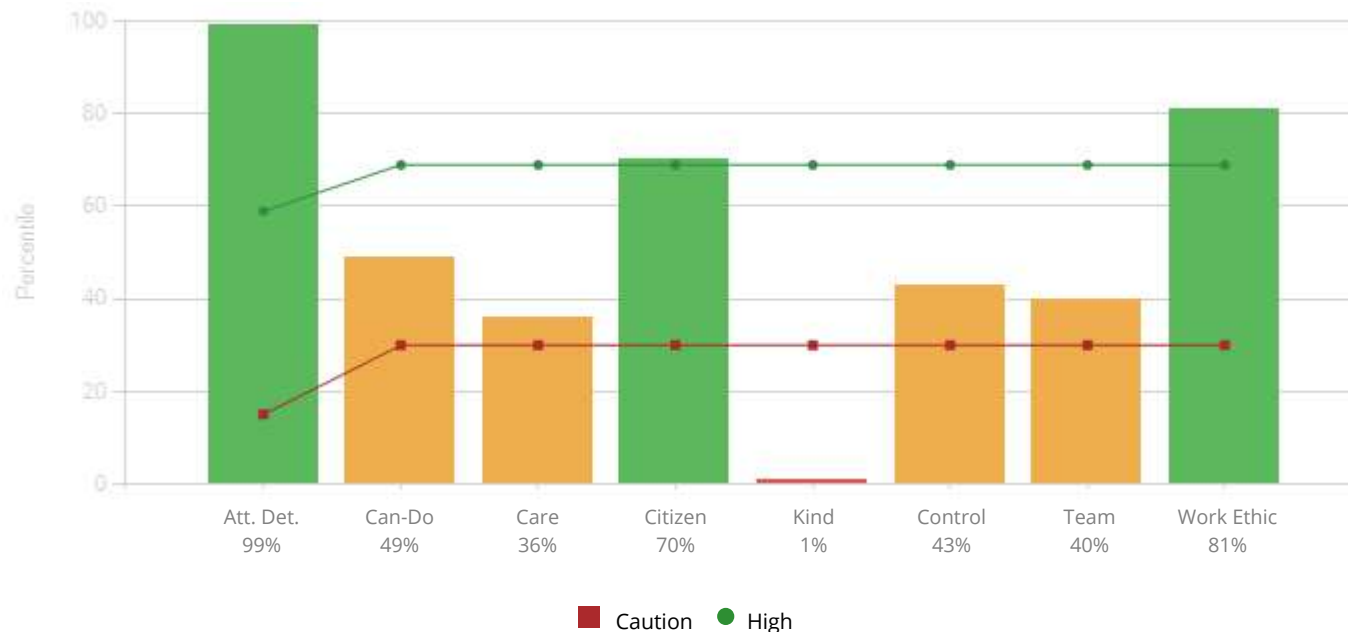
This candidate's total Profile score falls within the Average range. This candidate generally demonstrates average to moderate levels of the behaviors/skills assessed by this Profile. Review the individual scale details to better understand strengths and potential shortcomings. The candidate's total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



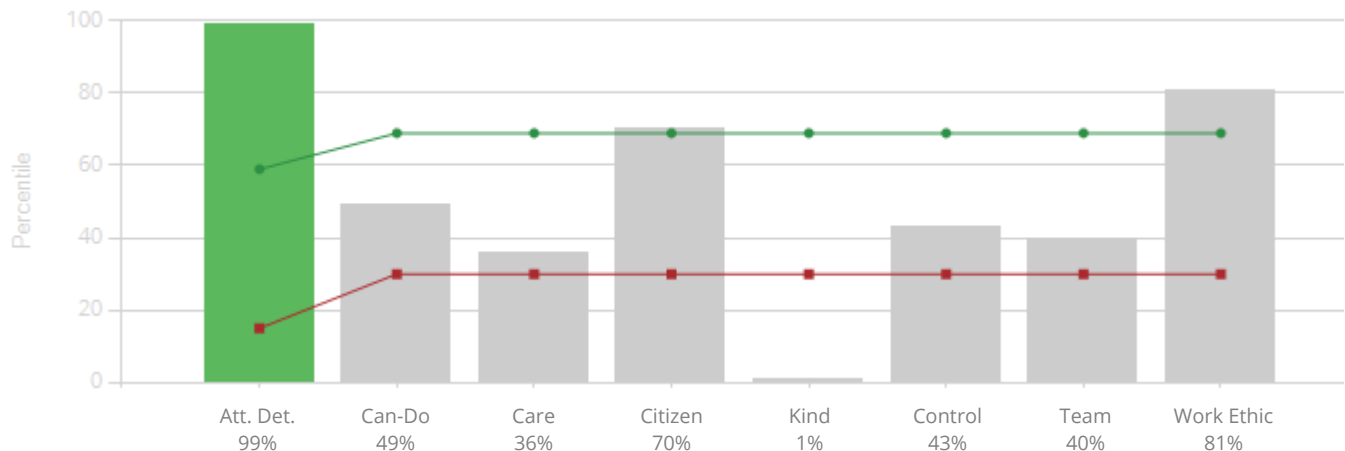
Attention to Detail



Score Details

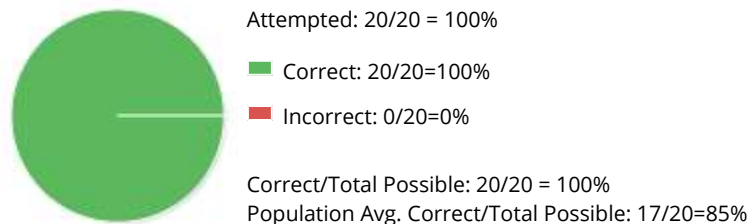
Attention to Detail measures the degree to which the individual can quickly and accurately compare two strings of letters and/or numbers much like tasks that involve verifying information. This ability is important for most clerical jobs. It is also appropriate for jobs that require proofing tasks.

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.



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.



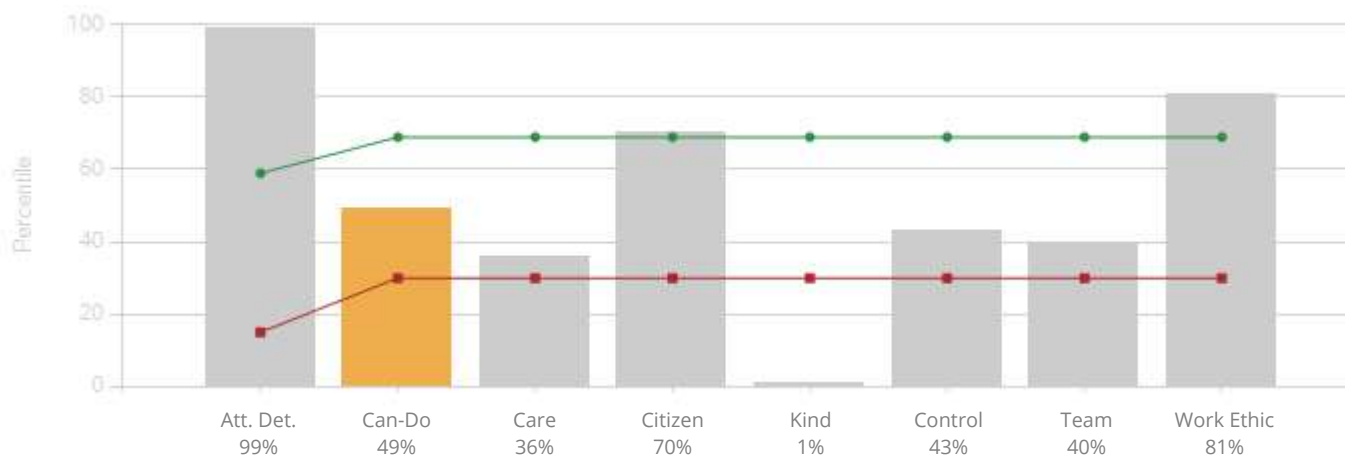
Can-Do Attitude



Score Details

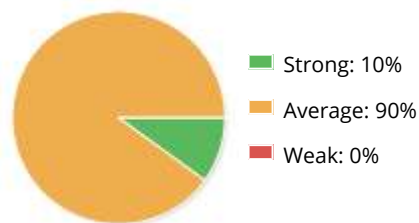
Can-Do Attitude measures the degree to which the individual consistently approaches work duties and projects with a positive attitude. Is always optimistic. Seldom worries and always exhibits a positive demeanor.

Joe Sample scored in the 49th percentile on Can-Do Attitude (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 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.



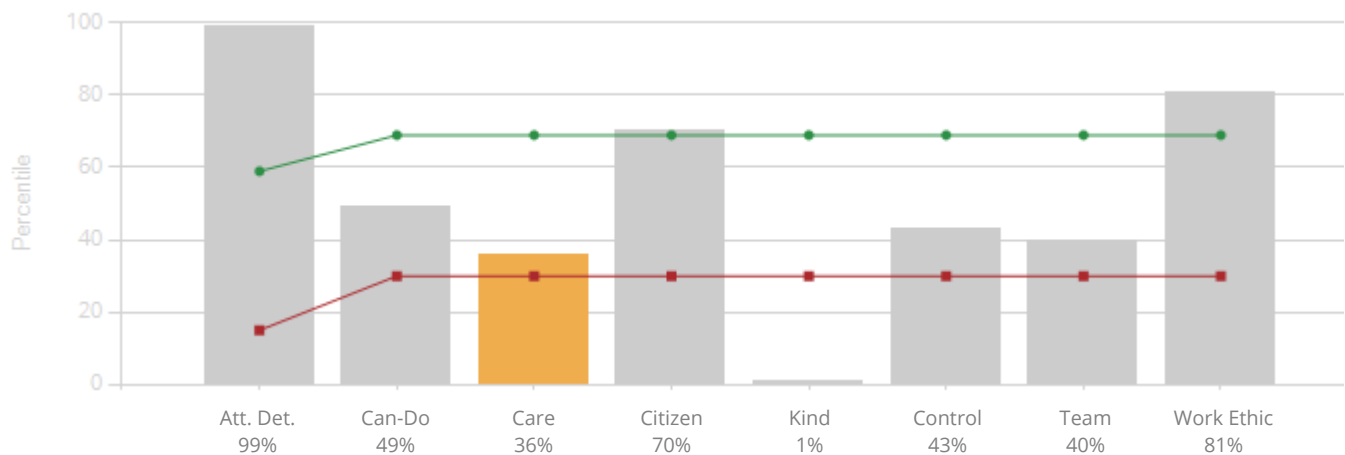
Customer Care



Score Details

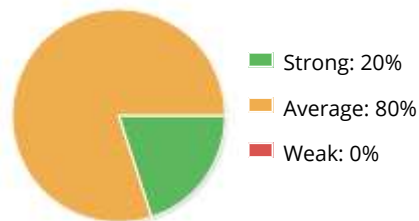
Customer Care measures the degree to which the individual is friendly, service oriented and builds customer relationships. He/she is likely to go out of his/her way to assist customers.

Joe Sample scored in the 36th percentile on Customer Care (Average), meaning Joe scored lower than 64 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.



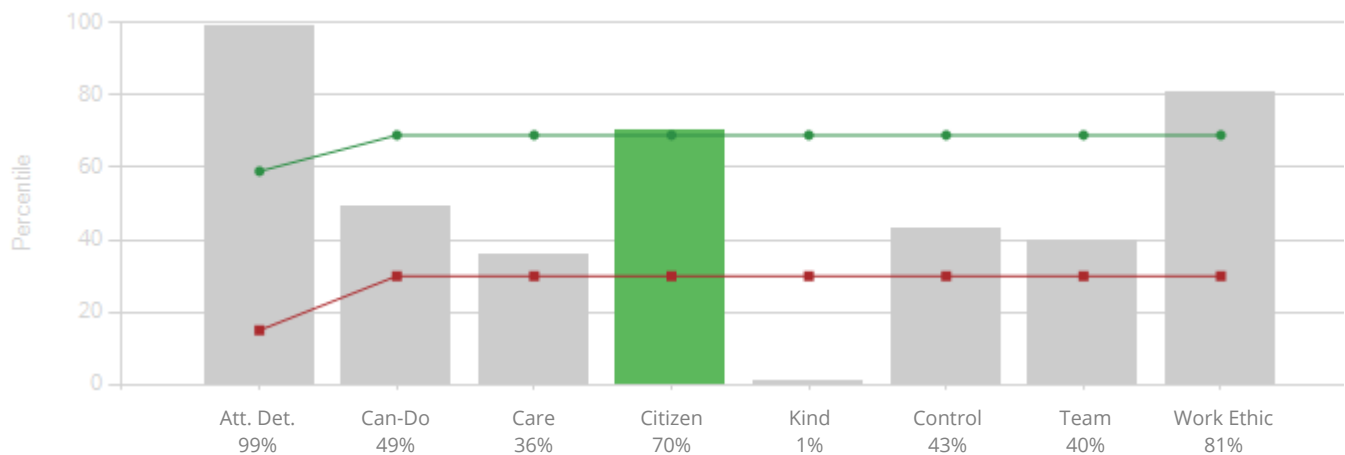
Good Citizen



Score Details

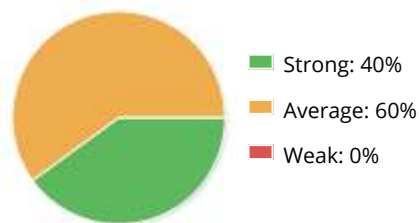
Good Citizen measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management.

Joe Sample scored in the 70th percentile on Good Citizen (High), meaning Joe scored better than 70 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

- Follows rules and procedures.
- Understands the importance of policies and procedures.
- Follows management directives.
- Does not cause conflicts with management.



Kindness

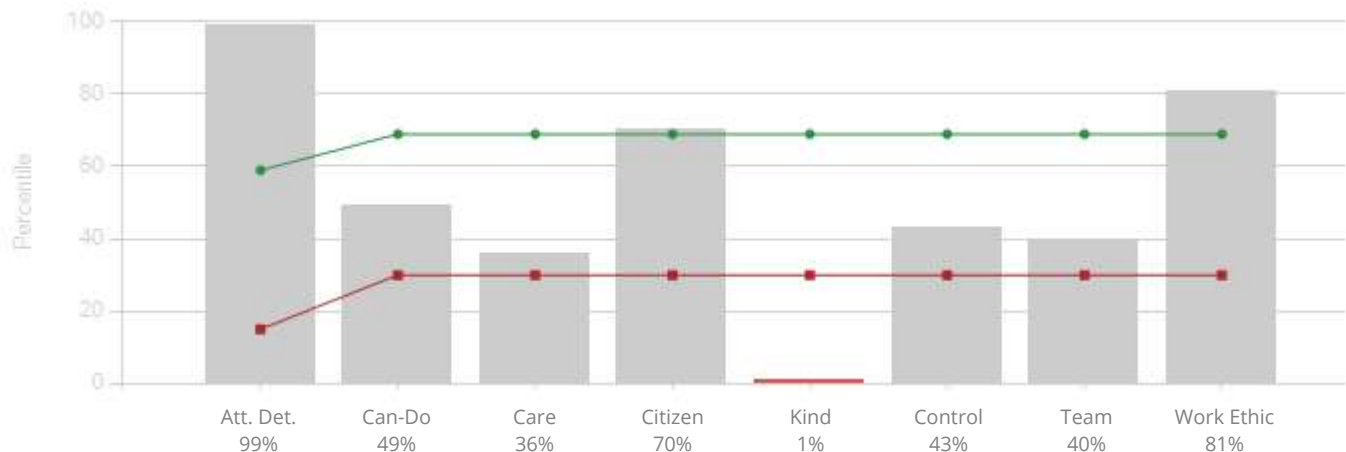


Caution

Score Details

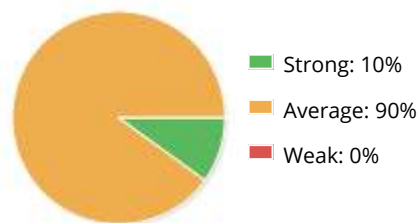
Kindness measures the degree to which the individual is caring, empathetic and generous towards others.

Joe Sample scored in the 1st percentile on Kindness (Caution), meaning Joe scored lower than 99 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.



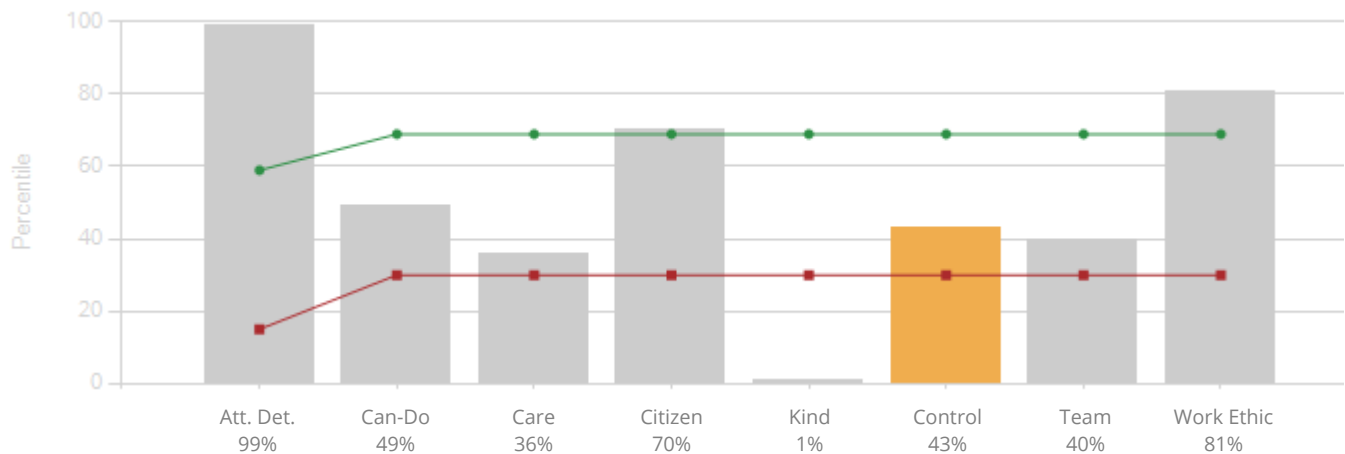
Self Control



Score Details

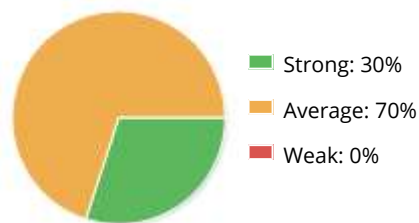
Self Control measures the degree to which the individual remains calm and in control during stressful, high pressure situations.

Joe Sample scored in the 43rd percentile on Self Control (Average), meaning Joe scored lower than 57 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

- Handles most stressful work situations well.
- May be challenged during stressful situations, but can generally handle it.
- During times of workplace conflict he/she will generally remain calm.
- This employee's score is consistent with most other candidates.



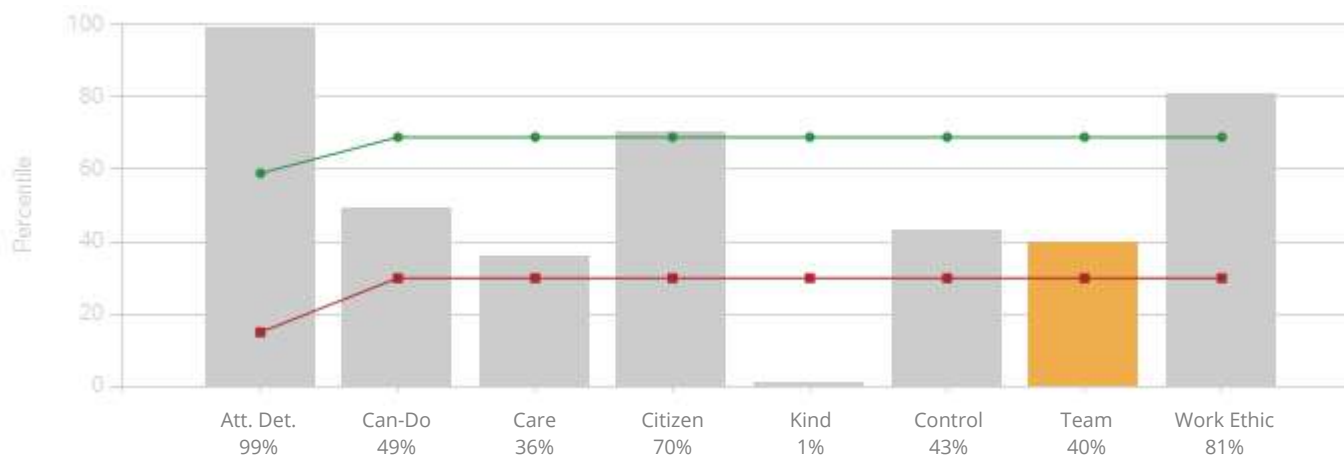
Team Care



Score Details

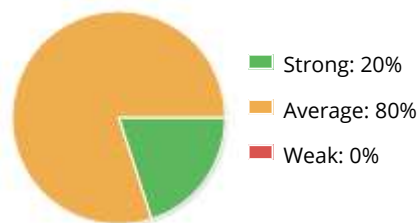
Team Care measures the degree to which the individual is likely to be flexible and compromising in all aspects of his or her work relationships, including working cooperatively with coworkers and customers.

Joe Sample scored in the 40th percentile on Team Care (Average), meaning Joe scored lower than 60 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.



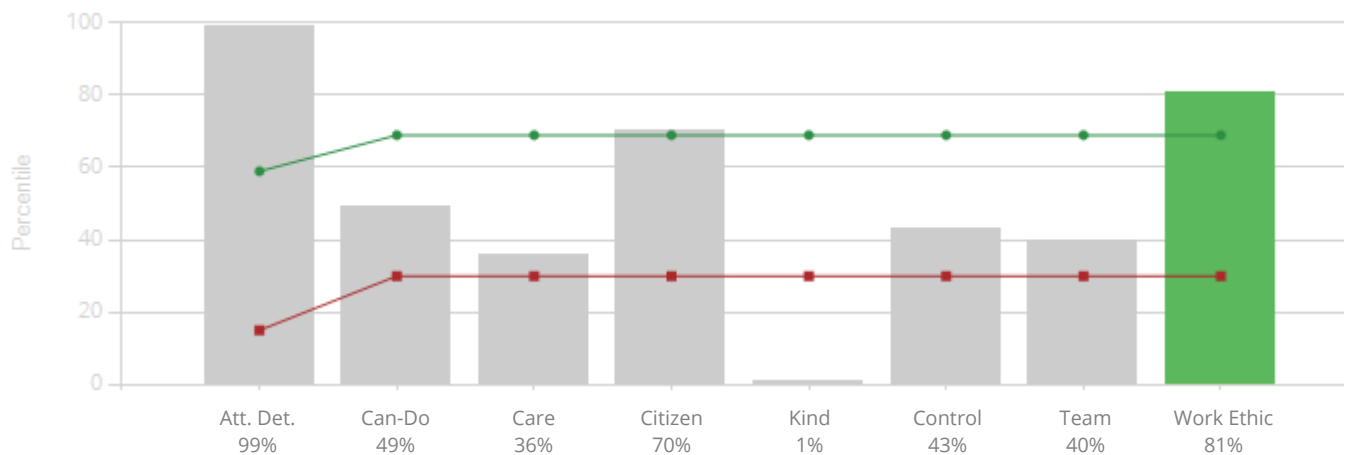
Work Ethic



Score Details

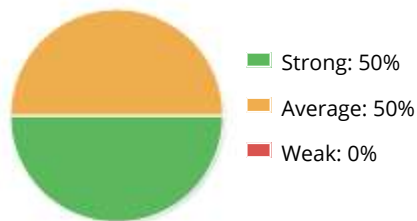
Work Ethic measures the degree to which the individual is likely to be hardworking, reliable, dedicated and punctual. He/she is conscientious, organized and plans ahead.

Joe Sample scored in the 81st percentile on Work Ethic (High), meaning Joe scored better 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

- Values hard work.
- Takes pride in doing a job well.
- Responsible worker who is goal oriented.
- Is punctual and reliable.

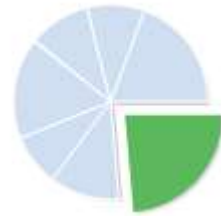


Management Strategies

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 49%
- Customer Care 36%
- Good Citizen 70%
- Kindness 1%
- Self Control 43%
- Team Care 40%
- Work Ethic 81%

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 43%
- Team Care 40%
- Work Ethic 81%

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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- Can-Do Attitude 49%
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Good Citizen

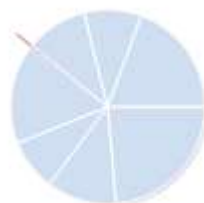
- This individual is reliable and can be counted on to carry out supervisor directives. Provide the employee with clear goals and expectations.
- Verbally acknowledge this individual when expectations are exceeded by going above and beyond to comply with policies or procedures.
- When possible, place this individual in a situation where strict adherence to policies and procedures are necessary.
- May be a good mentor to others with respect to following management directives.



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- Can-Do Attitude 49%
- Customer Care 36%
- Good Citizen 70%
- Kindness 1%
- Self Control 43%
- Team Care 40%
- Work Ethic 81%

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 49%
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- Team Care 40%
- Work Ethic 81%

Self Control

- When this employee overcomes a particularly stressful event, positively reinforce actions.
- When placing this individual in stressful situations, include tools and training on how to handle stress. The employee may require additional oversight regarding stress management.
- This individual can be placed in positions where change occurs, but will require additional oversight. Provide him/her with strategies for dealing with change.



- Attention to Detail 99%
- Can-Do Attitude 49%
- Customer Care 36%
- Good Citizen 70%
- Kindness 1%
- Self Control 43%
- Team Care 40%
- Work Ethic 81%



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.



- Attention to Detail 99%
- Can-Do Attitude 49%
- Customer Care 36%
- Good Citizen 70%
- Kindness 1%
- Self Control 43%
- Team Care 40%
- Work Ethic 81%

Work Ethic

- This individual expects coworkers to be as quality oriented as they are. Given these expectations, they may get frustrated with others who do not work to their standards. Be conscious of this and try to make sure their work ethic is rewarded and not taken for granted.
- Utilize their strong work ethic by letting them coach new employees.
- Place this individual in a position where hard work can be acknowledged and rewarded.



- Attention to Detail 99%
- Can-Do Attitude 49%
- Customer Care 36%
- Good Citizen 70%
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- Self Control 43%
- Team Care 40%
- Work Ethic 81%



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:

Describe a time when you were pushed to do something new. Are you generally more reserved and usually more conservative when trying new things?

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

Customer Care

Question:

Discuss previous work situations when you have been more demanding than understanding. How did the other person involved react to your behavior?

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 previous situation where it was difficult to establish a relationship with a coworker or customer and they became upset with you. What lead to the incident(s)? What could have been done differently?

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 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

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe a time when you experienced difficulty with a customer? What did you do?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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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 became irritated when a coworker or customer asked for a favor. How did you handle the situation?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Good Citizen

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

Question:

Describe a time when you had to choose between following a supervisor's directive and working on one of your other 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

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

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

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7

Question:

Explain a time when it was difficult for you to help someone in need. Do you often find it difficult? 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:

Tell me about a work situation when you could have been more friendly. Do you often feel you are unfriendly?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

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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

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

In the past, when have you missed an opportunity to help someone at work who needed your help?

Response Notes:

Response Expected of a
Poor Performing Employee

1

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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:

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

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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

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3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Self Control

Question:

Describe a time when you felt overwhelmed at work. How did this affect your work performance? How can you motivate yourself when you are feeling overwhelmed?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

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 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:

Explain a time where it was difficult to work as a team member. Why was it difficult? What could you have done differently?

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:

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 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:

How have you handled change at work in a situation where you may have disagreed with the change. How did you react to the change?

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:

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 called in sick when you really were not. Did anyone find out? If so, what happened as a result?

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.)

