

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Direct Healthcare Supervisor Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- From a cognitive speed standpoint and with experience and development, Tom may be better suited for executive level positions that require strategic thinking rather than those that need a day-to-day supervisor of details and people
- Tom typically learns new information very quickly and is able to solve complex problems
- May not take the time to fully explain things to others which means Tom often assumes that others can easily see the solution or bigger picture
- Can easily become bored if the job does not require continual learning and complex problem solving

Question: Tell me about a time when you had to manage people who were doing fairly mundane tasks every day. What was that like?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

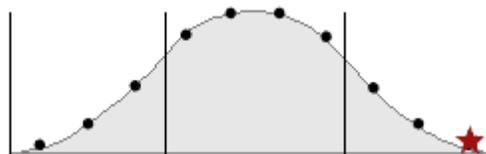


- Faster learning speed and carefree nature with details may make Tom better suited for roles that require a bigger picture approach to supervision versus those that are more routine and detailed in nature
- Tom is typically comfortable dealing with the ongoing interruptions that are typical in a direct healthcare supervisory role
- There may be times when Tom's easy going nature causes details to be overlooked
- Tom should take some time to review paperwork and check for errors or other critical details

Question: Describe a time when you failed to meet a deadline because of a lack of planning. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Tom is usually comfortable directing the work of others and having the level of skepticism to review issues to make sure they are being resolved
- Tends to be tough minded but capable of dealing with difficult situations
- Employees may occasionally feel that Tom's is overly direct and pushy

Question: In managing, it's frequently important to have trust in your employees. Can you think about an instance when you were able to trust an employee and it paid off?

Conventional (Rules)



Tom prefers a structured working environment and will likely use tried and true problem solving techniques

- Tends to be consistent and follow a process closely which is helpful in direct support supervision
- Unless changes make sense in the bigger picture, Tom may take a little longer to accept and implement changes

Question: Describe a time when you had to implement several major changes quickly within your team. How did you do it?

Extroversion



- Tends to be reserved and quiet and better suited for supervisory situations that don't require a high level of enthusiasm which is generally the situation found in many direct support supervisory roles

- Tom's quiet nature may have allowed for the development of good listening skills
- At times, employees may find Tom to be withdrawn and seemingly unavailable or uninterested in them

- Important for Tom to remember that there are times when a direct support employee needs a little extra enthusiasm to stay motivated to deal with the difficult nature of the job

Question: Give me an example of a time when you were not able to effectively motivate your team to do something. What could you have done differently?

Stable

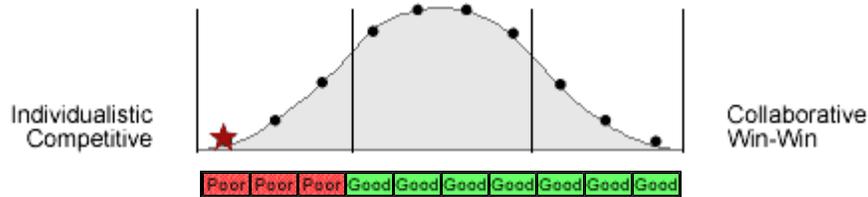


- Will typically be more sensitive to patient and employee needs

- Tom may have an exaggerated sense of urgency leading to feelings of stress more quickly than others

Question: Give me an example of a time when you were able to stay calm even though you were under a great deal of stress to get something done quickly. How did you handle it?

Team



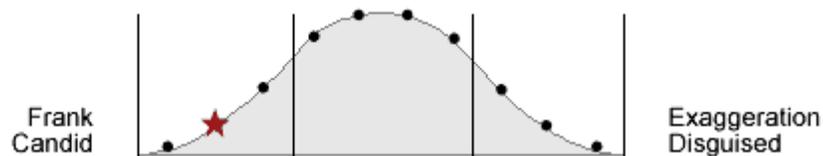
- Tom may not feel motivated within a direct healthcare support environment where the patient's needs are the primary focus

- Tom is typically self-motivated and very competitive and desires individual rewards

- At times, Tom may not be collaborative with internal teams or co-workers

Question: Give me an example of a time when you became frustrated because you were not being given credit for your accomplishments. What did you do?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 1 area.

Overall
82% *

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Direct Healthcare Supervisor Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were very motivated to do your job every day. What were you doing and what types of problems did you deal with?

Question: Tell me about a time when a coworker kept asking you the same question over and over again. What did you do?

Question: Give me an example of a job where you were given many simple or routine tasks to perform daily. How did you handle that?

Conscientious (Organization)

Question: Tell me how you keep track of the details of a project or task.

Question: Give me an example of how you have followed up with someone who asked for additional details on a project or task. How did you handle the follow up?

Question: Describe a time when you lost track of some details for a project and it caused a problem. What did you do?

Tough Minded (Assertiveness)

Question: Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

Question: Tell me about a time when you became impatient with a coworker or supervisor because they were being unreasonable. What happened?

Question: Give me an example of a time when you had to make an important decision on something even though it wasn't your responsibility. What was the situation and how did it work out?

Conventional (Rules)

Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Question: How have you handled a situation where there was no procedure in place?

Question: Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

Extroversion

Question: Give me an example of a time that someone praised you for your ability to listen to them. What was the situation?

Question: Tell me how you handle coworkers who like to chat with you even though you need to move on to the next task.

Question: Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

Stable

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Tell me about a time when a customer or coworker was very upset and was being unreasonable. What did you do?

Question: Describe a time when you worked in an environment that you thought was motivating but not too stressful. What was your day like and what made it motivating?

Team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a project or task. What was the situation and how did you handle it.

Question: Give me an example of a time when you were praised for your performance in front of the team. How did your coworkers respond?

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