

Date: Jun 30, 2006

Name: Jay Demo  
ID: 137911

## Direct Healthcare Support Professional Summary

### General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



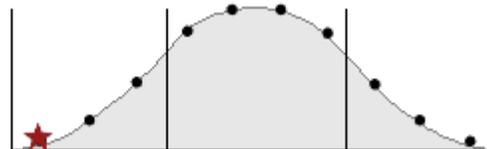
Faster Processing  
Needs Intellectual Challenge

- Jay tends to solve problems and learn new information more slowly than others
- May have some difficulty with direct support roles where it is expected to regularly learn new and complex information
- Should be allowed more time for initial training and for learning new health care procedures and job requirements
- Typically capable of dealing with routine patient issues without becoming bored which can be very beneficial in many direct support positions where it is necessary to stay focused on immediate patient needs

**Question:** Tell me about a time when you were asked to handle a new task in your job when you had not been trained on it yet. What did you do?

### Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable

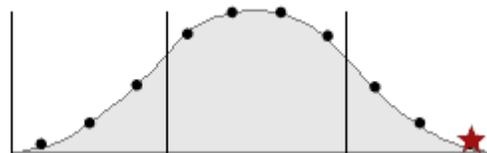


- Jay is usually better than most at handling the common interruptions and disruptions that happen throughout the day within many direct support roles
- Be sure that Jay receives appropriate and thorough training for roles where detailed paperwork is critical and must be accurate
- Be sure to reinforce daily plans for medicine and other items that must be followed on a time sensitive schedule

**Question:** Tell me about a situation where you forgot to handle an important detail and it caused a problem. What happened?

### Tough Minded

Cooperative  
Agreeable



Direct  
Determined



- Jay tends to be direct and out-spoken with patients and co-workers

- Jay's direct and tough-minded nature can be helpful in dealing with more difficult direct support environments and in making sure that patients are clear on what they should do
  - Jay's out-spoken and demanding nature can occasionally come across as argumentative and unpleasant
- Question:** Describe a time when you came across to someone else a little too strong when the situation may have needed you to be a little more tactful. What was the situation and what happened?

## Conventional (Rules)

Open to New Experience  
Flexible



Consistent  
Structured



- Jay is usually very consistent and structured when it comes to following health care standards and safety procedures which is typically very important in direct support roles
- Jay may find it difficult to deal with change and will need extra time to adapt to changes made in health care procedures

**Question:** Describe a time when you had to deal with several changes in your job all at once. How did you handle it?

## Extroversion

Reserved  
Listener



Outgoing  
Talker



- Many direct support roles require a quiet and calm environment and Jay is usually comfortable with this approach
- Jay tends to have good listening skills which can be very helpful in direct support roles
- If Jay is in a situation where a very enthusiastic approach is necessary, this will be more difficult

**Question:** Describe a time when you had to work with people who loved to talk a lot during the day. How did this affect your productivity?

## Stable

Sensitive  
Anxious



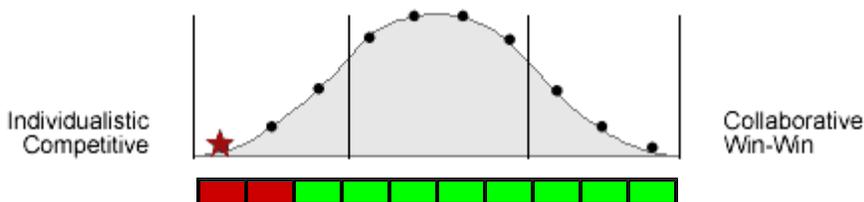
Calm  
Stress Resistant



- Tends to be very sensitive to patient needs, which will be beneficial in many direct support environments
- Jay will generally feel stress faster than others

**Question:** Many jobs are really stressful and demanding. Tell me about a time when your job was very demanding and because you had to work so fast, you were not able to completely follow a policy or safety procedure. What was the situation?

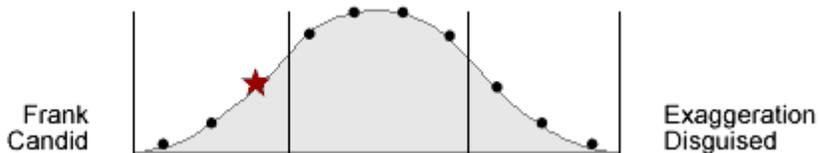
## Team



- Jay is generally competitive and enjoys individual achievement which may make it difficult to feel motivated in many direct support roles where the focus is purely on helping the patient
- May have difficulty working on a team and being collaborative

**Question:** Tell me about a time when you were particularly motivated to do your job every day. What was the situation and how were you rewarded for your efforts?

## Good Impression (Social Desirability)



- Jay's responses have been frank and open

\*The participant has scored in the "red zone" in 2 areas.

Overall  
**71% \***

**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 Support Professional Interview Questions

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### General Reasoning (Cognitive)

**Question:** Tell me about a time when you were expected to solve particular problems in your job even though you had not been properly trained. How did you deal with it?

**Question:** Give me an example of when you have been able to think quickly to solve a problem in your job.

**Question:** Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

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### 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?

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### 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?

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### 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?

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**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?

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**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?

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**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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