

Date: Jul 26, 2006

Name: Julie Testing
ID: 137903

Pharmacy Aide Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Better suited to pharmacy aide positions that are fairly routine and do not require complex or quick problem solving
- Once trained, Julie can typically deal with the routine of stocking new supplies, handling routine prescription orders and other typical tasks of a pharmacy aide
- Be sure to spend plenty of time training Julie and use hands on methods to ensure effectiveness of the training
- Remember to allow Julie plenty of time to learn when tasks or procedures change or there are other new issues for Julie to handle with customers

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?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Easy going nature allows Julie to handle situations as they arise and deal with interruptions from customers better than many people
- The more detailed tasks such as inventory and supply management can be more difficult for Julie
- Important to have systems or procedures in place that force Julie to fill out forms or computer screens when critical details must be captured

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

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Julie tends to be tough minded and skeptical which can be helpful when dealing with

inventory and pharmacy paperwork

- At times, customers may view Julie's direct nature as pushy or confrontational

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

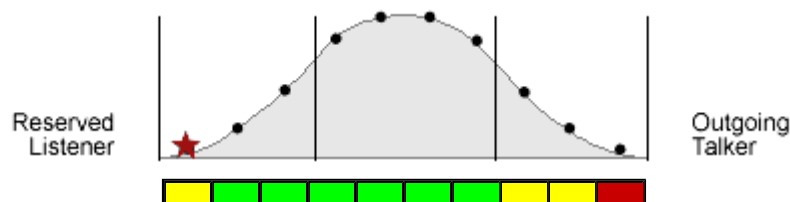
Conventional (Rules)



- Most pharmacy environments will provide the structure and consistency that Julie prefers
- Julie tends to be consistent and follow the pharmacy procedures closely
- Julie may take a little longer to deal with changes in procedures, so be sure and provide extra time for Julie to learn the new procedures

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?

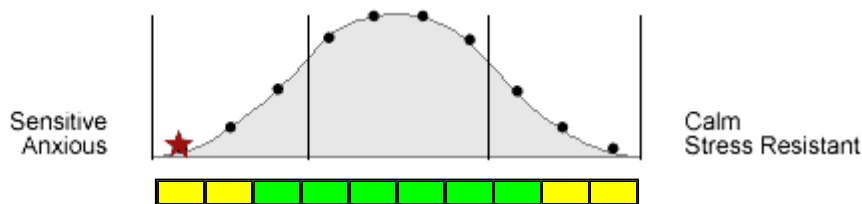
Extroversion



- Julie tends to be more reserved and quiet and listen intently when the customer is talking
- If Julie is expected to handle incoming prescriptions, Julie may not be quick to greet customers in a friendly manner
- Doesn't typically mind working alone for long periods of time which can be helpful when it comes to dealing with inventory management tasks

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

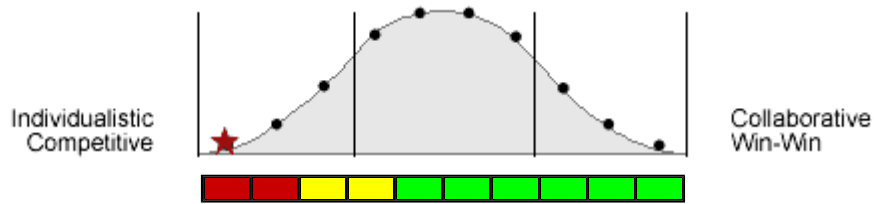
Stable



- Will generally be very sensitive to customer and co-worker needs which can be helpful in some pharmacy environments
- Julie may have difficulty dealing with the more stressful pharmacy environments

Question: Describe a time when you became very irritated with a customer and lost your cool. What happened?

Team



- Many pharmacy environments may not provide the individually competitive atmosphere that Julie prefers

- %name is typically self-motivated and very competitive
- Julie may not be collaborative with the pharmacy 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?

Good Impression (Social Desirability)



- Julie's responses have been frank and open

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

Overall
61% *

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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Pharmacy Aide Interview Questions

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?

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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