
Insurance Adjuster, Examiner, and Investigator

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Organization: Pearson Sample Corporation

Introduction

This report provides information about a candidate's potential fit for the position of insurance adjuster, examiner, or investigator. Insurance adjusters, examiners, and investigators typically perform the following activities:

- Interview or correspond with claimant and witnesses
- Investigate and assess damage to property to determine extent of liability
- Examine claims applications and other records to determine accuracy, completeness, and insurance coverage
- Verify and analyze information to ensure that claims are valid
- Negotiate claim settlements
- Work with expert witnesses to defend the insurer's position when settlement cannot be negotiated or claims are questionable

The report includes information on the candidate's potential to perform these types of activities, based on an assessment of the candidate in two key areas:

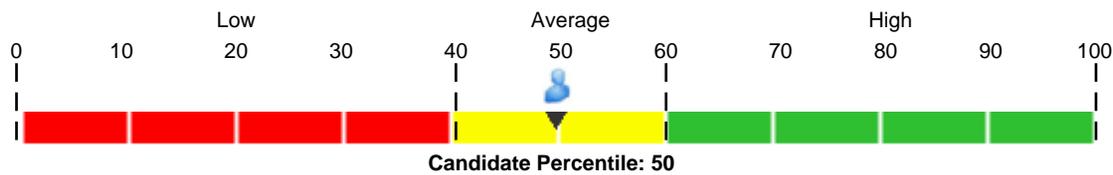
- Critical Thinking – decision making, sound reasoning, and logic
- Work Style Compatibility – the match between work behaviors and job requirements

Research by the Department of Labor has found that critical thinking ability and the work styles measured in this assessment are important for successful performance as an insurance adjuster, examiner, or investigator. Insurance adjusters, examiners, and investigators with a high level of critical thinking ability are able to accurately evaluate and make logical decisions when faced with complex and ambiguous information. Similarly, insurance adjusters, examiners, and investigators with certain work styles (e.g., attention to detail, analytical thinking, cooperation) are better able to meet the demands and expectations of the role.

For more information on use of this report for employee selection, please consult the [User's Guide for Occupational Solution: Insurance Adjuster, Examiner, and Investigator](#).



Overall Fit



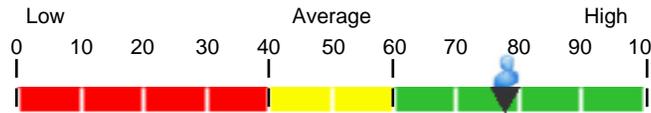
Score Interpretation

The overall fit score is based on a combination of critical thinking ability and work styles that are critical for an insurance adjuster, examiner, or investigator.

This candidate's overall fit score is in the average (yellow) range. Based on this score, it is likely that the candidate is a moderate fit for the position of insurance adjuster, examiner, or investigator.

Critical Thinking

Is likely to struggle with tasks that require critical thinking skills



Is likely to excel in tasks that require critical thinking skills

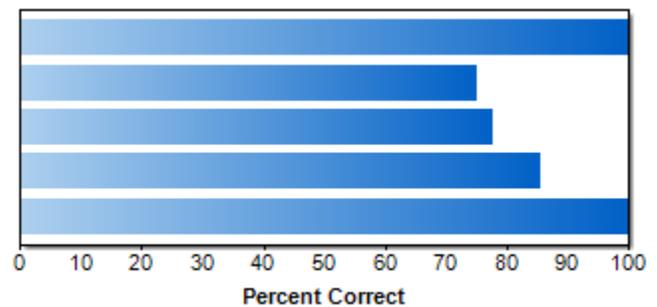
Score Interpretation

This candidate's score was better than or equal to 78% of the scores in a sample group of insurance adjusters, examiners, and investigators. This individual is likely to excel with the type of critical thinking involved in complex analysis and decision making. Specifically, relative to other insurance adjusters, examiners, and investigators, this individual is likely to:

- Define complex problems and situations clearly and objectively
- Readily identify subtle and obvious information needed to enhance decision making or problem-solving effectiveness
- Apply sound logic and reasoning when analyzing information
- Consistently draw accurate conclusions from information
- Develop strong arguments for the support of ideas

Critical Thinking Subscales

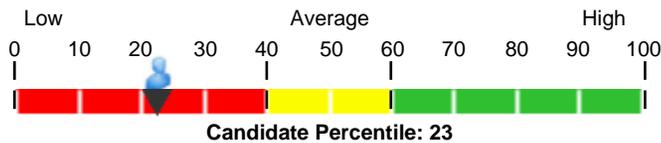
	Score	% Correct
Inference	7	100
Recognition of Assumptions	6	75
Deduction	7	78
Interpretation	6	86
Evaluation of Arguments	9	100



*The graph above provides a profile of relative strengths and weaknesses on the subscales comprising the critical thinking score. However, because each subscale contains fewer items, the subscale scores tend to be less consistent than the overall score. It is the overall critical thinking score that yields a consistent or reliable measure of critical thinking ability.

Work Style Compatibility

Low compatibility with the work styles required for success as an insurance adjuster, examiner, or investigator.



High compatibility with the work styles required for success as an insurance adjuster, examiner, or investigator.

Score Interpretation

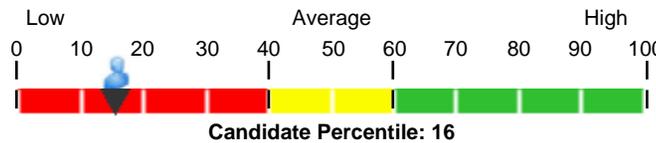
This candidate obtained a Work Style Compatibility percentile score of 23. This score indicates that the candidate is not likely to be a good fit based on the work styles required for successful performance as an insurance adjuster, examiner, or investigator.

Work Styles

Achievement Orientation

Achievement/Effort

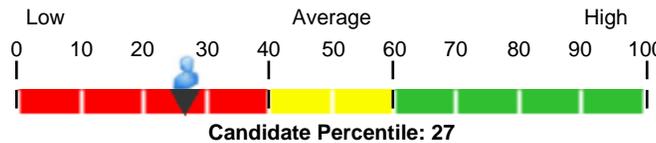
Is not likely to set challenging work goals, and may exert a low level of effort toward achievement of goals



Is likely to establish, maintain, and exert extensive effort toward achievement of challenging work goals

Initiative

Is likely to have little interest in volunteering for or taking on new work responsibilities or challenges

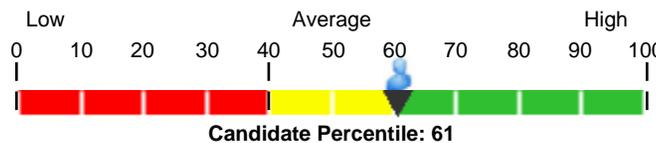


Enjoys taking on new or additional work responsibilities and challenges

Social Influence

Leadership Orientation

Is likely to have little interest in taking charge, or directing and leading others; may be hesitant to offer opinions

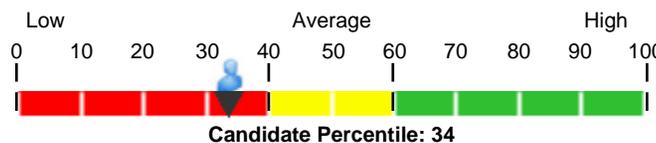


Is prone to taking charge, leading others, and offering opinions; very high scores may push others too firmly

Interpersonal Orientation

Cooperation

May not be consistently pleasant, good-natured, or cooperative

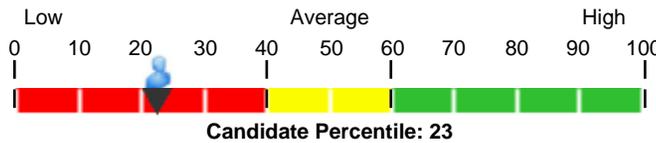


Is likely to consistently demonstrate a pleasant, good-natured, and cooperative attitude with others on the job

Adjustment

Self-Control

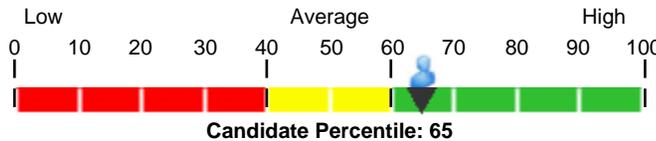
May not maintain composure as consistently as peers; may be prone toward open displays of anger or aggressive behavior



Is likely to maintain composure, control anger, and avoid aggressive behavior, even in very difficult situations

Stress Tolerance

May have little tolerance for criticism, or for stress imposed by other people or circumstances

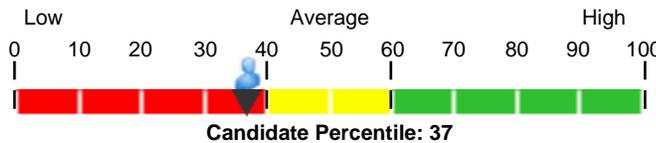


Is likely to accept criticism well, and remain calm even when facing high pressure or stress imposed by other people or circumstances

Practical Intelligence

Analytical Thinking

May not enjoy analyzing complex issues in depth and may miss opportunities to use logic to resolve work-related issues or problems

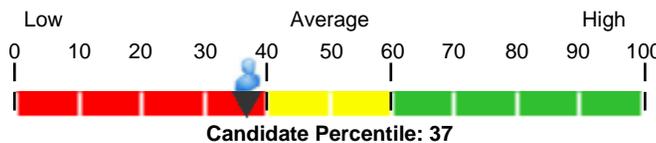


Enjoys analyzing complex issues in depth and using logic to resolve work-related issues and problems

Independence

Independence

Is likely to have to rely on others to define tasks and procedures; may not deal effectively with ambiguity; may prefer working under close supervision

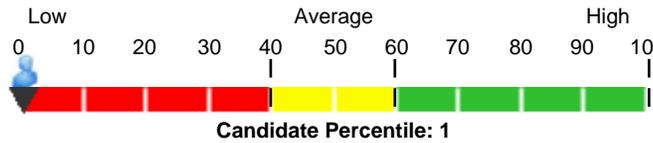


Prefers freedom to guide self with little or no supervision and develop own way of doing things; deals effectively with ambiguity; very high scores may be uncomfortable with supervision

Conscientiousness

Dependability

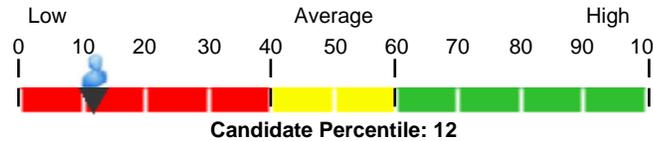
May be inconsistent or casual about fulfilling job and work obligations



Is likely to consistently fulfill job and work obligations

Attention to Detail

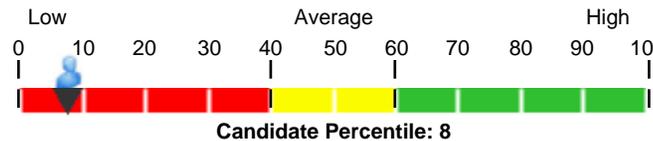
Is likely to prefer tasks and issues that require a more global focus to those that require high attention to detail



Enjoys and is likely to excel at tasks that require a strong focus on detail and a need for thoroughness

Integrity/Rule-Following

Is not likely to demonstrate strict adherence to rules and regulations in all situations

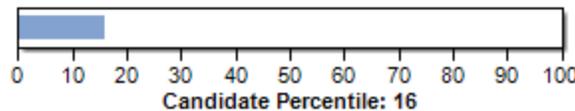


Is likely to demonstrate strict adherence to rules and regulations and to do things "by the book"

Unlikely Virtues

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Acknowledged self-limitations in responses; not concerned about making a positive impression



Minimized self-limitations in responses; appears concerned about making a positive impression

Note. The Work Style scores should be interpreted with caution if the Unlikely Virtues percentile score is higher than or equal to 95.