

# *Spann & Associates*

## **Nursing Services Screen**

**Prepared for:**

*Demo Sample*

- *This material is confidential and personal.*
- *Please do not read this report unless authorized to do so.*
- *The content should not be used as the sole source for decisions regarding hiring, placement, career moves or termination.*

Mary Lou Spann, PhD  
Spann & Associates  
Minneapolis, MN  
Telephone: 763 755 5959  
Fax: 763 755 5959  
E-Mail: [mlspann@spannassoc.com](mailto:mlspann@spannassoc.com)  
Web: <http://www.spannassoc.com>

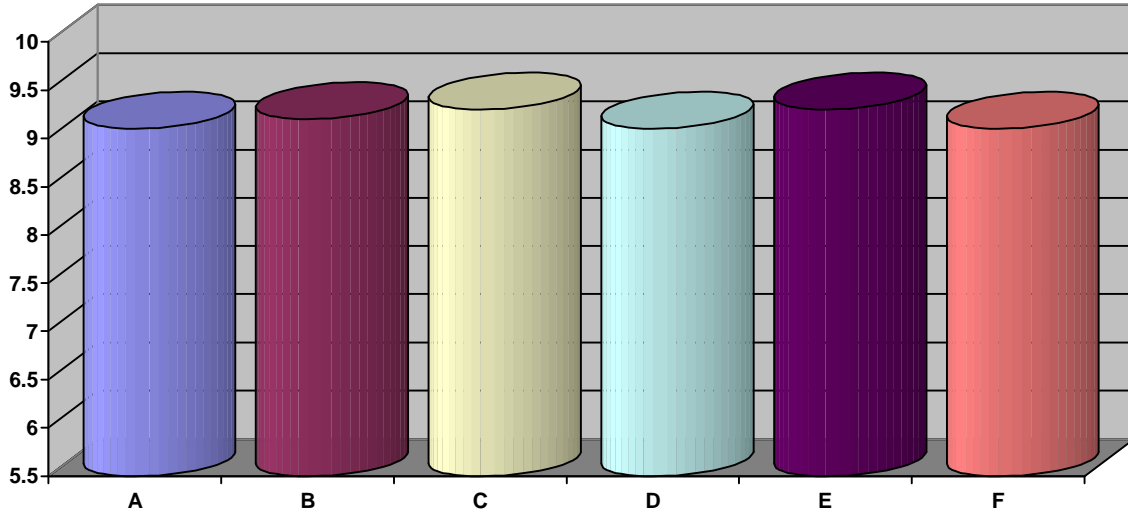
7AD9\_12450\_\*\_\* 1/26/2011 1:17:00 PM

**This entire document is subject to the following statement:**

**Copyright © 2002- 2011 – Axiometrics International, Inc. All rights reserved.**

## Nursing Services Screen

### GLOBAL GRAPH



<b>Low Risk</b> (Excellent ability to utilize the capacity and translate the talent into decisions; reduces the potential for errors and mistakes)	<b>8.8 to 10.0</b>
<b>Situational Risk</b> (Very good ability to utilize the capacity especially in well defined areas; however, there are specific situations that can interfere with the translation into decisions)	<b>8.5 to 8.79</b>
<b>Conditional Risk</b> (Limited access to the capacity indicating actual conditions that will increase the potential for mistakes and errors and restrict the transfer into decisions)	<b>8.2 to 8.49</b>
<b>Real Risk</b> (Restricted access to the capacity indicating the ability is consistently unavailable and individuals are subject to mistakes and errors in judgment)	<b>6.0 to 8.19</b>

<b>A) Relating With Patients (Low Risk)</b> — The ability to see, understand, and relate with patients in an objective, unbiased manner.
<b>B) Communicating With Patients (Low Risk)</b> — The ability to listen to patients, evaluate what is important, and respond effectively.
<b>C) Handling Patient Rejection (Low Risk)</b> — The ability to maintain a strong sense of inner self worth regardless of circumstances.
<b>D) Job Related Attitudes (Low Risk)</b> — The ability to work within the organizational guidelines, policies and procedures to get things done.
<b>E) Problem Solving Capacity (Low Risk)</b> — The ability to identify potential patient problems and to generate effective solutions.
<b>F) Personal Work Attitudes (Low Risk)</b> — The ability to feel a sense of purpose and satisfaction in one's work.

## Nursing Services Screen SYNOPSIS

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
<b>RELATING WITH PATIENTS</b>				
Attitude Toward Patients	ü			
Prejudice/Bias Index	ü			
Reading Patient Needs	ü			
Valuing Future Business	ü			
Patience With Patients	ü			
<b>COMMUNICATING WITH PATIENTS</b>				
Listening To Patients	ü			
Evaluating What Is Said	ü			
Developing A Response	ü			
Talking At The Right Time	ü			
Understanding Attitudes	ü			
<b>HANDLING PATIENT REJECTION</b>				
Self Esteem	ü			
Self Assessment	ü			
Self Confidence	ü			
Self Control	ü			
Sensitivity To Others	ü			

## Nursing Services Screen SYNOPSIS

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
<b>JOB RELATED ATTITUDES</b>				
Meeting Established Standards	ü			
Doing Things Right	ü			
Attention to Policies	ü			
Meeting Deadlines	ü			
Attitude Toward Authority		ü		
<b>PROBLEM SOLVING CAPACITY</b>				
Evaluating What To Do	ü			
Attention To Concrete Detail	ü			
Using Common Sense	ü			
Intuitive Insight	ü			
Seeing Potential Problems	ü			
<b>PERSONAL WORK ATTITUDES</b>				
Job Satisfaction	ü			
Flexibility/Adaptability	ü			
Health-Tension Index				ü
Persistence	ü			
Consistency/Reliability	ü			

---

## **Nursing Services Screen**

### **CORE STRENGTHS**

---

#### **Attitude Toward Patients: (Relating With Patients) SR-1B**

##### **Low Risk**

They have the ability to evaluate the positive and negative potential of others and to maintain a cautiously optimistic, discrete attitude toward others.

#### **Prejudice-Bias Index: (Relating With Patients) SR-2C**

##### **Low Risk**

They have the ability to see and understand the uniqueness and individuality of others but tend to be somewhat cautious about accepting others who do not measure up to their expectations.

#### **Valuing Future Business: (Relating With Patients) SR-4C**

##### **Low Risk**

Their individualism leads them to challenge existing ways of thinking and to anticipate consequences which others may not be willing or able to see.

#### **Patience With Patients: (Relating With Patients) SR-5B**

##### **Low Risk**

They have the ability to see and understand the unique needs and interests of others, to accept and be tolerant and patient with viewpoints which may be different or opposed to their own.

#### **Listening To Others: (Communicating With Patients) SR-6C**

##### **Low Risk**

They have the ability to see and understand viewpoints which are either uninteresting or contrary to their own but may tend to readily critique viewpoints different from theirs.

#### **Evaluating What Is Said: (Communicating With Patients) SR-7**

##### **Low Risk**

They have the ability to realistically see and evaluate what others are saying and remain open to viewpoints even when they are contrary to their own.

#### **Developing A Good Response: (Communicating With Patients) SR-8B**

##### **Low Risk**

They have the ability to identify and understand the consequences of their responses and their responses are likely to be objective but cautious and selective.

---

## **Nursing Services Screen**

### **CORE STRENGTHS**

---

#### **Talking At The Right Time: (Communicating With Patients) SR-9C**

##### **Low Risk**

They have the ability to correctly and immediately identify both what is the correct or appropriate response and when the time is right to make their point.

#### **Understands Attitudes: (Communicating With Patients) SR-10C**

##### **Low Risk**

They have both the ability to see and understand the attitudes and viewpoints of others but they also have a willingness to make certain that others understand what they are saying.

#### **Self Esteem: (Handling Patient Rejection) SR-11G**

##### **Low Risk**

They have a keen appreciation of their uniqueness and individuality and a realistic assessment of their ability to to perform, their strengths and talent.

#### **Self Assessment: (Handling Patient Rejection) SR-12**

##### **Low Risk**

They know what they are capable of doing, what it will take to get things done and give them a sense of contribution as well as a sense of satisfaction.

#### **Self Confidence: (Handling Patient Rejection) SR-13I**

##### **Low Risk**

They have the ability to develop and maintain realistic confidence in their capacity to perform and to live up to social and role images and expectations.

#### **Self Control: (Handling Patient Rejection) SR-14**

##### **Low Risk**

They have the capacity to maintain their sense of balance and equilibrium when dealing with stressful and emotional situations, responding rationally and objectively.

#### **Sensitivity To Others: (Handling Patient Rejection) SR-15B**

##### **Low Risk**

They have the ability to assess the risk involved in their relationships and can develop relationships in a cautiously optimistic manner.

---

## **Nursing Services Screen**

### **CORE STRENGTHS**

---

#### **Meeting Established Standards: (Job Related Attitudes) SR-16C**

##### **Low Risk**

Their strong sense of individualistic thinking combined with a skeptical attitudes toward authority can lead them to challenge rules and look for creative ways to organize.

#### **Doing Things Right: (Job Related Attitudes) SR-17C**

##### **Low Risk**

They understand the need for rules and standards but their individualism will likely lead them to spend time and energy looking for unique, novel and creative ways to get things done.

#### **Attention To Policies, Procedures: (Job Related Attitudes) SR-18E**

##### **Low Risk**

Their strong sense of individualism maintains respect for the rights of their patients and for the implementation of organizational standards and commitments.

#### **Meeting Schedules And Deadlines: (Job Related Attitudes) SR-19G**

##### **Low Risk**

Their strong sense of perfectionism for themselves and the world keeps them focused on making certain that things get done according to expectations.

#### **Evaluating What To Do: (Problem Solving Capacity) SR-21**

##### **Low Risk**

They have an excellent ability for sizing up situations, for identifying problems especially in difficult or confusing situations and for generating constructive alternatives.

#### **Attention To Concrete Detail: (Problem Solving Capacity) SR-22C**

##### **Low Risk**

They have the ability to see and understand what is happening in a practical, pragmatic way, to identify the flaws in things as well as the positive, functional worth of things.

#### **Using Common Sense: (Problem Solving Capacity) SR-23C**

##### **Low Risk**

They have the ability to see and pay attention to things in a practical, common sense way and they pay attention to staying focused on what needs to be immediately done.

---

## **Nursing Services Screen**

### **CORE STRENGTHS**

---

#### **Intuitive Insight: (Problem Solving Capacity) SR-24**

##### **Low Risk**

They have a well developed ability to rely on intuitive insights to decide both where the problems are as well as what solutions are best.

#### **Seeing Potential Problems: (Problem Solving Capacity) SR-25**

##### **Low Risk**

They have a good capacity for identifying what the crucial issues are in complex and confusing situations and how these issues are integrated into the overall problem situation.

#### **Role Satisfaction: (Personal Work Attitudes) SR-26A**

##### **Low Risk**

They are confident that what they are doing not only is what is best for them and for society and will likely feel an urgency to get things done and to push ahead.

#### **Flexibility, Adaptability: (Personal Work Attitudes) SR-27C**

##### **Low Risk**

They have the ability to see and understand the value of their personal commitment and energy which helps them accept the need to change when things do not work out as they expect.

#### **Persistence: (Personal Work Attitudes) SR-29A**

##### **Low Risk**

Their strong commitment to their inner ideals, their personal goals and beliefs about the future provides a compulsive need to push ahead and stay on track.

#### **Consistency: (Personal Work Attitudes) SR-30B**

##### **Low Risk**

Their confidence gives them a sense of personal competence and satisfaction and acts as a springboard to action and as a beacon to keep them on track.

---

***Nursing Services Screen***  
**DEVELOPMENT COMMENTS**

---

**Attitude Toward Authority: (Job Related Attitudes) SRV-20C**

**Situational Risk**

Their strong individualism will lead them to covertly or overtly disregard existing authority. They feel the need to challenge authority simply for the sake of doing so.

**Health Tension Index: (Personal Work Attitudes) SRV-28B**

**Real Risk**

They currently do not see or value their self as well as the world around them and as a result are subject to anxiety and stress effects.

---

## ***Nursing Services Screen*** **INTERVIEW GUIDES**

---

### **Attitude Toward Authority: (Job Related Attitudes) SRV-20C**

#### **The Problem**

They tend to:

1. Disregard rules, norms and conventions about how things should be done.
2. Tend to go their own way becoming skeptical and cautious about rules and codes of conduct which are different from their own.
3. Develop a 'chip on the shoulder' attitude when things do not work out as they expect.

#### **Interview Comments**

The following steps are recommended:

1. Provide them a problem situation from the work environment which has several different alternatives, one which follows organizational guidelines. Use an organization option which is not as functional but represents a more orderly way of solving the problem. Indicate that sometimes employees have to go it their own way to get things done. See how they respond and how much they are willing to go around organization guidelines.
2. See how willing they are to rationalize getting around or replacing organization policies by appealing to practical thinking.

---

## ***Nursing Services Screen*** **INTERVIEW GUIDES**

---

### **Personal Work Attitudes: (Health Tension Index) SRV-28B**

#### **The Problem**

They tend to:

1. Do the wrong things in order to be taken out of a pressure situation.
  
1. Develop physical symptoms as a result of their despair and frustration.
2. Be inconsistent in performance depending on their ability to manage their stress and anxiety.

#### **Interview Comments**

The following steps are recommended:

1. Ask them to describe what they see as the cause for their stress and anxiety. Require them to relate this information to your organization.
2. Give them a list of service problems and potential solutions. Require them to evaluate the problems and solutions. Give a limited time and press them during their evaluation. When they have reached a solution, aggressively challenge their thinking.