



# From Friction to Fit: Unlocking Soft Skills with GoGig AI

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# Introduction

Modern organizations face growing challenges in evaluating candidates' soft skills effectively. Traditional hiring methods often create friction, lack nuanced understanding, and struggle to predict organizational fit, resulting in inefficiencies and high employee turnover. These challenges are further exacerbated by the proliferation of **Artificial Intelligence (AI)** tools that help candidates perfect their resumes and cover letters, making it harder than ever to assess genuine soft skills. Without a seamless, scientifically grounded approach to soft skills analysis, recruitment processes remain inefficient, hindering decision-making and overall pipeline performance.

GoGig addresses these challenges with its revolutionary AI Smart Assessment, a transformative, AI-driven recruitment platform that reimagines candidate evaluation. By incorporating authentic conversations with candidates, GoGig mitigates the impact of AI-generated enhancements and provides scientifically grounded insights into over 50 workplace-relevant personality traits. This seamless, behind-the-scenes approach integrates effortlessly with the **Applicant Tracking System (ATS)**, removing unnecessary burdens for both recruiters and candidates.

Recruiters using GoGig's technology benefit from enriched candidate profiles that include valuable soft skills data. This enables better decision-making, streamlines hiring processes through faster and more accurate evaluations, and reduces turnover by ensuring a stronger fit between candidates and roles. By optimizing role alignment through soft skills analysis and maintaining strict compliance with the **U.S. Equal Employment Opportunity Commission (EEOC)** guidelines and international data protection laws, GoGig empowers organizations to make data-driven, equitable, and effective hiring decisions that contribute directly to their success.

At the heart of GoGig's AI Smart Assessment is the scientifically validated **Big Five Personality Model (Big Five / CANOE): Conscientiousness, Agreeableness, Neuroticism, Openness, and Extraversion**. Rooted in decades of psychological research linking language to personality, this robust framework enables GoGig to analyze candidates' language patterns with precision, speed and context. By harnessing this established model, GoGig provides organizations with accurate, in-depth insights into candidates' personalities, enabling hiring decisions grounded in a comprehensive understanding of each candidate. [\[1\]](#).

## Overview of GoGig's AI Smart Assessment

GoGig's AI Smart Assessment transforms career recruiting by analyzing the authentic communication job seekers display in professional interactions. Unlike generic personality models, GoGig's system is designed specifically for workplace relevance, ensuring that assessments align with the distinct dynamics of professional environments [\[2\]](#).

# GoGig's Contextual Approach

Understanding the crucial role of context, GoGig has developed a model specifically trained on hiring-related language. Central to this approach is the creation of a custom lexicon tailored to the recruitment domain.

## Building a Custom Lexicon

GoGig's lexicon is engineered to capture the particular language patterns found in recruitment communications, encompassing industry-distinct terminology, relevant phrases, and expressions that resonate with both job seekers and hiring professionals, ensuring alignment with the tone and style typical of recruitment dialogues. This involves:

- **The Domain-specific vocabulary** in GoGig's lexicon includes terms and phrases commonly used in job postings, resumes, and cover letters, which general language models might overlook. This ensures that industry-specific jargon and role-specific terminology are accurately interpreted.
- **Formal and informal communication styles** of candidates are addressed by the lexicon, which accounts for both professional language and more casual expressions. This balanced approach allows for a more nuanced understanding of a candidate's communication style.
- **The Contextual meaning of words** is captured by the lexicon, acknowledging that terms can have different interpretations depending on their usage. For example, the term "drive" in a resume likely refers to motivation rather than operating a vehicle, ensuring accurate understanding and avoiding misinterpretation.
- **The Continuous updating of the lexicon** ensures it evolves alongside the recruitment landscape. GoGig regularly adds emerging terms and phrases to keep the model relevant and accurate over time.

By focusing on these elements, GoGig's lexicon enables a more accurate and contextually relevant analysis of a candidates' soft skills. This approach enhances the validity of assessments and supports better hiring decisions by highlighting the qualities most pertinent to recruitment contexts.

## The Role of Context

In psychological assessments and language analysis, context is paramount for accurate interpretation. Tools like the **Big Five personality** traits and the **LIWC** are widely used to assess individual differences and infer psychological states from text. However, applying these models without considering the appropriate context can lead to inaccurate conclusions.

## Risks of Ignoring Context

1. **Contextual misinterpretation** occurs when models like **Big Five** or **LIWC** are utilized outside their intended contexts, much like how individuals adopt different personas in work, social, and other settings. This can lead to misinterpreting communication styles and objectives, resulting in incorrect assessments.
2. **Overgeneralization** occurs when personality traits or linguistic patterns are assumed to carry the same significance in every setting, such as work or social environments, leading to the emphasis of irrelevant traits while overlooking those crucial to the specific context.

## Statistical Relevance of Language in Personality Analysis

### Uncovering Genuine Insights in an AI-Assisted Era

The increasing use of AI tools like ChatGPT to craft resumes and cover letters has introduced new challenges for recruiters. While these tools help candidates present polished applications, they can obscure personality traits and soft skills critical to successful hiring. AI-generated content often exhibits generic language and lacks personal nuance, making it difficult to assess a candidate's genuine attributes [15]. Furthermore, AI-generated documents may include inaccuracies or embellishments that misrepresent a candidate's true capabilities [16].

### Richness of Conversational Data

Conversational language, derived from spoken interactions, offers a richer and more authentic reflection of a candidate's personality compared to written text, which today can be augmented by AI. Spoken language tends to be less filtered and more spontaneous, capturing subtleties that might be edited out in written communications [9].

- **Natural expression:**
  - **Spontaneous responses** to questions reveal real-time reactions, emotions, and thought processes that are often absent in written materials.
  - **Dynamic Interactions** allow for the expression of personality through tone, pace, and responsiveness, providing deeper insights into interpersonal skills.
- **Research support:**
  - **Mairesse et al. (2007)** highlighted that conversational data enhances the automatic recognition of personality traits due to its spontaneous nature [2].
  - **Mehl et al. (2006)** showed that naturalistic speech recordings provide valuable insights into personality, beyond what is captured in written language [6].
- **Practical application in hiring:**
  - **Video Interviews** capturing verbal and non-verbal cues enriches linguistic data with conversational dynamics, providing a more holistic view of the candidate.
  - **Panel Discussions** provide diverse conversational contexts that can enhance the depth and breadth of personality insights.

- **Interactive assessments** utilizing role-playing or scenario-based conversations elicits authentic language use, allowing for a more accurate evaluation of a candidate's abilities and fit for the role.

## Actionable Analysis

In the initial stages of the hiring process, analyzing text samples of 300 to 500 words may provide guidance into a candidate's personality and soft skills with a confidence level of approximately 70-80%. Word counts in this range are sufficient to identify linguistic patterns that correlate with personality traits, enabling recruiters to make informed initial screening decisions. By focusing on natural, unstructured language, recruiters can gain a clearer understanding of a candidate's capabilities beyond AI-enhanced documents [7].

- **Efficiency in data collection** is achieved through brief interactions, such as introductory calls or pre-screening interviews, which can easily accumulate 300–500 words of spoken language data.
- **Research support:**
  - **Pennebaker et al. (2007)** demonstrated that texts as brief as 300 words can yield reliable psychological insights using the **Linguistic Inquiry and Word Count (LIWC)** tool [1].
  - **Mairesse et al. (2007)** found that even short conversations provide enough linguistic cues for automatic personality recognition using computational models [2].
  - **Yarkoni (2010)** showed that brief blog posts could effectively predict personality traits, supporting the utility of shorter texts in varied contexts [3]. Note: Prior to the advent of AI.

### Practical Application in Hiring

- **Authentic soft skills assessment** is crucial because the increasing use of AI tools to enhance resumes and cover letters can obscure a candidate's true personality traits; therefore, recruiters should focus less on these documents and instead evaluate unstructured language inputs, such as conversational transcripts, which provide a more accurate reflection of a candidate's interpersonal abilities.
- **Refined decision-making** involves shifting focus away from AI-influenced application materials, allowing recruiters to leverage reliable linguistic indicators from natural communication to efficiently filter candidates and assess critical soft skills early in the recruitment process, ensuring hiring decisions are based on genuine insights rather than potentially enriched representations.

## Statistically Significant

Short text samples, such as cover letters and resumes, can be easily manipulated by AI, making them less than reliable for assessing personality traits. Achieving statistically significant

assessments instead requires analyzing 3,000 to 5,000 words of contextual, conversational language from the candidate, which ensures a confidence level of 90-95%. This depth of language can typically be gathered during a 30-50 minute interview, providing a more authentic and accurate basis for evaluation [\[8\]](#).

- **Reliability and confidence level** improves by capturing larger samples that encompass a broader range of linguistic behaviors, reducing the margin of error and enhancing confidence in the assessment results.
- **Nuanced analysis** enables the detection of subtle linguistic patterns that correlate with unique personality traits, leading to more accurate evaluations.
- **Research support:**
  - **Tausczik & Pennebaker (2010)** emphasized that larger text samples improve the statistical power of psychological analyses using **LIWC** [\[4\]](#).
  - **Schwartz et al. (2013)** found that analyzing thousands of words from social media posts significantly enhances the accuracy of personality predictions through **Natural Language Processing (NLP)** [\[5\]](#).
  - **Mehi et al. (2006)** demonstrated that extended natural speech samples provide robust correlations with personality traits, affirming the need for higher word counts [\[6\]](#).
- **Practical application in hiring:**
  - **Multiple interview rounds** accumulating language data from various stages of the interview process helps reach the necessary word count for statistical significance.
  - **Extended evaluations** incorporating detailed assessments, such as panel interviews or comprehensive video interviews, contributes to a richer dataset.
  - **Ongoing communications** follow-up interviews, and other interactions to continuously build the candidate's soft skills profile.

## Continuous Enrichment

GoGig's assessment platform enables companies to continually enrich a candidate's profile throughout the hiring process by analyzing ongoing conversations. Rather than imposing lengthy and upfront assessments, GoGig leverages candidates' multiple interactions throughout the hiring process, allowing organizations to naturally and without friction accumulate the 3,000 to 5,000 words necessary for a statistically significant personality analysis.

### Seamless Data Collection

- **Multiple touchpoints** ensure GoGig integrates data collection across various stages of the hiring process, including initial screenings, interviews, and follow-up communications. This approach gathers comprehensive linguistic data while embedding data collection seamlessly into existing Applicant Tracking System (ATS) workflows.
- **Integrated communication channels** combine both written and spoken language data from emails, resumes, cover letters, interviews, and more. This approach builds a holistic

view of each candidate's personality, enhancing the depth and accuracy of the assessments.

### Enhanced Insights

- **Diverse data sources** provide a variety of communication forms allowing GoGig to capture a wide range of linguistic behaviors, enriching the analysis with nuanced insights that might be missed by traditional assessments.
- **Incorporating language** throughout the hiring process enables GoGig to surface consistency and alignment in personality traits. This ongoing data collection provides a more accurate and comprehensive view of each candidate's personality, enhancing the reliability of the assessments.

### Practical Application

- **Efficient data accumulation** is achieved by reaching the required word count through natural, varied interactions, allowing GoGig to minimize the burden on candidates. There is no need for them to complete lengthy assessments; instead, data is gathered organically as they progress through the hiring stages.
- **Robust and reliable assessments** are ensured by basing personality analyses on rich, diverse, and statistically significant datasets. This robustness enhances decision-making for hiring managers, leading to better candidate selection and placement.

By continuously enriching candidate profiles and seamlessly integrating into the hiring process, GoGig provides organizations with deeper, more accurate insights into each candidate's personality and potential fit. This approach not only streamlines hiring but also helps eliminate AI biases in written communications by relying on a broad and diverse dataset for each candidate.

## Soft Skills and Organizational Values

Soft skills provide recruiters with a deeper understanding of how a candidate aligns with an organization's values and goals. Traits such as communication style, empathy, integrity, and adaptability reveal a candidate's interpersonal and decision-making tendencies, offering insights into how they approach work and interact with teams. By focusing on these traits, recruiters can identify candidates whose behaviors and priorities mirror those of the organization.

### Alignment Through Behavioral Traits

- **Shared principles** are reflected in traits like integrity and accountability, which indicate a candidate's alignment with the organization's ethical standards.
- **Team compatibility** is shown through skills such as empathy and collaboration, demonstrating a candidate's ability to thrive in environments that prioritize teamwork and inclusivity.

## Research Support

- **Pennebaker et al. (2007)** demonstrated that language patterns can effectively predict traits linked to personality and values [1].
- **Yarkoni (2010)** found that linguistic analysis provides reliable insights into traits that influence workplace interactions and alignment [3].

## Practical Application in Hiring

- **Behavioral interviews** allow recruiters to assess soft skills by analyzing language used in responses to situational questions.
- **Conversational analysis** provides insights derived from verbal interactions, such as video interviews or role-playing scenarios, enabling a comprehensive evaluation of soft skills.
- **Strategic matching** aligns candidates' soft skills with organizational priorities, improving long-term success and retention.

## Beyond the Big Five

GoGig's assessment expands upon the traditional **Big Five** dimensions [12]. These additional sub-traits offer insights into qualities such as empathy, leadership style, creativity, and analytical thinking [6]. By correlating soft skills with professional experience and education, companies gain a comprehensive view of a candidates' potential.

## Tailored Soft Skill Combinations for Role Alignment

A standout feature of GoGig's AI Smart Assessment is its ability to analyze over 50 individual personality traits to identify tailored soft skill combinations that align with your organization's distinct professional needs. By examining comprehensive datasets derived from candidates' language patterns, the system allows companies to create and correlate unique profiles based upon their soft skill characteristics. This holistic approach enables organizations to match candidates to roles, not just based on experience and technical qualifications, but also on the soft skills critical for success in those positions.

Understanding these blended traits is crucial for optimizing role alignment and fostering stronger team dynamics. For instance, in fields like healthcare and medical services, where empathy and resilience are paramount, identifying candidates with these soft skill combinations will make significant improvements in patient care and team efficiency. To fully leverage this solution, it's essential to consider how customized soft skills can ensure the best alignment between candidates, roles, and teams. While some examples of key traits that compose these skills are provided in the [Appendix](#), the focus remains on the importance of integrating these combinations into the hiring process.

## Misunderstood Categories and Facets Breakdown

In personality assessments, certain traits are often misunderstood or overlooked, yet they can significantly influence a candidate's job performance and compatibility with company culture. The GoGig AI Smart Assessment measures these personality facets by analyzing authentic language patterns, providing deeper insights that traditional methods may miss. Understanding these traits is essential for making informed hiring decisions and optimizing team dynamics. To achieve a holistic understanding of each candidate, it's crucial to consider these traits in the assessment process. The [Appendix](#) offers some examples of misunderstood traits to further illustrate this concept. [\[12\]](#).

## Anti-Bias, EEOC Compliance, and Privacy Measures

### Anti-Bias Framework

GoGig's AI Smart Assessment is designed to promote fairness, transparency, and compliance with **EEOC** guidelines by focusing on anonymized, context-driven analysis [\[10\]](#).

- **Anonymized data processing** evaluates candidates solely based on their language patterns and linguistic behavior, ensuring that no **Personally Identifiable Information (PII)** is included in the analysis.
- **Linguistic and contextual focus** analyzes language patterns and contextual cues in writing samples or audio transcribed transcripts, focusing exclusively on job-relevant traits like communication style, leadership potential, and decision-making tendencies.
- **Continuous monitoring and auditing** helps detect and mitigate any emerging biases.

### Privacy and Data Protection

GoGig prioritizes the privacy and security of personal information by adhering to the highest standards of data protection. The company's practices comply with major international data protection laws, including the **General Data Protection Regulation (GDPR)**, the **California Consumer Privacy Act (CCPA)**, the **Personal Information Protection and Electronic Documents Act (PIPEDA)**, the **UK Data Protection Act**, and **Australia's Privacy Act**. This commitment ensures that user data is handled responsibly, securely, and transparently across all regions of operation [\[11\]](#).

- **Data minimization and anonymization** are foundational principles at GoGig, ensuring that clients submit only de-identified data, with all Personally Identifiable Information (PII) removed.
- **Processing guidelines** mandate that data is tagged with an ATS unique candidate identifier, preserving anonymity throughout the process.
- **Security measures** include encrypting all data in transit and at rest, with access restricted exclusively to authorized personnel.

# Conclusion

GoGig's AI Smart Assessment marks a transformative leap in candidate evaluation for modern organizations grappling with the limitations of traditional hiring methods. The rise of AI-enhanced resumes and cover letters has obscured genuine candidate attributes, making it challenging to assess soft skills and cultural fit effectively. GoGig addresses this by harnessing authentic conversations and analyzing natural language patterns, providing a scientifically grounded insight into over 50 workplace-relevant personality traits based on the robust Big Five Personality Model (CANOE).

The platform's innovative use of a custom lexicon tailored to the recruitment domain ensures that the analysis captures context-specific language nuances often missed by generic models. This lexicon accounts for industry-specific terminology, formal and informal communication styles, and the contextual meanings of words, enabling a more accurate and relevant assessment of candidate traits. By expanding beyond the traditional Big Five dimensions to include additional sub-traits like empathy, leadership style, and analytical thinking, GoGig offers a comprehensive view of each candidate's potential.

GoGig's approach emphasizes the statistical relevance of analyzing substantial amounts of authentic conversational data. Recognizing that AI tools can manipulate text samples, the platform accumulates language data organically gathered throughout the hiring process, aiming for a word count of 3,000–5,000 words to achieve a confidence level of 90–95%. This method ensures that assessments are based on genuine, unfiltered language, enhancing the accuracy and reliability of personality analyses without adding any burden on recruiters or candidates.

Committed to fairness and compliance, GoGig incorporates anti-bias frameworks, adheres to EEOC guidelines, and complies with international data protection laws like GDPR and CCPA. By anonymizing data and focusing on linguistic patterns, the platform safeguards candidate privacy and promotes equitable hiring practices. This dedication to ethical standards reinforces trust and transparency in the recruitment process.

Ultimately, GoGig empowers organizations to make more informed, fair, and effective hiring decisions. By integrating soft skills analysis seamlessly into existing workflows, companies can enhance pipeline efficiency, reduce turnover rates, and ensure better alignment between candidates and roles. In an era where AI can both aid and complicate recruitment, GoGig's AI Smart Assessment provides a robust solution that captures the richness of human communication, enabling organizations to build stronger, more cohesive teams that drive success.

# Appendix

## The Big Five Model with Integrated Sub-Traits

### Conscientiousness

Conscientiousness reflects a candidate's level of discipline, organization, and reliability. High scores indicate a strong sense of responsibility and a methodical approach to tasks, whereas low scores suggest a more spontaneous or flexible personality [\[12\]](#).

- Candidates with **high conscientiousness** exhibit attention to detail, discipline, and cautious decision-making, making them well-suited for roles such as Financial Analyst, where maintaining financial accuracy is crucial.
- Conversely, candidates with **low conscientiousness** may thrive in dynamic, fast-paced environments that value flexibility and quick thinking, such as Marketing Specialist positions. In these roles, the ability to handle spontaneity and adapt to changing circumstances is beneficial.

### Agreeableness

Agreeableness captures a candidate's tendency to be compassionate, cooperative, and supportive. High scorers excel in fostering harmony and building relationships, while low scorers may focus on critical thinking and independence [\[12\]](#).

- Candidates with **high agreeableness** are empathetic, cooperative, and possess a friendly demeanor, making them well-suited for roles such as Customer Service Representative, where resolving customer issues and building loyalty are key responsibilities.
- Conversely, candidates with **low agreeableness** may exhibit resilience, independence, and persistence, traits beneficial in roles like Telemarketer, which require handling rejections and maintaining focus on sales targets.

### Neuroticism

Neuroticism measures emotional stability and resilience under stress. High scorers may be more vigilant and cautious, while low scorers tend to remain calm and composed under pressure [\[12\]](#).

- Candidates with **high levels of neuroticism** may possess heightened sensitivity to emotional or stressful events, which can aid in swift responses during crises. However, research indicates that 911 dispatchers with elevated neuroticism are more susceptible

to stress-related symptoms, including emotional dysregulation and anger, potentially impacting their performance.

- Conversely, candidates with **low levels of neuroticism** exhibit emotional stability and composure under pressure, essential qualities for roles like Air Traffic Controller. Studies suggest that lower neuroticism correlates with better performance in high-stress environments, as these candidates are less prone to anxiety and emotional disturbances that could impair decision-making.

## Openness to Experience

Openness reflects creativity, curiosity, and a preference for novelty. High scorers are imaginative and open-minded, while low scorers prefer routine and practical solutions [\[12\]](#).

- Candidates with **high openness** to experience are imaginative, intellectually curious, and adventurous, making them well-suited for roles that require creativity and innovative thinking. Such roles include Creative Director, where leading innovative projects is essential.
- Candidates with **low openness** to experience tend to prefer routine and familiarity, often excelling in roles that require adherence to established procedures and consistency. For example, a Quality Assurance Specialist focuses on following set protocols to ensure products or services meet precise standards, a critical function in regulated environments.

## Extraversion

Extraversion assesses sociability, energy, and assertiveness. High scorers draw energy from social interactions, while low scorers may prefer introspection and solitary work [\[12\]](#).

- Candidates with **high extraversion** thrive in roles that involve constant client interaction, team motivation, and assertiveness in negotiations, such as Sales Manager positions.
- Conversely, those with **low extraversion** excel in positions that require deep concentration, focus, and independent work with minimal social interaction, like a Software Engineer.

## Detailed Breakdown of Misunderstood Personality Traits

Understanding nuanced personality traits is crucial for making informed hiring decisions and optimizing team dynamics. The GoGig AI Smart Assessment measures various personality facets based on language patterns, including traits that are often misunderstood or overlooked in traditional assessments. This [Appendix](#) provides a comprehensive explanation of five such traits, along with their descriptions and interpretations of high and low scores.

## Detailed Trait Explanations

Facet	Description	High Score Interpretation	Low Score Interpretation
<b>Apprehensive</b>	Shows unease or worry about potential outcomes.	Cautious and vigilant, valuable in risk management or planning roles.	More carefree and less worried, suited for dynamic, fast-paced environments.
<b>Competitive</b>	Tends to strive for success and outperform others.	Highly driven, excelling in sales or competitive leadership roles.	Less focused on competition, better suited for collaborative or supportive roles.
<b>Humble</b>	Reflects modesty and a lack of arrogance.	Modest and unassuming, ideal for collaborative or servant leadership roles.	More self-assured, suitable for roles requiring assertiveness or decisive leadership.
<b>Imaginative</b>	Creativity and a tendency to think outside the box.	Highly creative, excelling in design, marketing, or innovation roles.	Practical and focused on routine solutions, suited for structured or procedural roles.
<b>Persuasive</b>	Ability to convince or influence others.	Excels in persuasion, ideal for sales, leadership, or negotiation roles.	May struggle with persuasion, better suited for independent or technical roles requiring focus.

## Tailored Soft Skill Combinations for Role Alignment

GoGig's AI Smart Assessment leverages its analysis of over 50 personality traits to create customized soft skill combinations that align with specific role requirements. Below are detailed examples, including the constituent traits for each combination, demonstrating how this approach applies across various fields, including healthcare and medical professions.

### 1. Empathetic Leadership

- **Constituent Traits:** Empathy, Authenticity, Social Orientation, Compassion.
- **Description:** Identifies leaders who inspire and motivate through understanding and genuine connection. They excel at building strong relationships with team members and stakeholders by caring deeply about others' perspectives and well-being.
- **Ideal Roles:** Healthcare Managers, Patient Care Coordinators, HR Managers.

### 2. Analytical Creativity

- **Constituent Traits:** Intellectual Curiosity, Problem-Solving, Innovative Thinking, Open-Mindedness.
  - **Description:** Highlights candidates who balance creativity with data-driven decision-making. They generate innovative solutions while grounding their ideas in practical analysis.
  - **Ideal Roles:** Product Development Engineers, Medical Researchers, Data Analysts.
3. **Assertive Collaboration**
- **Constituent Traits:** Confidence, Teamwork, Communication Skills, Persuasiveness.
  - **Description:** Pinpoints candidates who can lead while fostering cooperation and unity. They guide teams assertively toward goals while encouraging input and collaboration.
  - **Ideal Roles:** Project Managers, Surgical Team Leaders, Lead Nurses.
4. **Strategic Visioning**
- **Constituent Traits:** Forward-Thinking, Organizational Skills, Adaptability, Strategic Planning.
  - **Description:** Blends the ability to plan long-term with agility in decision-making—essential for roles that require anticipating future trends and adjusting strategies accordingly.
  - **Ideal Roles:** Healthcare Administrators, Business Development Directors, Policy Analysts.
5. **Compassionate Caregiving (Healthcare Example)**
- **Constituent Traits:** Empathy, Patience, Emotional Stability, Attentiveness.
  - **Description:** Identifies candidates who excel in providing care and support to patients, demonstrating genuine concern for others' well-being and the emotional resilience to handle stressful situations.
  - **Ideal Roles:** Nurses, Patient Support Specialists, Hospice Care Workers.

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