



## Assessment Instrument Products

from Profiles International

**Step One Survey** is a brief pre-hire assessment that measures an individual's basic work-related values. It is used primarily as a screening tool early in the candidate selection process. This assessment provides valid insight into an applicant's work ethic, reliability, integrity, propensity for substance abuse and attitudes toward theft - including property, data, and time.

**Profiles XT** measures how well an individual fits specific jobs in your organization. The "job matching" feature of this profile is unique, and enables you to evaluate an individual relative to the qualities required to perform successfully in a specific job. It is used throughout the employee life cycle for selection, on-boarding, managing, and strategic workforce planning.

**Profiles Sales Assessment** measures how well a person fits specific sales jobs in your organization. It is used primarily for selecting, on-boarding and managing sales people and account managers. The "job modeling" feature of this assessment is unique, and can be customized by company, sales position, department, manager, geography, or any combination of these factors. This enables you to evaluate an individual relative to the qualities required to perform successfully in a specific sales job in your organization. It also predicts on-the-job performance in 7 critical sales behaviors: Prospecting, Closing sales, Call reluctance, Self-starting, Teamwork, Building and Maintaining Relationships, and Compensation Preference.

**Customer Service Profile** measures how well a person fits specific customer service jobs in your organization. It is used primarily for selecting, on-boarding and managing customer service employees. This profile also looks at what your current and future employees believe is a high level of customer service, while at the same time showing where they align (or not) with the company's perspective. We have a general industry version of this assessment, as well as vertical specialties in hospitality, healthcare, financial services and retail.

**Checkpoint 360** is a 360-degree assessment, used primarily to evaluate the effectiveness of your managers and leaders. It combines feedback from direct reports, peers, supervisors, and even customers, with a personalized program for developing specific leadership skills based on that feedback. This process highlights a manager's job performance in 8 skill clusters: communication, leadership, adaptability, relationships, task management, production, development of others, and personal development.

**Organizational Management Analysis** is a comprehensive tool, designed specifically for senior executives. It provides valuable insight into the overall abilities and alignment of 18 Critical Management Skill Sets for leaders at all levels of the organization. This program is designed for improving managers' skills and thereby improving employee retention and productivity. It is an effective program that implements lasting change.

**Profiles Managerial Fit** - People typically don't quit their company, they quit their bosses. Profiles Managerial Fit measures critical aspects of compatibility between a manager and their employees. This report offers an in-depth look at how the employee learns and five critical dimensions of compatibility with their manager: self-assurance, conformity, optimism, decisiveness, self-reliance, and objectivity.

**Profiles Performance Indicator** specifically measures an individual's motivational intensity and behaviors related to productivity, quality orientation, initiative, teamwork, problem solving, adapting to change, as well as response to conflict, stress and frustration. The output from this assessment serves as an "operator's manual" for an employee, which helps managers better motivate, coach and communicate with the employee. It is economical and is quick to take, making it an ideal choice for your business.

**Workforce Engagement Survey** measures the degree to which your employees connect with their work and feel committed to the organization and its goals. This gives you and your management team a detailed view of what influences engagement across all of your workforce segments and how your employees compare statistically to the overall working population. In addition, this survey measures "satisfaction with employment" and "satisfaction with management" across your entire organization and gives specific recommendations for your organization to improve.