



SkillCheck Identity

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About SkillCheck Identity

When it comes to accurately predicting employee performance, skills assessment only tells part of the story. Attitudes, aptitudes and characteristics are equally important in determining whether an individual is a good fit for the job and for the organization

With SkillCheck's Identity tests you can now get a more complete profile of any job candidate. The Identity suite of behavioral tests includes assessments for measuring cognitive abilities, risk profile, sales and service orientation, workplace skills and workplace personality. Each test measures candidates along a variety of scales, including a built-in deception scale to ensure that questions are being answered honestly.

Combining the best practices of the testing industry, Identity tests include:

- Simplified test administration. Automatic scoring is delivered in just minutes. No more faxing, emailing or scoring by hand.
- Attractive, in-depth reports on candidate competencies with suggestions for follow-up interview questions.
- Multiple deployment options including both software-based and online testing.
- Suitability for the business setting. Developed by an industrial psychologist, the entire Identity testing suite is also fully validated to ensure EEOC compliance.

Identity Products

The Identity product line includes the following tests:

- Identity - Cognitive
- Identity - Risk Free
- Identity - Sales
- Identity - Service
- Identity - Workplace Personality
- Identity - Workplace Skills

Each Identity test is described in detail on the following pages.

Test Name	Identity-Cognitive
Number of Questions	40
Type of Questions	Multiple Choice (see sample questions on page 9)
Time Limit	12 minutes
Test Description	<p>Cognitive ability or general aptitude has consistently proven to be a valid predictor of performance and training success, across most, if not all, job functions.</p> <p>SkillCheck's Identity-Cognitive test provides a general indication of a job candidate's abilities with problem solving, comprehension and communication. It is also a valid gauge of an individual's training potential. This test serves as a valuable tool for screening individuals based on cognitive abilities needed to be successful on the job.</p>
Scales Covered	<p>Mathematical and Logical Reasoning - Mathematical and Logical Reasoning measures the degree to which the individual is likely to reason logically and to understand and solve basic mathematical problems.</p> <p>Verbal Reasoning - Verbal Reasoning measures the degree to which the individual is likely to understand logical relationships among words, including word comprehension and association.</p>

Test Name	Identity - Risk Free
Number of Questions	80
Type of Questions	Likert Scale (see sample questions on page 10)
Time Limit	Unlimited
Test Description	<p>Workplace violence, substance abuse and theft result in annual corporate financial losses of over \$100 billion each year, making sound hiring decisions a critical bottom-line issue. Fortunately, the degree of risk an individual brings to the workplace can be determined by measuring that person's attitudes and behavioral tendencies along five key dimensions, including drug-free and non-violent attitudes, trustworthiness, reliability, and a willingness to follow the rules.</p> <p>SkillCheck's Identity-Risk Free assessment reveals an individual's propensity to engage in inappropriate workplace behaviors while offering insights into specific behavioral tendencies. The test's built-in candidness scale also provides insight into how honestly the questions are being answered.</p>
Scales Covered	<p>Trustworthiness - Trustworthiness measures the degree to which the individual is likely to be honest and trusting of others.</p> <p>Rules-Compliance - Rules-Compliance measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management.</p> <p>Reliability - Reliability measures the degree to which the individual is likely to be dependable, hardworking, and conscientious about the quality of his/her work.</p> <p>Non-Violent Attitude - Non-Violent Attitude measures the degree to which the individual is likely to respect others and not engage in aggressive workplace behaviors such as intentionally damaging company property or resorting to physical or verbal threats.</p> <p>Drug-Free Attitude - Drug-Free Attitude measures the degree to which the individual is likely to avoid illegal drug use and related problems that might impact work.</p> <p>Candidness - Candidness measures the degree to which the individual is likely to be honest in his/her responses and is therefore not trying to outsmart the test in an effort to present him/herself in a more favorable light.</p>

Test Name	Identity - Sales
Number of Questions	95
Type of Questions	Likert Scale (see sample questions on page 10)
Time Limit	Unlimited
Test Description	<p>Your bottom line depends on the ability of your salespeople to persuade customers and prospects to buy your product or service. And in today's competitive environment, sales ability is critical for a wide variety of jobs, not just those with direct-sales responsibility.</p> <p>SkillCheck's Identity-Sales assessment measures an individual's sales ability along six critical dimensions including Ambition, Self-Confidence, Assertiveness, Helping Disposition, Stress Management, and Reliability. The test also contains a built-in candidness scale to ensure that questions are being answered honestly.</p>
Scales Covered	<p>Ambition - Ambition measures the degree to which the individual is likely to be competitive and driven to be the best.</p> <p>Self-Confidence - Self-Confidence measures the degree to which the individual is likely to be self-assured, is not overly affected by what others think of him/her, and is confident in his/her decisions and actions.</p> <p>Assertiveness - Assertiveness measures the degree to which the individual is likely to assert him/herself, speak his/her mind, and enjoy taking control (when appropriate) in group situations.</p> <p>Helping Disposition - Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his/her way to assist or help customers and/or co-workers.</p> <p>Stress Management - Stress Management measures the degree to which this individual is likely to demonstrate patience and stress tolerance during times of conflict with customers and co-workers and in other stressful work-related situations.</p> <p>Reliability - Reliability measures the degree to which the individual is likely to be dependable, hardworking, and conscientious about the quality of his/her work.</p> <p>Candidness - Candidness measures the degree to which the individual is likely to be honest in his/her responses and is therefore not trying to outsmart the test in an effort to present him/herself in a more favorable light.</p>

Test Name	Identity - Service
Number of Questions	65
Type of Questions	Likert Scale (see sample questions on page 10)
Time Limit	Unlimited
Test Description	<p>In today's highly competitive marketplace, most businesses are able to provide quality products at competitive prices. This makes excellent customer service a critical success factor in today's organizations. Your employees' service orientation and customer service skills can mean the difference between success and failure in your organization.</p> <p>SkillCheck's Identity-Service assessment measures an individual's ability to engage in service-oriented behaviors. Covering skills and behavioral orientation in areas including Helping Disposition, Team Player, Stress Management and Reliability, the test also contains a built-in candidness scale to ensure that questions are being answered honestly. This assessment can be used for job screening, or as a selection tool to determine where additional training may be needed.</p>
Scales Covered	<p>Helping Disposition - Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his/her way to assist or help customers and/or co-workers.</p> <p>Team Player - Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships, including working in harmony with others to achieve a common goal.</p> <p>Stress Management - Stress Management measures the degree to which this individual is likely to demonstrate patience and stress tolerance during times of conflict with customers and co-workers and in other stressful work-related situations.</p> <p>Reliability - Reliability measures the degree to which the individual is likely to be dependable, hardworking, and conscientious about the quality of his/her work.</p> <p>Candidness - Candidness measures the degree to which the individual is likely to be honest in his/her responses and is therefore not trying to outsmart the test in an effort to present him/herself in a more favorable light.</p>

Test Name	Identity - Workplace Personality
Number of Questions	140
Type of Questions	Likert Scale (see sample questions on page 10)
Time Limit	Unlimited
Test Description	<p>Finding the right fit between people and jobs is essential for employee satisfaction and organizational productivity. If the job requires frequent contact with customers and co-workers in a service environment, a helping disposition and team-player attitude are critical. If the job is fast-paced with frequently changing roles, then flexibility is important.</p> <p>SkillCheck's Identity-Workplace Personality assessment measures an individual's strengths and weakness on nine personality scales. The test can be used to select candidates, develop existing employees, or determine the managerial style that works best with an individual.</p>
Scales Covered	<p>Ambition - Ambition measures the degree to which the individual is likely to be competitive and driven to be the best.</p> <p>Self-Confidence - Self-Confidence measures the degree to which the individual is likely to be self-assured, is not overly affected by what others think of him/her, and is confident in his/her decisions and actions.</p> <p>Assertiveness - Assertiveness measures the degree to which the individual is likely to assert him/herself, speak his/her mind, and enjoy taking control (when appropriate) in group situations.</p> <p>Flexibility - Flexibility measures the degree to which the individual is likely to be able to adapt to change and be more open-minded than stubborn.</p> <p>Helping Disposition - Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his/her way to assist or help customers and/or co-workers.</p> <p>Reliability - Reliability measures the degree to which the individual is likely to be dependable, hardworking, and conscientious about the quality of his/her work</p> <p>Team Player - Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships, including working in harmony with others to</p>

achieve a common goal.

Trustworthiness - Trustworthiness measures the degree to which the individual is likely to be honest and trusting of others.

Stress Management - Stress Management measures the degree to which this individual is likely to demonstrate patience and stress tolerance during times of conflict with customers and co-workers and in other stressful work-related situations.

Candidness - Candidness measures the degree to which the individual is likely to be honest in his/her responses and is therefore not trying to outsmart the test in an effort to present him/herself in a more favorable light.

Test Name	Identity - Workplace Skills
Number of Questions	80
Type of Questions	Multiple Choice (see sample questions on page 9)
Time Limit	Mathematical and Verbal Reasoning: 8 minutes Language Skills: 5 minutes Attention to Detail: 2 minutes Analyzing Skills: 10 minutes
Test Description	<p>In today's fast-paced, dynamic work environment, employees must possess an array of basic skills that can be readily transferred from assignment to assignment. Employers who hire individuals with these skills and abilities will have the competitive advantage.</p> <p>SkillCheck's Identity-Workplace Skills assessment measures an individual's competencies with the basic skills required for most jobs, from entry-level through supervisory positions. These include reasoning, language, observation and analysis, and basic math skills. This test can be used as a selection tool or to determine whether additional training is needed.</p>
Scales Covered	<p>Mathematical and Verbal Reasoning - Mathematical and Verbal and Reasoning measures the degree to which this individual has the ability to learn quickly, solve problems, and understand basic mathematical concepts.</p> <p>Language Skills - Language Skills measures the degree to which this individual can quickly and accurately identify errors in word usage, punctuation, spelling, and capitalization.</p> <p>Attention to Detail - Attention-to-Detail measures the degree to which the individual can quickly and accurately compare two strings of letters and/or numbers much like tasks that involve verifying information.</p> <p>Analyzing Skills - Analysis measures the degree to which this individual can quickly and accurately answer questions by referencing information presented in the form of a table.</p>

Sample Test Questions - Multiple Choice

Question 17 of 80

Nicholas bought three business-related books. His total bill was \$150. If one book cost him 50% more than the other two books combined, what was the price of this more expensive book?

- A** \$80
- B** \$85
- C** \$90
- D** \$95
- E** \$100

Skip this Question

Job	Company A			Company B		
	Job Code	Minimum Education Required	Minimum Work Experience Required	Job Code	Minimum Education Required	Minimum Work Experience Required
Computer Programmer	03	16 years	3 years	21	14 years	2 years
Clerk Typist	11	12 years	1 year	17	12 years	2 years
Sales Manager	07	16 years	5 years	18	18 years	3 years
Job Clerk	10	12 years	1 year	19	14 years	0 years
Service Representative	13	12 years	3 years	23	12 years	1 year
Data Entry Clerk	09	12 years	2 years	27	12 years	0 years
Finance Manager	04	18 years	3 years	15	18 years	3 years

Question 61 of 80

A job applicant is interested in the job coded "10" in Company A and "19" in Company B. The applicant has 12 years of education and 1 year of relevant work experience. For what company/companies would the applicant be qualified to work?

- A** Company A only
- B** Company B only
- C** Company A and B
- D** Neither Company A or B

Skip this Question

Sample Test Questions - Likert Scale

Question 1 of 65

At times, I enjoy working on administrative tasks to break up the monotony of continually interacting with people.

A	Strongly Agree
B	Agree
C	Neutral
D	Disagree
E	Strongly Disagree

Answer Complete

Skip this Question

Question 23 of 65

When a team does not perform well, it is usually due to the poor performance of one or two team members rather than the team as a whole.

A	Strongly Agree
B	Agree
C	Neutral
D	Disagree
E	Strongly Disagree

Skip this Question

Sample Report

Each Identity report provides a wide range of information, including:

- Overall test score
- Test score on multiple scales within each test
- Descriptive information on how to interpret both the overall score and individual scale scores
- A deception scale which provides insight into whether or not the candidate answered questions in the test honestly and frankly
- Suggestions for interview questions to provide follow up on information provided by the Identity test

A sample report appears on the following pages.

Testing Results



Test information

Identity - Service
John Testtaker 000-00-0000
10/1/03 10:33 AM 18 minute(s)



Performance Analysis

	0	50	99		
				Percentile	Grade
Overall Performance	<div><div></div></div>			64	Average
Performance Area				Score	Grade
Helping Disposition	<div><div></div></div>			79	Above Avg.
Team Player	<div><div></div></div>			91	High
Reliability	<div><div></div></div>			14	Low
Stress Management	<div><div></div></div>			71	Above Avg.

Candidness

The candidate displayed a **High** level of candidness when answering questions in this test.



Detailed Descriptions of Results

► Overall Performance

Description: Now that many businesses are able to provide the same quality products at competitive prices, customer service has become one of the key factors in determining the success or failure of today's organizations. Given the importance placed on customer service, organizations need to make sure they hire service-oriented employees.

The overall service score is a general indicator of the individual's ability to engage in service-oriented behaviors as defined by the scales in this assessment. For more detailed insights, please review the individual results for each scale.

Score Percentile: 64. This candidate scored higher than 64% of other candidates. (Above Average Performance)

Description This individual's overall service score suggests that he/she is likely to possess the service orientation needed to provide good service to customers and co-workers. Most people in the study sample scored lower on this overall service score than this individual.

Performance in Each Area

► Helping Disposition

Score Percentile: 79. This candidate scored higher than 79% of other candidates. (Above Average Performance)

Description Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his/her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.

This individual's helping disposition score suggests that he/she is friendly and likely to go out of his/her way to assist or help customers and/or co-workers. Most people in the study sample scored lower on helping disposition than this individual.

► Team Player

Score Percentile: 91. This candidate scored higher than 91% of other candidates. (High Performance)

Description Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships, including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among co-workers.

individual's team-player score is superior to that of most other people in the study sample. This individual is likely to cooperate in all aspects of his/her work relationships, including working in harmony with others to achieve a common goal. This is definitely an area of strength for this individual.

► Reliability

Score Percentile: 14. This candidate scored higher than 14% of other candidates. (Low Performance)

Description Reliability measures the degree to which the individual is likely to be dependable, hardworking, and conscientious about the quality of his/her work. This characteristic is appropriate for all jobs.

This individual's reliability score is extremely low when compared to people from the study sample. It is likely that individuals that score in this range will have trouble with respect to being dependable, hardworking and conscientious about the quality of his/her work. This seems to be an area of weakness for this individual. A more thorough examination - including in-depth interviewing and more extensive reference and background checks - is highly recommended for this individual.

► Stress Management

Score Percentile: 71. This candidate scored higher than 71% of other candidates. (Above Average Performance)

Description Stress Management measures the degree to which this individual is likely to demonstrate patience and stress tolerance during times of conflict with customers and co-workers and in other stressful work-related situations. This characteristic is appropriate for jobs requiring interactions with customers and multi-tasking and for positions in fast-paced organizations.

This individual's stress-management score suggests that he/she is likely to demonstrate patience and stress tolerance during times of conflict with customers and co-workers and in other stressful work-related situations. Most people in the study sample scored lower on stress management than this individual.

► Candidness

Score High

Description Candidness measures the degree to which the individual is likely to be honest in his/her responses and is therefore not trying to outsmart the test in an effort to present him/herself in a more favorable light.

This individual obtained a high candidness score, suggesting there is a very high probability he/she answered the test questions honestly. The candidate's responses are likely to be an accurate representation of his/her attitudes and behaviors.



Interview Suggestions

The following suggestions for interview questions can provide useful follow up in areas where the candidate's test performance indicates that further exploration is recommended.

Helping Disposition

- Do you feel a small lie is okay if it leads to an opportunity you may not have gotten otherwise? Please give examples.
- How important do you feel honesty is for success in top management? Please explain your answer.

Team Player

- Is it necessary to get along with all team members to have a successful team? Please explain your answer.
- Do you feel being part of a team is as rewarding as working independently? Please explain why you feel this way.

Reliability

- How much emphasis do you place on being punctual? Is it really that important?
- How important is it for you to be punctual? Is too much made out of being a couple minutes late or missing project deadlines by a day or two?