



SELECTECH® ASSESSMENTS – BATTERIES AND SCALES

Screening, hiring and retaining the workforce you want - efficiently! SM

Which candidates are most likely to perform better and stay longer? Find out with Selectech® Assessments.

Selectech Assessments use proven statistical models to assess candidates on the basis of measurable criteria such as behavior, skills and aptitude. Taken together, these scales will yield a validated profile of each candidate and allow you to select those that you want to take to the next step in your selection process.

Use the pre-configured batteries identified below or mix and match scales to create a truly customized test battery, specific for your environment and positions!

Battery	Scales	Audience	Applicable To
Workplace Risk-free	Trustworthiness Rules Compliance Drug Free Attitudes Workplace Non-violence Reliability Candidness	Entry level through management	Jobs where confidentiality and trust are important along with cash handling
Workplace Aptitude (Timed)	Verbal Reasoning Math/Logical Reasoning	Entry level through management	Jobs that require quick learning, problem solving
Workplace Personality	Ambition Self Confidence Assertiveness Flexibility Service Reliability Team Player Trustworthiness Stress Management Candidness	Entry level through management	Ideal for matching the right personality profile with the requirements for the job
Workplace Skills (Timed)	Math and Reasoning Language Skills Attention to Detail Analyzing	Entry level through supervisor	Jobs that require basic skills needed to perform in today's multi-taking environment
Customer Service	Service Team Player Stress Management Reliability Candidness	Entry level through management	Jobs that require interaction with customers and co-workers
Sales	Ambition Self Confidence Assertiveness Stress Management Service Reliability Candidness	Entry level through management	Identifies those individuals that can contribute to the bottom line
Supervisory/Management Skills	Reliability Service Stress Management Supervisory Skills Workplace Aptitude - Verbal Reasoning Workplace Aptitude - Math and Logical Reasoning	Supervisor and management	Identifies key characteristics for success in either a supervisory or management capacity
Teller Excellence	Attention To Detail Math and Reasoning Reliability Rules Compliance Service Trustworthiness Candidness	Entry level through senior level	Banking teller positions
In-Store Banker Excellence	Ambition Assertiveness Attention To Detail Math and Reasoning Reliability Rules Compliance Self Confidence Service Trustworthiness Candidness	Entry level through senior level	In-store banker positions

Battery	Scales	Audience	Applicable To
Retail Sales Excellence	Ambition Assertiveness Basic Retail Math Self Confidence Stress Management Service Reliability Candidness	Entry level through management	Identifies those individuals that can contribute to the bottom line in a retail environment
Retail Support	Drug Free Attitudes Reliability Basic Retail Math Rules Compliance Team Player Trustworthiness Candidness	Entry level through supervisor	Jobs that are not sales related like inventory/stocker positions
Fast Food Service	Basic Retail Math Reliability Rules Compliance Service Stress Management Trustworthiness Candidness	Entry level through supervisor	Jobs that would include counter service or cashiers
Fast Food Preparation	Drug Free Attitudes Reliability Stress Management Team Player Trustworthiness Candidness	Entry level through supervisor	All jobs related to the handling and preparation of food
Healthcare Aide	Attention To Detail Drug Free Attitudes Flexibility Reliability Service Trustworthiness Candidness	Entry level through supervisor	
Healthcare Housekeeping	Drug Free Attitudes Flexibility Reliability Rules Compliance Trustworthiness Candidness	Entry level through supervisor	
Hospitality Housekeeping	Drug Free Attitudes Flexibility Reliability Rules Compliance Trustworthiness Candidness	Entry level through supervisor	
Guest Service Excellence	Attention To Detail Math and Reasoning Reliability Service Stress Management Team Player Candidness	Entry level through supervisor	
Food Service	Drug Free Attitudes Reliability Stress Management Team Player Trustworthiness Candidness	Entry level through supervisor	
Call Center Customer Service Excellence	Math and Reasoning Reliability Service Stress Management Team Player	Entry level through supervisor	
Call Center Inbound and Outbound Sales Collections Excellence	Ambition Assertiveness Math and Reasoning Reliability Self Confidence Service Stress Management Candidness	Entry level through supervisor	Jobs that include both inbound and outbound sales positions

Battery	Scales	Audience	Applicable To
Call Center Collections Excellence	Ambition Assertiveness Math and Reasoning Reliability Self Confidence Service Stress Management Candidness	Entry level through supervisor	Jobs that collections responsibilities
Utilities Customer Service Excellence	Attention To Detail Drug Free Attitudes Math and Reasoning Reliability Rules Compliance Service Trustworthiness Candidness	Entry level through supervisor	Jobs that require interaction with customers such as service center personnel and meter readers

Scale	Format	Description
Ambition	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to be competitive and driven to be the best. This characteristic is important for jobs where the attainment of established goals and benchmarks is important (e.g., sales jobs). It is also important for jobs where there may be competition within departments or between coworkers and positions where the individual is expected to grow and advance to higher levels within the organization.
Analyzing	20-item multi-choice. Timed - 10 mins.	Measures the degree to which the individual can quickly and accurately refer to information presented in the form of a table and answer questions related to that information. This characteristic is appropriate for jobs requiring looking up information on computer screens, spreadsheets or charts. Most clerical jobs require some degree of this ability.
Assertiveness	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to assert himself/herself, speak his/her mind and enjoy taking control or the lead in group situations. This characteristic is important for jobs where a strong personality is a plus (e.g., most sales jobs and managerial positions).
Attendance	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to be dependable, stable, takes responsibility for his/her actions and as a result, is not likely to have attendance problems. This characteristic is appropriate for all jobs.
Attention To Detail	20-item multi-choice. Timed - 2 mins.	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. This ability is important for most clerical jobs. It is also appropriate for jobs that require proofing tasks.
Basic Retail Math	20-item multi-choice. Timed - 10 mins.	Measures a basic understanding of mathematical computations and concepts regularly encountered within a retail environment (e.g., making change, calculating percentages, applying discounts, basic addition, subtraction, division and multiplication).
Candidness	5-item Likert scale. Untimed.	Measures the degree to which the individual is likely to be faking some of his/her responses in an effort to present him/herself in a more favorable light.
Drug Free Attitudes	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to be free of illegal drug use related problems that will affect his/her work. This characteristic is important for most jobs, but especially those involving the use a machinery or equipment where the safety of the employee and coworkers could be at risk.
Flexibility	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.
Language Skills	20-item multi-choice. Timed - 5 mins	Measures the degree to which the individual can quickly and accurately identify errors in word usage, punctuation, spelling and capitalization. This ability is important for most clerical positions, particularly positions requiring writing and/or proofing.
Math and Reasoning	20-item multi-choice. Timed - 8 mins.	Measures the degree to which this individual has the ability to learn quickly, problem solve and understand basic mathematical concepts. This ability is appropriate for most, if not all, jobs.
Reliability	15-item Likert scale. Untimed.	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.
Rules Compliance	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management. This characteristic is appropriate for most, if not all jobs, with special emphasis on jobs requiring much trust (e.g., bank teller, cashier) and positions of authority (security guards, police officers).
Self Confidence	15-item Likert scale. Untimed.	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. This characteristic is important for jobs that require independent thought, a self starter attitude, sales and management.
Service	15-item Likert scale. Untimed.	Measures the degree to which the individual has a friendly, helping disposition and is likely to go out of his/her way to assist or help customers and/or coworkers. This characteristic is important for most, if not all jobs.

Scale	Format	Description
Stress Management	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to demonstrate patience and stress tolerance during times of conflict with customers, coworkers and other stressful work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multi tasking and jobs in fast paced organizations to name a few examples.
Supervisory Skills	20-item Likert scale and situational questions	Measures two key performance characteristics of supervisory/management behavior: 1) Consideration: The degree to which the individual has rapport with his/her staff, is able to motivate staff and is able to build a team environment. 2) Structure: The degree to which the individual problem solves and initiates ideas and has effective planning and organizing skills.
Problem Solving	15-item Likert scale. Untimed.	Measures the degree to which the individual enjoys working on mentally challenging tasks, enjoys problem solving and utilizes creative thinking when engaged in problem solving activities. Some examples of jobs where this ability would be appropriate would be jobs in product development, marketing or research oriented jobs. Also, jobs that require creativity in decision making or problem solving or jobs that require coming up with enhancements to current processes and procedures.
Leadership	15-item Likert scale. Untimed.	Measures the degree to which an individual is self confident, people oriented, driven and is a creative problem solver who is able to manage work-related stress. Including the Leadership Scale as part of your selection criteria for jobs requiring such characteristics (particularly supervisory or management jobs or team leader positions) should increase the objectivity, standardization and validity of your hiring process.
Team Player	15-item Likert scale. Untimed.	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 coworkers.
Trustworthiness	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to be honest and trusting of others. This characteristic is important for most, if not all jobs with special emphasis on cash handling jobs and jobs involving confidential or sensitive information.
Workplace Aptitude - Verbal Reasoning	20-item multi-choice. Timed - 6 mins.	Measures the degree to which the individual is likely to understand logical relationships among words, including word comprehension and associations. This ability is important for jobs requiring quick and fluid thinking with respect to verbal or written communications.
Workplace Aptitude - Math and Logical Reasoning	20-item multi-choice. Timed - 6 mins.	Measures the degree to which the individual is likely to reason logically and to understand and solve basic mathematical problems. This ability is important for jobs that require analytical thinking and problem solving.
Workplace Non-Violence	15-item Likert scale. Untimed.	Measures the degree to which the individual is likely to respect others and would not engage in aggressive workplace behaviors such as intentionally damaging company property or resorting to physical or verbal threats. This characteristic is appropriate for most, if not all jobs.

See Fact Sheet - Selectech Assessments for features and benefits