



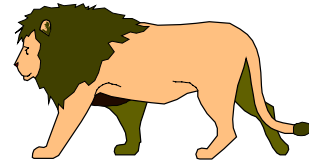
Training & Assessment Professionals

TRAINING PROGRAMS

LEADERSHIP PROGRAMS

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- Exceptional Customer Service
- Effective Supervision
- Strategies for Managing Stress
- Time Management Strategies
- Introduction to Quality Control
- Making Meetings Work
- Managing Projects
- Legal Aspects of Workplace Communications
- Quality First!
- ROPES Course
- Evaluation of Employees
- Train the Trainer
- Spanish Language Training for Supervisors



EMPLOYEE PRODUCTIVITY PROGRAMS

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- Teamwork
- Interpersonal Skills
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- G.E.D. Science
- G.E.D. History
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- Pro/Engineer mechanical design training courses
- Numerical Control Programming
- Numerical Control Operation
- Desk top publishing
- Contact Management Software
- Material Resource Planning
- General Office Training
- Engineering Training (Blueprints and GD&T)





Production Training
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LEADERSHIP PROGRAMS

Management training consists of developing leadership skills for first-line and middle supervisors. The leadership skills offer managers both personnel-interactive topics and specific technical skills.

Exceptional Customer Service

Customer service training programs are completely customized to meet the needs and goals of each organization. We emphasize communication skills and the role and importance of the customer. Training techniques frequently include the use of video-taped interviews with actual customers, and "good service/bad service" videos featuring employees and customers. Customer service surveys may also be used to gauge and demonstrate customer satisfaction.

Actual training time is generally between 2 and 4 hours, which includes use of custom videos prepared for the individual organization and interactive group discussion. Large classes can be accommodated, providing proper audio-visual equipment is available.

Effective Supervision

Many supervisors receive little or no training prior to being promoted to a critical role within the organization. This customized and highly interactive workshop allows participants to explore the nature of leadership. Team dynamics, communication skills, conflict resolution, situational leadership, motivation and morale, reward and recognition, performance counseling and the leader's responsibility for workplace stress are typically examined. Values and ethics are stressed throughout. Techniques are presented and practiced in thought-provoking and memorable exercises.

Recommended class length 12 - 20 hours. Groups of 8 - 15 are suggested. Individuals who attend this class should not enroll in Teamwork or Interpersonal Skills courses.

Strategies for Managing Stress

Life is a process of adapting to the positive and the negative situations around us. This workshop is designed to help participants further develop these adaptive skills. It provides ideas and techniques for changing one's outlook when it's not possible to change the world around us. It encourages individuals to start taking charge of their reactions to people and situations in order



to relieve and reduce the stress in their lives. We emphasize the value of effective communication skills through supplemental exercises.

Recommended class length. 4 hours. Groups of 8 - 15 are suggested,

Time Management Strategies

This motivational workshop presents proven time management techniques and principles of productivity which are enhanced by up-to-date practices of highly successful individuals. Profound insights unlock personal energies for achievement. We explore the importance of establishing values, goals, and objectives. Practice exercises develop skills in planning, prioritization, and handling interruptions.

Recommended class length: 4 hours. groups of 8 - 15 are suggested.

Introduction to Quality Control

This problem solving course is an excellent precursor to Statistical Process Control training. Topics include flowcharting, brainstorming, cause & effect diagrams, affinity diagrams, activity network diagrams, run-charts, and other tools. Team-oriented problem solving methodology is also included. Problem-solving teams address actual company-specific problems.

Recommended class length 8 - 16 hours. Groups of 8 - 12 are suggested. If SPC is being taught, it is recommended that this course be taken prior to SPC.

Making Meetings Work

This course is designed for managers, supervisors, and team members who lead or facilitate meetings. We explore the true cost of meetings and techniques for improving results and reducing time spent in meetings are discussed and practiced. Topics include getting people to speak up, keeping everyone on the main point, solving problems, effectively, resolving conflict, and making sure things get done. By the end of the course participants will have developed their own set of meeting guidelines for their organization.

Recommended class length: 4 hours. Groups of 8 - 15 are suggested.

Managing Projects



This course explores and develops the skills necessary to successfully manage projects. In addition to technical and operational skills, step-by-step procedures are taught and practiced. Interpersonal skills, such as appreciating and understanding people's needs, motives, and responses, team building techniques, and the basic management functions (planning, organizing, directing, coordinating and controlling), are emphasized. Popular software tools used to track projects are discussed briefly.

Recommended class length: 8 - 12 hours. Groups of 8 - 15 are suggested.

Legal Aspects of Workplace Communications

This course teaches the legal requirements for workplace relationships, including limits on harassment, sexual harassment, superior-subordinate counseling and direction.

Recommended class length: 4 hours. Groups of 8 - 15 are suggested.

Quality First!

Behind every business transaction, it's people who make the difference. If you are experiencing problems with workplace violence, high accident rates, excessive workers' compensation claims, absenteeism, chronic tardiness, low productivity, high turnover rates, or morale, this may be the program that turns your business around. Companies have experienced a 40% reduction in workers' compensation costs, 37% less absenteeism and tardiness, and a 55% decline in turnover after employing these practices.

Each session is eight hours in length and groups should be limited to no more than 25 people.

**ROPES Course**

The course provides leadership and teamwork development to supervisors through the ROPES challenge course.

This is a day-long program held outdoors in distant locations. It is physically strenuous. Course costs do not include transportation.

Evaluation of Employees

The evaluation of employees includes both formal and informal counseling, evaluation against norms, and setting company norms. This course is best taught in conjunction with the assessment instruments offered in this catalog.

Recommended class length: 4 hours. Groups of 8 - 15 are suggested.

Train the Trainer

People with good technical skills are not guaranteed success when it comes to training others. This course is designed to train trainers and potential trainers in the basics of adult education. Different learning styles are discussed and examined. Training preparation, presentation skills, and assessment techniques are also covered. Video-taped presentations are recorded, reviewed, and critiqued.

Recommended class length: 8 hours. Groups of 8 - 15 are suggested.

Spanish Language Training for Supervisors

Supervisors learn conversational Spanish and cross-culture training.

Recommended class length: 50 hours minimum depending on ability of the student. Groups of 5-20 are suggested.



EMPLOYEE PRODUCTIVITY PROGRAMS

Employee' productivity training consists of *Teamwork* and *Interpersonal Skills* training, *English Second Language* improvement, *Adult Basic Education*, and *G.E.D.* related courses as appropriate to the individual employee. Employees would be selected for the appropriate course through an evaluation test prior to training.

Teamwork

Designed for non-supervisory personnel, this powerful and thought-provoking workshop stresses personal responsibility and accountability. Team and process thinking, the nature of teams, roles of team members, cooperation and coordination, communication and conflict resolution skills (see *Interpersonal Skills*, below), and synergy are demonstrated, explored, and practiced. To maximize success, it is recommended that supervisors of participants be enrolled in the *Effective Supervision* training program.

Recommended class length: 12 - 16 hours. Groups of 10 - 16 are suggested. Participants should not enroll in *Effective Supervision* or *Interpersonal Skills* courses.

Interpersonal Skills

A sub-set of *Teamwork* modules, this shorter course covers the intricacies of communication and conflict resolution. "Everyone's Bill of Rights" is distributed and discussed in terms of work and personal relationships. Assertive communication skills are taught and practiced through a series of powerful exercises.

Recommended class length: 4 - 8 hours. Groups of 10 - 16 are suggested. Participants should not enroll in *Teamwork* or *Effective Supervision* courses.

G.E.D. English and Math

Basic instruction in grammar, writing, and speaking are included in a course oriented to "on the job" skills. Skills learned in mathematics will be addition, subtraction, multiplication, division, measurement, fractions, percents, and decimals. There is a special focus on measurement and "on the job" applications of the above skills.

Recommended class length: 60 hours. Groups of 15-25 are suggested.

**G.E.D. Science**

The materials covered will directly focus on the content areas of the Science G.E.D. exam. Subjects include the scientific method, inference, biology, chemistry, physics, and earth science. Pre- and post-test and interim examinations are conducted. Reading/Language skills are very important for success with this area of the G.E.D. test.

Recommended class length: 20 hours. Groups of 15-25 are suggested.

G.E.D. History

The materials covered will directly focus on the content areas of the Social Studies G.E.D. exam. Subjects include map skills, geography, U.S. history, economics, behavioral science, political science, and famous essays and documents. Reading/Language skills are very important for success with this area of the G.E.D. test.

Recommended class length: 20 hours. Groups of 15-25 are suggested.

Adult Basic Education (English Second Language)

Instruction will include vocabulary bank for job application, writing and reading of manuals, pamphlets, and brochures. Instruction includes role play in speaking and dealing with real life problems, basic skills applications in specific scenarios, and confidence building activities to enhance on the job performance.

Recommended class length: 100 hours minimum. Groups of 15-25 are suggested.

English in the Workplace (non-G.E.D.)

This course is recommended for employees who have a high school degree or equivalent, but who would benefit from a review of basic English grammar and writing. Instruction in grammar, writing, and speaking is included in a course oriented to "on the job" skills.

Recommended class length: 30 hours. Groups of 15-25 are suggested.

Math in the Workplace (non-G.E.D.)

This course is recommended for employees who have a high school degree or equivalent, but who would benefit from a review of math. Skills learned in mathematics will be addition,

subtraction, multiplication, division, measurement, fractions, percents, and decimals. Special focus on measurement and "on the job" applications of the above skills will be emphasized. Basic shop math can be included.

Recommended class length: 30 hours. Groups of 15-25 are suggested.



TECHNICAL SKILLS TRAINING

Technical skills training focuses on job-specific defined skills and certifications. The wide variety of workplace skills demands that training be customized for the individual company.

Microsoft Office Training

The content of this course covers

the basic skills for operating Windows applications and operating systems. Applications may include Powerpoint, Access, Word, & Excel computer applications training, and Internet Explorer training.

Recommended class length: 4-12 hours per application, depending on degree of difficulty and experience of trainee. Class size depends on availability of computer workstations, normally not more than 20.

Enterprise Software/Integrated Database Management Training

Many organizations use integrated enterprise software such as PeopleSoft, Meditech, and S.A.P., and contract management software such as ACT! We can provide certified trainers for each of these applications.

Pro/Engineer mechanical design training courses.

These courses teach computer-aided design using proprietary software from Parametric Technology Corporation. Courses vary in length.

Numerical Control Programming

This course includes basic logic and skills for programming numerical control equipment such as routers, benders, and robots.

Recommended class length: 40 hours. Groups of 5-10 are suggested.

Numerical Control Operation

This course includes the logic and skills necessary for operating N.C. equipment such as router, benders, and robots. Classes will be specific to the type of equipment used on-site.

Recommended class length: 40 hours. Groups of 5-10 are suggested.

**Desk top publishing**

This course trains employees to design and publish marketing material. Course is designed to accommodate the software in use in your company. Instructors include senior graphic designers from major software companies.

Recommended class length: 40 hours. Groups of 5-10 are suggested.

Contact Management Software

This course trains employees in the operation of contact management software such as ACT!

Recommended class length: 10 hours. Groups of 5-10 are suggested.

Material Resource Planning

MRP trains shipping personnel in the role, objective, and responsibilities of materials management. This course is a complete introduction to the principles of MRP inventory control, ordering, and shipping management. Follow-on consulting is available to help your organization install and implement MRP software and procedures.

Recommended class length: 20 hours. Groups of 5-10 are suggested.

General Office Training

This course teaches intermediate and advanced computer application skills, basic bookkeeping, telephone skills and customer service by phone, written and verbal communications skills, and document control systems.

Recommended class length: 40 hours. Groups of 10-15 are suggested.

Engineering Training (Blueprints & GD&T)

This course teaches blueprint reading and geometric dimensioning and tolerancing (GD&T).

Recommended class length: 40 hours. Groups of 10-15 are suggested.

**Production Training**

Students learn basic shop math including fractions, decimals, trig, square roots, and coordinate reading. In addition, the course teaches the use of measuring instruments including tape, protractor, calipers, micrometer, ruler, and scientific calculator.

Recommended class length: 120 hours. Groups of 10-15 are suggested.

General Maintenance Training:

Training on tool and equipment maintenance to extend tool life and reduce production shut-downs due to equipment failure. Training includes reduction of shut downs, improved tool life, and more efficient use of assembly line.

Recommended class length: 15 hours. Groups of 10-20 are suggested.

Basic Electric Installation and Electrical Training

Teaches workers to install basic electrical outlets and simple wiring.

Recommended class length: 9 hours. Groups of 10-20 are suggested.

Tool and Die Repair, Calibration, and Maintenance

Teaches tool preventive maintenance, sharpening dies, calibration and use of micrometers, calipers, and other tools.

Recommended class length: 9 hours. Groups of 10-20 are suggested.

Welding

Enables workers to perform basic and advanced welding operations.

Recommended class length: 56 hours. Groups of 10-20 are suggested.

Forklift Operator Certification

Enables forklift operators to receive a certificate in forklift operation and satisfy the annual OSHA requirements.

Recommended class length: 12 hours. Groups of 10-20 are suggested.

**Plastic Injection Molding Training**

This technical skill training involves the operation of PMI machinery. Training is on the machine and in classroom.

Recommended class length: 40 hours. Groups of about 5 are suggested.

MEDICAL SPECIALTY AND MANAGEMENT PROGRAMS

The medical personnel industry has grown increasingly more complex. Desk personnel (secretaries, clerks, etc.) are required to operate complex computer systems. The hospital depends on accurate coding and data entry in procedures from patient registration to insurance claim filing.

Insurance Coding

The purpose of this training is to train desk personnel to complete registration for fee-for-service plans, for Medicare, Medicaid, and Veterans' Affairs patient level insurance plans, and for private hospital health plans. CBT and web-based versions are also available.

Recommended class length: 8 - 12 hours. Groups of 8 - 15 are suggested.

EAD Registration

The purpose of this training is to train desk personnel to complete insurance computer enrollment scenarios- loading new patients into the system.

Recommended class length: 24 hours. Groups of 8 - 15 are suggested.

Coding for International Classification of Diseases, (ICD-9)

The purpose of this training is to allow desk personnel to locate and enter data on the correct medical codes by locating the term in the index and confirming the code in the tabular list.

Recommended class length: 40 hours. Groups of 8 - 15 are suggested.

**Shared Medical System (SMS) Training**

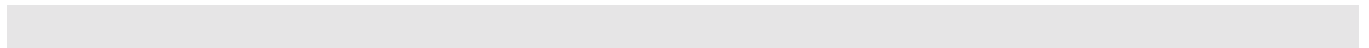
The purpose of this training is to allow desk personnel to use the SMS Registration Booklet to properly register new patients, make appointments, and complete orders for patients on the Personnel Management Computer system.

Recommended class length: 24 hours. Groups of 8 - 15 are suggested.

Medical Terminology

Educates desk and para-professional personnel on medical procedures, terminology, and laboratory practices so that they will understand the various coding requirements for medical processing. Courses include medical terminology, confidentiality rules, and outlines of most common procedures

Recommended class length: 8 - 12 hours. Groups of 8 - 15 are suggested.





MEDICAL SPECIALTY PROGRAMS FOR PROFESSIONAL NURSES

Preoperative Nursing Training

This course teaches patient care for surgical patients, preparation for surgical procedures, principles of communication, problem solving, adult education, and time management in order to provide holistic care of the surgical patient. It includes both classroom and clinical training.

This course includes 40 hours of classroom training followed by 160 hours of practicum.

Fetal Heart Monitoring

FHP is a two-day standardized workshop that teaches the application of essential fetal heart monitoring knowledge and skills in intrapartum nursing practice. It includes nursing interventions, auscultation, interpretation of tracings, and other related skills in didactic and skill sessions.



MEDICAL EDUCATION PROGRAMS

Surgical technologists require annual training and updating on new procedures. Very often, Surg-techs do not have time to attend semester courses at colleges. The training offered here is condensed and scheduled according to the student's needs.

Natural Rubber/Latex Allergy: Recognition, Treatment, and Prevention

Several people have died as a result of Natural Rubber/Latex Allergy. At the end of this program, participants will be able to explain the difference between natural rubber/latex, synthetic rubber/latex, and other synthetic materials. They will be able to identify commonly used medical, dental, and consumer products that contain natural rubber/latex, and available substitutes. The types of human reactions as well as individuals at high risk will be readily identifiable. Prevention, accommodation, and management strategies for both health care and home settings will be discussed.

Recommended class length is 2 hours. Large classes can be accommodated.

Preventing Allergic Reactions to Natural Rubber/Latex

Workers exposed to latex gloves and other products containing natural rubber latex may develop allergic reactions such as skin rashes, hives, eye, nasal or sinus symptoms, asthma, and on rare occasions, shock. At present, scientific data are incomplete regarding the natural history of latex allergy. This program features a discussion of the types of reactions to Latex; the levels and routes of exposure; identification of whom is at risk; and diagnosing and treating latex allergy.

Recommended class length is 2 hours. Large classes can be accommodated.

The Role of the First Assistant in By-Pass Surgery

The role of the first assistant is paramount in Cardiac By-Pass Surgery. In this program, a clear and concise description of the surgical anatomy is followed by an experienced first assistant providing an overview of the by-pass pump and how it operates. Detailed descriptions of the role of the Surgical Tech as First Assistant are provided.

Recommended class length is 2 hours. Groups of 8 to 12 are recommended.

Medical Spanish for Healthcare Workers

Healthcare workers learn key phrases to assist them in conversing with Spanish speaking clients.

Recommended class length: 16 hours minimum depending on ability of the student. Groups of 5-20 are suggested.

**Tuberculosis**

Tuberculosis remains the number one health problem in America. In this program, a clear and concise description of the etiology, symptoms of both classical and atypical manifestations of the disease process, treatment methodology, and preventive health recommendations are presented by a healthcare professional that is internationally certified in infection control.

Recommended class length is 2 hours. There is no limit on the number of participants.

Hazard Communication (HAZCOM)

On a daily basis we are exposed to potentially dangerous chemicals and substances without our knowledge. Awareness is important not only because of the individual chemicals but also because of the potential for dangerous interactions. HAZCOM covers the "right to know" law. This presentation by a Board Certified Occupational Health Nurse Specialist includes hazardous materials commonly used in the community as well as the workplace, how to understand and apply the Material Safety Data Sheet (MSDS), and how MSDS applies to each of the chemicals found in the work environment. Participants will leave with a new and deeper understanding of the HAZCOM laws, their relationship to the Clean Air and Water Acts, protection of self and the environment, and why all of this is necessary.

Recommended length of class is 4 hours. Participation is limited to 50 to allow ample time for questions, answers, and demonstrations.

Ergonomics

Reengineering, right-sizing, downsizing are all buzz words common to our everyday life. People are asked to do more with less on a daily basis. As change in the work environment takes place, employees need to think of fitting the task to their body to perform the work -- rather than fitting their body to the task. Ergonomics deals with decreasing repetitive trauma and thereby lessening the incidence of Carpal Tunnel Syndrome, DeQuinners, head, neck, and back pain. A Board Certified Occupational Health Nurse Specialist will demonstrate ways of adapting and changing the work area to safely meet your needs.

Recommended class length is 2 hours. Participation is limited to 100 to allow ample time for questions, answers, and demonstrations. This class can also be presented at the workplace with hands on consultation with the instructor.



OCCUPATIONAL ASSESSMENT

We also offer comprehensive assessment services using state-of-the art tools. Occupational assessments are a valuable management tool to

- Limit legal liability.
- Minimize poor performance.
- Identify potential problems.
- Reduce turnover.
- Increase quality of employees.

Assessments of current or prospective workers can also be a valuable component in identifying training needs. The portfolio of assessment tools includes

- Identifying the key characteristics that current successful employees possess and matching prospective employees with the same or similar characteristics,
- Screening prospective employees,
- Enhancing team productivity and harmony through training based upon the characteristics of the actual team members,
- Administering a 360° feedback system which identifies areas where a manager's skills can be improved and also provides the tools improve and measure progress,
- Assisting in the management of high potential employees,

Selecting employees who are predisposed to providing outstanding customer service.

In the following pages are the assessment instruments that we offer to the employer. The assessments may be accessed on-line or through company representatives.



THE PROFILE

Measures:	The Total Person Thinking Style and Pace Occupational Interests Behavioral Traits
Time To Take:	50 minutes – No administrator or proctoring required
Used For:	Selection Promotion Fit Self Improvement Coaching Succession Planning Job Description Development
Customize:	Develops Job Match Patterns by: <ul style="list-style-type: none"> • Position • Company • Department • Manager • Geography
Report Types:	Individual Report Hiring Report Multi-Job Match Report Coaching Report Job Profile Report Summary Reports
Computer Scored:	Yes
Administration:	Paper/pencil or computer onscreen
Software Options:	Single User Multi User (LAN) Internet



STEP ONE SURVEY

Measures

Attitude Towards:	Integrity Substance Abuse Reliability Work Ethic
Time To Take:	20 minutes
Use For:	Selecting of employees Reducing cost of drug testing Reducing absenteeism and tardiness
Validation Study:	1996
Report – 2 Parts:	Results of direct admission questions (structured interview) Results of inferential questioning/attitudes
Computer Scored:	Yes
Administration:	Paper/pencil or computer onscreen
Software Options:	Single User Multi-user (LAN) Internet



PROFILES PERFORMANCE INDICATOR

Measures behavioral tendencies in critical job related competencies:

- A. Productivity
Quality of Work
Initiative
Teamwork
Problem Solving
Also provides suggestions for improvements
- B. Response to job related stress, frustration and Conflict
- C. How to motivate the employee
- D. Whether employee is internally motivated or will need to be externally motivated

Time To Take:	15 minutes
Validation Study:	1998
Two Reports:	Individual Report/for self-improvement Management Report/for supervisor or manager
Computer Scored:	Yes
Administration:	Paper/pencil or computer onscreen
Software Options:	Single User Multi User (LAN) Internet



PROFILES TEAM ANALYSIS

- Measures:**
- A. Team balance
 - B. Strengths and weaknesses of the overall team
 - C. Describes each team member's characteristics compared to the team leader's characteristics in the 12 Team Factors:

Control	Composure
Social	Analytical
Patience	Results Orientation
Precision	Emotions
Ambition	Team Player
Positive Expectancy	Quality Orientation
 - D. Describes methods leader can use to maximize performance of each member as part of the team and what role the leader must play on the team
- Time To Take:** 15 minutes
- Validation Study:** 1998
- Report:** For manager and/or team leader to make team more efficient
- To help manager select team members for top performance
- Computer Scored:** Yes
- Administration:** Paper/pencil or computer onscreen
- Software Options:** Single User
Multi User (LAN)
Internet



PROFILES CUSTOMER SERVICE SURVEY

Measures:	<ul style="list-style-type: none"> A. Customer Service Knowledge B. Assertiveness (Persuasive, Confident, Outgoing) C. Persistence (Persevering, Unwavering, Emotionally tough) D. Empathy (People-focused, Relationship-oriented) E. Drive (Highly competitive, Aggressive, Opportunistic) F. Organization (Organized, Conforms, Routine-focused) G. Maturity (Sound judgment, Stable, Tolerant) H. Creativity (Inventive, Unique, Innovative) I. Incentive (Recognition, Feedback, External)
Time To Take:	20 minutes
Research and Validation Study:	Annually – 1987 through 1996
Report:	Graphic and descriptive written data. Customer Service Pattern indicates the job candidates and employees best suited for customer service. Indicates good, moderate or poor job match.
Computer Scored:	Yes
Administration:	Paper/pencil or computer onscreen
Software Options:	Single User Multi User (LAN) Internet



PROFILES CALL CENTER SURVEY

Measures:	<ul style="list-style-type: none"> A. Understanding of Sales Practices B. Assertiveness (Persuasive, Confident, Outgoing) C. Persistence (Persevering, Unwavering, Emotionally tough) D. Empathy (People-focused, Relationship-oriented) E. Drive (High competitive, Aggressive, Opportunistic) F. Organization (Organized, Conforms, Routine-focused) G. Maturity (Sound judgment, Stable, Tolerant) H. Creativity (Inventive, Unique, Innovative) I. Incentive (Recognition, Feedback, External)
Time To Take:	20 minutes
Research and Validation Study:	Annually – 1991 through 1998
2 Reports:	<p>Produces separate reports for Outbound Sales and Inbound Sales. Graphic and descriptive written data.</p> <p>Call Center Pattern indicates the job candidates and employees best suited for call center duties. Indicates good, moderate or poor job match.</p>
Computer Scored:	Yes
Administration:	Paper/pencil or computer onscreen
Software Options:	<ul style="list-style-type: none"> Single User Multi User (LAN) Internet



PROFILES CHECKPOINT 360 FEEDBACK SYSTEM

Time To Take:	30 minutes
Research and Validation Study:	1992 through 1996
4 Color Report:	<p>Multi-rater Feedback System that explores a manager's skills in 8 major skill groups and in 18 Universal Management Competencies.</p> <p>Manager rates self with survey Boss rates manager with survey Peers rate manager with survey Direct reports rate manager with survey To establish manager strength and weakness All reports are confidential</p> <p>The report also includes a Personal Development Section which coaches the manager on ways to improve on weaknesses.</p>
Computer Scored:	Yes
	All information from the survey is confidential and all input is handled by Service Center off job site.