Fifth Theory

ASSESSMENTS TO BUILD

A HIGH-PERFORMING, RELIABLE

AND SAFE WORKFORCE

Contents

Organizations leverage workforce assessments and surveys from FifthTheory for strategic risk and talent management solutions at all stages of the employment cycle – from recruitment and selection to training, promotion, development and placement.

For nearly 70 years, we have provided valid, reliable and non-discriminatory assessments to reduce exposures to high-risk, counterproductive behaviors and identify applicants more likely to be responsible and productive.

- Developed, maintained and supported by our team of nationally recognized Industrial / Organizational psychologists, FifthTheory assessments and surveys help organizations measure critical attitudes, behaviors and skills to build stronger workforces.

- Our solutions include more than 150 off-the-shelf instruments and a tailored assessment model supported by over 450 pre-validated assessment measures, including a proprietary system for rapidly developing assessments aligned to unique strategic needs and competency requirements.

- Our teams provide critical professional support services to augment client programs with strategic consultative solutions.

Clients using our assessments achieve measurable impact against their business measures, including greater productivity, performance and ultimately a competitive advantage, with documented ROI typically ranging from **5:1** to **50:1**, including improved sales, service and productivity and reduced employee theft, accidents, turnover, cyber threats, criminal collusion and more.

Individual, Team, Organizational & Leadership Development

Campbell™ Organizational Survey (COS™)

The Campbell Organizational Survey (COS) is a powerful assessment tool for checking the pulse of an organization or agency, and gaining key information on employee opinions and attitudes toward various aspects of work affecting mission execution. Developed by renowned psychologist Dr. David Campbell at the Center for Creative Leadership, the COS can be used to gain and leverage valuable information on how employees feel about the context of their own work environment, targeted change initiatives, the group atmosphere, leadership, cultural values and a variety of other important arenas across the organization – providing feedback on areas that need improvement as well as areas to celebrate.

Specifically, the COS provides several important benefits:

- **Valuable organization-wide insights:** Collects attitude and opinion data on 17 key organization topic areas

- **Well-established:** Results are compared with a broad range of organizations that make up the norm reference, including private sector businesses and public sector agencies, institutions and non-profits

- **High Utility:** Applicable to all levels (executives, managers and contributors) and functions (operations, professional, sales and technical domains), with the ability to compare and contrast results

- **Easy to use:** Web-enabled administrator's site for project tracking; web-based administration with PDF e-file reporting

- **Facilitates employee engagement:** FifthTheory's psychologists have established linkage of COS scales with a variety of common employee engagement dimensions, and can help organizations identify their unique drivers in terms of engagement and business outcomes

- Allows for the inclusion of custom survey items to ensure that an organization gets all of its survey needs met

Dimensions of measurement include: The Work Itself, Working Conditions, Stress-Free, Co-Workers, Diversity, Supervision, Top Leadership, Pay, Benefits, Job Security, Promotions, Feedback, Planning, Ethics, Quality, Innovation, General Contentment and an Overall Index.

Campbell-Hallam™ Team Leader Profile (TLP®)

The Campbell-Hallam Team Leader Profile (TLP) quantifies the perceptions of the team leader and selected observers such as team members, peers, and managers – providing feedback that can quickly be used to impact team leader effectiveness.

Specifically, the TLP can help:

- Provide feedback to help leaders understand how their strengths and weaknesses affect their leadership role in a particular group

- Create a development plan for continuous growth

- Improve workgroup effectiveness

- Develop team managers who may not have a formal leadership development program

The TLP is a multi-rater assessment for team leaders, helping to measure various aspects of their leadership behaviors, including: Promoting Communication, Focusing Energy, Monitoring and Providing Resources, Building Organizational Support, Building and Utilizing Team Skills, Building Commitment, Clarifying the Mission, Coordinating Activities, Managing Conflict, Supporting Members, Promoting Team Learning, Promoting Innovation, Encouraging Feedback and Rewarding Performance.

Campbell-Hallam™ Team Development Survey (TDS™)

The Campbell-Hallam Team Development Survey gathers team performance information and assists team members in self-management – providing valuable feedback that enables the group to focus on strategies for improvement.

Specifically, the TDS can help to:

- Identify the group's strengths and weaknesses
- Diagnose problems as part of a team intervention
- Stimulate discussion about critical team performance issues
- Focus on action planning to help team effectiveness
- Assess team effectiveness in meeting the needs of internal and external customers
- Benchmark team progress

Based on years of research, the TDS helps measure 19 dimensions of team functioning that have been shown to be critical to effectiveness, grouped around four major themes: Resources (Time and Staffing, Organizational Support, Information, Skills, Materials Resources, Commitment), Efficiency (Mission Clarity, Individual Goals, Team Coordination, Empowerment, Team Unity), Improvement (Team Assessment, Rewards, Innovation, Leadership, Feedback) and Team Success (Satisfaction, Performance, Overall Index).

Campbell™ Leadership Index (CLI®)

The Campbell Leadership Index (CLI) is a robust 360° leadership feedback tool that helps measure personal characteristics directly related to the nature and demands of leadership, including risk management. Developed by renowned psychologist Dr. David Campbell at the Center for Creative Leadership, the CLI can be used for individual development and coaching or as part of agency- or organization-wide efforts to assess and benchmark collective leadership talent.

Specifically, the CLI can help to:

- Pinpoint areas for leadership development
- Assess executive "fit" in high performance cultures
- Provide comprehensive needs analysis across management teams
- Help to identify leadership potential for succession planning purposes
- Provide multisource feedback on leadership skills and ethical behavior
- Identify gaps in perception between leaders and observers on 22 leadership factors

Dimensions of measurement include: Leadership (Ambitious, Daring, Dynamic, Enterprising, Experienced, Farsighted, Original, and Persuasive), Energy, Affability (Affectionate, Considerate, Empowering, Entertaining, and Friendly), Dependability (Credible, Organized, Productive, and Thrifty) and Resilience (Calm, Flexible, Optimistic, and Trusting).

The CLI assessment program includes a Development Planning Guide to facilitate self-development and coaching.

A Campbell™ Master Coach Certification Program is available, along with a set of workshop materials, that supports evidence-based, cost-effective leadership coaching and leader development.

Teamwork-KSA

The Teamwork-KSA assessment, developed by Drs. Michael Stevens and Michael Campion, is designed to help select workforce team members. Because work teams are a dynamic and oftentimes essential structure for approaching and solving business problems and for bringing together cross-functional and geographically-dispersed workgroups, selecting strong team members is critical. The Teamwork-KSA was created, in part, to acknowledge and address the criticality of teams in confronting complex organizational challenges and problems.

Specifically, the Teamwork-KSA provides several important benefits:

- Identifies candidates who can communicate and interact with others effectively
- Increases professionals' use of active listening and nonverbal communication techniques
- Helps workgroups to effectively manage and resolve conflicts
- Improves the ability of professionals to provide constructive criticism in a non-threatening manner
- Ensures individual assignments are made, accepted and completed
- Monitors and evaluate group and individual performance

Dimensions of measurement include: Conflict Resolution, Collaborative Problem Solving, Communications, Interpersonal Skills, Goal Setting and Performance Management, Planning and Task Coordination and Self Management.

Employee Safety Inventory for Training & Development (ESI-TD)

The Employee Safety Inventory for Training & Development (ESI-TD) evaluates attitudes and behaviors among current employees associated with safety consciousness, helping organizations to minimize risks and build a workforce more likely to adhere to safety guidelines. The ESI-TD supplements employee safety training and development initiatives focused on proper operation of equipment, use of supplies, handling of materials and work conditions, by adding focus on critical human factors, including safety consciousness and disruptive stress-accident cycles.
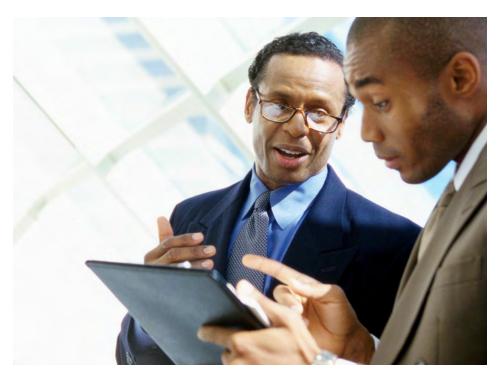
Specifically, the ESI-TD can help:

- Increase employees' awareness of their job relevant attitudes about safety control, risk avoidance, stress tolerance and other dimensions that are critical to a safe workplace, helping them to self-manage their safety behaviors.
- Build a safety-conscious workforce
- Identify individuals likely to have avoidable accidents
- Reduce risk exposures and costs related to employee accidents

In addition to the assessment component, an ESI-TD solution bundle for current employees can include:

- Rapid training on the use and interpretation of the ESI-TD for your safety facilitators
- Complete ESI-TD learning and self-management curriculum that can be integrated into a safety training program
- An accompanying workbook helps employees to interpret and leverage their ESI-TD results

Together, these components help employees to better understand – and leverage – their ability to control their own safety and to reduce the likelihood of accidents.

Dimensions of measurement include: Risk Avoidance, Safety Control, Stress Tolerance, Driver Attitudes, Quality Attitudes Supplement and an overall Safety Index.

System for Testing and Evaluation of Potential (FT-STEP™ 2.0) *(New for 2019)*

FifthTheory's System for Testing and Evaluation of Potential (FT-STEP) is a comprehensive assessment system that provides information about the placement "fit", promotional readiness and current level of potential of higher-level personnel (e.g., Executives, Managers and Professionals). This assessment can provide useful information for making objective decisions on selecting, placing, training and promoting higher-level personnel.

Key applications include:

- The selection, placement and development of highly talented, ethical and resilient leaders and managers
- The FT-STEP Coach's Certification Program, along with a series of Coaching Guides, that supports evidence-based, cost-effective leadership coaching and development.
- A versatile tool that supports the assessment of a wide variety of higher-level professionals, including program management, business development and IT professionals.
- The ability to compare leadership candidates' scores to a reference group of higher-level personnel in order to clearly identify the best-of-the-best.

The FT-STEP helps to match a candidate's individual capabilities to higher-level job requirements by measuring skills, abilities, competencies, and potential using measures validated for on-the-job success. These measures span a variety of contemporary leadership qualities with demonstrated impact, including: Leadership Style and Orientation, Management Aptitude, Higher-level Skills and Abilities, Agility and Creativity, Interpersonal Style, Temperament and Ethics, and Resiliency and Responsibility, among other competencies. The FT-STEP can be customized to further meet an organization's strategic talent management needs.

The FT-STEP 2.0 will be available from FifthTheory in early 2019. A selection-only version of this assessment, the FT-STEP 2.0 for Hire, will be available in mid-2019. See page 6.

Management Selection

FT-STEP™ 2.0 for Hire *(New for 2019)*

Selecting the right candidate is essential when hiring for leadership and higher-level performer roles. This means fully evaluating a candidate's skills, abilities and potential for success against an organization's higher-level job requirements. Organizations often strive to find a single, cost-effective instrument that can meet their assessment needs for leadership and higher-level personnel. The FT-STEP for Hire, the selection-based version of our popular System for Testing and Evaluation of Potential (FT-STEP) assessment, is a practical answer.

Specifically, the FT-STEP for Hire measures higher-level leadership orientations, aptitudes, skills and abilities, and other attributes and competencies. This instrument is available for online and mobile assessment, and results are accessible immediately for decision-making and placement purposes. The FT-STEP for Hire offers the ability to leverage job analytic data utilizing either an organization's own job analysis and competency model results or leveraging FifthTheory's job analytic tools (e.g., the Higher-Level Job Fit Survey [HL-JFS], the Competency Modeling System [CMS] and/or O*NET Linkage Analyses). FifthTheory consultants can also help organizations establish decision-making strategies and configurations that deliver professionally compliant outcomes. The FT-STEP for Hire can also be customized to meet an organization's current strategic objectives.

Management Readiness Profile (MRP®-2)

The Management Readiness Profile (MRP-2) measures attitudes and aptitudes commonly critical for management success. The MRP-2 addresses a range of important areas, helping determine if candidates possess managerial interest, follow organizational guidelines, get along with co-workers, work energetically and motivate others to perform at their best through strong leadership.

Using the MRP-2 can help with:

- Selection of employees who possess managerial interest and orientation
- Motivation of others to perform at their best
- Increasing cohesiveness of work teams
- Achievement of organizational goals

Dimensions of measurement include: Management Interest, Leadership, Energy Level, Practical Thinking, Interpersonal Skills, Business Ethics, Management Responsibility and Management Readiness Index.

Management Success Profile (MSP™)

The Management Success Profile (MSP) helps evaluate skills and attitudes that are commonly critical to management success; applicants possessing these will generally be more suited for a management position. The MSP can also be used to help identify training needs of current and potential managers.

Specifically, the MSP can help:

- Select candidates who can adapt to change easily and productively
- Hire managers and supervisors who will coach and motivate others to succeed
- Improve cooperation between departments or locations by helping to maintain positive relations
- Reduce costly turnover of managerial staff
- Improve the satisfaction of customers and co-workers
- Strengthen management teams and organizational bottom lines

Dimensions of measurement include: Experience/Work Background, Leadership, Coaching, Adaptability, Management Responsibility, Practical Thinking, Customer Service Orientation, Productivity, Job Commitment, Business Ethics and an overall Management Potential Index.

Retail Management Assessment Inventory (RMAI®)

The Retail Management Assessment Inventory (RMAI) helps provide a standardized measure of potential for success in retail management and can be useful for helping select dealers, unit managers, assistant managers, and franchisee applicants. The instrument helps evaluate an individual's interest in, motivation toward, and knowledge about retail management. The RMAI may be used for personnel selection and placement and for evaluating candidates' training needs.

Specifically, the RMAI can support:

- Hiring of ethical managers who understand your business
- Reduction of costly turnovers in key positions
- Improvement in customer service
- Selection of managers who can motivate your employees

Dimensions of measurement include: Background and Work Experience, Management and Leadership Interest, Management Responsibility, Understanding Management Procedures and Practices, Customer Service, Managerial Arithmetic, Energy Level, Management Orientation, Job Stability, Business Ethics and an overall Management Potential Index.

The Thurstone Test of Mental Alertness (TMA™)

The Thurstone Test of Mental Alertness (TMA) helps measure an individual's ability to learn skills quickly, adjust to new situations, understand complex or subtle relationships and think flexibly. Developed by renowned psychologists L.L. Thurstone and T.G. Thurstone, the TMA can support more informed external hiring and internal placement decisions in a wide range of occupations.

Specifically, the TMA can help:

- Provide a measure of general mental ability, which is often the strongest predictor of individual job performance

- Reduce overall turnover by helping to improve the effectiveness of hiring and placement decisions.

- Reduce supervisory and training time for employees in new positions and help increase overall organizational profitability by identifying employees able to acquire and use new information more quickly and easily

Dimensions of measurement include: Quantitative Ability (measured by Arithmetic and Number Series problems) and Linguistic Ability (measured by Same-Opposite word meanings and Definitions items).

Risk and Talent Management Assessments

The Reid Report® Risk Assessment with Ethics

For nearly 70 years more than 1,000 organizations have trusted The Reid Report® to help select a premier workforce that drives business performance. The newest version, The Reid Report Risk Assessment, is a universal workforce assessment designed to assess personnel selection risk factors across most organizational positions, while providing organizations the ability to easily add additional measures related to safety, tenure, service, and sales, among others, and to reduce risk across the organization, across all employee levels.

Using The Reid Report Risk Assessment can help to:

- Confidently hire employees using the "Gold Standard" of responsible pre-employment testing, known for its strong predictive ability and compliance

- Complement background checking and security clearance processes with an evidence-based approach

- Strengthen existing selection programs by adding a valid risk management component

- Optimally manage human capital risks that lead to unethical and counterproductive behavior, negligent hiring claims, costly accidents, higher turnover, and poor service

Dimensions of measurement include:

- Business Ethics: Attitudes toward upholding ethical business standards and practices

- Integrity Attitudes: Levels of personal rationalization towards dishonest acts and tolerance of others who engage in them

- Social Behavior: Admission items of recent counterproductive behaviors, including theft and workplace violence

- Substance Use: Admissions of recent illegal substance use including new drug classes

- Work Background: Collection of employment background and past workplace tendencies

The Reid Report® Risk Assessment for Cybersecurity Screening

The costs and sophistication of cybercrimes continue to grow. While organizations face cybercrime risks from outsiders, insiders within an organization may have easier access to databases and networks to support or actually commit cybercrimes. A 2009 survey by the Computer Security Institute revealed that nearly 45% of responding corporations, agencies, and institutions stated that at least some of their losses due to cyber attacks were attributable to malicious insiders. One of the first and most important steps in the prevention of insider cybercrimes may be through the personnel selection process, and the use of a personnel selection assessment focusing on risk factors such as low ethics and integrity, coupled with a history of cyber-threats, may help to identify applicants at high risk to commit cybercrimes.

Our add-on Information Security Admissions Express scale can be combined with The Reid Report Risk Assessment to help screen out applicants at high-risk for violating an organization's information and data security protocols. This instrument captures admissions of information security risk exposures and incidents (using computer for unapproved uses, accessing unauthorized information, theft of personal or financial information, violating company data security policy, etc).

The Reid Report® Risk Assessment for Collusion Avoidance

Employee collusion with organized crime is an immense and growing threat for organizations. Employees can help organized crime operations access a range of valuable organizational assets (e.g., merchandise, cash, data, customer identities) and/or exploit a variety of vulnerabilities (e.g., cargo or freight, supply chain, in-store security, transactional procedures, corporate espionage). Multiple theft studies suggest that slightly over 20% of internal cases involved collusion with an outsider. Employee collusion activities are often tailored to meet the demands or sophistication levels of a range of external thieves, including teams of skilled shoplifters, burglars, and/or cargo hijackers; gift card, barcode, or receipt fraud artists; street gangs and related criminal organizations; identity thieves and cyber-criminals; and/or organizational spies and infiltrators.

Our add-on Collusion Avoidance Express scale can combine with The Reid Report Risk Assessment to help identify job applicants with tolerant, non-punitive attitudes toward organized retail crime theft. This measure utilizes attitudinal and belief items addressing Collusion Projections, Theft Tolerance, Rationalizations, Control Orientation and Implicit Cognitions.

Background Survey Suite

The Background Survey Suite helps organizations that need to hire talented workers to grow their bottom lines, while also protecting themselves from workforce risks to their brands, reputations, finances, assets, employees and customers. Available for Retail, Transportation, Protective Services, Healthcare and Security Clearance applications, the Background Survey Suite is designed to address contemporary workforce threats, and to supplement and complement traditional background checks, which increasingly face challenges and limitations in their use (e.g., requirements for job-relevance, full compliance with the Fair Credit Reporting Act and "Ban-the-Box" statutes and restrictions on use by labor codes and fair employment guidelines).

The Background Survey Suite provides several key benefits:

- Strategically focuses on contemporary risks including cyber-crime, organized retail crime collusion, unethical behavior, workplace safety and security violations and interpersonal aggression
- Helps identify high-risk applicants who may not have criminal records to directly impact shrinkage, turnover, accidents and more
- Provides immediate reports for use in hiring decisions

Dimensions of measurement include: Identity and Credential Misrepresentation, Employee Criminal Collusion, Cyber-Threats and Crime, Risk and Danger Seeking and Workplace Aggression and Harassment. Additional client- or role-specific dimensions may be added.

Applicant Potential Inventory (API™)

The Applicant Potential Inventory (API) assessment can help increase the quality of hiring decisions, helping to build strong customer and employee relations, improve productivity and profitability, and help reduce employee turnover and theft. Derived from our widely utilized PSI™ (Personnel Selection Inventory) instrument, the API helps to evaluate the potential trustworthiness and productivity of job applicants.

Specifically, the API series provides several important benefits:

- Helps contribute to stronger customer and employee relations
- Improves individual and organizational productivity
- Reduces employee theft
- Decreases workplace accidents
- Lowers employee turnover and absenteeism

Dimensions of measurement include: Honesty, Drug Avoidance, Employee Relations, Work Values, Supervision Attitudes, Tenure, Safety, Customer Service, Candidness, Accuracy and Employability Index.

Personnel Selection Inventory (PSI®)

The Personnel Selection Inventory (PSI) has been recognized for decades for its impact in helping to identify individuals most likely to make strong employees. The PSI is one of the most well-researched and most well-known assessments available for applicant selection, and has been utilized by thousands of North America's largest organizations. This series of in-depth assessment tools can provide a comprehensive assessment of applicants, helping organizations improve the quality of employment decisions while minimizing the costs of hiring, turnover, and counterproductivity.

Specifically, the PSI series helps organizations achieve:

- Reductions of employee theft/shrink
- Increases in sales performance
- Decreases in turnover
- Improvements in customer service
- Reductions in accidents and workers compensation claims

Dimensions of measurement across PSI versions can include: Honesty, Tenure, Drug Avoidance, Nonviolence, Employee/Customer Relations, Risk Avoidance, Stress Tolerance, Safety, Work Values, Math, Supervision Attitudes, Responsibility, Productivity, Customer Service Attitude, Customer Service Aptitude, Sales Aptitude, Customer Service Index, Validity/Candidness, Validity/Accuracy and an Employability Index.

Employee Productivity Report (EPR)

The Employee Productivity Report (EPR) assists organizations in identifying job applicants with the potential to become highly productive employees. The EPR helps evaluate attitudes and behaviors associated with high levels of dependability, productive work habits and future employee performance.

Specifically, the EPR provides several important benefits:

- Identifies candidates most likely to be productive on the job
- Helps select conscientious candidates who are organized, focused and detail-oriented
- Helps select trustworthy and reliable employees that follow organizational policies and regulations

Dimensions of measurement include: Conscientiousness, Reliability, Punctuality, Responsibility, Consistency, Social Behavior and Safety History.

Employee Safety Inventory (ESI®)

The Employee Safety Inventory (ESI) helps agencies and organizations evaluate job relevant occupational safety and risk management attitudes, which can lead to significant reductions in avoidable workplace accidents. Fewer employee accidents in turn can help reduce the number and cost of workers' compensation, contribute to lower insurance premiums and reduce property damage.

The ESI can be used to help select, place, and develop a workforce with strong appreciation for safety guidelines, and helps identify individuals more likely to have avoidable accidents. ESI results correlate with driving and non-driving accidents, workplace injuries, lost work time, insurance claims and medical costs. An optional, supplemental Quality Attitudes scale has been shown to distinguish employees with better quality production performance.

Dimensions of measurement include: Risk Avoidance, Safety Control, Stress Tolerance, Driver Attitudes, Quality Attitudes Supplement and an overall Safety Index.

Sales Professional Assessment Inventory (SPAI™-II)

The Sales Professional Assessment Inventory (SPAII-II) helps organizations improve sales performance by identifying individuals with sales drive, knowledge of sales principles and practices, business ethics and work values.

Key applications of the SPAI-II include:

- The SPAI can be used to select entry-level sales and business development professionals
- The SPAI is ideal for sales orientation training to non-business development professionals who are nevertheless part of a business development team and therefore must contribute to sales culture
- The SPAI tool complements the LH-STEP's Sales hierarchy (see LH-STEP above) and can be used to further strengthen a sales and business development culture

Dimensions of measurement include: Sales Work Experience, Sales Interest, Sales Responsibility, Sales Orientation, Energy Level, Self-Development, Sales Skills, Sales Understanding, Sales Arithmetic, Customer Service, Business Ethics, Job Stability and an overall Sales Potential Index.

Customer Service Profile (CSP)

The Customer Service Profile (CSP) assesses service attitudes and aptitudes, helping organizations to identify important service- and sales-oriented applicants and increasing the likelihood of making better hiring decisions. By better selecting guest-oriented employees, the CSP helps organizations communicate the value placed on customers.

Specifically, CSP benefits include:

- Helping organizations emphasize and deliver improved customer service
- Contributing to stronger overall employee performance

Dimensions of measurement include: Customer Service Attitude, Customer Service Aptitude, Sales Aptitude, Customer Service Index, Validity/Candidness and Validity/Accuracy.

Customer Service Applicant Inventory (CSAI™)

The Customer Service Applicant Inventory (CSAI) helps to identify qualified individuals for entry-level positions by measuring important attitudes and aptitudes associated with strong customer service.

Specifically, the CSAI provides several important benefits:

- Helps to improve overall service quality
- Helps organizations to better handle customer concerns via your employees
- Increases team effectiveness
- Strengthens employee performance
- Reduces the incidence of employee accidents

Dimensions of measurement include: Customer Service, Teamwork, Communication, Stress Tolerance, Honesty, Drug Avoidance, Safety, Training Readiness, Math, Validity/Candidness, Validity/Accuracy and an overall Employability Index.
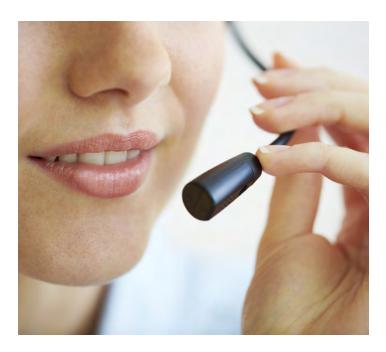
Law Enforcement Applicant Inventory (LEAI)

The Law Enforcement Applicant Inventory (LEAI) assessment is used by police departments, state police agencies, security firms and corporate loss prevention departments to help select officers and security guards. The LEAI identifies applicants possessing traits that can help increase productivity, decrease work-related theft, reduce the use of excessive force and help protect the professional image of the organization.

Specifically, the LEAI can help to:

- Select officers and security guards with high integrity
- Decrease work-related theft
- Reduce the risk of excessive force
- Protect an organization's professional image

Dimensions of measurement include: Honesty, Nonviolence, Criminal Justice Orientation, Drug Avoidance, Risk Avoidance, Safety, Stress Tolerance, Validity/Candidness, Validity/Accuracy and Candidate Potential Index.

Quality Healthcare Employee Inventory (QHEI™)

The QHEI assessment was developed specifically to meet the unique hiring needs of the healthcare industry. Appropriate for use across exempt and non-exempt positions, it helps identify applicants who are likely to demonstrate courtesy, responsiveness and concern toward patients, co-workers, and others.

Specifically, the QHEI can help:

- Select candidates that best enable organizations to achieve quality of service and financial goals
- Reduce costly turnover of key employees
- Identify candidates that demonstrate a sensitivity to the needs of patients and others
- Reduce the potential for avoidable accidents and workers compensation claims
- Reduce employee turnover and improve patient satisfaction

Dimensions of measurement include: Adaptability, Interpersonal Cooperation, Service Aptitude, Service Attitude, Healthcare Service Index, Healthcare Values, Safety, Tenure, Training Readiness, and validity and composite employability scores.

Healthcare Employee Productivity Report

The Healthcare EPR helps identify job applicants most likely to become productive healthcare workers, evaluating attitudes and behaviors closely associated with highly productive work habits. The Healthcare-EPR is often combined with the Service Relations Profile, which evaluates attitudes and behaviors closely associated with high levels of service to patients and co-workers.

The Healthcare-EPR with Service Relations can help organizations:

- Identify candidates most likely to be productive on the job
- Select conscientious candidates who are organized, focused and detail-oriented
- Improve the satisfaction of patients and co-workers
- Hire employees with the discretion and optimism necessary to handle difficult situations
- Select trustworthy and reliable employees that follow organization policies and regulations

Dimensions of measurement include: Conscientiousness, Consistency, Punctuality, Reliability and Responsibility.

Employee Attitude Inventory (EAI-6™)

The Employee Attitude Inventory (EAI) helps organizations meet employee theft investigative challenges, helping to identify problem employees to focus your limited resources on, after inventory or audits reveal theft issues. Normed and validated for use with current employees, the EAI allows organizations to evaluate current employees with "top of the funnel" assessment data to point investigators in a promising direction.

Specific benefits of the EAI include:

- Providing an alternative to the time consuming method of interviewing many or most employees at high risk locations, and instead helping investigators determine which employees to interview first and improving results.
- Helping loss prevention professionals improve time management, reaching more locations
- Strengthen individual interviews with the help of a valid and reliable assessment tool

Dimensions of measurement include: Theft Admissions, Theft Attitudes, Theft Knowledge and Suspicion, Drugs (illegal use, attitudes), Job Burnout, Job Dissatisfaction and Validity.

Career Prep and Education

Career Interest Index *(New for 2019)*

The FifthTheory Career Interest Index is an ultra-brief career interest inventory designed for quick, efficient, and valid educational assessment. The Career Interest Index maps to the Holland RIASEC model of vocational interest using ultra-brief scales to represent each of the six Holland occupational themes (i.e., Realistic, Investigative, Artistic, Social, Enterprising and Conventional). In addition, the Career Interest Index includes STEM-specific vocational personality items to assess whether a student is interested in a career in Science, Technology, Engineering, and/or Mathematics. Preliminary research indicates that the Career Interest Index reliably identifies those high school students who prefer STEM educational tracks. The Career Interest Index can be useful for educational decision makers who plan to use scores from it as one source of information to place students into various STEM educational tracks as well as to provide vocational guidance based on the RIASEC vocational counseling model. Final placement decisions should be made based on students' grades, teacher and counselor recommendations, standardized test scores, and other sources of educational achievement and career interest.

Job Excelerate™ *(New for 2019)*

The Job Excelerate Career Toolset is designed to help job seekers more effectively compete for jobs, improve their prospects of landing the right job faster, and concentrate their self-development efforts on meaningful and targeted areas for improvement. The Job Excelerate Work Styles Profiler presents results and information on five major dimensions of occupational personality that relate to work behaviors: Interpersonal Style, Conscientiousness, Resiliency, Achievement, and Applied Thinking. These five major dimensions, referred to as Global Factors, consist of 16 Work Styles, including Cooperation/Teamwork, Ethics, Adaptability/Flexibility, Self-Control, Leadership, Initiative, Analytical Thinking, and Creativity, along with eight other Work Styles.

By using Job Excelerate job seekers can:

- Objectively identify and understand their job-related strengths
- Map their Work Style strengths to today's top careers
- Improve their resume to reflect areas of personal difference
- Pinpoint areas for improvement / leverage smart strategies for self-development

Benefits to Career Consulting / Guidance Professionals:

- Provide career advice based on a validated assessment and well-researched Career Development Planner
- Easy-to-understand and use reporting and interpretive guides, robust career development and planning activities

Job Excelerate is ideal for:

- Recent graduates / those soon to graduate looking to land their first job
- Those between jobs, seeking employment
- People looking to re-enter the workforce
- Someone who is considering a career transition

Test Mastery Advantage™ Coaching Program *(New for 2019)*

The Test Mastery Advantage Coaching Program provides candidates for high-stakes professional certification exams with insight into personal test preparation style. Powered by The FifthTheory Test Prep Profile assessment, candidates gain greater understanding of their strengths and opportunities for growth in 16 test taking competencies, four global domains, and three overall composite areas.

Each program participant receives a streamlined Student Self-Coaching Guide that includes interpretation guidelines, self-coaching tips and progress monitoring worksheets. By completing this workbook, candidates will be better prepared to take a high-stakes certification exam, and thus more likely to do well on it.

The Test Mastery Advantage program also offers opportunities for individuals to become certified coaches through the Training and Certification Program for TMA Coaches. This is accomplished using a webinar instructional format and self-study materials. The Test Mastery Advantage Coaching Program will have useful applications for guidance counselors, educational tutors, TestPrep coaches, trainers and academic faculty, among others.

Skills and Abilities Tests

Administration/Clerical
- Office Skills Test (OST™)
- Short Tests of Clerical Ability (STCA™)

Computer Skills and Aptitudes
- Computer Operator Aptitude Battery (COAB)
- Computer Programmer Aptitude Battery (CPAB™)

Basic Skills
- Reading-Arithmetic Index (RAI™)
- Reading-Arithmetic Index-12 (RAI-12™)

Job Specific
- Customer Service Skills Inventory™ (CSSI™)
- Teamwork-KSA
- Sales Aptitude Test
- Sales Attitude Check List (SACL™)
- Leadership Opinion Questionnaire (LOQ)

General Mental Abilities
- Thurstone Test of Mental Alertness (TMA™)
- TMA™ Verbal Form
- Adaptability Test
- Pictorial Reasoning Test (PRT)
- Nonverbal Form

Industrial
- Flanagan Aptitude Classification Tests (FACT™)
- Flanagan Industrial Tests (FIT™)
- Purdue Pegboard
- Test of Mechanical Concepts
- Mechanical Aptitudes

Values and Temperament
- Survey of Interpersonal Values (SIV)
- Survey of Personal Values (SPV)
- Thurstone Temperament Schedule (TTS™)
- Five-Factor Express Scales: *Extraversion, Agreeableness, Conscientiousness, Emotional Stability, Openness to Experience*

Custom Assessment Solutions for Special Applications

Clients can access the FifthTheory library of 450+ pre-validated assessment measures for flexible, tailored assessments mapping closely to competencies and screening needs. Our proprietary, formal and rapid system for developing tailored assessments helps create valid, reliable and non-discriminatory instruments to support the unique needs of Human Resources, Asset Protection, Risk Management, Safety and Compliance functions across job families and position levels.

Powerful Assessments Supported by a Strong Foundation

Automated Recruitment and Application Tools

FifthTheory processing platforms are easy for candidates, employees and administrators to use, offering 24/7 access across entry points to maximize flexibility in data collection. Our secure, dependable and high-performance systems for online assessment include integrations with leading third-party applications including applicant tracking systems, tax credit utilities, e-signature capture, background check providers and onboarding providers. Integration partners include Oracle/Taleo Enterprise and Taleo Business Editions, iCIMS, pan, Data Solutions Inc. and others.

Our systems provide reporting to meet HR, operational and legal needs, including operational and business intelligence reports (including group data and activity reports). FifthTheory also works with clients to provide EEOC compliance reports and pass rate analyses to help demonstrate the validity, job-relatedness and fairness of our assessment programs.

Legal Compliance and Defensibility

When used in accordance with recommended procedures, regulatory guidelines and accepted professional practices, FifthTheory assessments can help organizations comply with legal requirements related to selection assessment including:

- EEOC Uniform Guidelines
- Civil Rights Act Amendment of 1991
- EEOC Enforcement Guidance
- Americans with Disabilities Act (ADA)
- ADA Amendments Act of 2008
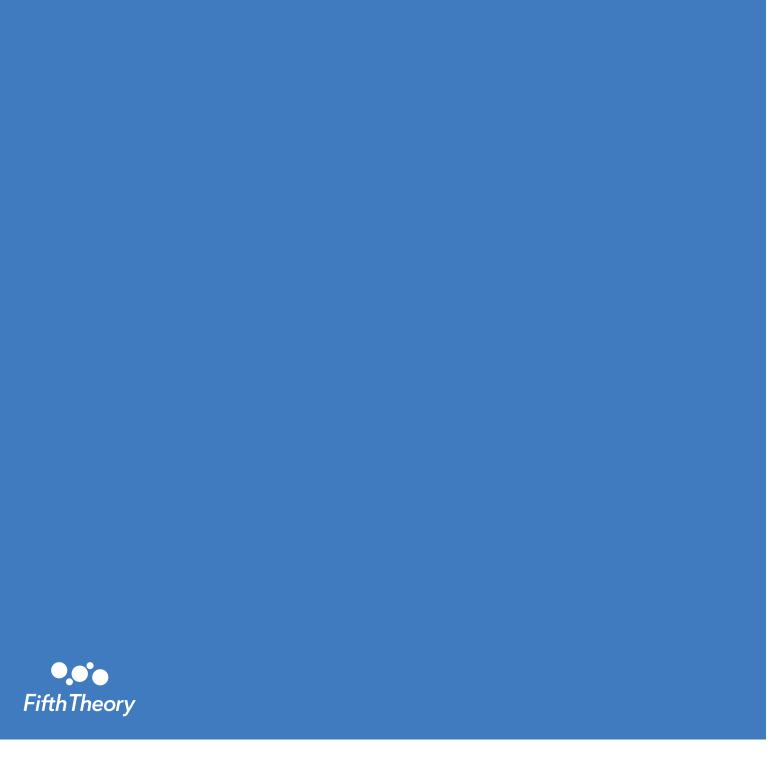- Region-specific legislative mandates

Supporting clients via:

- Ongoing research by our Human Capital Sciences group
- Continuous verification of validity and non-discriminatory nature of our assessment programs
- Providing data to clients in the event of a challenge

Professional Solutions Support

Clients can leverage a range of professional support solutions from FifthTheory. From fully tailored and customized assessments to research, validation and norming services, to analytics and program evaluation solutions, professional support solutions from FifthTheory can help ensure the success of assessment programs in meeting strategic business goals.

Contact Us

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