Business Services & Resources

for Hiring, Training , & Retaining the Best Employees

Select the best Candidates for the Job

"Match Job Requirements to Applicant Assets"

1

Increase Productivity & Job Performance

"Determining work styles to create the best work environment"

6

Determine Job Readiness & Job Retention

"Identifying applicants that are reliable, dependable, & will stay on the job longer "

2

Computer Literacy Training

"Providing Training in the Basics, Office, Windows & Internet"

7

Hire for Customer Service & Sales Positions

"Identifying applicants that are...."

3

Interpersonal & Communication Skills Training

"Train workers in critical soft skills"

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Job Specific Skills Testing

"Testing applicants/workers to determine skill levels"

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Reduce Worker Stress

"Provide assessment & counseling in Life Coping Skills"

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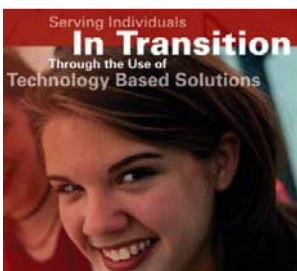### Job Related Basic Academic Skills Training

"Training in basic academic skills related to the specific job"

5

Identify Worker Assets

""Providing Career Pathing & Planning"

10

Business Services & Resources can provide your company with technology based solutions for hiring and retaining the best employees.

These services and resources can be combined in order to create more complex Transition Solutions, such as:

- Plant Closings or Downsizing
- Career or Succession Planning
- Employee Benefit, Reward and Recognition programs
- Assistance in setting up Performance Reviews & Compensation Analysis

Our solutions are applicable to large employers with HR and training departments and smaller organizations that may not have the resources or the staff to adequately serve the workforce development system.

As a result of our Employer-Based Solutions we are able to expand the opportunities and provide a very useful service to the education and training community and the job seekers by conveying to them the skill requirements of the workforce in understandable terms.

"Select and retain top performing
employees using E-Staffing Job Analysis &
Applicant Assessment Process"

Job Analysis — 20 to 60 minutes
Applicant Assessment—20 to 90 minutes

Job Analysis — Subject Matter Expert
Applicant Assessment — Applicant

Category | Hiring

Hiring top performing employees is key to any business. The **E-Staffing System** has been designed to objectively assist in finding the top applicants. It includes a pre-employment screening process along with a customized job analysis survey. This generates a job specific benchmark by which you can hire an employee who best "**FITS**" your job and company.

By focusing on "Job Fit", you can increase your organization's retention of good employees and save thousands of dollars. The E-Staffing process predicts job suitability and accurately matches people with the work they will be asked to do, allowing your organization to identify and place top performers in each position.

The E-Staffing Process has been developed as a timely, easy-to-use process that supports public and private sector efforts to identify and match the skills of the American workforce to the requirements of America's employers. It provides a common language for defining and describing occupations. In addition, it moves Job Matching and Selection into the technological age.

E-Staffing is an Internet-based Job Analysis and Applicant Assessment system designed to objectively match the requirements and characteristics of the job to the applicant's job related assets in any one or more of following dimensions.

Job Analysis Dimensions:
- Work Culture
- Knowledge
- Skills
- Abilities
- Work Activities
- Work Environment
- Work Styles

Client Assessment Dimensions:
- Work Culture
- Knowledge
- Skills
- Abilities
- Work Activities
- Work Environment
- Work Styles
- Job Readiness & Job Retention
- Customer Service
- Sales

The results provide an E-Staffing system designed to identify the best **jobs for an individual** and the **best individuals for a job**. It is also equipped with **Pre-Qualifications** screening as the initial filter in the job matching process. This feature is designed to assist the applicant in determining if he/she meets the prerequisites. If the applicant meets the prerequisites, then he/she would move on to the assigned assessment dimensions (determined by the job evaluator).

Benefits & Features of i-Match:
- Reduces Turnover & lost productivity
- Determines which candidates meet the minimum pre-qualifications
- Improves staff quality & retention
- Eliminates wading through seemingly unending stacks of resumes
- Comes preloaded with all the right questions, descriptors, response modes and customized reports
- Completion time for a complete job analysis is approximately 1 hour. (single dimension vary from 5 to 15 minutes)
- The process is endorsed by hundreds of associations throughout the US
- Offers a common language for communication across all jobs and among all workforce development efforts

The Process:
1. Receive an e-mail with detailed instructions and codes needed for the assigned job evaluator to begin the Job Analysis (analysis time ranges from 15 minutes to 60 minutes)
2. Receive a hard copy of the results which represents a comprehensive Job Analysis
3. Applicants who meet the prerequisites go through the assessments that correspond to the requirements of the job and provides a list of clients with the best "FIT"
4. Business receives detailed reports showing the "GAPS" of the best matches

Determine Job Readiness & Job Retention

Identifying applicants that are reliable, dependable, and will stay on the job longer "

"Dependability — a characteristic that is stable across all jobs and in many cases, more important than specific job skills—Dependability is the best predictor of Performance"

Assessment—30 minutes (Internet)

Applicant Assessment—Applicant

Hiring

The Job Readiness & Job Retention Assessment process is designed to offer organizations the following benefits. If any of these are important to your organization we highly recommend that you find out the details so that your organization can begin to reap the rewards of a More Dependable Workforce. Which of these are important to your organization:

- Select dependable people so as to keep your business competitive
- Hire more productive people
- Hire with greater objectivity
- Reduce turnover & staffing costs
- Save time and money
- Reduce inventory shrinkage rates
- Measure personality characteristics behind productive job behavior
- Reduce absenteeism—and its costs
- Reduce counter productive behavior in your hourly workforce
- Comply with the Civil Rights, Disabilities Acts, and all EEOC requirements

After an extensive study, one national retail chain found the following after using the Job Readiness assessment— "*Shrinkage, for example, dropped to 1.89% with the use of this process after climbing to 2.3% the previous year. This added about $11 million per year to the chain's bottom line.*"

Why is this such a good investment? Because the Job Readiness & Retention process identifies those applicants who exhibit dependability, respectfulness, productivity, trustworthiness, pride in work, flexibility, appearance, cooperativeness, self-confidence, punctuality, desire to learn, interest in serving customers/clients and a desire to advance.

Are these types of results important to your organization. Retail and discount stores report:

- 85% fewer drug test failures in a *Discount Store Chain*
- 43% less shrinkage in *Discount Stores*
- 50% fewer terminations in *Discount Showroom Stores*
- 17% less inventory shrinkage in a *Retail Chain*
- 44% fewer theft termination sin a *Retail Chain*
- 41% less voluntary turnover in a *Fashion Retail Chain*
- 57% decrease in theft terminations in a *Retail Chain*
- 40% shorter interviews in *Department Stores*

Did you know that employees who show undependable behavior by faking illness, taking long breaks and lunches, and arriving late cost U.S. Businesses $150 billion annually, triple the losses from theft of merchandise.

Numerous studies have shown that using this process reduces the following counter productive behavior:

- Refuse to take routine orders
- Blaming others for mistakes
- Drinking on company property
- Using store phones for personal use
- Leaving a job half finished
- Refusing to work when extra help is needed
- Need prompting to move to the next task

Hire for Customer Service & Sales Positions

"Identifying applicants who can provide exceptional customer service to customers"

"Hire employees who can exhibit helpful and positive behaviors, interact positively with customers, be persuasive, achievement-oriented and persevere in the face of rejection"

Assessment—20 to 30 minutes (Internet)

Applicant/Employee—Assessment

Category Hiring

The people who represent their company and work with customers every day are becoming more and more essential to their organization's success. It is important that they are friendly, courteous, helpful and service oriented. The Customer Service & Sales Inventory can be used to identify individuals who have these qualities.

Individuals who score higher on the Customer Service Inventory are described as:

- Friendly
- Tactful
- Energetic
- Objective
- Courteous
- Self-reliant
- Socially Skilled
- People Oriented
- Unprejudiced
- Even Tempered
- Cooperative

and are more likely to :

- Remain cheerful through a long, hard workday
- Find solutions to customer problems
- Give customers full attention
- Tolerate rude customers calmly
- Make good eye contact, smiling, and communicating effectively

Individuals who score higher on the Sales Inventory are described as:

- Goal oriented
- Committed
- Persistent
- Take initiative
- Dominant
- High energy
- Playful
- Adaptable
- Influential
- Persuasive
- Tolerant

and are more likely to:

- be rated above average on "sales skills"
- prefer challenging tasks
- work quickly and get more done
- be a self-starter
- continually set new, higher goals for themselves.

The predictive power of Customer Service & Sales Inventory has been validated at dozens of sites with thousands of job seekers in various industries: retail, transportation, quick service restaurants, healthcare, manufacturing, etc. Consistently, the studies have confirmed that applicants who have high scores on the inventory are more likely to be friendly, courteous, helpful, customer-oriented employees. The inventory has been tested for **Reliability**, **Validity** (content and criterion-related) and **Factor Analysis**. The Inventory met the "four-fifths rule" used by the EEOC as an indicator of selection impact. Test Fairness analysis was also carried out.

The Customer Service and Sales Inventory ...

- are reliable and valid
- meets all guidelines laid out by the "Federal Uniform Guidelines on Employee Selection Procedures" for use in testing and hiring
- take only 15/20 minutes to complete (for each assessment)
- are self administered
- include results that are in the form of "Recommend Reject – Caution – Recommend Hire"
- are available for PC or Internet delivery

These general conditions suggest that the Customer Service & Sales Inventory should be used for hiring in your organization:

1. A substantial portion of the job involves direct, "real-time" contact with customers, either in person or on the phone
2. Success on the job requires the traits and capabilities that the inventory measures (friendliness, tactfulness, energetic, etc.)
3. Needs employees who must be persuasive and persistence in the face of rejection

Note: Applicable to all positions (hourly or non-exempt) where customer service and sales are involved

Job Specific Skills Testing

"Testing applicants/workers to determine job specific skill levels"

"Identify and select the most qualified candidates and employees – those that have the specific skills required by the job"

Testing— 30 minutes per skill test (Internet or PC)

Applicant/Employee—Testing

Hiring

Specialized tests/tools are available to assist employers in both the hiring and retention stages of the employee lifecycle continuum. We help organizations ensure better hiring decisions, as well as assess the training needs of the present workforce. With **over 800** *Job Specific Skill Assessments* we can help you to eliminate the guess work and build your workforce for success and profitability.

Benefits & Features
- Measure Candidate skills with Certainty
- Improve the Screening Process
- Identify high qualified Candidates & Needs, Quickly & Easily
- Deliver by PC or over the Internet
- Easy Administration
- Proven Test Validity
- Data Analysis Tools for training implementation
- Reports Available Immediately

As mentioned above we have over 800 job specific skills tests available for applicant or employee testing. The tests are grouped into the following categories:
- Industrial
- Office/Professional
- Financial/Banking
- Call Center
- Legal
- Accounting
- Microsoft Office Suite
- Health Care
- Technical Tests
- Basic Academic Skills Related to the Job—Essential Workforce Intelligence Skills

Many tests are also available in Spanish, Portuguese, French and German. Many tests have an audio component for testing listening skills and all computer tests have simulations. Testing methods employed are multiple-choice, interactive, data entry, audio and behavioral methodology.

All of the tests are content validated and are derived from real-life job scenarios. All tests are in compliance with the standards set forth in EEOC for content validity.

The Reports provide the following information:
- Summary data on each applicant (questions correct, percent correct, percentile ranking, and global average)
- Detailed score report
- Question level statistics (basic, intermediate, advanced)
- Question type statistics
- Test description (narrative)

How it works:
Internet technology provides the ability to access a wide variety of skills assessments via the web. Common areas of interest would be clerical, software, technical, call center, customer service, financial and many more. Employers can issue password protected session ID's to candidates via their email. A candidate would receive the session ID along with an email that explains the entire process. Then, the candidate would test from any available computer with Internet connection, any time. Finally, scores would be emailed to the test administrator immediately upon the candidate's completion, accompanied by a comprehensive report that includes proficiency by skill type, task type, question level and the time it took to answer each question.

Job Related Basic Academic Skills Training

"Training in basic academic skills related to the specific job"

"A Remediation system that provides step-by-step instruction in Reading, Math, and Learning strategies that are a requirement of the specific job"

20 to 30 minutes per prescribed lesson (Internet or PC)

Applicant/Employee—Instruction

Category **Training**

Basic Academic Skills Training is delivered via the Internet or PC. The curriculum is job-related basic academic skills instruction in a format that is, individualized, highly interactive, self-paced and motivational. It provides immediate feedback to the worker.

The program focuses on those basic skills that are prerequisite to succeed in the specific job and or skill training program. Imbedded in the program are 200 plus job specific prescriptions covering the broad industry categories of:

- Agriculture
- Construction
- Education
- Manufacturing
- Mining
- Public Administration
- Retail Trade
- Services
- Transportation
- Communication
- Utilities
- Wholesale Trade

The program has a 3-part instructional model consisting of; 1) Diagnostic Review, 2) Test and 3) Skill Development. All of the lessons, reviews, and tests are presented in an audio format in both English and Spanish.

The target audience for this program is:

- Works or entering workers who lack the basic skills to perform job requirements
- Workers who may be lacking a GED
- Workers who want to advance from their present occupational standing
- Laid off workers who are finding it difficult to secure a new position because they lack the basic skills
- Worker who have difficulty with the English language

The Unique features of this program:

- Provides basic skills instruction for 200 specific job titles (e.g. Electrical Assembly Technician)
- Comprehensive management of users, groups, courses and reports
- English & Spanish narration
- Lessons are assigned by job titles, lesson titles or various combinations
- Written beginning at the 4th & 5th grade level

If your organization has any workers in in the *Target Audience* it is imperative that they get up to a standard that will permit them to be much more useful to the growth of the organization and more likely to achieve higher level of pay.

The Format:

1. **Diagnostic Review**— The Diagnostic Review is designed to help clients recall forgotten information, reinforce partially learned information or introduce information to the learner. From the Diagnostic Review the client moves into the Test module.
2. **Test**— The Test module is designed to determine if the client has mastered the content that will be taught in the Skills Development lesson. If the test is failed the client will be placed automatically into the Skills Development lesson.
3. **Skills Development**— The Skills Development module is where the lesson content is covered in great detail topic by topic. Upon completion the client will move into the Test module where they will receive a post test. The results will determine whether the client moves on or repeats the lesson to attain mastery.

Increase Productivity & Job Performance
"Determining work styles to create the best work environment"

"Working Smarter not harder – the need to use more of our brainpower - matching work requirements to working styles"

🕐 **20 to 25 minutes (Internet)**

👫👫 **Assessment/Counseling—Employee**

🗂 **Employee Improvement**

This is a new approach (**Work Style Analysis – WSA**) to assist employers in **increasing job satisfaction and work performance**. This Internet-based assessment tool is designed to enhance worker performance by discovering how people work best. The analysis (on-line questionnaire) will determine how an individual works, concentrates, absorbs and comprehends information and the way in which her/she solves problems. The results will also provide a practical framework for better understanding of how workers interact with colleagues and superiors.

Outcomes:
- Improves productivity, consistency and quality of work
- Shows how to rearrange the work environment to get better results
- Provides guidelines for helping individuals concentrate and remember
- Delivers deeper, broader analysis then conventional personality tests
- Increases job satisfaction and job retention, while reducing stress
- Assists professional development of management and their teams

"*Most people have no idea what they like or dislike. A huge spin-off benefit to team managers is that they get an independent idea of what motivates their team.*"

WSA is an on-line assessment process that takes approximately **20 minutes** to complete. Reports are generated immediately and yield valuable decision making information:
- Provides information to help management better understand worker style differences (**another definition of diversity**) and assist them in managing duties and responsibilities
- Visual/graphic representations of the working styles of each worker (**reported in 25 dimensions**)
- Thorough explanations, guideline, and recommendations for managers
- Professional development guidelines and action plans
- Personal monitoring process for tracking progress and implementing recommendations
- Optional group profiles for team organization (**requires 5 and over**)

If you want to discover whether your workers:
1. Remember easily through listening with little interaction, or
   Work best through hand-on activities
2. Are highly motivated self starters, or
   Need external motivation, perks or incentives, or
3. Are bright and alert in the early morning, or
   Come alive later in the day

These are just a few examples of the kinds of worker insights that are derived from the Work Style Analysis.

Benefits for Workers and Organizations:
- Better communication between colleagues
- Helps build stronger teams
- More user-friendly work areas
- Objective staff selection and promotion
- Less stress due to new personal insights
- Enhanced problem solving and creativity
- Increased flexibility and tolerance
- Facilitates internal/external career planning
- Promotes self-knowledge
- Gives insight into individual and team management

Note: There is another version for trainers called *Training Styles Analysis.* This process is also available over the Internet.

Computer Literacy Training

"Providing Training in the Basics, Office, Windows & Internet"

"Train individuals on the fundamentals of a computer and to use the latest Office software"

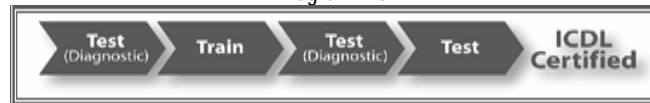3 to 4 hours per lesson (Internet or PC)

Applicant/Employee—Instruction

Category — Training & Employment Improvement

Program Flow

Test (Diagnostic) → Train → Test (Diagnostic) → Test → **ICDL Certified**

This training program is considered to be the most comprehensive, user friendly software for the development of computer & information Technology Literacy. As illustrated above the program includes a:

- Pre-assessment to determine the present skill level followed by
- 40 + hour curriculum based on the pre-test results the (depends on the number of courses taken)
- Post-test to determine if the worker is ready to take the certificate test
- Certification test (upon passing, the worker receives an internationally recognized certification)

Note: It is not necessary to obtain the certification if the worker only wants to upgrade his/her skills

The program consists of 7 instructional courses covering over 121 topics with over 1200 hands on activities. The curriculum offers over 40 hours of intensive step-by-step instruction (depending on the skill level of the worker) In both audio and visual format. The courses include:

1. Basic Concepts of Information Technology
2. Using the Computer & Managing Files
3. Word Processing
4. Using Spreadsheets
5. Using Databases
6. Developing Presentations
7. Using the Internet

If necessary, workbooks can be provided for each of the 7 courses along with on-line realistic exercises

There are many benefits for both the organization and the workforce (i.e. family use).

Organizational Benefits:

- To promote and encourage computer literacy for all people in all walks of life
- To raise the level of knowledge about Information Technology (IT) and the level of competence in using personal computers and common computer applications
- To ensure all computer users understand best practices and the advantages of using a personal computer
- To increase the productivity of all employees who need to use computers at work
- To provide a fundamental qualification which will allow all people, regardless of their background, be part of the global Information Society.

Employee Benefits:

- Broaden the level of competency in IT and computer skills by gaining a working knowledge of a wide range of computer applications beyond word processing and e-mail.
- Gain a better understanding of the fundamental principles that will enable them to acquire new IT skills more easily, especially given how rapidly new systems and applications evolve.
- Improve their productivity using IT on the job and at home through a better working knowledge of fundamental personal computer applications.
- "Connect, Communicate and Compete." Individuals will feel more comfortable participating in the global digital society.

Note: There is also a nationally recognized "**Certification**" test for all seven instructional modules. Those who pass the tests receive a recognized certificate and a card indicating that they have achieved mastery in all the relevant modules (Job Readiness Certification—3 modules and Skills for Life Certification—all 7 modules). The organization is a licensed test Certification site.

Interpersonal & Communication Skills Training

"Train workers in the critical soft skills required to compete in today's competitive workplace"

"Get results in Team or Project Oriented Environment
with Effective Interpersonal Communication Skills
for the Workplace"

1 to 2 hours per lesson (Internet or PC)

Applicant/Employee—Instruction

Training & Employee Improvement

In today's team and project based work environment, technical ability or education level might get an individual hired, but the ability to communicate, solve problems, manage change, etc. are key factors in having continued success within the organization. Without these types of skills all other functions in the work place will suffer.

To meet the challenges of success in the work place, soft skills continue to underlie all others. Employees with these skills will not only get hired they will also stand a better chance of being retained and advance within the organization. It is important to recognizes this essential fact and begin to offer existing and new employees the opportunity to receive training in Soft Skills.

There are 10 new courses dealing with Interpersonal & Communication Skills. These courses are self-paced and delivered via the Internet, PC or Intranet. The courses cover the following content areas:

- Team Work
- Business Communication
- Customer Service
- Creative Problem solving
- Personality & Work
- Time & Stress Management
- Change Management
- Health & Safety
- Positive Work Environments
- The Internet as a Business Tool

If any of the issues listed below are critical to the success of your organization then you owe it to your organization to offer them to your new and existing employees:

- Dealing with change
- Team Work
- Handling complaints
- Time management
- Handling stress
- Group dynamics
- Managing conflict
- Judging others
- Regulating emotions
- Harassment
- Discrimination
- Decision making
- Career advancement
- Communication
- The Internet
- Positive environment
- Problem solving
- Consultative selling
- Personality at work

This Human Resource Learning can be delivered at any time or location where there is a computer and Internet service. It is self-paced, individualized and engaging.

Advance all new and existing employees up to the requirement of the 21st century skills that are now considered to be critical in this highly competitive market. Research indicates that these skills are not being provided by the corporations and they definitely not being offered in our educational institutions.

Reduce Worker Stress
"Provide assessment & counseling in Life Coping Skills"

"A counseling/therapy program designed to help
workers master every day problems that
cause anxiety and other stressful situations"

On-going Assessment & Counseling

Worker/Employee

Category   Employee Improvement

Our organization can now offer an entirely new service designed to help workers and their families deal with the psychological issues that have an impact on their success and happiness in four major dimensions:

1. Work Life
2. Relationships
3. Daily Life
4. Family Life

This prevailing presence of stress in our lives is so critical that it has reached epidemic proportions. Numerous studies have shown that stress has an enormous toll on America's workforce. It is clear that individuals as well as companies cannot afford to ignore the problem. Therefore, it is understandable that companies and organizations constantly search for effective stress relief programs. Stress related statistics are alarming:

- Stress is America's #1 health concern
- 75-90% of doctor's visits are stress related
- 23 million people are affected by anxiety disorders
- 1 in 5 people develop clinical depression in their lifetime
- 3 out of 4 people have sleeping problems – 41%due to stress
- Stress is linked to addiction patterns such as smoking, drinking, and eating

How does stress affect the workplace?
Additional studies have shown that conditions in the workplace are a major contributor to stress. Stress experienced as a result of work is likely to become chronic because it is such a large part of daily life. Add to this the era of mergers, downsizing, and layoffs: and the toll on companies and individuals becomes enormous. It all comes down to the reality that organizations cannot afford to ignore. In fact:

- Job Stress and related problems cost companies *$200 billion annually*
- 1 in 4 workers may be chronically angry
- Reductions in productivity by 47%
- 40% more in morale problems
- 30% more substance abuse
- Quality of work down as much as 30%

Our organization has a solution to offer your firm. We can provide an on-line **Therapeutic Assessment and Counseling** program available to any worker (or if necessary family members) on a 24/7 basis for any prescribed time period. The theory behind the program is that depression, anxiety, and other stressful situations and emotions result from real concrete problem in life. The program is designed to help solve these problems and lead the individual to a healthier, happier life. A person who is stress free is more likely to be a more productive employee.

They can also approach the problem three different perspectives:

1. Taking care of Today – creating a balanced life
2. Building a Solid Future – fulfilling potential & improving communication
3. Letting Go of the Past – eliminating the negative emotions (barriers) hanging on from the past

The program is hands-on and includes Guided Work Sessions online accompanied by specialized workbooks (somewhat like homework) and the monitoring of weekly progress.

The program is a result of over **20 years of validated research** conducted and authored by **Dr. Roger Gould** a nationally recognized psychiatrist and expert in the arena of adult transitions and the problems facing adult hood.

Identify Worker Assets

"Providing Career Pathing & Planning"

"A systemized approach to assist organizations in creating an objective internal promotion system coupled with Career Counseling"

1 Hour per job & 45 to 60 min per employee

Worker/Employee

Category **Employee Promotion & Counseling**

Most workers are very concerned about their ability to move upward within the company (being promoted). Organizations refer to this as Succession Planning or Career Pathing.

When a position open up for the first reaction is to begin the search focusing on filling the position from without. This is usually done that way because the organization has no way to tap into the assets of the present workforce. The ideal scenario is to have every position in the organization profiled plus have all the assets of the workforce cataloged in one data base. Once all the data is compiled the software will be capable of:

- Matching an employee to any job(s)
- Matching any number of employees to any single job
- Providing a "Gap Analysis" or "Job Fit"
- Developing a training plan based on the identified "Gaps"

This process can be done at any time thus permitting the worker to begin to chart a path for ling term career planning/pathing. Once they have identified a particular path they can begin the process of training thus filing the Gaps and preparing for the eventual promotion.

In terms of career counseling, the data base also contains over 950 job titles that have been analyzed in terms of requires Knowledge, Skills, Abilities, Work Activities, Work Environment, and Work Styles. Any worker can be compared to any job to determine the level of transferability between their assets and the job requirements.

For those workers who want to accomplish more in depth planning, exploration and counseling we can provide a comprehensive battery of assessments called the "Whole Person Assessment." The Battery includes:

- Aptitude Assessment
- Interest Assessment
- Work Values Assessments
- Professional Career Change Inventory

To supplement this process the system also contains:

1. 550 Career Videos
2. Ability to match the employee to over 900 job titles
3. Direct links to a data base of the jobs plus occupational information for each job (tasks, activities, knowledge skills, abilities, work activities, work environment, work, styles, wages, and labor market projections

As a residual benefit the system will generate detailed Job Descriptions as well as individual Competency Portfolios. This feature is a great benefit that can be offered to each employee.

Find the best candidate for a job.

Find the best job for a candidate.

Access a detailed job analysis.

Access a detailed individual portfolio.

To receive more information, please check off the relevant "Business Services & Resources" and fax to 856-451-8920.

Contact Information

Name: _____   Organization: _____

Title: _____   Phone: _____   Fax: _____

Address: _____

_____

E-Mail: _____   Web Site:_____

Best Time to Call: _____   Day: _____   Hour: _____

The following items are included within this package

____   Select the best Candidates for the Job—*Match Job Requirements to Applicant Assets*

____   Determine Job Readiness & Job Retention—*Identifying applicants that are reliable, dependable, and will stay on the job longer "*

____   Hire for Customer Service & Sales Positions—*Identifying applicants that are people oriented, friendly, courteous, persistent, & committed*

____   Job Specific Skills Testing—*Testing applicants/workers to determine job specific skill levels*

____   Job Related Basic Academic Skills Training—*Training in basic academic skills related to the specific job*

____   Increase Productivity & Job Performance—*Determining Work Styles to create the best working environment*

____   Computer Literacy Training—*Providing training in the basics; Windows, Office, Internet*

____   Interpersonal & Communications Skills Training—*Train workers in critical soft skills*

____   Reduce Worker Stress—*Provide assessment & counseling in Life Coping Skills*

____   Identify Worker Assets—*Providing Career Pathing & Planning*

____   Research Studies Pamphlet—*12 Research Studies Validating Return On Investment (ROI)*

Our interest is: _____ Immediate _____ Long Term _____ Contact us in the future _____ No of employees