



## **ELITE Profiles Portfolio**

### **Elite Banking Profile**

The Elite Banking Profile is a general indicator of the individual's ability to perform the basic functions of the most common banking positions (e.g., tellers, customer service). This battery is appropriate for most banking jobs involving customer service and the handling of money.

### **Elite Call Center - Sales Profile**

Call Center sales positions are perhaps the most difficult kind of sales jobs. These individuals must close the sale without the advantage of eye contact, personal appearance, or body language. The only tools they have are their voices, personalities, and strong ability to persuade. In addition, because of the high pressure to meet projected selling goals and to overcome frequent rejection, these candidates must have a positive attitude and the driving desire to succeed.

Elite Call Center - Sales Profile is designed to help your business succeed by identifying which candidates have these essential personality traits and abilities.

### **Elite Call Center -Service Profile**

The Elite Call Center - Service Profile is a general indicator of the individual's ability to provide excellent customer service to customers within a call center environment.

### **Elite Care Profile**

The Elite Care Profile is a general indicator of the individual's ability to engage in care-oriented behaviors across a wide range of care-focused environments (e.g., healthcare, education, service focused jobs). The profile measures a wide range of characteristics that center around being kind and caring while exhibiting conscientious and compliant behaviors.

### **Elite Character Profile**

The Elite Character Profile is a general indicator of the individual's ability to refrain from participating in counterproductive behaviors by being trustworthy, drug-free, non-violent, and compliant. The battery is appropriate for most jobs.

### **Elite EQ Profile (Emotional Intelligence)**

The Elite EQ Profile offers organizations the ability to quickly and reliably identify those job candidates who possess these four critical behavioral characteristics. The four areas assessed by the EQ Profile are: Self-Awareness, Social Awareness, Self-Management, and Relationship Management. This EQ Profile is ideal for organizations wanting to build emotionally mature teams. It is also excellent for jobs requiring hard working, empathetic, confident team players.



### **Elite Healthcare Profile**

The Elite Healthcare Profile is a general indicator of the individual's ability to engage in service-oriented behaviors within the Healthcare environment. This profile is appropriate for healthcare professionals who interact with patients (e.g., nurses, doctors, therapists, healthcare technicians, etc.).

### **Elite Hospitality Profile**

The Elite Hospitality Profile is a general indicator of the individual's ability to perform the basic functions of entry-level, customer facing hospitality jobs (e.g., front desk personnel, bell hops, food servers, customer service).

### **Elite Industrial Profile**

The Elite Industrial Profile is a general indicator of the individual's ability to perform the basic skills that underlie most entry-level through supervisory positions within a manufacturing or light industrial setting, such as basic math, assembly, and inspection. Other key characteristics assessed are safety, responsibility and reliable work habits.

### **Elite Innovation Profile**

The Elite Innovation Profile is a general indicator of the individual's ability to be creative and open minded in his/her thought process. It also assesses the degree to which the individual has an interest in problem solving and has the initiative and dedication to carry out his or her ideas. This profile is ideal for jobs requiring the generation and implementation of creative and original thoughts and ideas.

### **Elite Intellect Profile**

Research from the testing literature regarding intelligence consistently shows that cognitive ability is a valid predictor of job performance, learning ability and training success, across most, if not all, jobs.

The Elite Intellect Profile helps employers accurately test a candidate's level of general cognitive ability: logical reasoning, verbal reasoning, and overall intellect. More specifically, the test measures the individual's potential to be trained, to effectively and efficiently solve problems, to communicate clearly and to comprehend complex relationships. This test is ideal for identifying individuals who will encounter situations requiring the learning of complex tasks, the ability to process and understand information quickly and the ability to consolidate information from various sources to come up with appropriate solutions to problems.



### **Elite Mechanical Aptitude Test**

The Mechanical Aptitude Test (MAT) provides a valid, reliable and objective measure of an individual's knowledge of general mechanical concepts. The test consists of 30 questions that touch on the following areas: Electrical, Measurement, Mechanical Movements, Physical Properties, Spatial Reasoning, and Tools.

### **Elite Personality Profile**

The Elite Personality Profile is a general indicator of the individual's strength or weakness on ten personality dimensions generally perceived to be important for a wide range of occupations. The individual scale scores offer detailed insights with respect to the applicant's personality and potential job fit.

### **Elite Retail Profile**

The Elite Retail Profile is a general indicator of the individual's ability to perform the basic functions of entry-level retail jobs including cashier, stock and customer service personnel. If the job requires sales, additional sales-related scales can be incorporated.

### **Elite Service Profile**

The Elite Service Profile is a general indicator of the individual's ability to engage in service-oriented behaviors as defined by the scales in this battery. This battery is appropriate for all jobs that require service-related interaction with prospects and/or customers.

### **Elite Skills Profile**

The Elite Skills Profile is a general indicator of the individual's ability to perform the basic skills that underlie most entry-level through supervisory positions (i.e., math skills, attention to detail, grammar and basic writing ability).

### **Elite Staffing Profile**

The Elite Staffing Profile is a general indicator of the individual's ability to perform basic skills required of most entry-level through supervisory jobs along with the ability to be hard working, responsible and trustworthy.

### **Elite Supervision Profile**

The Elite Supervision Profile is a general indicator of the individual's ability to mentor and supervise others. Adding the Reasoning component helps identify those who have the ability to learn quickly and problem solve.



### **Elite Transportation Profile**

The Elite Transportation Profile is a general indicator of the individual's ability to behave responsibly, be safety conscious and follow rules and procedures. This profile is ideal for drivers and warehouse packers and shippers.

### **OCEAN**

The Big Five or Five Factor model of personality is considered to be the most widely accepted theory of personality in use today. Decades of research focusing on personality measurement has uncovered five (5) broad dimensions of personality. These five dimensions are: Openness, Conscientiousness, Extraversion, Agreeableness and Neuroticism (Negativity); hence the "OCEAN" acronym. Someone's personality is made up of a combination of each of these dimensions. For example, someone could have a high degree of work ethic (high Conscientiousness), may be shy (low Extraversion), is very kind (high Agreeableness), has a positive demeanor (low Negativity), and is very creative (high Openness). Research suggests that personality tends to be stable over time and is associated with a wide range of life outcomes, including academic achievement, personal stability, physical health and job success.

### **Positive Attitude Profile**

Employing individuals with a positive attitude is as critical to your business as the quality of your product or the effectiveness of your services. A positive employee mindset promotes a better working environment, increases customer loyalty and is repeatedly ranked as one of the most important traits by employers worldwide.

The Positive Attitude Profile was developed to quickly help organizations identify those individuals who possess four critical behavioral characteristics associated with a positive disposition.

### **Situational Judgment Test - Helpline**

Excellence in customer service is critical to the success of service organizations and manufacturers of products that require reliable service. With the increasing number of businesses capable of providing quality products at a reasonable price, customer service has become the competitive difference. Given the importance of providing excellent customer service in the present and future marketplace, organizations need to employ individuals who possess a high degree of service skills and who apply those skills effectively.

PsyMetrics' SJT - Helpline consists of attitudinal, behavioral and situational questions aimed at assessing the candidate's ability to problem solve and use appropriate judgment while performing in a service function. The test was developed to assist organizations in identifying those who have a strong service orientation, meaning individuals who possess and demonstrate those skills necessary for providing excellent service.



### **Situational Judgment Test - Service**

Excellence in customer service is critical to the success of service organizations and manufacturers of products that require reliable service. With the increasing number of businesses capable of providing quality products at a reasonable price, customer service has become the competitive difference. Given the importance of providing excellent customer service in the present and future marketplace, organizations need to employ individuals who possess a high degree of service skills and who apply those skills effectively.

SJT - Service consists of attitudinal, behavioral and situational questions aimed at assessing the candidate's ability to problem solve and use appropriate judgment while performing in a service function. The test was developed to assist organizations in identifying those who have a strong service orientation, meaning individuals who possess and demonstrate those skills necessary for providing excellent service.

### **Situational Judgment Test - Supervisor**

Effective supervisors need to have excellent employee relation skills. They must be able to motivate their staff and have team building abilities. They must also have excellent problem solving skills and must be able to plan and organize effectively. Without these essential characteristics among it's leadership staff, an organization is likely to run into serious problems with respect to company morale, focus, productivity and overall performance.

### **Situational Judgment Test - Teams**

Effective teamwork is critical to the success of any business. Organizations are comprised of work groups and departments that are expected to interact and work together to achieve the organization's goals. Whether to avoid duplication of tasks, share a heavy workload or meet the demands of the company, the need to work together as a team is essential for the success of the company.

SJT - Teams consists of attitudinal, behavioral and situational questions aimed at assessing the candidate's ability to problem solve and use appropriate judgment in team environments. The test is designed to help identify those individuals who are more likely to be productive in work environments where teamwork is critical for success.



### **Career Success Predictor (C)**

Matching the right person with the right job or career can have a significant impact on both employee and employer. For the employee, finding the right person-career match can drastically affect his/her income, social status, friends, family life, job and general life satisfaction. For the employer, appropriately matching employees with the job they will be performing can lead to increased job satisfaction, morale and overall productivity.

The process of determining the most appropriate person-career fit begins with an assessment of the individual. In order to begin to understand the individual and to determine the best career match, personal interests need to be assessed.

The Career Success Predictor assesses an individual's interests in terms of how they match six occupational environments. Based on factor analytic research, psychologist J. L. Holland developed a six-factor model widely used today in career assessment. This model suggests there are six occupational environments and each is associated with a particular set of interests.

### **Career Success Predictor (I)**

Matching the right person with the right job or career can have a significant impact on both employee and employer. For the employee, finding the right person-career match can drastically affect his/her income, social status, friends, family life, job and general life satisfaction. For the employer, appropriately matching employees with the job they will be performing can lead to increased job satisfaction, morale and overall productivity.

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