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*A monthly newsletter for our assessment product clients designed to assist and educate on key subjects related to human capital assessment technology and methodologies, and their effects on your organization.*

## **How To Achieve The Best Assessment Results – In-House or Remotely?**

Our clients often ask how they can most effectively administer ***Profiles On The Web (POTW) Assessments*** to achieve the most valuable results. One of the many benefits of POTW Assessments is the ability for an internal or external employment candidate to complete an assessment anytime, anywhere, 24/7 with any Internet connection. Due to busy schedules and the varied and expansive locales of candidates, the flexibility to have candidates complete assessments remotely rather than "in-house" provides great scheduling flexibility and can ultimately provide an organization with a competitive advantage in the employment arena. But the concern that is often raised is how can we know for sure that the candidate is completing the assessment themselves or without assistance from others? And of course, the answer is that unless you are physically there in a controlled environment while the candidate completes the assessment, you can not know for sure whether that person is completing the assessment himself or herself or is receiving coaching or assistance.

One approach that many of our clients have implemented is to require as many candidates as possible to complete their assessments in a controlled environment at their business location. Although this is not always possible, this approach provides many benefits. The first benefit is that you are assured that candidates are completing their own assessment, that they are not being coached and that they are not using items like dictionaries and calculators to complete their assessment. Another benefit to in-house administration is that the administrator can observe the candidate as they complete the assessment, which may provide the following observations about the candidate. Does the candidate require in-depth or continued direction on how to complete the assessment? Does the candidate labor with the computer's functionality? Does the candidate appear to struggle with the assessment? Does the candidate require breaks while completing the assessment? Does the candidate verbalize concerns about taking the assessment? Is the candidate easily distracted, and how does this candidate's assessment completion time compare to other candidates? These and other observations will provide an additional evaluative perspective regarding the candidate that would not be available to you if the candidate were to complete the assessments remotely.

But, can you be confident with assessment results when a candidate cannot complete their assessment in-house? The answer is "yes". The ***Profile***, ***ProfileXT***, ***Step One Survey*** and the ***Profiles Sales Indicator*** enlist the use of a Distortion Scale that provides employers with an additional tool they can use to determine the candor used by the candidate while completing the assessment. The Distortion Scale provides an indication of whether the candidate attempted to influence their assessment results by answering the

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questions in a “politically correct” manner or if they were completely candid in their responses. The Distortion Scale is from 1 to 10 (1 to 9 for the *Step One Survey*). Scores of 7 to 10 indicate that there was no obvious distortion attempt by the candidate. Scores of 3 to 6 may indicate the candidate may have attempted to present a “polished” view. A score of 1 to 2 indicates that the results of the report should not be used in any employment decision-making process. Although you may not be able to always be there to oversee assessment completion, the Distortion Scale is an additional benefit of *Profiles On The Web Assessments* that should help put your mind at ease when in-house administration is not an option.

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### **Ethics In The Workplace**

In light of news about corporate scandals occurring during the last two years most organizations, public and private, are providing more emphasis on ethical performance by individuals and teams within their organizations. The experience of many of our clients who have focused on the need to ensure ethical behavior within their companies has clarified the best and least expensive approach to eliminating the risk of unethical and/or illegal behavior. This is what they do:

- 1.) Include questions about ethical philosophies during executive and employee interviews.
- 2.) Evaluate candidates for Job Match using valid assessments such as *ProfileXT* and *Sales Indicator*, and for ethical beliefs using *Step One Survey*.
- 3.) Undertake a criminal background check for every employee hired.

Please contact us with questions about any of these suggestions and we will provide you with assistance and guidance so that you may be assured that chances of ethical errors in your company will be reduced.

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### **A Thought For Your Consideration**

*Decisiveness* within your organization provides lowered operating expense and competitive advantage at no cost whatsoever. Yet, many organizations create no cultural emphasis on decision-making speed despite the endless research that clearly shows that a good decision made quickly nearly always creates better financial and competitive performance than a perfect decision made slowly. The degree of *indecision* within organizations tends to be directly proportional to the frequency of internal *staff meetings* in any form and the degree to which such meetings occur on a set frequent schedule. True leaders...those with the best results and the largest number of followers...communicate all of the time, reducing the need for meetings and their need to establish themselves as the focal point for such gatherings.

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### **For Further Information...**

Visit us on-line at <http://www.hrihouston.com>, email us at [haljay@hrihouston.com](mailto:haljay@hrihouston.com), or call us at 281-275-4180. We look forward to assisting you, and do not hesitate to forward this newsletter to other interested team members in your organization or elsewhere!