

Comparability Form

WORKFORCE READINESS SYSTEM

AccuVision™ Personal Qualities Module

The Personal Qualities Module is a process for measuring participants' skills necessary to succeed in the workforce position. When information from the system will be used to make selection decisions, it is important to ensure that the test will provide valid information for the jobs in question. This form is designed to measure the similarity of the job(s) you intend to use the test for relative to the jobs on which the test was originally validated. Given a sufficient amount of similarity, the test will provide a valid measure of participants' customer service skills and abilities, and information from the test can be incorporated into selection decisions.

To assess the similarity of activities, it is suggested that a Comparability Form be completed. It should be completed using the following process.

- Assemble 3-5 individuals who are extremely familiar with the job for which the test is to be used.
- Have the group review and discuss the first activity on the Comparability Form. The discussion should center on whether or not the work activity on the form is actually performed in the job for which the test is to be used. If the answer is "yes", a check should be placed in the blank to the left of the statement. (If the group is comprised of only two people, both must agree on the task's relevance for it to be checked. If the group is made up of more than two people, the majority of the group must agree on the tasks relevance).
- Each statement on the form should be reviewed and processed in like manner.
- After all statements have been discussed and evaluated, tally the number of checked statements.
- If the number of checked statements is 9 or more, significant similarity exists between the job(s) you intend to use the test for and the jobs on which the test was originally validated and therefore, the test will provide a valid measure of participants' sales skills and abilities.

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| <i>Names of group members</i> | <i>Titles</i> |
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| <i>Job/job family for which evaluation is being made</i> |
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|-------------|
| <i>Date</i> |
| |

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- 1. Recognizes a situation of right & wrong and acts accordingly.
- 2. Recognizes the ethical limits of a situation, assertively confronts others that are pushing those limits. Reminds others of proper behavior. Will refer to higher authority if necessary.
- 3. Takes whatever steps necessary to minimize impact of private life on work.
- 4. Takes responsibility when an unusual situation demands special attention.
- 5. Recognizes when more information is needed, willing to ask for help if necessary.
- 6. Recognizes quality work, ready to go the extra mile to make sure that the job gets done properly.
- 7. Responds by helping out when needed, even if it means giving up some personal time.
- 8. Makes sure the job is done before leaving, does not leave extra work for next shift.
- 9. Stands up for self where appropriate, doesn't get defensive when criticized, accepts and learns from critical feedback.
- 10. Open to new learning experiences, willing to ask for help when needed. Uses work assignments to gain new abilities.
- 11. When things get slow, finds something productive to do rather than wait to be told what to do.
- 12. Recognizes the limits of own ability, communicates those limits as necessary; seeks help when needed.

- ❑ 13. Uses open and honest communications in order to maintain relationships.
- ❑ 14. Correctly balances business need against interpersonal relations. Takes the time to discuss non work-related issues with associates, but only to the extent that this doesn't interfere with work.

Note: "Customer" does not refer only to individuals external to the organization. Also included are internal employees, persons in another unit/area, for whom such activities are performed.

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