

Assessment and
Benchmarking
System—
A strategic tool



TotalView™ is a proven selection assessment supported by an elegantly simple automated system for creating and managing job specific benchmarks.

SELECT & DEPLOY More Effectively to RETAIN the Best People

Begin by selecting people according to sound benchmarks that define your criteria for high performance. Then deploy and develop people in jobs they will both be effective in and enjoy. The result is improved retention of the best people by design—not chance.

Use the ICES system that has thousands of satisfied customers—upgraded in 2000 with powerful new reporting capabilities and internet delivery.



SELECT Using TotalView™

Benchmark abilities, motivation and personality traits that predict success on the job.

Quantify and produce a percentile ranking of candidate's fit with validated success profiles—accurate, valid, reliable; and TotalView™ complies with EEOC fair hiring guidelines.

Generate a *Selection Report* with structured behavioral interview questions.

Accurately predict the candidate's on-the-job behavior before you hire; and the *Total Person Report* becomes an operating manual for managers.

- Administer manually, on-screen, in large groups, or by e-mail/internet
- Quality is assured by four internal validity measures
- Customize interview questions and coaching recommendations

DEPLOY Using TotalView™

- Build teams
- Train to cognitive/learning styles of workforce
- Optimally match employees and managers with *The Working Characteristics Report*
- Delegate with confidence
- Plan career paths with the *Succession Planning Report*

RETAIN Using TotalView™

- Dramatically reduce turnover due to benefits of job fit
- Increase job satisfaction through skilled and empowered people
- Reduce interpersonal conflict and work-related stress
- Provide feedback and development recommendations with the *Coaching Report*



Introducing an Assessment System to Improve Selection, Coaching, and Succession Planning by Using Information about Your Highest Performers

Sample Selection Report: Account Executive Position

Applicant's actual score on that dimension

	Abilities										
	1	2	3	4	5	6	7	8	9	10	
Measures cognitive skills, learning speed				4							
					5						
			3								
				4							

	Motivation/Interest										
	1	2	3	4	5	6	7	8	9	10	
Measures what a candidate's interests are				3							
						7					
							7				

	Personality												
	1	2	3	4	5	6	7	8	9	10			
Wants others to win, team-oriented				3								INDEPENDENT	Determined to win, will speak out
								7				Competitive	
	1										Assertive		
Flexible, likes change											7	CONSCIENTIOUS	Detail-oriented, abides by rules
						6					Conventional		
									8			Organized	
Content to be alone					5						EXTROVERT	Gets energy from people, center of attention	
				4							Group-Oriented		
					5						Outgoing		
High sense of urgency, sensitive				4							Stable	Takes criticism well, works well with stress	
				4						Poised			
				4						Relaxed			
							6				Social Desirability		

The critical dimensions that separate average or low performers from high performers can be identified.

Shaded area is BENCHMARK created using your company's top performers for any given position.

The system will provide you with behavioral interview questions for all areas that are off the benchmark so that the interviewer can probe for job suitability. For example: "Describe a time when you came up with a new way to do something at work in order to improve a work process."

*Frank and Social Desirability scores are just one of four internal validity scales.

TotalView Job Suitability: overall percentage reflects suitability when compared to the Account Executive benchmark. **Benchmark Suitability: 70%**