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# Profiles International

imagine great people™

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## *The Global Leader in Recruitment and Performance Management Assessments*

- 117 countries
- Multilingual
- Validated on the Australian population
- Highest Predictive Reliability



### **Benefits**

- ✓ Improve Return On Investment (ROI)
- ✓ Reduce waste
- ✓ Increase employee performance
- ✓ Increase sales performance
- ✓ Improve customer service levels
- ✓ Establish & measure JobFit
- ✓ Increase the success rate of employing high performers by up to 300%
- ✓ Improve the “people management skills” of your management team
- ✓ Streamline and standardise your recruitment processes

**Profiles International is “The Assessment Company,”  
ready to assist you in solving your most expensive challenges;  
your people!!**

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## What can Profiles International do for your organisation?

**Profiles International** provides a comprehensive array of employee assessment instruments used to put people in the right jobs, help managers lead, coach and motivate effectively and help all employees direct their efforts to achieve greater productivity and profitability.

Profiles International assessments provide employers with information used for hiring, promoting, succession planning, 360 degree feedback programs, management development, training, motivating, improving customer service and other employment issues. Profiles International has a complete catalogue of state-of-the-art occupational assessments that target all phases of employment, from selection and hiring to training, self-coaching and management performance.

The most expensive problems companies deal with today can be solved, or at least diminished, with a better understanding of the people you employ. By capitalising on an individual's strengths, you can achieve more desirable results. People with tremendous potential are hired and promoted every day and put into jobs that waste their abilities. Matching people successfully with the work they do is the key. When people feel competent, are interested in their daily duties and have the opportunity to use their inherent talents, their productivity soars. Negative factors such as stress, tension and conflict disappear. There is more time to pursue personal and organisational goals. You get everyone back on the success track.

Profiles International assessments can also help you solve problems such as employee theft, negligent hiring, ineffective teams, unwanted employee turnover and losing your best employees to competitors.

Occupational assessments are your most effective tools for keeping track of your human resources. We can provide a complete system, custom designed to address your most pressing concerns. Profiles International has representatives in more than 115 countries around the world to serve your needs. Every time you hire someone or promote an employee to a new position, you are gambling with the future of your company. Put the odds in your favour by matching people with jobs and managing risk. Profiles International assessments evaluate people for key issues such as JobFit, honesty, drug use, energy, reliability and work ethic. Use Profiles International assessments and you'll be sure to select more winners.

### Solutions for all organisations

#### Improve Return On Investment (ROI)

- When you consider that a high performer is nearly twice as productive as a poor performer, by increasing the success rate of employing high performers and dramatically increasing the performance of poor performers, ROI is increased.

#### Reduce waste

- Australian organisations generate between 15% and 45% waste (percentage calculated on fixed costs) and as the majority of waste within an organisation occurs solely due to employee action/inaction, there are substantial savings to be gained by increasing employee productivity and engagement. Imagine a 5% reduction in waste (5% of your fixed costs)!

#### Recruiting high performers

- Increase the success rate of employing high performers by up to 300%
- Identify and quantify the critical success attributes of your proven high performers and use this information to establish each candidate's degree of JobFit
- Comprehensive information about the candidate that can not be gained by interviewing
- Customised behavioural interview questions for each candidate

#### Retaining high performers

- Succession and Career Planning reports
- It is accepted that "People leave people (managers), they do not leave companies", therefore by improving the people management skills of all managers/supervisors there will be an increased retention rate of high performers. Profiles International provides organisations with the management tools to achieve this result.

### Recruitment Screening

## ProfilesEasy™

**ProfilesEasy** is an online employment application collection system that offers an effective method for streamlining your organisation's job application process and helps facilitate consistency for every application processed.

This system supplies an application process that is easy for applicants to navigate and provides the employer with hiring versatility. Employers are given the option to customise questions for specific job positions, while applicants are given the choice of applying for more than one position and the opportunity to attach their resumes. **ProfilesEasy** offers you custom control of content including ten job-specific qualifying questions, hosting solutions with no implementation requirements, seamless assessment integration, auto resume attachment feature and compliance and data tracking reporting capabilities.

### Recruitment Screening

#### Solves these challenges:

Inefficient and disorganised application management; Exposure to litigation, fines and penalties from a poor application management process; Insecure and unreliable process for collecting and retaining information about candidates; Inability to access candidate information from any location at any time.

#### Used For:

Streamlining and standardising employee application management; Applicant evaluation and assessment, Applicant qualification review and candidate selection; Successfully matching candidates with jobs and making critical hiring decisions

#### Administration:

Online

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increasing employee engagement

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Profiles International pioneered the use of the Internet as a delivery system in the assessment industry by providing our clients with their own Virtual Assessment Centres that are individually branded with each client's name. In effect, this means our clients have a recruiting office, an employment office and HR department that operate 24 hours a day, seven days a week and are available from anywhere in the world.

We employ the latest technology to make the Virtual Assessment Centres convenient to use and user-friendly. Whenever we develop system improvements, they are immediately deployed and provided at no additional cost.

With a Virtual Assessment Centre, our clients who choose to become a Client On The Web (COTW), can schedule and administer our full range of assessments anywhere in the world. The versatility of this system gives your management team and human resource department the power to conveniently assess a job candidate from any location that has internet access and have results in minutes. Should a client want a candidate's report to be evaluated by executives in several different offices or locations, easy instant distribution is just a click away.

There are many advantages of becoming a Client On The Web, such as:

- ✓ Assessment costs reduced by up to 42%
- ✓ 24/7 access to the Virtual Assessment Centre
- ✓ Ability to Schedule your candidates and administer all of the assessment reports
- ✓ Ongoing access to all of your assessment data for future management, coaching, promotion and redeployment information requirements
- ✓ Unlimited use of the Role Benchmarking capabilities
- ✓ Unlimited use of the Succession & Career Planning capabilities

### Solutions for all organisations

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#### Developing high performance teams

- Maximise team effectiveness
- Ensure team balance by analysing each team's dynamics
- Create integral teams that work together to achieve organisational goals and objectives
- Increase the interdependence of each team member

#### Increasing management skills

- Innovative manager training system
- By providing operational managers/supervisors with information and individualised Coaching Reports for all direct reports they dramatically increase their people management skills
- Use Checkpoint 360 Degree Feedback System to improve their people management and leadership skills

#### Increasing sales

- By assessing proven high performers we develop Benchmarks that identify and quantify the critical sales success attributes for your sales team/s
- Recruit sales people based on the critical success attributes of your organisation

#### Improving customer service levels

- Increase customer retention by ensuring that everyone in the organisation provides the highest customer service levels
- Ensure that all employees treat every customer the way the organisation wants them treated

### Recruitment Screening

### Recruitment Screening

## Step One Survey II™

**Profiles Step One Survey II** is a pre-employment screening survey tool designed for organisations to assess the abilities of job candidates regarding personal integrity, substance abuse, reliability and work ethic.

<b>Solves these challenges:</b>	Employees Who Steal Money, Property and/or Time, Expensive Employee Turnover, Low Energy or Non-Productive Employees, Use of Illegal Substances, Tardiness, Unexcused Absences, Unauthorised Internet Use, Abuse of Email
<b>Used For:</b>	Reducing employment theft and fraud. Reducing the loss of confidential information, trade secrets and computer data. Reducing absenteeism and tardiness. Reducing lost time due to unauthorised computer, Internet and email usage. Selecting honest, hard-working employees who show up for work on time.
<b>Measures:</b>	Personal Integrity, Reliability, Work Ethic, Substance Abuse
<b>Time to Take:</b>	15 - 20 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	Two Reports (Interviewing & Quick Check)
<b>Results Turnaround:</b>	Instantaneously

increasing employee engagement

# ProfileXT™ **The Profile XT™** through its innovative JobFit™ technology, measures essential data an employer needs to make better hiring, training, managing and promoting decisions. The Profile XT employs advanced online technology that predicts job suitability and accurately matches people with the work they do.

The Profile XT is used for placement, promotion, self-improvement, coaching, succession/career planning and job description development. Our clients tell us The ProfileXT is three to five times more effective than any other assessment they have used. It is a versatile management tool that develops Job Match Patterns that can be customised by company, department, manager, position, geography or any combination of these factors.

The Profile XT is much more than an assessment. It gives you customised Job Match patterns, suggests relevant interview questions, yields a percentage match when comparing a candidate to your top performers and provides a detailed positive analysis of the individuals you assess.

The Profile XT is the assessment to use for a thorough analysis of people, job responsibilities and Job Match. It is an extremely valuable management tool that will help you build a stronger, more productive organisation and reach your important goals because you are putting the best people on the bus and in the right roles.

# ProfileXTSales™ **The Profile XT Sales™** provides your sales management team with all the benefits of the ProfileXT in reports specifically designed for sales roles. The Sales Placement Report provides sales based behavioural interview questions and the Sales Management Report provides your sales management team with sales based coaching tips and training considerations.

<b>Solves these challenges:</b>	Deciding Who to Promote, Hiring Employees with Low Productivity, High Employee Turnover, Ineffective Training, Poor Communication, Organisational Identity Confusion, Interdepartmental Conflict, Profitability Issues
<b>Used For:</b>	Placement (provides tailored behavioural interview questions), Promotion Fit, Succession Planning, Coaching and Self Improvement
<b>Measures:</b>	Thinking and Reasoning, Occupational Interests and Behavioural Traits
<b>Areas Measured:</b>	Learning Index, Verbal Skill, Verbal Reasoning, Numerical Ability, Numeric Reasoning, Energy Level, Assertiveness, Sociability, Manageability, Attitude, Decisiveness, Accommodating, Independence, Objective Judgment, Enterprising, Financial, People Service, Creative, Technical, Mechanical
<b>Time to Take:</b>	50 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	Nine Reports (Summary, Placement, Sales Placement, Coaching, Sales Management, Individual, Succession, Candidate Matching & Job Analysis)
<b>Results Turnaround:</b>	Instantaneously

# SnapShot™ **SnapShot™** is a scientifically designed method for measuring work-related characteristics of individuals and is designed to assist in the selection and coaching of employees for front-line positions. After measuring the characteristics of the top performers in a particular job, companies build a Job Match Pattern, which indicates the shared characteristics of top performers. Thus, the 'Snapshot' identifies the "right" people for the "right" jobs and provides managers with an effective coaching tool.

<b>Solves these challenges:</b>	Hiring Employees with Low Productivity, High Employee Turnover, Ineffective Training
<b>Used For:</b>	Placement, Coaching and Self Improvement specifically in the blue collar sector
<b>Measures:</b>	Five personality traits (Conscientiousness, Independence, Extroversion, Stability & Openness), three work related interests (People, Data & Things) and numerical ability
<b>Time to Take:</b>	15 - 20 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	Three Reports (Summary, Placement & Individual)
<b>Results Turnaround:</b>	Instantaneously



**Sales Indicator™** **Profiles Sales Indicator sales assessment** is a tool for selecting, managing and training salespeople. It measures five key qualities of successful salespeople and predicts performance in seven critical sales behaviours. The Profiles Sales Indicator™ provides a means of selecting people who have the five qualities that make salespeople successful: Competitiveness, Self-reliance, Persistence, Energy and Sales Drive. It also predicts on-the-job performance in seven critical sales behaviours: Prospecting, Closing Sales, Call Reluctance, Self-starting, Teamwork, Building and Maintaining Relationships and Compensation Preference.

<b>Solves these challenges:</b>	Poor Sales Production, Inability to Prospect Effectively, Customer Call Reluctance, Failure to Close Sales
<b>Used For:</b>	Placement, Promotion Fit, Succession Planning, Coaching and Self Improvement
<b>Measures:</b>	Five key qualities that make successful salespeople. Predicts performance in seven critical sales behaviours.
<b>Areas Measured:</b>	Persistence, Self Reliance, Energy, Sales Drive, Competence, Prospecting, Closing Sales, Call Reluctance, Self Starting, Teamwork, Building and Maintaining Relationships, Compensation Preference
<b>Time to Take:</b>	15 - 20 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	Two Reports (Management & Individual)
<b>Results Turnaround:</b>	Instantaneously

**Customer Service Profile™** **Profiles Customer Service Profile** measures six basic characteristics and two proficiencies that are critical to delivering excellent customer service. It is a tool to ensure everyone in your company is part of the customer service team. Keeping your customers satisfied is essential to building a successful, growing business. While many companies work hard to increase sales, they may overlook the importance of doing the little things that keep customers happy and buying more. It is often easier to accelerate your business by cultivating the customers you already have than working to constantly attract new customers.

<b>Solves these challenges:</b>	Inappropriate messaging about your business, customer dissatisfaction, legal liability issues and high employee turnover
<b>Used For:</b>	Placement (provides tailored behavioural interview questions), Promotion Fit, Succession Planning, Coaching and Self Improvement
<b>Measures:</b>	Six behavioural characteristics (trust, tact, empathy, conformity, focus, flexibility); two basic proficiencies (vocabulary, numerical); company's service perspective (the degree of alignment between an individual's perspective on providing customer service and that expressed by the company).
<b>Time to Take:</b>	20 - 30 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	Four Reports (Placement, Individual, Coaching and Company Perspective Comparison)
<b>Results Turnaround:</b>	Instantaneously

**Call Centre Survey™** **Profiles Call Centre Survey** can assist you in identifying and hiring employees who fit the "call centre culture". The survey can tell you if employees or job applicants have an understanding of sales principles as well as the behavioural traits to indicate whether they are well suited for work in a contact centre.

<b>Solves these challenges:</b>	High staff turnover, low sales performance and unreliability
<b>Used For:</b>	Placement, Coaching and Self Improvement
<b>Measures:</b>	Call Centre knowledge, Call Centre attitudes and 8 behavioural traits (assertiveness, empathy, organisation, creativity, persistence, drive, maturity & incentive)
<b>Time to Take:</b>	15 - 20 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	Two Reports
<b>Results Turnaround:</b>	Instantaneously

## Profiles

### Performance Indicator™

share these four styles in varying degrees of intensity.

**The Profiles Performance Indicator** is a DISC oriented assessment system. Research has shown that behavioural characteristics can be grouped together in four major divisions or styles. People with similar styles tend to exhibit specific behavioural characteristics common to that style. All people

<b>Solves these challenges:</b>	Low employee motivation, training needs, communication issues, management challenges, workplace conflict, poor teamwork
<b>Used For:</b>	Coaching and Self Improvement
<b>Measures:</b>	Seven attributes (communication, customer service, motivation, behaviour conflicts, task management, efficiency and stress).
<b>Time to Take:</b>	15 - 20 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	Three Reports (Management, Individual & Graphic)
<b>Results Turnaround:</b>	Instantaneously

## Multi-Rater Management Systems

## Multi-Rater Management Systems

### Checkpoint360™ The Profiles CheckPoint 360 System is a powerful three-part solution for professional development.

The first part of Checkpoint is an extensive **Checkpoint 360 degree survey** to provide managers with multi-rater feedback from those who observe their performance: their bosses, subordinates and peers. This is an important process because increased awareness motivates managers to change the way they do their jobs. The experience of participating in our unique 360 degree feedback system fosters powerful professional development.

The Profiles Checkpoint 360 Competency Feedback System is a multi-rater feedback process that provides managers and leaders with an opportunity to receive an evaluation of their job performance from the people around them – their boss, their peers and the people whose work they supervise. From this feedback, managers can compare the opinions of others with their own perceptions, positively identify their strengths and pinpoint the areas of their job performance that could be improved; their critical development areas.

The Checkpoint 360 Competency Feedback System is an effective managerial development system that pays big dividends in improved performance.

This assessment process is concerned with a manager's job performance in eight skill clusters and 18 universal competencies, described as follows:

- **Communication**
  - Listens to others
  - Processes information
  - Communicates effectively
- **Adaptability**
  - Adjusts to circumstances
  - Thinks creatively
- **Task Management**
  - Works efficiently
  - Works competently
- **Development of Others**
  - Cultivates individual talents
  - Motivates successfully
- **Leadership**
  - Instils trust
  - Provides direction
  - Delegates responsibility
- **Relationships**
  - Builds personal relationships
  - Facilitates team success
- **Production**
  - Takes action
  - Achieves results
- **Personal Development**
  - Displays commitment
  - Seeks improvement

**Team Analysis**™ **Profiles Team Building Assessment** system reports the attributes of each team member, shows the team's strengths and alerts the team leader to potential problems. The Profiles Team Analysis helps team leaders get the most from every member of the team and effectively guide the way to the achievement of team goals. It does this by evaluating Team Balance and the Team's Strengths and Weaknesses.

<b>Solves these challenges:</b>	Failure to Reach Team Goals, Team Member Conflict, Poor Communication, Failure to Anticipate Problems, Low Motivation, Inadequate Leadership
<b>Used For:</b>	Team Performance, Improvement, Coaching
<b>Measures:</b>	Team Balance, Strengths and Weaknesses, Team Members' Characteristics
<b>Areas Measures:</b>	Control, Social, Patience, Precision, Ambition, Composure, Analytical, Results Orientation, Emotions, Team Player, Quality Orientation, Positive Expectancy
<b>Time to Take:</b>	15 - 20 minutes
<b>Administration:</b>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<b>Report Types:</b>	One Report
<b>Results Turnaround:</b>	One working day

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**Profiles SkillBuilder**™ **The Profiles SkillBuilder series** rounds out the 360 degree feedback solution and is an organised management and professional development program that addresses specific managerial skills identified in the Checkpoint as needing improvement. It also enables managers to pursue self-improvement in the areas most essential to improving their job performance. Consisting of 18 modules, managers develop and complete a customised personal development plan using SkillBuilder modules. Unlike many courses and seminars, SkillBuilder activities are available online and are integrated into a manager's daily tasks. Being self-paced, SkillBuilder modules easily fit into a manager's schedule and tangibly accelerate effectiveness and efficiency.

After managers have used the Checkpoint 360° Competency Feedback System to identify their strengths and areas for development, they can use the Checkpoint SkillBuilder Series to develop the competencies that are most important to their professional growth and success. The Checkpoint SkillBuilder Series is conveniently located on the Internet, making it easy to implement and execute.

SkillBuilder applies Profiles' unique KSS system to help managers **KEEP DOING** the things they do well, **STOP DOING** those things that interfere with their effectiveness, and **START DOING** things that will improve their performance.

SkillBuilder encourages managers to perform their jobs better. It gives emphasis to the importance of managers to the organisation and its goals and pays big dividends in the form of improved productivity, fewer "people problems," increased employee retention and greater profits.

**Organisational Management Analysis**™ The third part of Checkpoint is an **Organisational Management Analysis System** that alerts top management to potential managerial problems that can develop when managers' goals are not in alignment with the goals of the organisation. It is a 360 degree feedback system for your organisation. Having this information not only encourages professional development on an individual level, but across the enterprise. This information strengthens communication and builds stronger senior/executive management teams and organisations.

The value of the Organisational Management Analysis is in providing a description of "where we are now". This has been described as "the fifth point of the compass". The "fifth point" concept means successful management decisions regarding the direction to take a company must be predicated on knowing where you stand now. False assumptions often lead to wasting time, effort and resources. The Organisational Management Analysis report is a guide to future development based on statistically accurate data. When you know where you are and where you want to go, you can chart your course with confidence and certainty.

The Organisational Management Analysis process examines a company's culture and provides insight to the alignment of management groups with the company's goals and objectives. This information is used to analyse the human capital aspects associated with an organisation's long-term strategic objectives. The report also provides an analysis of organisational development priorities and defines organisational training needs.



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