CODESP

Cooperative Organization for the Development of Employee Selection Procedures

February 2009

Webinar Training

The first webinar date will be announced within the next few weeks. We have decided to change the order of the series, and will offer the **Advanced Interviews** training first to members. This class is aimed at providing human resource personnel with an in-depth and applied training in interview question selection and development, rating scales, and scoring. Participants will learn best practices for developing rating scales and matching job needs to appropriate interview questions and techniques.

An invitation will be sent to all members and registration will be required.

CODESP Board of Directors Election

Soon members will receive information regarding nominations for this year's Board openings. The ballot will be distributed electronically to make the process quick and easy. Since we now have the capability to run the Board meetings through the Webinar format, **Board members will not need to be present at the meeting location in Huntington Beach to be on the Board.** We encourage members from all locations to run for election. Two positions on the Board will be open for election this year, and members can nominate themselves.

Get Involved, Run for the CODESP Board and Vote!!

Interview & Supplemental Application Updates

We have been diligently working to update our Interview and Supplemental Application banks, located in the Resource area of our website. Members can log in and click on Resources and then Interviews or Supplemental Application Forms (SAF). They are listed by Job Family and then by Job Title. If an appropriate job-related match isn't found, custom materials can be developed for your district upon submitting an online CATS Request Form. The materials can be edited to meet your needs, and interview/SAF questions can be copied and pasted into district documents. SAFs can be inserted into application materials or attached on online job postings so that they can be used to prescreen applicants. The new materials will also provide suggestions for competency based interview and supplemental questions and rating guides. Suggestions when selecting and developing materials and when evaluating responses include:

Ask the candidates to recount the Situation, Action and the Outcome when including narrative questions in SAFs, and rate them in all three of these areas. During interviews, ask situational questions. Most of the time candidates will only provide the situation. If their answers are vague, ask the following probes:

"Where exactly did the situation take place?" "Who were involved in the situation?" "How big was the organization?"   "How large was the budget in question?"   "What software/equipment was used in the situation?"

To determine the action taken, ask probes such as:

"What exactly happened?" "What did you say?" "What steps did you take?" "Did you develop an action plan before starting the project/completing the task?" "Did the plan require modification during implementation?" "How did you gather feedback during the process?" "What was your involvement?" "Why did you do it that way?" "Did you have any other options?" "How and what did you monitor to assure quality and timeliness?"

If the candidate does not provide an outcome, ask probes such as:

"What were the results of your actions?" "Were you satisfied with the outcome?" "What would you do differently next time?" "Were others satisfied with the outcome?" "How did the results benefit the department/district?"

When evaluating the candidate, some of the "look-fors" should include:

- Effectively sets and achieves realistic goals
- Monitors processes for quality, quantity and timeliness
- Develops and follows action plans, looks for feedback and adjusts plans accordingly
- Provides actions/strategies which produce desired results
- Maintains a positive attitude throughout process
- Works well in varying environments or with diverse groups
- Willing to adapt to change and circumstances that arise
- Responds well to feedback

- Customer service oriented and confirms satisfaction
- Takes responsibility for actions
- Follows established procedures
- Incorporates quality control and checkpoints throughout process
- Expresses ideas clearly, concisely and logically

Computer Skills-Without the Bills

In light of the current economy, Microsoft has made some of their trainings free. The training series, entitled *Digital Literacy*, was created to teach and assess basic computer concepts and skills so that people can use computer technology in everyday life to develop new social and economic opportunities for themselves. Free training is available that covers computer basics, the Internet, fundamentals of word processing, spreadsheets, presentation software, databases, and more. Free certificates of completion are available upon completion of a knowledge test. Training is available for both Vista and XP, and the training is offered in multiple languages. As our training budgets grow smaller and knowledge of technology continues to become more and more necessary across all job families, this is a great resource for both current employees and applicants. Please see **Tutorials - Microsoft Digital Literacy** under the Links section on the CODESP website for more details. It is not necessary to log in to the CODESP website in order to access the link, so please spread the word to any interested applicants and employees.

Soon: CODESP Website Tutorial in Video Format

For new and prospective members, CODESP will soon be releasing a downloadable video tutorial in order to familiarize novice users with the CODESP website. In a recent survey, CODESP members stated they were interested in online pre-recorded video that keeps them up-to-date on CODESP tools. This video covers how to submit CATS Requests, register for trainings, where to find test materials, CODESP Job Analysis Questionnaires, and how to use the Job Description Builder to create up-to-date job descriptions. This video is a must-see for members who have newly joined or for anyone who might have been recently added as a member to an existing district account. This video will be featured on the Resources menu under Tutorials. It will be entitled CATS Website Overview and will be viewable with Windows Media Player. You will need speakers on your computer to hear the video. Look for it to be advertised soon on our Trainings menu. Keep an eye out for more advanced CODESP website tutorials and dates to come, including our first webinar, Advanced Interview Training (see page one).

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