

CODESP

Cooperative Organization for the Development of Employee Selection Procedures

December 2010 - January 2011

INSIDE THIS ISSUE

- 1 Happy Holidays
New Employee!!
- 2 Item Analysis
Improvements at
CODESP
- 3 Call for SMEs
Join CODESP
- 4 Upcoming Conferences
- 5 Article: Working with
SMEs

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Happy Holidays from CODESP!!

We will be closed from December 20 - January 2. Requests for test materials that are needed prior to December 17 must be submitted by December 8 to ensure that they are delivered to your CATS web page on time.



Remember sample interviews, supplemental applications, writing exercises, in-baskets and performance tests are available after log-in under Resources at www.codesp.com. These can be used to develop test materials by copying and pasting them into new Word documents. If you do not see what you need, just add them to your request.

Again, all of us at CODESP wish you a happy holiday season.

Congratulations Eliana Ceja!!

Please join us in welcoming Eliana Ceja as CODESP's newest intern. Eliana is a recent graduate of Cal-State University San Bernardino's MS in I/O Psychology program. She completed her thesis on employee resilience following furloughs and is the recent winner of the PTC-SC student research paper scholarship! Eliana will be reviewing item analysis data to assist in the development of our new item bank subject modules as well as editing our current items. We are very excited to have her on board!

Item Analysis

By using online testing, mailing us your Scantron sheets or using the Scantron upload system, we can capture more item analysis data. Please contact us for more information.

With your testing results we are able to add to our item statistics and better adjust our test materials to fit the needs of all of our customers.

Improvements @ CODESP

CODESP is making some improvements in the request process! We are working to make our processes more efficient to better serve you. The changes will not affect anything our customers have to do...just an **increase in the amount of customer service** you will receive! You will be hearing from us more often regarding your requests in order to ensure we get you the most relevant and updated testing materials. Also, please feel free to contact us through email or phone about any testing material/process questions that you have. We are here for you and happy to help in any way possible.

We are also moving ahead on **creating modules** based on subject matter and difficulty to increase the speed in which we can process your requests! Our module system is growing and improving everyday!

Furthermore, at the beginning of the new year we will begin **hosting a series of seminars and regional user conferences** on effectively using all the services and products that CODESP has to offer. We hope to orient our new members, subscribers, and users as well as broaden our veteran users' understanding of all that CODESP can do for your organization! Look for those advertised at the beginning of 2011.

Have you updated your CODESP tests lately? It's quick and easy to pick up any changes we have made to multiple choice items: just log in to CODESP.com, click on [Create a Test](#), open the packet of test items and click "[Create Test](#)". And voilà! The items will all be updated in your newly created test. Don't forget to re-label the old test in your Test Library afterwards so you don't re-use it.

Call for Subject Matter Experts

As personnel testing professionals it is important for us to understand that while we are knowledgeable and skilled in developing the materials and processes for personnel testing, we are not subject experts in the different fields for which we create tests. Our tests range from maintenance engineers to upper management to IT professionals. It is difficult for us to stay up-to-date and knowledgeable in all of these fields. As these fields and technologies change our testing materials need to reflect these changes. This is where we need your assistance. It is our vision to create sub committees of SMEs based on subject area. We can then set up meetings with these SMEs to review existing materials and create new. We understand that time and extra staff members is something that few of us have, so we would arrange to come to you and your SMEs at a time that works best for everyone. Those outside of Southern California can provide us information through phone conferencing and email. The hope is to develop a more structured review system rather than working on a per request basis. If we can create a system with your SMEs for a continual and scheduled item review system, it is our belief that we will all benefit greatly. We appreciate your work and current support in providing us with Subject Matter Experts as we work together to develop new materials, and we look forward to talking to you about it more. Thanks!!!!

Join or Subscribe to Services

Does your public agency need any of these?

- Employment test materials
- HR Training, including FREE webinars
- Online testing capability
- Job analysis
- Classification
- Recruitment services
- Job description assistance
- Low cost HR consulting for special recruitments, classification and job analysis studies

Public educational agencies are eligible for consortium membership. All other public agencies, afterschool programs and other non-profits can subscribe to CODESP. Visit our website to learn how we can make your HR processes more efficient through our low-cost services: www.codesp.com

Upcoming Conferences/Events

WRIPAC Job Analysis Training and Meeting

Location: Carlsbad, CA

Training: Job Analysis by Mike Willihnganz & Karen Coffee

Date: February 1-4

Accommodations: Carlsbad Inn Beach Resort

Registration Deadline is January 21, 2011

www.wripac.org



IPAC 2011 Conference

International Personnel Assessment Council

Location: Washington DC

Date: July 17-20

www.ipacweb.org

California School Personnel Commissioners Association State Conference

Location: Sacramento, CA

Date: February 25-27

www.meritsystem.org

Improving Communication

Working in the field of Human Resources certainly has its daily challenges. It seems that while we joined the field to make the work environment a fairer and more enjoyable place for all of our organization's employees, the perception from those outside of HR is not always as positive or pleasant. We often are simply viewed as another bureaucratic department of "rule creators and pushers". It is not hard to see from where this perception can stem from. We are the department that rejects potential candidates, evaluates job performance, and terminates employees ... wow that does sound awful. So how do we change our image and gain organizational cooperation?

There is no specific answer to this question, as many of you know. But one solution may be to examine our level of communication. Communication is generally the variable that separates inter and intra-office harmony from discord. We have probably all worked in offices or teams that have embodied amazing communication and those that have not. As HR professionals it is our mission to find ways to create and promote that "amazing" communication.

But why does it always seem that when we attempt to establish new methods or strategies for improving communication in the office or between offices we are met with resistance? Is there always that one person or group of employees or entire department that just has to be difficult? Sure there is. But as the principles of effective communication and human relations dictate, we cannot change how others react or perceive us or our policies or practices. We can only change ourselves and how we act and react to them.

So often we become wrapped up in protecting our own "ego". That is not to say that we are egotistic or arrogant. Rather it means that we have a tendency to personalize other individuals' behavior as an attack on us rather than our policies or procedures. What we must do is empathize with their perception. Find out why they are feeling or reacting the way they are. Understand the generational differences that affect how they work. This comes from openly and objectively talking with these employees. Let them know you are working for them. Find out their concerns. Find out what they think is fair. Simply listen to their concerns. Establish an open line of communication and put the onus on yourself for the success of the communication. Once we are able to do this, we take a step in the direction of opening the communication lines that allow HR to be as effective as our mission statements express.

Good luck in your endeavors and enjoy your holiday breaks!!!!!!!!!!!!!!