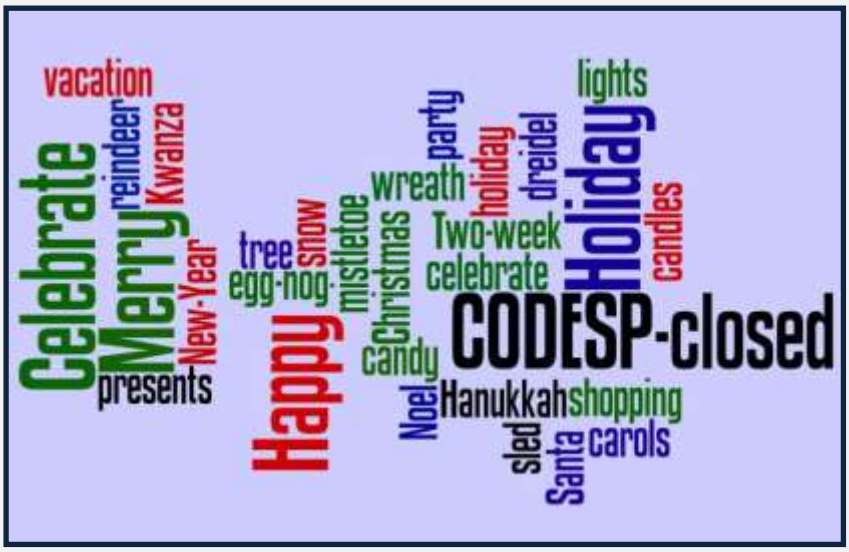
CODESP
Public HR

simplifying human resources

Regardless of your public agency's size, type or geographical location, CODESP has the ideal web-based talent assessment tools to fit your needs. Improve candidate quality, hire more efficiently, cut costs, and boost employee performance.



Articles

1. Office Closed
2. SAF Update
3. Interpersonal Skills
4. Webinars / Conferences
5. Webinars / Conferences
6. Job Openings
7. Products/Services

Dec 2011 - Jan 2012

Happy Holidays!

CODESP would like to extend Season's Greetings to all of our customers – new and old. Also, please be aware that our offices will be **closed from 12/19 through 12/30**, and we ask for your consideration and patience if requesting materials during this time. We enjoyed working with you in 2011, and look forward to serving you in 2012. Thanks & have a Happy New Year!

Join CODESP - Mid-Year

Public Agency? Missed out on joining in July? No worries, your agency can join January 1, 2012 for half-price - $925. Visit www.codesp.com and click on Join CODESP for details. Read more about our services by clicking on About and then Frequently Asked Questions. Invoices/Receipts will be sent from codesp /FreshBooks.

SUPPLEMENTAL APPLICATIONS

Definition & Types

This type of assessment method is typically used as a screening tool early in the selection process to identify applicants who meet the minimum proficiency levels for job-related factors. A task-based method can be used to assess applicants' training and experience related to tasks performed on the job. The task-based ratings are developed from a list of important tasks performed by incumbents in the position. A job analysis can be a useful tool in developing the list of tasks.

There are **four types of supplemental questions** generally used: **(1) Experience, (2) Willingness, (3) Proficiency and (4) Narrative**. In each type, applicants are asked to read a statement and indicate (1) whether they have ever performed such activities (Yes/No); (2) if they are willing to perform the task; (3) at which level of proficiency they can perform the task; (4) their experience performing the task through a narrative explanation.

The decision regarding which supplemental type to use should be based on the complexity of the job. For example, if there are minimal requirements for the position and the tasks may require more of a "tolerance" level, rather than experience, a willingness supplemental application may be better suited. If large numbers of applications are expected, a checklist format is more efficient. Do not add narrative questions to the supplemental if writing ability is not an important function of the job. Narrative questions add a writing component to the assessment. Writing ability on the supplemental narrative may be rated. The candidates should be informed if their writing ability will be rated separately from the content of their writing. It is important to note that ratings should be based on a rubric.

Ask Subject Matter Experts (SMEs) to review the supplemental application and to suggest edits as they deem necessary. SMEs can also advise you on how to establish the scoring criteria, such as descriptions of the levels of proficiency to list on the supplemental. The rating descriptors selected by your agency are then used to determine which candidates qualify for the next stage of the assessment process.

Finding CODESP Materials

Any of the sample documents posted on the CODESP website under Test Materials or sent to you may be edited to suit the particular needs of your vacancy. If you cannot find what you need from the samples posted on our website (customer access only), submit a CODESP Request Form to ask for custom material. Allow 10 working days and include a job description and details such as the type of supplemental (Experience, Willingness, Proficiency or Narrative) to the request. List areas of concentration you would like us to include or exclude from the supplemental.

You should remove the word "**SAMPLE**" and any other generic titles, any explanations and HR Staff instructions from the sample supplemental forms before duplicating or adding it to your application.

CODESP-provided supplemental application questions can be included on online vendor-specific supplemental applications as long as the agency remains a CODESP customer and the questions are not used for any other purpose by the vendor.

Testing Interpersonal Skills/Ability

Employers want to be assured that the employees they hire have the appropriate interpersonal capabilities to interact positively with coworkers, supervisors, direct reports and customers. Thus, the selection team is tasked with hiring such individuals. This task proves to be much more difficult than it may initially sound. How do we select employees based upon appropriate interpersonal skills/abilities? Listed below are some common methods along with the benefits and drawbacks for each.

Method	Benefit	Drawback
Interviews	Interviews are already a part of most hiring practices	Rater bias; Candidates may act differently than normal due to nervousness and pressure
Personality Tests	Highly detailed with extensive candidate profile	Expensive; Potential for candidate "faking"; Applicants consider them invasive
Multiple Choice Human Relations/ Interpersonal Items	Easy to administer	Candidates may answer how they "should" act rather than "would" act
Assessment Centers	Can observe how the candidate reacts and interacts while performing	Extremely resource intensive
Reference Checks	Find out from previous employers about actual performance on the job site	Most candidates will not list references with negative relationships; There are potential legal concerns regarding candidate privacy

CODESP is currently revamping many of our "Human Relations" items. Our current items must be carefully selected, if used at all. Before using any multiple choice items assessing human relations, it is important to consider the "right answer." Most job analysis data does not include acceptable social skills or cultural differences. Our job descriptions usually include language of the following nature, "ability to communicate effectively orally and in writing, ability to understand and follow oral and written directions, knowledge of interpersonal skills." It does not detail what the specifics of that behavior include. In some interpersonal situations used in test questions, the keyed answer becomes obvious to the typical test-taker as the only "reasonable" choice because it is difficult to develop alternatives that are incorrect in every situation. On the other hand, office procedure questions typically ask candidates how they would react in a certain situation. The answers can differ depending on the candidate's previous supervisor, culture, or their particular life experiences.

Thus, it is important to consider the following factors before selecting any human relations multiple-choice items: organizational and department culture, level of the position, demographics of the agency and community served, and type of work being performed. Because there is often never a universally correct response to every specific situation, CODESP has begun to develop items with more detailed scenarios and hopes to trial them with your SME's in the new year. Until then, please select human relations items with the same care as the technical knowledge based-questions or consider using an alternate testing method for this competency.

CODESP Webinar Training

Who are the Hardy?
Maximizing Health and Productivity in Turbulent Times

January 31, 2012 | 10:00 AM to 11:15 AM PDT

Perceptions of stress at work are quite high with one study suggesting that 65% of all employees report they often feel stress and pressure on the job (Envisia Learning). In a recent poll by USA based TrueCareers, more than 70% of workers do not think there is a healthy balance between their work and personal lives. This presentation will explain why some employees stay healthy in the face of work, family and life challenges and others remain free from job burnout, depression and physical illness.

- Understand how men and women react to stress differently
- Become familiar with how interpersonal stress affects physical health and well-being
- Learn the secrets of happiness
- Identify the lifestyle habits, personality and behaviors of stress resilient or hardy employees

Presented by Kenneth M. Nowack, Ph.D.
President/Chief Research Officer of Envisia Learning
www.envisialearning.com

Free for Members / Subscribers of CODESP
Register at www.codesp.com

CSPCA Conference

January 26 - 29, 2012

"Fresh Face of Merit"

The 2011 CSPCA annual conference provides an opportunity to learn about current HR issues and to network with your merit system colleagues.

Location: The Hilton Hotel on Harbor Island in San Diego
Keynote Speaker: Garrison Wynn
Conference Includes: Staff development day, Commission and Director workshop options, and vendor area.

www.meritsystem.org

wripac

"Promoting excellence in personnel selection practices"

Join us in Orange County

Crowne Plaza / Anaheim Resort

Training January 25 & ***FREE*** **Meeting** January 26 - 27, 2012

Meeting Speakers: Warren Bobrow, Shelley Langan & Jeff Feuquay

Choose from the following two full-day training options:

RECRUITMENT AND SELECTION PLANNING FOR TODAY'S LABOR MARKET

Trainer: Shelley Langan

DEVELOPING AND ADMINISTERING STRUCTURED INTERVIEWS

Trainer: Mike Willihnganz

Fee: $125 / members or $150 / non-members

For more information and to register visit: www.wripac.org

w r i p a c

RESOURCES | CURRENT TRENDS | TRAINING | NETWORKING

IPAC

International Personnel Assessment Council

Annual Conference

July 22 - 25, 2012

Harrah's - Las Vegas

$74 Deluxe Rooms

Program offerings:

- **Foundational**
- **Strategic**
- **Experimental**
- **Expanded Tutorial**

Keynote speakers:

- **David Campbell**
- **Wayne Cascio**
- **Scott Highhouse**
- **Kevin Murphy**
- **Rob Ployhart**

The conference will open on Sunday, July 22nd with a variety of half-day and full-day workshops. The program offerings will feature separate session tracks on Monday through Wednesday designed to meet the needs of each conference attendee. Join us as we take Vegas by storm.....again!

The call for session proposals and online registration will be announced soon!

www.ipacweb.org

Job Openings

Montebello USD

HR Analyst

OPEN COMPETITIVE

$5,526—$7,084 per month
Last day to apply: Friday, January 13, 2012 by 4 pm PDT

www.montebello.k12.ca.us/classified

San Bernardino City USD

Personnel Analyst

OPEN COMPETITIVE

$4,851.00 - $5,896.00 per month
Closing Date/Time: Mon. 12/19/11 11:50 PM Pacific Time

http://agency.governmentjobs.com/cspca/default.cfm

Compton USD

Senior Director - Classified Personnel

$8,455.73 - $10,277.99 per month
Application process through CODESP
Closes 4:30 p.m. December 30, 2011

www.codesp.com click on Resources—Compton USD

CODESP
Public HR

Solutions

Regardless of your district's size, type or geographical location, CODESP has the ideal web-based talent assessment tools to fit your needs. Improve candidate quality, hire more efficiently, cut costs, and boost employee performance.

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Our Products

Multiple Choice Test Item Bank
Interview Bank
Supplemental Applications
Performance Examinations
Writing Exercises
Job Analysis Questionnaires
Job Description Builder

Our Services

Online Employment Testing
(Instant Scoring & Item Analysis)
Web-based Custom Test Generation
On-Site & Webinar HR Training

Our Fees - $1,850/year

Services such as re-classification, job analysis and HR recruitment are available by contract.

No Per Candidate Fees

www.codesp.com