



TALENT SOLUTIONS Product Catalog

PRE-HIRE | MANAGING & COACHING | TEAM BUILDING | SALES OPTIMIZATION
| LEADERSHIP DEVELOPMENT | SUCCESSION PLANNING | WELLNESS
| SURVEYS & AUDITS | TRAINING & DEVELOPMENT

Message from the CEO



"Using assessments to hire, develop, and promote to improve organizational health should be fundamental and foundational. However, knowing when and HOW to apply assessment intelligence is brilliant!"

CATHY LIGHT
CEO
Assessment Leaders



**assessment
LEADERS**

DISCOVER THE HUMAN POTENTIAL™

866-864-8200

Boise | Seattle | San Francisco
info@assessmentleaders.com

Welcome to the Assessment Leaders eCatalog!

I am excited to share our newly updated portfolio, which includes a wide range of proven products and services that can help your company identify—and overcome—workplace challenges. *The world of work is changing at rapid speed.* The demand for top talent is at an all-time high, yet overall employee engagement is at an all-time low. For any business to succeed, it is critically important to select the right people, with the right combination of skills, abilities and personality traits.

One of the most challenging and time-demanding jobs of leaders is just that: managing, leading and growing people. On a day-to-day basis, even the most talented executives struggle to find, hire, and keep the best people. And that's why I started Assessment Leaders (AL) back in 2003: to equip leaders at all levels with the tools they need to make better decisions, with greater insight and intelligence.

As you browse through the catalog, you'll see we offer best-in-class and custom solutions in the following areas:

- Pre-Hire
- Managing & Coaching
- Team Building
- Sales Optimization
- Leadership Development
- Succession Planning
- Wellness
- Surveys & Audits
- Training & Development



Sound decisions require insight and intelligence.

Our team is ready to help you with the right products and services you need to hire and grow your workforce. SO, let's get started and ASSESS-for-SUCCESS™! Call us today at 866-864-8200.

Cathy

CEO, Assessment Leaders

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HIRING BASED ON SCIENCE, NOT GUT

Experts estimate that the cost of a bad hiring decision—measured in high turnover, lost opportunity, damaged reputation, and more—can range from 20 to 200 percent of a year’s salary. The stakes are simply too high to rely on gut decisions or traditional methods alone. Use Assessment Leaders’ scientifically developed and validated assessments to

- Reduce the risks associated with hiring
- Weed out poor candidates before the interview process
- Reduce turnover and absenteeism
- Minimize employee theft and dishonesty
- Reduce training costs
- Achieve higher productivity
- Improve customer satisfaction
- Improve teamwork



Wouldn't it be great if I could know which candidates were really qualified to do the job - before I hired them?



Profile XT

The Profile XT (PXT) is a multi-purpose Total Person assessment that measures 20 performance indicators that are used for selection, development, training, promotion, managing and succession planning.

PXT is a powerful and dynamic tool researched, designed, and developed to be related to a specific job. The information you gain from the assessment will help with hiring, assessing how well current and new employees fit into particular positions, designing optimal training programs based on their learning style, helping supervisors determine which approach will work best when working with the particular employee, and helping to develop succession plans.

The PXT investigates three key areas as part of evaluating how an individual fits into a particular job:

1. **Thinking Style/Learning Index** - verbal skill, verbal reasoning, numerical ability, and numeric reasoning.
2. **Behavioral Traits/Scales** - energy level, assertiveness, sociability, manageability, attitude, decisiveness, accommodation, independence, and objective judgment
3. **Occupational interests** - entrepreneurial, financial/administrative, people focused, technical, mechanical, and creative

Using Performance Model to Measure Success

The Performance Model process represents an effective approach that minimizes the time required to efficiently describe jobs, people, and good matches. By using a Performance Model, it is easy to quickly identify how individuals fit in job positions. This information is important for job placement and job training, and allows for the identification and presentation of specific interview questions for applicants and coaching comments for incumbents. You may choose an existing performance model from our library or choose to create a customized performance model. A customized performance model is created by two different techniques

1. Concurrent PXT of three or more top performing individuals whose combined scores will define success in the position.
2. Job Analysis Survey tool which guides user to gather information from those who are most familiar with the position.



PXTs are based on performance (competency) models of positions.

Performance models play a vital role in the success of the assessments. Serving as a “success profile,” performance models help reveal the degree to which individuals “fit” a given position.



Job Fit

The Job Fit is a fully validated assessment that provides the data to determine if a participant's personality characteristics and learning styles fit the job by comparing their traits to those of successful performers in a specific job.

The Job Fit is a fully validated assessment that provides the data to determine if a participant's personality characteristics and learning styles fit the job by comparing their traits to those of successful performers in a specific job. This helps you identify and interview the participants with the right "job fit," improving your quality of hire and time to hire.

Test just once for the entire employee lifecycle.

One assessment can be used for both pre-hire and post hire with multiple reports available. Tailored interview questions are offered to expand and clarify individual responses.

Reports include

Job Fit

This report shows ratings on general reasoning, conscientiousness, tough mindedness, conventionalism, extroversion, stability, and team focus.

Attitude

The attitude fit tool shows the candidate's attitudes toward work and work-related issues by measuring for counter-productive behaviors, such as hostility and dependability, during the pre-hire screening process. The report can include interview questions to clarify scores.

Engagement

The engagement tool shows the level of commitment between individuals and their current or most recent job and employer.

Personality

High quality personality assessments are built upon a set of 5 stable and measurable traits that are referred to as the Big 5. With over 1 million people in our database, we have a strong foundation for our norms by which we measure individuals and create fit benchmarks for our clients around the world.

Cognitive

Cognitive speed is one of the two most frequently cited factors that impact job performance (the other is conscientiousness). Cognitive learning helps define the direction and pace of continuous learning.

100+ Job Categories

Choose from over 100 job categories with pre-built generic benchmarks in 6 suites: general business, health, hospitality, property management, auto dealerships, and salons.

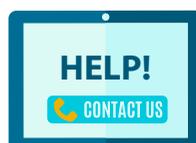


Each Job Fit assessment is designed to be completed in 6 to 8 minutes while meeting the highest validation and reliability standards.

TESTIMONIAL

"I have used Assessment Leaders for the past several years in support of my hiring decisions. I appreciate that I have tangible evidence of job fit before making an offer. Sometimes it's hard to know if a candidate will have the skill set, ethics and personality to be successful in my organization. The tools offered by Assessment Leaders allow me to better and clearly assess these traits. They are responsive, flexible and creative. They take so much of the guess work out of hiring and I appreciate having them on my team!"

*Katherine Filice,
Executive Creative Director,
CEO, Articulate Solutions, Inc.*



Not sure what you need?

Call us for customized solutions! 866-864-8200



Skills Assessment

Skills assessment couldn't be easier than with eSkill, the market leader in customizable online tests that fit specific job requirements for the highest job relevance. eSkill's assessments encompass core industries, including IT, call centers, sales, marketing, healthcare, retail, and many more.

Following the recent studies on the importance of both hard skills and soft skills, eSkill has developed new assessments that will make sure your candidates and employees have the perfect blend between the two.

While standard tests may be enough to assess the skills required for most of the jobs out there, some positions require special specialized task-based testing. That's why eSkill has created simulations to test important qualities, like reaction times and the ability to make decisions in stressful situations, for a comprehensive assessment.

eSkill knows that best practices come from optimization. Within minutes, you can create multi-subject, customized tests that accurately assess the skills and talents needed for your specific job opening. eSkill's highly flexible skills assessment solution gives you all the tools you need to evaluate your staff capabilities, matched to your company-specific skills requirements.

With eSkill you can:

- Fill positions more quickly and accurately when using our assessments as a pre-screening tool.
- Raise your employee performance bar through training.
- Identify organizational skills-gap issues.
- Quantify your employees' knowledge.
- Support and defend your hiring and promotion decisions.

Step One Survey II

The Step One Survey II is a brief pre-hire assessment that measures an individual's basic work-related values. It is used primarily as a screening tool early in the candidate selection process. This assessment provides valid insight into an applicant's work ethic, reliability, integrity, propensity for substance abuse, and attitudes toward theft—including property, data and time.

Using a structured interview process and an attitude assessment, the survey helps employers protect the company's assets against theft, fraud, embezzlement, and inefficiency.

In just 20 minutes your organization can

- Reduce employee theft and fraud
- Reduce loss of confidential information, trade secrets, and computer data
- Reduce drug testing costs
- Reduce absenteeism and tardiness
- Reduce lost time due to unauthorized computer, internet, and email usage
- Select honest, hard-working employees who show up for work

Customer Service Profile

The Customer Service Profile (CSP) measures how well a person fits specific customer service jobs in your organization. It is used primarily for selecting, on-boarding, and managing customer service employees. The CSP also looks at what your current and future employees believe is a high level of customer service, while at the same time showing where they align (or not) with the company's perspective. We offer a general industry version of this assessment as well as vertical specialties in hospitality, healthcare, financial services, and retail.

Sales Enablement

Contact a sales enablement expert who can build a world-class, custom sales enablement solution to fit your specific needs. info@salesconservatory.com - 719.428.5094



TESTIMONIAL

"Our client wanted a better way to select highly productive sales personnel. Our assessments helped them to improve rep productivity by 15% and reduce overall attrition by 33%."

A Global Insurance Giant

Sales Profile

The Sales Profile measures how well a person fits specific sales jobs in your organization.

It is used primarily for selecting, on-boarding, and managing sales people and sales managers. The “job modeling” feature of the Sales Profile is unique and can be customized by company, sales position, department, manager, geography, or any combination of these factors. This enables you to evaluate an individual relative to the qualities required to perform successfully in a specific sales job in your organization. It also predicts on-the-job performance in seven critical sales behaviors

- Prospecting
- Call reluctance
- Closing the sale
- Self-starting
- Teamwork building
- Maintaining relationships
- Compensation preference

Managerial Fit

The Managerial Fit is a powerful tool that measures critical workplace compatibility factors between managers (executive, director, supervisor, team leader, etc.) and their employees.

Understanding the dynamics of the supervisor-subordinate relationship helps the manager work more effectively with each employee by recognizing where their perspectives are similar and where they differ. This tool provides insight into compatibility between managers and their direct reports, as well as specific steps to increase manager and employee productivity. Managerial Fit measures six critical compatibility characteristics:

- Self-assurance
- Self-reliance
- Conformity
- Optimism
- Decisiveness
- Objectivity

Background Checks



We offer a host of background check services, which can be customized to fit your particular needs.

- Federal, State, and County Criminal Records
- SSN & Address History Trace
- True SSN Validation (US Government Certified, Pre-Employment)
- Nationwide Criminal Database Check
- Driving Records
- Employment Verification
- Education Verification
- Professional License Verification
- Professional and Personal Reference Checks
- Credit Reports
- Homeland Security Checks
- Sex Offender Registry Checks
- Health Care Sanctions Checks
- Customized Background Check Packages

We also offer a range of additional background check services, including workers compensation records, bankruptcy searches, civil record checks, international criminal records, international employment verification, international education verification, government debarment lists, military records verifications, and more.

TESTIMONIAL

“For approximately the last 5 years we’ve used the PXT provided by Assessment Leaders for new hires and individuals preparing for promotion. It has provided for us an excellent interviewing guide that allows us to focus on specific areas of inquiry. We’ve also used this instrument in the development of our future leaders so they can assess gaps early and focus their development to be ready for future opportunities. This has been a strategic and much asked for tool by our staff and management.”

Andy Fujimoto
CEO/Owner, AmeriBen/IEC Group
Managerial Fit



Not sure what you need?

Call us for customized solutions! 866-864-8200

The cost of a bad hire is far greater than the cost of a good background check. Our background checks are a truly unique, comprehensive, and client-oriented service that streamlines the process to help your organization bring on the eligible, high-quality employees you need.

LEAD INSTEAD OF MERELY MANAGE

All employees—from entry-level hires to experienced C-level executives—thrive in a business environment that plays to their unique strengths, motivations, personality traits, attitudes, and abilities. Using assessments and learning solutions from AL, you can leverage these untapped qualities in your employees and bring out the best in everyone. Armed with assessment data from AL, you can

- Craft customized employee career paths
- Identify skill gaps and create targeted training solutions
- Discover future leaders and nourish their potential for growth
- Increase employee loyalty engagement
- Achieve higher productivity



Should I best spend my time fighting fire or building a fireproof process?



Checkpoint 360°

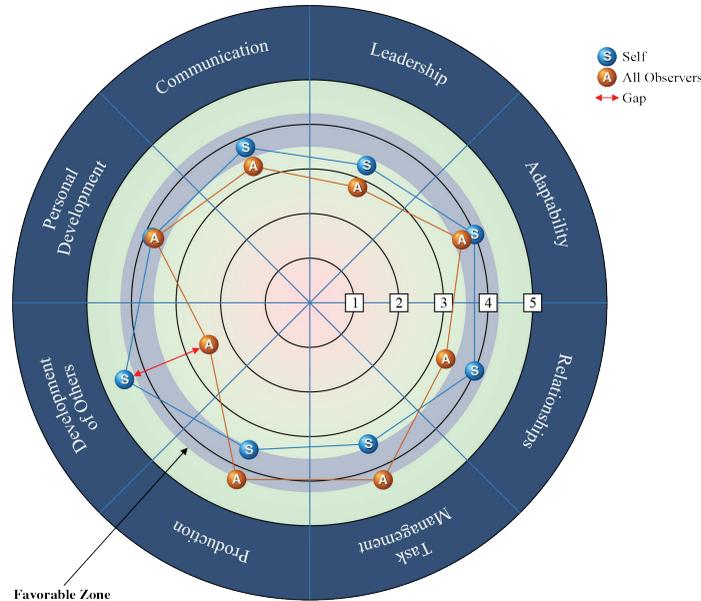
Checkpoint 360° is a 360-degree leadership assessment used to help managers identify and prioritize their own development opportunities and leadership skills.

It is also used to surface management issues that could lead to low employee productivity, morale, satisfaction, and turnover. This assessment compiles a feedback system from direct reports, peers, supervisors, and even customers, with a personalized program for developing specific leadership skills based on that feedback.

Checkpoint 360° measures

- Communication
- Leadership
- Adaptability
- Relationships
- Task management
- Production
- Development of others
- Personal development

The data-driven reports generated from CheckPoint 360° explain how to improve training, management techniques, and communication for greater success, all with information-rich graphs and charts as well as narrative descriptions of the results.



"One of the hardest tasks of leadership is understanding that you are not what you are, but what you're perceived to be by others."

Edward L. Flom



Everything DiSC Solutions

AL is an independent Everything DiSC Authorized Partner. Everything DiSC is the original source for DiSC® Profiles. DiSC is a research-validated personality assessment that helps you build more effective working relationships based on an understanding of your behavioral style and those of others.



DiSC is a very simple and memorable model made up of four basic styles: D (Dominance), i (Influence), S (Steadiness), and C (Conscientiousness).

Everything DiSC allows you to

- Understand your own behavior
- Learn how and when to adapt your behavior
- Improve communication
- Promote appreciation of differences
- Enhance individual and team performance
- Reduce conflict
- Create and maintain client relationships

Everything DiSC targets your general behavioral and personality characteristic, which includes your strengths, your behavioral overview, your motivating factors, your preferred environment, things you tend to avoid, strategies to increase your effectiveness and success, factors that reduce your motivation, insight about your behaviors in conflict situations, and coaching and action planning questions.

Everything DiSC Workplace Profile

Everything DiSC Workplace delivers a personalized learning experience to help participants understand and appreciate the different priorities, preferences, and values each individual brings to the workplace, and how they can learn to adapt to the style of others.

Everything DiSC Work of Leaders

Everything DiSC Work of Leaders focuses on one unified model of leadership—vision, alignment, and execution—to help leaders understand their own leadership styles and how their tendencies influence their effectiveness in specific leadership situations. This program approaches leadership as a one-to-many relationship (as opposed to the one-to-one relationship explored in Everything DiSC Management).

Everything DiSC 363 for Leaders

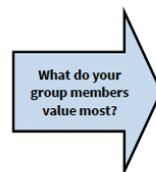
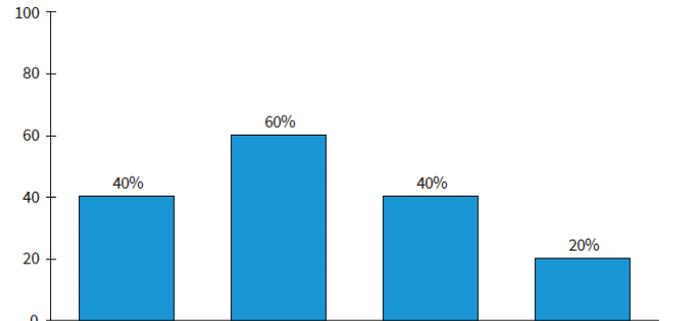
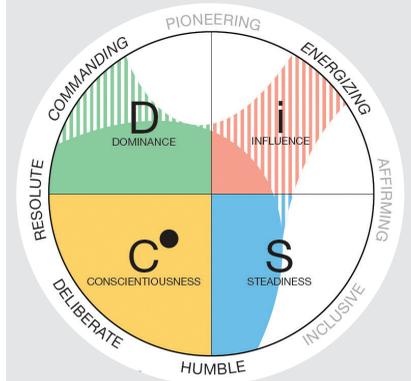
The richness of Everything DiSC comes together with the research-based Eight Approaches to Effective Leadership framework to help any leader—emerging high-potentials and experienced executives alike—incorporate critical feedback from direct reports, peers, and bosses into a development plan to increase their effectiveness in a leadership role.

Everything DiSC Sales Profile

Everything DiSC Sales offers an easy-to-customize development solution to help participants discover new strategies for stretching beyond their natural preferences to make the selling process more productive and successful—regardless of the customer's unique buying style.

Everything DiSC Management Profile

Everything DiSC Management offers participants information on how their management style influences how they manage time, make decisions, approach problems, and what they need to do to adapt to the styles of others to bring out the best in each and every employee in their charge. This profile approaches management as a one-to-one relationship.



D	i	S	C
Results Independence Achievement Decisiveness Success	Enthusiasm Optimism Collaboration Passion Fun	Thoughtfulness Teamwork Humility Stability Harmony	Accuracy Dependability Precision Competency Quality

NOTE: Because group members can be classified in more than one category, the percentages here may not equal 100%

Graphic from the DiSC Group Culture Report that illustrates the qualities and behaviors that groups members value.

DiSC Supplemental Reports and Follow-Up Tools

Note: A prerequisite to develop these reports is purchasing one of the Everything DiSC Solutions

Everything DiSC Team View

An at-a-glance view of an unlimited number of respondents and their individual Everything DiSC maps.

Everything DiSC Group Culture Report

Examines the Everything DiSC culture of a group, exploring the advantages and disadvantages of each style, its influence on decision making and risk taking, and its effect on group members individually—based on different Everything DiSC styles.

Everything DiSC Comparison Report

Report illustrates their similarities and differences of any two participants, with potential roadblocks in working together, and practical tips for improving their working relationships.



Emotional Intelligence Appraisal

Emotional Intelligence Appraisal - Me Edition assessment delivers scores for the key components of emotional intelligence EI or EQ.

Several studies have shown that emotional intelligence predicts job performance over IQ, experience, or technical ability.

Emotional Intelligence Appraisal-Me Edition assessment delivers scores for the key components of emotional intelligence EI. The first two skills focus on the individual:

- **Self-Awareness:** The ability to perceive your emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and certain people.
- **Self-Management:** The ability to use awareness of your emotions to stay flexible and positively direct your behavior. This means managing your emotional reactions to all situations and people.
- The last two skills focus more on contact with other people:
- **Social Awareness:** The ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.
- **Relationship Management:** The ability to use awareness of your emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict.

Emotional Intelligence Appraisal

– 360° Option

The Emotional Intelligence Appraisal - 360° Option includes everything in the Me Option but but with a full 360 breakdown.

This includes

- Feedback from multiple, customizable rater groups
- Extended bar charts
- Item-by-item accuracy scores with breakdowns by group
- Gap scores
- Top 3 and bottom 3 behaviors
- Top 3 gap scores by rater group
- Open-ended comments

TESTIMONIAL

"Our entire staff has taken the DiSC assessment through Assessment Leaders and completed a group analysis. Cathy Light created a scatter graph which showed that we have a well-balanced team. This enables us to utilize and appreciate all of our strengths to assist our customers. Most recently, I worked with Cathy on a hiring decision in our sales department. Cathy recommended a DiSC test that was specific to sales. I was able to benchmark the candidates' strengths against the team as a whole and the bench strength of the sales team. The personalized analysis helped me to choose the best candidate for the team and for the future."

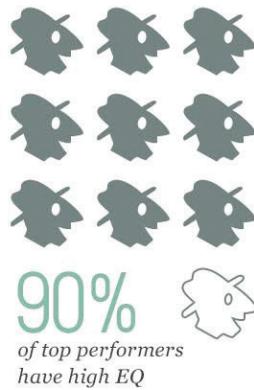
*Tressa McLaughlin, President/CEO
Safeguard by IBF*

The Emotional Intelligence Appraisal - Multi Rater Option

The Emotional Intelligence Appraisal - Multi Rater Option includes everything in the Me Option but additionally compares how you see your behavior to what everyone else sees.

This includes

- Feedback from everyone as a single group
- Skill scores bar chart
- Item-by-item accuracy scores
- Gap scores
- Top 3 and bottom 3 behaviors
- Open-ended comments



EQ is responsible for

58%

of your job
performance



© TalentSmart®



\$29,000

People with high EQ
make \$29,000 more
annually than their
low EQ counterparts

Profiles Performance Indicator

The Profiles Performance Indicator (PPI) is used primarily for motivating, and coaching employees and resolving post-hire conflict and employee performance issues. This solution provides you with valuable insight into how an individual can be motivated and managed to operate at peak performance. The PPI also provides recommendations for improving employee performance.

These recommendations can help you

- Respond to job-related stress, frustration, and conflict
- Boost employee motivation
- Conduct effective performance appraisals
- Determine whether the employee is internally motivated, or will need external stimulation

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Managerial Fit measures six critical compatibility characteristics:

- Self-assurance
- Self-reliance
- Conformity
- Optimism
- Decisiveness
- Objectivity

Managerial Fit that measures workplace compatibility between managers.



“Leaders aren’t born, they are made. And they are made just like anything else, through hard work. And that’s the price we’ll pay to achieve that goal, or any goal.”

– Vince Lombardi



Not sure what you need?

Call us for customized solutions! 800-913-9933

TEAM BUILDING

FORGE STRONG TEAMS

With Assessment Leaders, you can turn a room full of talent into a harmonious, productive, and successful team.

We've all seen it before: a group of talented, smart, and well-paid individuals that simply do not play well together or deliver as a team. They look good on paper, but fail to collaborate effectively or achieve any meaningful goals.

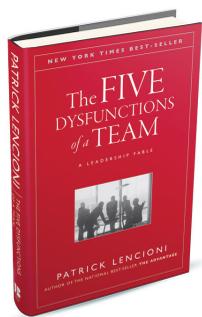
Assessment Leaders has assembled a series of user-friendly, cost effective assessment solutions to help you forge a group of smart people into a team that achieves big results.

Using team building assessment solutions from AL you can

- Increase team focus on high-value activities
- Reduce friction among team members
- Harmonize employee relations
- Increase team productivity
- Achieve better meeting outcomes
- Improve customer satisfaction



How can you turn a room full of smart I's into an incredibly powerful WE?



Patrick Lencioni Five Behaviors of a Cohesive Team

Assessment Leaders is an independent Five Behaviors of a Cohesive Team Authorized Partner.



Patrick Lencioni Five Behaviors of a Cohesive Team is an assessment-based learning experience that helps individuals and organizations reveal what it takes to build a truly cohesive and effective team in the most approachable, competent, and effective way possible.

The Five Behaviors profile is grounded in the model described in The Five Dysfunctions of a Team, the internationally best-selling leadership fable by Patrick Lencioni. Powered by Everything DiSC®, the profiles help participants understand their own DiSC® styles. Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge—for individuals, the team, and the organization.

The program helps teams understand how, as a team, they score on the key components of The Five Behaviors model: trust, conflict, commitment, accountability, and results. Each individual on the team will also understand their own personality style and their team members' styles, based on the DiSC model: D: Dominance, i: Influence, S: Steadiness, and C: Conscientiousness, and how their style contributes to the team's overall success.

To gain this advantage, teams must:

Trust One Another

When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.

Engage in Conflict Around Ideas

When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.



TEAM BUILDING

Commit to Decisions

When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.

Hold One Another Accountable

When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.

Focus on Achieving Collective Results

The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.

The Five Behaviors Model is used to help team members learn to work together more efficiently and effectively and become a more cohesive team.

- A productive, high-functioning team
- Makes better, faster decisions
- Taps into the skills and opinions of all members
- Avoids wasting time and energy on politics, confusion, and destructive conflict
- Avoids wasting time talking about the wrong issues and revisiting the same topics over and over again because of a lack of buy-in
- Creates a competitive advantage
- Is more fun to be on!



TEAM BUILDING



Everything DiSC Solutions

AL is an independent Everything DiSC Authorized Partner. Everything DiSC is the original source for DiSC® Profiles. DiSC is a research-validated personality assessment that helps you build more effective working relationships based on an understanding of your behavioral style and those of others.

Everything DiSC allows you to

- Understand your own behavior
- Learn how and when to adapt your behavior
- Improve communication
- Promote appreciation of differences
- Enhance individual and team performance
- Reduce conflict
- Create and maintain client relationships

Everything DiSC targets your general behavioral and personality characteristic, which includes your strengths, your behavioral overview, your motivating factors, your preferred environment, things you tend to avoid, strategies to increase your effectiveness and success, factors that reduce your motivation, insight about your behaviors in conflict situations, and coaching and action planning questions.



Checkpoint 360°

CheckPoint 360° is a 360-degree leadership assessment used to help managers identify and prioritize their own development opportunities and leadership skills.

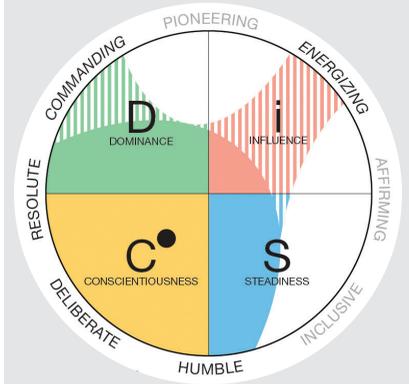
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CheckPoint 360° measures

- Communication
- Leadership
- Adaptability
- Relationships
- Task management
- Production
- Development of others
- Personal development

The data-driven reports generated from CheckPoint 360° explain how to improve training, management techniques, and communication for greater success, all with information-rich graphs and charts as well as narrative descriptions of the results.

DiSC is a very simple and memorable model made up of four basic styles: D (Dominance), i (Influence), S (Steadiness), and C (Conscientiousness).





Emotional Intelligence Appraisal

Emotional Intelligence Appraisal - Me Edition assessment delivers scores for the key components of emotional intelligence EI or EQ.

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- **Self-Awareness:** The ability to perceive your emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and certain people.
- **Self-Management:** The ability to use awareness of your emotions to stay flexible and positively direct your behavior. This means managing your emotional reactions to all situations and people.
- The last two skills focus more on contact with other people:
- **Social Awareness:** The ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.
- **Relationship Management:** The ability to use awareness of your emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict.

Emotional Intelligence Appraisal

– 360° Option

The Emotional Intelligence Appraisal - 360° Option includes everything in the Me Option but but with a full 360 breakdown.

This includes

- Feedback from multiple, customizable rater groups
- Extended bar charts
- Item-by-item accuracy scores with breakdowns by group
- Gap scores
- Top 3 and bottom 3 behaviors
- Top 3 gap scores by rater group
- Open-ended comments

The Emotional Intelligence Appraisal - Multi Rater Option

The Emotional Intelligence Appraisal - Multi Rater Option includes everything in the Me Option but additionally compares how you see your behavior to what everyone else sees.

This includes

- Feedback from everyone as a single group
- Skill scores bar chart
- Item-by-item accuracy scores
- Gap scores
- Top 3 and bottom 3 behaviors
- Open-ended comments

TEAM BUILDING

Team Dimensions Profile

Team Dimensions Profile assessment helps individuals work from their strengths by identifying their most natural team role: Creator, Advancer, Refiner, Executor, or Flexer. Using the Team Dimensions Model helps team members understand the importance of each role, increasing their appreciation of each other's contribution.

The Team Dimensions Profile gives personalized feedback on strengths and challenges when working as part of a team, and it provides an overview of each individual's contribution.



"Remember, teamwork begins by building trust. And the only way to do that is to overcome our need for invulnerability."
– Patrick Lencioni



Not sure what you need?

Call us for customized solutions! 866-864-8200

SELL MORE.

Let AL help you improve sales performance and increase revenue. We can help you maximize sales in two ways:

- 1. With quick, easy to use tools to match the right people to the right sales positions**
 - **Benchmark your current top performers**
 - **Create detailed consolidated job profiles**
 - **Assess candidates for the specific qualities found in your top performers**
 - **Hire and advance those candidates most likely to succeed**
 - **Reduce turnover, absenteeism, and lost opportunities**
 - **Increase revenue**
 - **Identify and advance potential sales managers**
- 2. Through our exclusive partnership with The Sales Conservatory, we offer full-service sales enablement consulting.**
 - **Live or live-virtual sales skills training**
 - **Custom sales competency models**
 - **Custom sales performance metrics assessments & analysis**
 - **Internal Sales Process improvement**



How do I match personality, skills and temperament with the right sales position?

Sales Enablement

Contact a sales enablement expert who can build a world-class, custom sales enablement solution to fit your specific needs. info@salesconservatory.com - 719.428.5094

Sales Profile

The Sales Profile measures how well a person fits specific sales jobs in your organization.

It is used primarily for selecting, on-boarding, and managing sales people and sales managers. The “job modeling” feature of the Sales Profile is unique and can be customized by company, sales position, department, manager, geography, or any combination of these factors. This enables you to evaluate an individual relative to the qualities required to perform successfully in a specific sales job in your organization. It also predicts on-the-job performance in seven critical sales behaviors

- Prospecting
- Call reluctance
- Closing the sale
- Self-starting
- Teamwork building
- Maintaining relationships
- Compensation preference



Profile XT

The Profile XT (PXT) is a multi-purpose Total Person assessment that measures 20 performance indicators that are used for selection, development, training, promotion, managing and succession planning.

PXT is a powerful and dynamic tool researched, designed, and developed to be related to a specific job. The information you gain from the assessment will help with hiring, assessing how well current and new employees fit into particular positions, designing optimal training programs based on their learning style, helping supervisors determine which approach will work best when working with the particular employee, and helping to develop succession plans.

The PXT investigates three key areas as part of evaluating how an individual fits into a particular job:

1. **Thinking Style/Learning Index** - verbal skill, verbal reasoning, numerical ability, and numeric reasoning.
2. **Behavioral Traits/Scales** - energy level, assertiveness, sociability, manageability, attitude, decisiveness, accommodation, independence, and objective judgment
3. **Occupational interests** - entrepreneurial, financial/administrative, people focused, technical, mechanical, and creative

Using Performance Model to Measure Success

The Performance Model process represents an effective approach that minimizes the time required to efficiently describe jobs, people, and good matches. By using a Performance Model, it is easy to quickly identify how individuals fit in job positions. This information is important for job placement and job training, and allows for the identification and presentation of specific interview questions for applicants and coaching comments for incumbents. You may choose an existing performance model from our library or choose to create a customized performance model. A customized performance model is created by two different techniques

1. Concurrent PXT of three or more top performing individuals whose combined scores will define success in the position.
2. Job Analysis Survey tool which guides user to gather information from those who are most familiar with the position.

Job Fit

The Job Fit is a fully validated assessment that provides the data to determine if a participant's personality characteristics and learning styles fit the job by comparing their traits to those of successful performers in a specific job.

The Job Fit is a fully validated assessment that provides the data to determine if a participant's personality characteristics and learning styles fit the job by comparing their traits to those of successful performers in a specific job. This helps you identify and interview the participants with the right "job fit," improving your quality of hire and time to hire.

Test just once for the entire employee lifecycle.

One assessment can be used for both pre-hire and post hire with multiple reports available. Tailored interview questions are offered to expand and clarify individual responses.

Reports include

Job Fit

This report shows ratings on general reasoning, conscientiousness, tough mindedness, conventionalism, extroversion, stability, and team focus.

Attitude

The attitude fit tool shows the candidate's attitudes toward work and work-related issues by measuring for counter-productive behaviors, such as hostility and dependability, during the pre-hire screening process. The report can include interview questions to clarify scores.



Improve your quality of hire AND time to hire with Job Fit.

SALES OPTIMIZATION

Engagement

The engagement tool shows the level of commitment between individuals and their current or most recent job and employer.

Personality

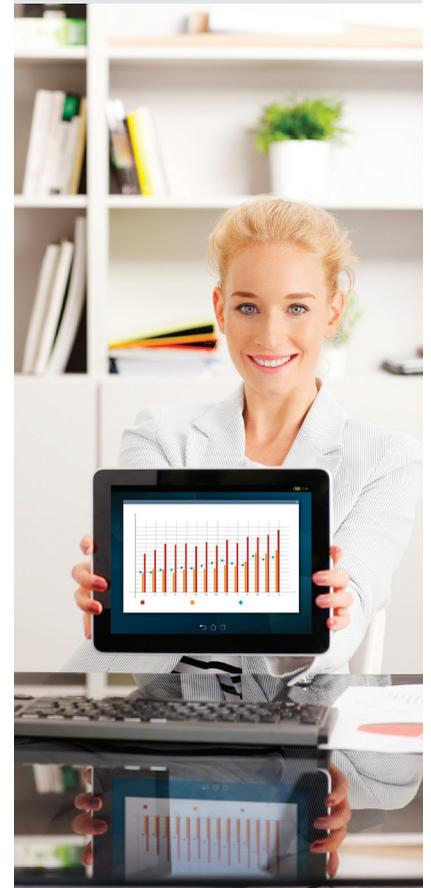
High quality personality assessments are built upon a set of 5 stable and measurable traits that are referred to as the Big 5. With over 1 million people in our database, we have a strong foundation for our norms by which we measure individuals and create fit benchmarks for our clients around the world.

Cognitive

Cognitive speed is one of the two most frequently cited factors that impact job performance (the other is conscientiousness). Cognitive learning helps define the direction and pace of continuous learning.

100+ Job Categories

Choose from over 100 job categories with pre-built generic benchmarks in 6 suites: general business, health, hospitality, property management, auto dealerships, and salons.



“For every sale you miss because you're too enthusiastic, you will miss a hundred because you're not enthusiastic enough.” – Zig Ziglar

LEADERSHIP DEVELOPMENT

DON'T WASTE TALENT

Identify and advance the next generation of creative leaders by AL's leadership development tools. Successful leaders bring out the best in their employees and inspire them to maximum productivity, performance, and engagement. Without visionary leaders, your company stops innovating and risks losing customers – and top performers – to the competition.

That's why AL offers a variety of solutions that help your organization develop capable, resourceful leaders that value performance far more than office politics. Our assessments also enable you to identify and and prepare employees who have the skills, aptitude, and interest to step into future leadership roles at your company.

Using leadership solutions from AL, you can

- Benchmark your best leaders
- Identify and evaluate potential future leaders
- Retain high-performing leaders longer
- Create positive company culture—and a place where people want to work
- Develop a concrete succession plan
- Ensure business continuity



What do I need to be the next great leader?



Checkpoint 360°

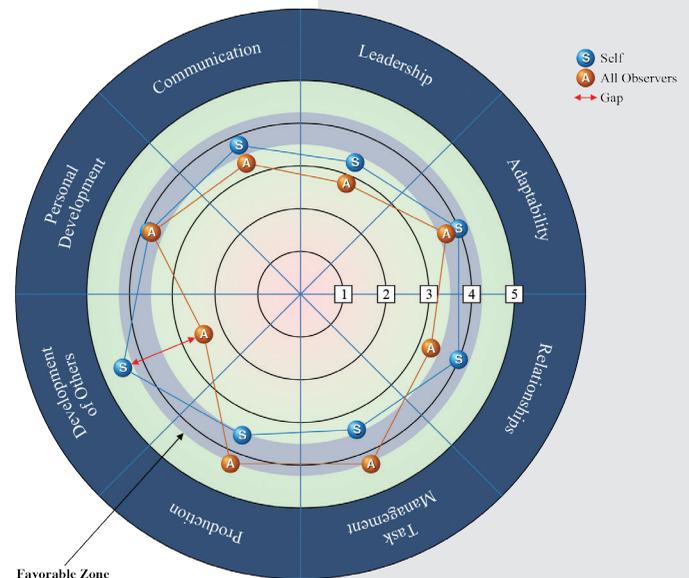
CheckPoint 360° is a 360-degree leadership assessment used to help managers identify and prioritize their own development opportunities and leadership skills.

It is also used to surface management issues that could lead to low employee productivity, morale, satisfaction, and turnover. This assessment compiles a feedback system from direct reports, peers, supervisors, and even customers, with a personalized program for developing specific leadership skills based on that feedback.

CheckPoint 360° measures

- Communication
- Leadership
- Adaptability
- Relationships
- Task management
- Production
- Development of others
- Personal development

The data-driven reports generated from CheckPoint 360° explain how to improve training, management techniques, and communication for greater success, all with information-rich graphs and charts as well as narrative descriptions of the results.



Graphic from the Checkpoint 360 report that illustrates how the Self's rating compares to the average rating of All Observers (every rater except Self).



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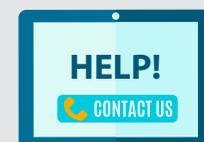
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“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.”

– Simon Sinek



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Everything DiSC Solutions

AL is an independent Everything DiSC Authorized Partner. Everything DiSC is the original source for DiSC® Profiles. DiSC is a research-validated personality assessment that helps you build more effective working relationships based on an understanding of your behavioral style and those of others.

Everything DiSC allows you to

- Understand your own behavior
- Learn how and when to adapt your behavior
- Improve communication
- Promote appreciation of differences
- Enhance individual and team performance
- Reduce conflict
- Create and maintain client relationships

Everything DiSC targets your general behavioral and personality characteristic, which includes your strengths, your behavioral overview, your motivating factors, your preferred environment, things you tend to avoid, strategies to increase your effectiveness and success, factors that reduce your motivation, insight about your behaviors in conflict situations, and coaching and action planning questions.

Profile XT

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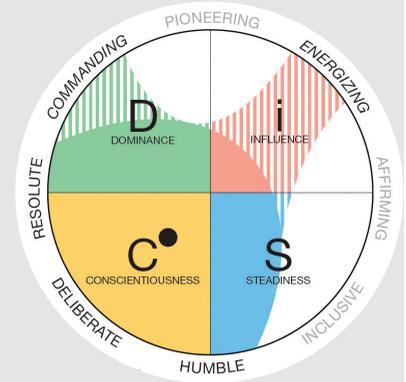
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DiSC is a very simple and memorable model made up of four basic styles: D (Dominance), i (Influence), S (Steadiness), and C (Conscientiousness).



PXTs and Job Fit Reports are based on performance (competency) models of positions. Performance Models play a vital role in the success of the assessments. Serving as a “success profile,” Performance models help reveal the degree to which individuals “fit” a given position.

SUCCESSION PLANNING

SECURE YOUR FUTURE

A sound succession plan today spells success for tomorrow. Remain in control when critical headcount is in flux by preparing and maintaining a comprehensive succession plan before it's time to fill the next key position.

AL will help your organization articulate the most important success factors for a position, identify candidates who are on that trajectory, and evaluate their readiness to accept the next challenge in their career. AL assessments provide crucial information that help identify and develop top talent so that you can craft a solid succession planning program.

Thoughtful succession planning supports many long-term business requirements including

- Business continuity
- Management longevity
- Decision-making
- Process transparency
- Team effectiveness
- Employee engagement
- Better relationships at all levels
- Positive culture development



How can I leverage what's working now to what's going to work in the future?



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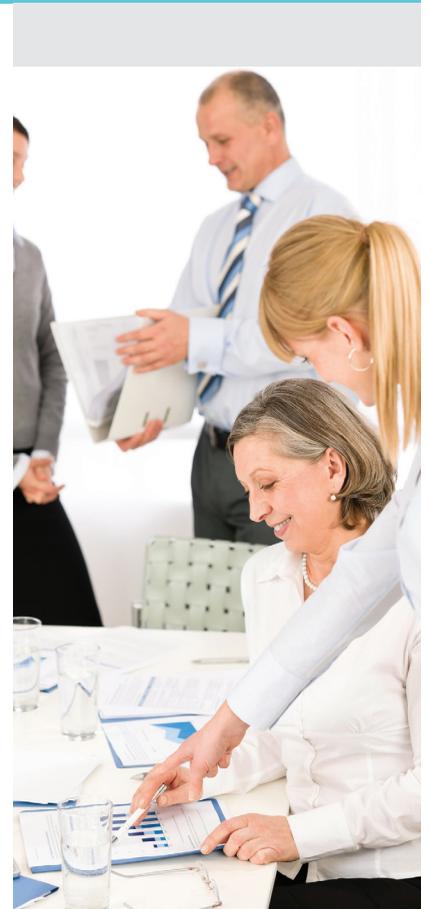
Managerial Fit

The Managerial Fit is a powerful tool that measures critical workplace compatibility factors between managers (executive, director, supervisor, team leader, etc.) and their employees.

Understanding the dynamics of the supervisor-subordinate relationship helps the manager work more effectively with each employee by recognizing where their perspectives are similar and where they differ. This tool provides insight into compatibility between managers and their direct reports, as well as specific steps to increase manager and employee productivity.

Managerial Fit measures six critical compatibility characteristics:

- Self-assurance
- Self-reliance
- Conformity
- Optimism
- Decisiveness
- Objectivity



“The best leader is the one who has sense enough to pick good men to do what he wants done, and the self-restraint to keep from meddling with them while they do it.”

– Theodore Roosevelt



WELLNESS

BE WELL, PERFORM WELL.

Providing wellness education to employees on how to improve eating habits, reduce stress, and enhance healthy lifestyle activities, your organization can experience decreased healthcare costs, reduced absenteeism, increased productivity, increased employee satisfaction, and improved retention of high achieving employees.

AL's division, Be Well Perform Well (BWPW), offers health risk assessments, fully customized wellness programs and a la carte services to keep employees engaged and motivated. BWPW's certified health coaches have extensive knowledge in holistic nutrition, health coaching, fitness, and preventive health, and they are passionate about living a life of balance and wellness. They will work closely and in person with you to develop a customized wellness program that successfully incorporates your long-term goals while keeping employees motivated. For more information on BWPW go to <http://www.bewellperformwell.com>.



How can a healthy workforce promote employee engagement?

Health Risk Assessments

The Health Risk Assessment (or HRA) is the first step to building a strong wellness program. Now required by many health insurance companies, HRAs provide the data you need to set internal benchmarks, create wellness program goals, identify specific focus areas, and evaluate your company's overall progress from year to year.

At BWPW we have partnered with industry leaders within the health improvement service market to provide one of the most comprehensive, customizable, and scientifically-based HRAs on the market.

Features include

- Simple questionnaire that takes only 15-20 minutes to complete
- Available in both online and paper formats
- Available in English, Spanish, and Canadian French
- NCOA certified and HIPAA/HITECH compliant
- Custom administrator reports and data export options
- Comprehensive and personalized individual reports

Our custom individualized reports include detailed information and suggestions to help your employees live healthier, happier, and more productive lives.

Wellness Programs

Implementing a wellness program is the right thing to do—and it's also a smart investment. When you help your employees improve their health, you help them feel better, live longer, and enjoy a higher quality of life.

At the same time, you can reduce your company's healthcare costs and optimize your financial resources. Harvard researchers have found that companies with high-performing corporate wellness programs have annual healthcare costs that average \$1,500 less per employee than companies without such programs.



TESTIMONIAL

"No other health assessment reports were as well organized and provided just the right amount of educational content as the Be Well Perform Well™ PWP reports."

Lynda Seefeldt, MS Health Educator, ASU Wellness and Health Promotion

WELLNESS

Proven Benefits Include

- Reduced absenteeism
- Higher productivity
- Lower employee turnover
- Improved employee engagement
- More positive attitudes toward work
- Lower health insurance premiums and employee costs

To learn how BWPW's customized wellness programs can help you go to <http://www.bewellperformwell.com>

A La Carte Services

Choose from our menu of options to keep your employees motivated and engaged. The fitness and nutrition professionals at BWPW offer a wide range of workshops, meetings, and other services that can be customized to help your company meet your long-term wellness (and financial) goals.

Choose from our menu of options to keep your employees motivated and engaged.

Services include

- Lifestyle Intervention Modules
- Biometric Screening
- CPR and First Aid Classes
- Health Activity Tracker
- Lunch & Learn Workshops
- Administrative Reporting



"Treat employees like they make a difference and they will."

– Jim Goodnight,
CEO SAS



Not sure what you need?

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WELLNESS

Lunch and Learn Topics:

- Eating for Energy
- The Sleep Impact
- Primary Foods
- Deconstructing Cravings
- Grocery Shopping & Planning
- Sugar Blues

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SURVEYS & AUDITS

DO YOU KNOW WHAT YOUR EMPLOYEES ARE THINKING?

Do you have the information you need about all aspects of your organization's culture to ensure success? The face of the workplace is changing rapidly. Here are just a few sobering workplace realities :

- In fewer than 10 years, nearly half the working population will be Millennials.
- 88% of Gen Y considers positive culture to be essential for a dream job.
- By 2020 there will be 5 generations in the U.S. workforce.
- Fewer than 1 in 3 American workers are committed to the success of their organization and are engaged in their work.



How will you ensure your leadership knowledge, skills, and abilities are ready for the emerging workforce? How will you measure and track your employee culture and sentiment? AL offers a series of assessments from their sister company, Leadership Balance, that provide actionable insight that you can use to create a roadmap to navigate the changing realities of the workplace to optimize organizational performance.

In addition to the Leadership Balance tools described below, AL can work with you to create a custom survey or audit to regularly measure and respond to opportunities for growth in the areas of leadership, HR, and organizational health and culture. If you are not sure what your employees are thinking, now is the time to ask.

Leadership Balance Quotient (LBq) – Me Edition or 360° Edition

Whole person assessment to gauge readiness for leadership

The LBq measures leadership readiness across three major dimensions – Mind, Will, and Heart – which provides a “whole person” view of leadership readiness.

- **Mind to Lead:** The leader's mind is sharp. He or she has the cognitive capacity and skill to lead.
- **Will to Lead:** The leader disciplines the mind and body to ensure he or she has the physical capacity and mental approach to lead effectively for the long haul.
- **Heart to Lead:** The leader's character is solid, and he or she has the right relational skills and moral compass to lead.

The LBq is a fully automated tool that allows leaders to identify multiple raters at the push of a button. It then receives, collates, and analyzes the responses and provides a downloadable report to the leader. This one dynamic tool can be applied to numerous applications for assessing total leadership readiness. In less than ½ hour, you can have a report that you can use for executive coaching, a leader development plan, or to compare to a leader hire profile.

Features include

- Detailed identification of strength and growth areas across 3 major dimensions and 11 essential leadership competencies
- Feedback from multiple rater groups (360° Edition only)
- Extended bar charts
- Full gap analyses
- Open-ended text for additional comments
- Easily accessible from any device
- Instant online report that is easy to read, understand, and print

What are my employees really talking about at the water cooler?



TESTIMONIAL

"We have been working with Assessment Leaders for over three years now to administer and deliver our annual Employee Pulse survey. We also invite them to deliver the results in an all-hands employee meeting.

Assessment Leaders has always exceeded our expectations—from their expertise in organizational health to their commitment to customer service! Our ongoing partnership with Assessment Leaders has proven to be an integral part of our leadership team, helping us to improve our employee satisfaction results year over year."

Tom Nelson, Plant Superintendent
Lucky Peak Power

Leadership Culture Quotient (LCq)

Identify the mix of cultural values that matter most

The LCq gives you a clear picture of your organization's culture, identifies behaviors in your culture that either energize or inhibit organizational change, and provides direction on long-term, sustainable development. It is based on well-established research on the Competing Values Framework and focuses attention on the values that shape the culture of every organization. The LCq is fully automated, including scheduling and delivery of email notifications, full response tracking capabilities, and segmentation of reports for specific departments and/or leadership levels.

Features include

- Easily accessible from any device
- Customizable dashboards for multiple layers of leadership, departments, and teams
- Numerous customizable graphs and reports
- Identification of historical trends, if delivered on a 6-month or yearly basis

Organizational Health Quotient (OHq)

Multi-Dimensional and Customizable Measurement of Employee Sentiment

The OHq provides insight into a variety of growth and opportunity areas for developing a healthy, high-performing organization by measuring employee sentiment on eight dimensions. The eight dimensions, as featured below, are offered in separate assessments.

1. Employee development
2. Employee engagement
3. Employee job satisfaction
4. Employee motivation
5. Organizational commitment
6. Work stress
7. Organizational communication
8. Organizational direction

All eight of the proprietary assessments has been developed by our research scientist and have been proven to be both valid and reliable measures of employee engagement. The OHq is fully automated, including scheduling and delivery of email notifications, full tracking capabilities, and segmentation of reports for specific departments and/or leadership levels. Results of the assessments are used to improve employee productivity, retention, and organizational performance.

Features include

- Easily accessible from any device
- Customizable dashboards for multiple layers of leadership, departments, and teams
- Numerous customizable graphs and reports
- Historical trends (when used multiple times over time)
- Ability to choose to measure a mix of up to 8 distinct employee engagement dimensions

“There are only three measurements that tell you nearly everything you need to know about your organization’s overall performance: employee engagement, customer satisfaction, and cash flow. It goes without saying that no company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it.”

– Jack Welch

LEARN AND GROW

In today's organizations, employees are always juggling competing demands on their time. Companies struggling with cost constraints must consider direct and indirect training costs—downtime of employees leaving their workspace to take training on fixed schedules, travel expenses, trainer time and printed materials, and potential lost opportunity costs—all with few guarantees that the employee even understood the training and would be able to use it effectively.

With eLearning products from AL, employees can learn at their own pace without leaving the workplace, fit training around their workload, and repeat areas that they find difficult without slowing down those who already understand the material. This means they will learn more, training will be much more efficient, and less hours will be lost while training.

AL's eLearning products are:

- **Convenient:** Online training can be completed from work, home or on the road
- **Relevant:** Courses deal with the most current topics and business objectives
- **Affordable:** Affordable online training eliminates travel expenses and can be up to 93% cheaper than instructor-led courses.
- **More effective:** Employees learn at their own pace, so learning retention rate is higher than in a classroom setting.

Blended Learning

With the Blended Learning approach, eLearning provides a format that includes monthly, year-long, follow-up sessions to maximize an organization's budget and team development. This approach is an artful combination of classroom seminar training and online training, bringing the best of both worlds and minimizing leaders' time away from their desks and their teams. Blended learning gives participants the most powerful and personal learning experience possible. By combining classroom and online methods, participants can learn at their own pace, practice in a safe coaching environment, and use the company's troubleshooting guide and extensive resources, which are designed to reinforce continued learning.

Assessment Leaders' partner company, Leadership Balance, offers these blended learning sessions as well as

- Executive coaching
- Keynotes
- Offsites and retreats
- Leadership leadership

For more information on the services and programs offered by Leadership Balance visit their website at <http://leadershipbalancenow.com>.



What do my leaders need to meet their potential?



“To win in the marketplace you must first win in the workplace.”

– Doug Conant, President and CEO of the Campbell Soup Company

Enterprise-Level Solutions (Skillsoft)

Skillsoft is a pioneer in the field of learning with a long history of innovation. Skillsoft provides cloud based learning solutions for its customers worldwide, ranging from global enterprises, government, and education to mid-sized and small businesses. Skillsoft's customer support teams draw on a wealth of in-house experience, flexible delivery platforms and a comprehensive learning e-library to develop off-the-shelf and custom learning programs tailored to cost-effectively meet customer needs. Skillsoft's courses, books and videos have been developed by industry leading learning experts to ensure that they maximize business skills, performance, and talent development.



As an authorized partner with the world's leading elearning provider, Skillsoft, we provide high-quality, cloud-based learning and performance support resources for enterprise-wide clients. Skillsoft trains more professionals than any other company in the world, serving 400 million users. They offer over one billion, and counting, learning modules within leadership and business skills, digital, IT, and compliance.

Leadership and Business

With offerings like the Welch Way management method and leading insights from the best of today's business leaders, you'll reinforce your organization's leadership principles, build foundational business skills in your first-time and front-line managers and create leaders at all levels. Curriculum is offered in the following collections



- Leadership
- Business Strategy and Operations
- Management
- Finance
- Human Resources
- Administration
- Professional Effectiveness
- Project Effectiveness
- Sales and Customer Facing Skills

Leadership Advantage Program

Take your leadership to the next level with Skillsoft's Leadership Advantage Program Leadership Advantage Program which organizes and delivers a comprehensive set of resources for developing the critical skills required of all leaders. Content is organized into concise learning tracks that are aligned to the key competencies required for your managers to successfully lead organizations now and in the future.

Women in Action Leadership Program

A high-impact women's leadership program that prepares women in all stages of their careers and aligns to the most relevant competencies. The Women in Action Leadership Program provides women leaders with quick, convenient access to learning content that promotes the development of leadership skills and addresses the unique challenges faced by women in business.

Project Management Training

Skillsoft is a PMI® registered education provider! Live, online instruction combined with mentoring and courseware make certification test prep a part of learning. Skillsoft offers courseware that will prepare individuals for three of PMI®'s globally recognized certifications for project management, the Project Management Professional (PMP®), the Certified Associate of Project Management (CAPM®) and the Agile Certified Practitioner (PMI-ACP®).



"You cannot teach a man anything. You can only help him discover it within himself."

- Galileo Galilei



Not sure what you need?

Call us for customized solutions! 866-864-8200

Digital Skills

Skillssoft provides a wide array of integrated learning types to continuously develop and maintain digital skills – including over 1,000 short expert-led videos, video-based eLearning courses, and access to thousands of full text online books. Courses cover how to use various types of devices and the operating systems, and applications used by those devices. Content covers products from the world's leading IT companies, including Adobe, Apple, Microsoft, Google, IBM, SAP, and Seagate Crystal Reporting.

IT Skills & Certification

Skillssoft provides the widest array of integrated learning types to continuously develop and maintain IT skills – including short expert-led videos, video-based eLearning courses, live web-based instructor-led training, free live mentoring services, certification test preparation, and access to tens of thousands of full text online books.

Skillssoft covers the latest and emerging technologies, current and widely used technologies, as well as earlier versions of popular technologies. Skillssoft's coverage includes beginner to advanced practitioner and an extensive array of certification-aligned learning resources.

IT Certification

Skillssoft supports more than 100 professional IT certification exams from leading software, hardware, networking, web service and professional organizations.

Standardized course materials, reference books, practice exams, and other multimodal IT training courses and related resources support IT professionals interested in certification and professional development through every stage of the IT learning curve. This is an affordable fast track to IT certification using IT training, test preparation, and mentoring assets and employing courses, books, and practice labs.

They co-develop much of our certification training courseware in cooperation with leaders in the IT industry to maintain course quality.

Compliance

Skillssoft Compliance Solutions provides compliance-based risk mitigation and safety training for customers ranging from global enterprises, government and education institutions, to small and mid-sized businesses. Today Skillssoft Compliance Solutions serves over 1,400 organizations worldwide, of which many are leading Fortune 500 companies.

Their compliance courseware and videos have been developed in partnership with industry-leading compliance experts to ensure customers receive up-to-date, relevant, and reliable content. Courses are available in 26 languages, each developed around key instructional design characteristics to better engage learners and accelerate ethical and safety workplace practices across an organization.

They provide one of the largest selections of compliance topics to ensure organizations effectively meet regulatory requirements, mitigate risks, address global audience requirements with language considerations, and develop awareness around critical risk areas—all while building a strong culture of compliance through a comprehensive suite of training services and compliance-based learning solutions.

Skillssoft provides a wide range of Compliance Training content, including

Conduct & Ethics Training

Drive culture-based corporate governance by communicating legal standards along with the organization's expectations for employee behavior and address critical operational risk concerns.

Legal Compliance

Quickly train employees to be aware of their legal obligation with customizable legal compliance training that's engaging, interactive, and makes it easier for employees to become proficient in critical skills.



The SMART approach help managers and team leaders achieve their goals.

Workplace Health & Safety

All inclusive, high-impact compliance training to safeguard the health and wellbeing of your people and community and address safety management concerns as an operational and competitive asset.

Middle Management Solutions

Are you facing increased employee turnover? Ineffective leadership? Communication breakdown? AL's middle management training solutions is your answer.

Vital Learning offers targeted programs to help organizations improve the relationships between managers, team leaders, and supervisors and their team members. Their results-driven programs help improve productivity, enhance employee motivation and retention, and develop employees' work habits and potential.

Vital Learning's courses teach managers, supervisors and team leaders to motivate and lead their employees with finesse and respect. By improving team leader-team member relations, organizations can improve productivity, enhance employee motivation and retention and develop employee work habits and potential.

Courses are offered in 4 core categories: leadership, productivity, sales, and customer service.

Leadership

Give your managers the fundamental skills they need to lead cohesive, adept teams. An effective team starts with the right leader, and choosing the right leadership development course is the first step toward realizing success. Your managers must be strong leaders in order to thrive in any environment.

Are you looking for a learning program that provides the foundational leadership skills every manager should master? Choose from the following 12 courses to ensure your managers develop the leadership skills they'll use on a day-to-day basis. Each course is part of the foundation your managers need to build a solid team.

Vital Learning Leadership Essentials eLearning Package

- Coaching Job Skills
- Communicating Up
- Delegating
- Developing Performance Goals and Standards
- Essential Skills of Communicating
- Effective Discipline
- Essential Skills of Leadership
- Improving Work Habits
- Managing Complaints
- Providing Performance Feedback
- Resolving Conflicts
- Supporting Change

Productivity

There's always room for employees to improve productivity. Every worker faces challenges that take up valuable time. With a small investment in courses that increase business productivity, you're primed to advance overall work performance. Learn how productivity saves you time and money, as well as promotes deeper levels of employee engagement.



Effective communication with employees is a critical aspect of leadership.

TRAINING & DEVELOPMENT

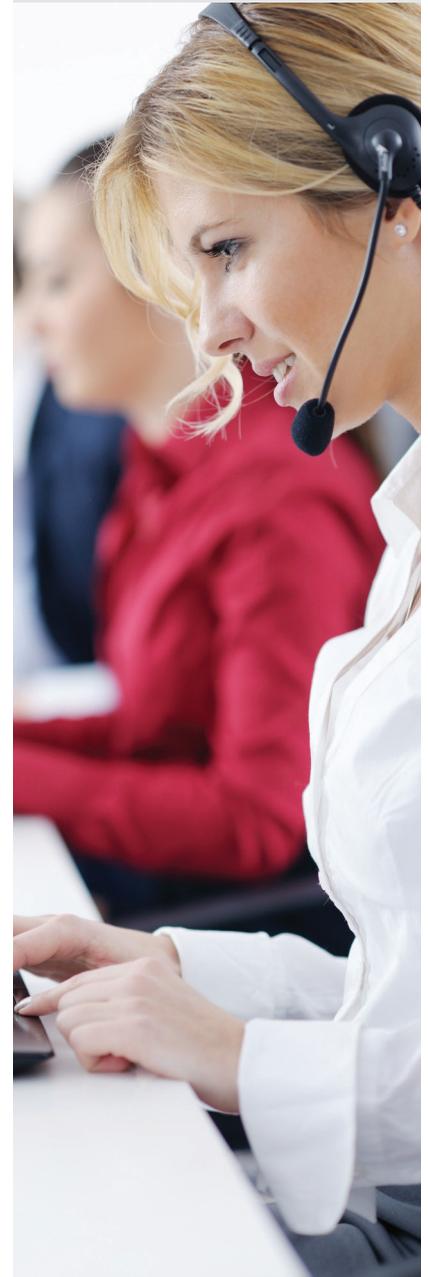
Sales

Are you seeking to increase sales productivity? Is your team lacking the effective sales skills to get ahead of the competition? With Vital Learning sales management training courses, participants are empowered to close deals and build lasting relationships with customers.

Whether you're interested in relating to customers, meeting clients' needs or boosting sales productivity with every incoming call, there is a course to meet your needs.

Customer Service

A positive customer experience has a direct impact on the success of your brand. Happy customers are loyal customers. That's why it's critical to hone your employees' customer service skills and ensure that every worker who interacts with the public is efficient, relatable and engaged. Learn how to connect with customers and provide positive customer service experiences with these customer service training programs. Leave each client with an exceptional impression of your company.



**assessment
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