

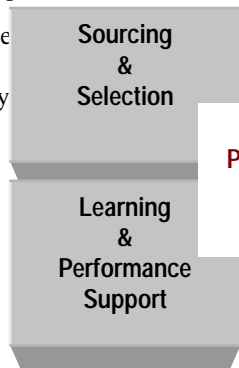
The AccuVision Workforce Readiness System

The *AccuVision Workforce Readiness System* is a unique assessment tool that uses job simulation, *video* and computer technologies to capture the skills and abilities required for success in customer care and a variety of customer contact, entry level positions.



How Can the AccuVision Workforce Readiness System Be Used?

- ◆ Selection of new customer service candidates.
- ◆ Benchmark current skill levels against a national database.
- ◆ Identify the strengths and developmental needs of existing personnel.
- ◆ Integrates into the existing Human Resource strategy



**Employee
Performance
Cycle**

What Is the AccuVision Workforce Readiness System?

- ◆ Comprised of video simulations, each depicting a realistic customer care situation and four possible response options.
- ◆ Provides a feedback report that details the participant's probability of success, strengths, and developmental needs.
- ◆ Generates a structured interview guide based on the participant's responses.



Why Use the Workforce Readiness System?

- ◆ Greater accuracy in hiring and promotional decisions.
- ◆ Reduces employee turnover.
- ◆ Streamlines the selection process.
- ◆ Predicts job performance four times as well as a typical interview.
- ◆ Compliance with the ADA and EEO requirements.

Flexible and Easy to Use

- ◆ Can be used as a stand-alone tool or as part of an overall evaluation process.
- ◆ Administratively simple, requires minimal training.
- ◆ Can be administered individually or to large groups
- ◆ Responses are computer scored and results are immediately available via web or modem.
- ◆ Customer service support is available 24 hours a day, 7 days a week.

<i>AccuVision Workforce Readiness System</i>	<i>AccuVision Workforce Readiness System</i>
<p>Module I – Customer Care</p> <p>1. Customer Relations</p> <p>Communicates in a positive manner, especially when handling complaints or conflict; efficiently obtains additional resources as needed to satisfy customer needs.</p> <p>2. Decision Making</p> <p>Makes sound decisions when carrying out company policies and guidelines, develops solutions for customer problems, recognizes the limits of own authority and knows when a customer problem should be referred to others.</p> <p>3. Commitment to Quality</p> <p>Works and communicates with clients and customers to satisfy their expectations; actively listens to customers to avoid misunderstandings</p>	<p>Module II – Personal Qualities</p> <p>1. Personal Qualities</p> <p>Recognizes the ethical limits of a situation and won't exceed those limits</p> <p>2. Responsibility</p> <p>Exerts a high level of effort and perseverance toward goal attainment; works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well and displaying a high level of concentration even when assigned an unpleasant task; displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks.</p> <p>3. Self-esteem</p> <p>Exhibits self-control and responds to feedback unemotionally and non-defensively; is a self-starter</p> <p>4. Self-Management</p> <p>Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals; monitors own progress toward goal attainment, and motivates self through goal achievement.</p> <p>5. Sociability</p> <p>Demonstrates understanding, friendliness, adaptability, empathy and politeness in new and on-going group settings; asserts self in familiar and unfamiliar social situations' relates well to others; responds appropriately as the situation requires; takes an interest in what others say and do.</p>
Question and Answers	
<p>Q. How long does it take to administer the AccuVision Assessment?</p> <p>A: The target time for this video assessment is approximately 30 minutes for each module.</p> <p>Q. Can AccuVision be used as a performance development tool.</p> <p>A: Yes, in fact, AccuVision is mostly effectively utilized when used as a part of an integrated process including, selection, training and development, and performance management.</p> <p>Q. How are these video situations structured?</p> <p>A: Each situation will be paired with a series of questions that refer directly to the actions observed. For each question, participants will be asked to indicate what they think is the most effective and least effective courses of action.</p> <p>Q. What types of job positions is this assessment targeted for?</p> <p>A: The intended positions are entry level, health-care, customer service, customer contact, retail and food service positions.</p>	

