



Cloud-Based Assessment Technology to Identify and Retain High Performing Workplace Balance

General Purpose Scales (31)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Achievement Drive	Achievement Drive measures the degree to which the individual is likely to be competitive and driven to be the best. This characteristic is important for jobs where the attainment of established goals and benchmarks are important. It is also important for jobs where there may be competition within departments or between co-workers and positions where the individual is expected to grow and advance to higher levels within the organization.	15	Untimed (approx. 3 min.)
02. Artistic Fit	Career Success Profile – A measures the degree to which the candidate has the interest, ability and personality to work in occupational environments that require inventing, designing or creating things. Creativity and imagination are key ingredients for these jobs. Typical occupations in this environment would include actor, musician, copywriter, architect, photographer, inventor, designer or product developer. This characteristic is also critical for jobs requiring creative, open-minded thinking and problem solving.	10	Untimed (approx. 2 min.)
03. Assertiveness	Assertiveness measures the degree to which the individual is likely to assert him/herself, speak his/her mind and enjoy taking control or the lead in group situations. This characteristic is important for jobs where a strong personality is a plus (e.g., managerial positions).	15	Untimed (approx. 3 min.)
04. Attention to Detail	Attention to Detail measures the degree to which the individual can quickly and accurately compare two strings of letters and/or numbers much like tasks that involve verifying information. It is also appropriate for jobs that require proofing tasks such as the healthcare field.	20	Timed (4 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
05. Candidness	Candidness measures the degree to which the individual is likely to be candid and accurate in his/her responses and is therefore not trying to outsmart the test in an effort to present him/herself in a more favorable light. The results of this scale should be used as a “red flag” to make you aware that some candidates may be trying to “fake” the test. For example, if a candidate scores High on the behavioral scales in this assessment and he/she scores Low on Candidness, there is the chance that he was able to elevate his/her scores on the assessment by trying to make him/herself look good. High behavioral scale scores that are accompanied by Low Candidness scores warrants some additional follow-up during the interview or reference checks to confirm the candidate’s behavioral scale scores are in line with his/her previous work history.	5	Untimed (approx. 1 min.)
06. Conventional Fit	The Conventional environment requires working with numbers, comparing and/or proofing information, and the ability to use office equipment. It is generally a structured environment with specific tasks to be accomplished. It involves attention to detail and speed and accuracy when performing perceptual tasks. Examples of positions within this environment are secretaries, file clerks, bookkeepers, healthcare support staff. The Conventional scale measures the degree to which the candidate enjoys or has an interest in working in this environment.	10	Untimed (approx. 2 min.)
07. Creativity	Creativity measures the degree to which the individual is inventive and creative in their thoughts and ideas. This characteristic is important for jobs requiring innovative thinking (e.g., creative positions, marketing, product development and some management jobs).	15	Untimed (approx. 3 min.)
08. Dedication	Dedication measures the degree to which the individual is a hard worker. Takes pride in the quality of his/her work and believes that hard work leads to success.	7	Untimed (approx. 1 min.)
09. Energy	Energy measures the degree to which an individual is likely to demonstrate energy, passion and vitality throughout the workday. This characteristic is important for most fast paced jobs and jobs involving multi-tasking.	15	Untimed (approx. 3 min.)
10. Enterprising Fit	The Enterprising Environment requires coordinating the work of others to accomplish specific goals. Although interaction with others is required, it is generally to control, influence or dominate. This environment generally involves the hierarchical work structures that are usually associated with large organizations. Examples of occupations within this environment are sales and management positions. The Enterprising scale measures the degree to which the candidate enjoys or has an interest in working in this environment.	10	Untimed (approx. 1 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
11. Extraversion	Extraversion measures the degree to which the individual is likely to be outgoing, sociable and assertive in his/her interactions. This characteristic is important for jobs requiring strong, outgoing personalities and strong social skills (e.g., patient care and some management jobs).	15	Untimed (approx. 3 min.)
12. Flexibility	Flexibility measures the degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.	15	Untimed (approx. 3 min.)
13. Go-Getter	Go-Getter measures the degree to which the individual is dedicated, shows initiative, has a positive demeanor and exhibits independence. This characteristic is important for jobs requiring independent work and a self-starter attitude.	10	Untimed (approx. 2 min.)
14. Influence	Influence measures the degree to which the individual enjoys the art of persuasion and has the ability to influence and lead others.	5	Untimed (approx. 1 min.)
15. Initiative	Initiative measures the degree to which the individual attempts to solve problems instead of avoiding them. Is not afraid to be the first to try something new. Always looks for ways to better self. Actively participates in work projects or meetings instead of sitting back and watching.	9	Untimed (approx. 2 min.)
16. Interpersonal Skills	Interpersonal Skills measures the degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills. This characteristic is important for all jobs that involve interacting with customers.	10	Untimed (approx. 2 min.)
17. Investigative Fit	Measures the degree to which the candidate has the interest, ability and personality to work in jobs that require analytical and problem solving skills. These jobs also require a hunger for knowledge. The emphasis is on ideas rather than people. Proficiency in mathematics and statistics is usually required. Intellectual skills in this occupational group are very important for job success. This occupational environment includes most scientific professions (e.g., physicians, biologists, laboratory technicians, researchers).	10	Untimed (approx. 2 min.)
18. Language	Language Skills measures the degree to which the individual can quickly and accurately identify errors in word usage, punctuation, spelling and capitalization. This ability is important for most jobs requiring written communication.	20	Timed (5 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
19. Math	Math measures a basic understanding of mathematical computation and concepts (e.g., making change, calculating percentages, applying discounts, basic addition, subtraction, division and multiplication). The ability to solve these types of problems has also been related to speed of learning and general problem solving skills. This test is appropriate for jobs requiring knowledge of basic math functions (e.g., cashiers, tellers, basic accounting, payroll, etc.).	20	Timed (10 min.)
20. Open-Mindedness	Open-Mindedness measures the degree to which the individual is willing to learn from others and from his/her own mistakes. Is not stubborn. Listens to the needs and advice of others. Is open to new ideas and concepts.	10	Untimed (approx. 2 min.)
21. Optimism	Optimism measures the degree to which the individual consistently approaches work duties and projects with a positive attitude. Is always optimistic. Seldom worries and always exhibits a positive demeanor.	14	Untimed (approx. 2 min.)
22. Organization	Organization measures the degree to which the individual is organized, structured and thoughtful about his/her work.	8	Untimed (approx. 1 min.)
23. Patience	The degree to which the individual remains calm and demonstrates patience when dealing with potentially frustrating situations.	5	Untimed (approx. 1 min.)
24. Planning	Planning measures the degree to which the individual establishes schedules, routines and plans ahead rather than working in a more spontaneous manner.	12	Untimed (approx. 3 min.)
25. Problem Solving	Problem Solving Interest measures the degree to which the individual enjoys working on mentally challenging tasks, enjoys problem solving and utilizes creative thinking when engaged in problem solving activities. Some examples of jobs where this ability would be appropriate would be jobs in product development, marketing or research-oriented jobs. Also, jobs that require coming up with enhancements to current processes and procedures.	15	Untimed (approx. 3 min.)
26. Reading	Reading Comprehension measures the degree to which this individual has the ability to quickly read and comprehend written information. This ability is appropriate for most jobs.	10	Timed (6 min.)
27. Realistic Fit	Measures the degree to which the candidate has the interest, ability and personality to work in jobs that require manual or physical activities; jobs that require the use of tools, equipment or machines and generally involve working with things rather than people. These occupations require mechanical and/or technical skills and may require working outdoors. This occupation group usually encompasses blue-collar jobs and technical positions.	10	Untimed (approx. 2 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
28. Social Fit	Measures the degree to which the candidate has the interest to work in jobs that require interaction with people as opposed to things. This environment generally involves helping, teaching or providing service to others. This environment is one of warmth and nurturance. Schools, hospitals and charity organizations are examples of social environments.	10	Untimed (approx. 2 min.)
29. Supervision	Supervision measures the degree to which the individual has the ability and disposition to motivate others, relate well to employees, create a sense of unity among staff, and maintain high levels of employee satisfaction. Supervision skills are important for jobs that require overseeing and managing others.	15	Untimed (approx. 3 min.)
30. Tables	Tables measures the degree to which the individual can quickly and accurately refer to information presented in the form of a table and answer questions related to that information. This characteristic is appropriate for jobs requiring looking up information on computer screens, spreadsheets or charts. Most clerical jobs require some degree of this ability.	20	Timed (10 min.)
31. Technical Interest	Technical Interest measures the degree to which the individual enjoys learning about technological advances and working on problems and job tasks that involve technology.	10	Untimed (approx. 2 min.)

Healthcare (16)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Caring Disposition (<i>patient-facing</i>)	Caring Disposition measures the degree to which the individual is caring, friendly, compassionate and is likely to go out of his/her way to assist patients.	15	Untimed (approx. 3 min.)
02. Healthcare Environment Fit (<i>patient-facing</i>)	Healthcare Environment Fit measures the degree to which the individual is caring, empathetic and is likely to go out of his/her way to assist patients. This characteristic is important for all healthcare-related jobs.	10	Untimed (approx. 2 min.)
03. Leadership	Leadership measures the degree to which the candidate has the interest, ability, and disposition necessary to perform in a leadership or supervisory capacity.	15	Untimed (approx. 3 min.)
04. Positive Attitude (<i>customer-facing</i>)	Positive Attitude measures the degree to which the individual consistently approaches work duties and projects with a positive attitude. Is always optimistic. Seldom worries and always exhibits a positive demeanor. This characteristic is important for jobs where a positive demeanor and outlook are necessary for success.	10	Untimed (approx. 2 min.)
05. Positive Attitude (<i>patient-facing</i>)	Positive Attitude measures the degree to which the individual consistently approaches work duties and projects with a positive attitude. Is always optimistic. Seldom worries and always exhibits a positive demeanor. This characteristic is important for jobs where a positive demeanor and outlook are necessary for success.	10	Untimed (approx. 2 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
06. Quality Orientation <i>(customer-facing)</i>	Quality Orientation measures the degree to which the individual is likely to be hardworking, reliable and conscientious about the quality of his or her work.	10	Untimed (approx. 2 min.)
07. Quality Care <i>(patient-facing)</i>	Quality Care measures the degree to which the individual is likely to be hardworking, reliable and conscientious about the quality of his or her work.	10	Untimed (approx. 2 min.)
08. Risk <i>(customer-facing)</i>	Risk measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management. This characteristic is appropriate for most, if not all jobs, with special emphasis on jobs requiring handling money (such as a bank teller or cashier) and positions related to security (such as a security guard or police officer).	10	Untimed (approx. 2 min.)
09. Risk <i>(patient-facing)</i>	Risk measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management. This characteristic is appropriate for most, if not all jobs, with special emphasis on jobs requiring handling money (such as a bank teller or cashier) and positions related to security (such as a security guard or police officer).	10	Untimed (approx. 2 min.)
10. Sales	Sales measures the degree to which the individual is likely to be confident and driven to perform effectively in a sales environment or in jobs that require some aspects of sales.	30	Untimed (approx. 5 min.)
11. Self-Confidence	Self-Confidence measures the degree to which the individual is likely to be confident in his/her actions and decisions, is self-assured and is not overly affected by what others think of him/her.	15	Untimed (approx. 3 min.)
12. Service Orientation <i>(customer-facing)</i>	Service Orientation measures the degree to which the individual is caring, friendly, compassionate and is likely to go out of his/her way to assist customers.	15	Untimed (approx. 3 min.)
13. Stress Management <i>(customer-facing)</i>	Stress Management measures the degree to which an individual is likely to demonstrate patience and manage stress during times of conflict with customers and co-workers and in other stressful work-related situations. This characteristic is appropriate for jobs requiring interactions with customers and multi-tasking, as well as for positions in fast-paced organizations.	10	Untimed (approx. 2 min.)
14. Stress Management <i>(patient-facing)</i>	Stress Management measures the degree to which an individual is likely to demonstrate patience and manage stress during times of conflict with customers and co-workers and in other stressful work-related situations. This characteristic is appropriate for jobs requiring interactions with customers and multi-tasking, as well as for positions in fast-paced organizations.	10	Untimed (approx. 2 min.)
15. Team Player <i>(customer-facing)</i>	Team Player measures the degree to which the individual is likely to be a team player and cooperate in all aspects of his or her work relationships, including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and teamwork among co-workers.	10	Untimed (approx. 2 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
16. Team Player (<i>patient-facing</i>)	Team Player measures the degree to which the individual is likely to be a team player and cooperate in all aspects of his or her work relationships, including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and teamwork among co-workers.	10	Untimed (approx. 2 min.)

Care (8)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Attention to Detail	Attention to Detail measures the degree to which an individual can quickly and accurately compare two strings of letters and/or numbers much like tasks that involve verifying information. This ability is important for most clerical jobs. It is also appropriate for jobs that require proofing skills.	20	Untimed (approx. 2 min.)
02. Can Do Attitude	Can-Do Attitude measures the degree to which the individual consistently approaches work duties and projects with a positive attitude. Is always optimistic. Seldom worries and always exhibits a positive demeanor.	10	Untimed (approx. 2 min.)
03. Customer Care	Customer Care measures the degree to which the individual is friendly, service oriented and builds customer relationships. He/she is likely to go out of his/her way to assist customers.	15	Untimed (approx. 3 min.)
04. Good Citizen	Good Citizen measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management.	10	Untimed (approx. 2 min.)
05. Kindness	Kindness measures the degree to which the individual is caring, empathetic and generous towards others.	10	Untimed (approx. 2 min.)
06. Self-Control	Self-Control measures the degree to which the individual remains calm and in control during stressful, high pressure situations.	10	Untimed (approx. 2 min.)
07. Team Care	Team Care measures the degree to which the individual is likely to be flexible and compromising in all aspects of his or her work relationships, including working cooperatively with co-workers and customers.	10	Untimed (approx. 2 min.)
08. Work Ethic	Work Ethic measures the degree to which the individual is likely to be hardworking, reliable, dedicated and punctual. He/she is conscientious, organized and plans ahead.	10	Untimed (approx. 2 min.)

Call Center Sales (6)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Achievement Drive	The degree to which the individual is motivated, has a strong desire to meet his/her sales goals and has a desire to be the best.	10	Untimed (approx. 2 min.)
02. Assertiveness	The degree to which the individual can lead a conversation, is able to maintain control of the interaction. Enjoys taking a leadership role.	10	Untimed (approx. 2 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
03. Positive Attitude	The degree to which the individual has a positive outlook and can bounce back from negative outcomes quickly. Is open to change and is flexible.	10	Untimed (approx. 2 min.)
04. Reliability	The degree to which the individual can be counted on to get the job done, is organized, punctual and dependable.	10	Untimed (approx. 2 min.)
05. Self-Confidence	The degree to which the individual believes in self, is not bothered by rejection and is confident in his/her decision making.	10	Untimed (approx. 2 min.)
06. Service Ability	The degree to which the individual is service oriented and enjoys socializing and helping others with a smile.	10	Untimed (approx. 2 min.)

Character (5)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Drug-Free Attitude	Drug-Free Attitudes scale measures the degree to which the individual is likely to avoid illegal drug use and related problems that might impact work. This characteristic is important for most jobs, but especially for those involving the use of machinery or equipment where the safety of the employee and co-workers could be at risk.	15	Untimed (approx. 3 min.)
02. Non-Violent Attitude	Non-Violent Attitudes measures the degree to which the individual is likely to respect others and not engage in aggressive workplace behaviors such as intentionally damaging company property or resorting to physical or verbal threats. While only a small percentage of the workforce is ever involved in incidents involving workplace violence, the high cost of incidents resulting from workplace aggression makes this an appropriate characteristic to measure for most, if not all, jobs.	15	Untimed (approx. 3 min.)
03. Responsibility	The Responsibility Scale measures the degree to which an individual is likely to be dependable, stable, and willing to take responsibility for his or her actions. The results reflect the individual's likeliness to avoid work-related attendance problems. This characteristic is appropriate for all jobs.	15	Untimed (approx. 3 min.)
04. Rules Compliance	Rules Compliance measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management. This characteristic is appropriate for most, if not all jobs, with special emphasis on jobs requiring handling money (such as a bank teller or cashier) and positions related to security (such as a security guard or police officer).	15	Untimed (approx. 3 min.)
05. Trustworthiness	Trustworthiness measures the degree to which an individual is likely to be honest and trusting of others. This characteristic is important for most, if not all jobs, with special emphasis on jobs that involve handling cash or confidential or sensitive information.	15	Untimed (approx. 3 min.)

Safety (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Reliability	Reliability measures the degree to which an individual is likely to be dependable, hardworking, and conscientious about the quality of his or her work. This characteristic is appropriate for all jobs.	15	Untimed (approx. 3 min.)
02. Responsibility	The Responsibility Scale measures the degree to which an individual is likely to be dependable, stable, and willing to take responsibility for his or her actions. The results reflect the individual's likeliness to avoid work-related attendance problems. This characteristic is appropriate for all jobs.	15	Untimed (approx. 3 min.)
03. Rules Compliance	Rules Compliance measures the degree to which the individual is likely to follow company policies and adhere to rules and procedures established by management. This characteristic is appropriate for most, if not all jobs, with special emphasis on jobs requiring handling money (such as a bank teller or cashier) and positions related to security (such as a security guard or police officer).	15	Untimed (approx. 3 min.)
04. Safety	Safety measures the degree to which an individual is likely to behave and work in a safe manner, avoiding unnecessarily dangerous work situations that can lead to accidents. This characteristic is important for most, if not all, light industrial and manufacturing jobs.	15	Untimed (approx. 3 min.)

Call Center Service (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Customer Relations	Customer Relations measures the degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills. This characteristic is important for all jobs that involve interacting with customers.	14	Untimed (approx. 3 min.)
02. Stress Management	Stress Management measures the degree to which an individual is likely to demonstrate patience and manage stress during times of conflict with customers and co-workers and in other stressful work-related situations. This characteristic is appropriate for jobs requiring interactions with customers and multi-tasking, as well as for positions in fast-paced organizations.	10	Untimed (approx. 2 min.)
03. Team Player	Team Player measures the degree to which the individual is likely to be a team player and cooperate in all aspects of his or her work relationships, including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and teamwork among co-workers.	8	Untimed (approx. 1 min.)
04. Willingness to Help	Willingness To Help measures the degree to which the individual is service-oriented and is likely to go out of his/her way to help customers. This characteristic is important for all jobs that require providing excellent customer service.	8	Untimed (approx. 1 min.)

Emotional (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Relationship Management	Relationship Management measures the degree to which the individual is likely to manage people relationships effectively. The degree to which he/she is team oriented and collaborative in all aspects of his or her relationships, including working cooperatively with co-workers and customers.	10	Untimed (approx. 2 min.)
02. Self-Awareness	Self-Awareness measures the degree to which the individual is self confident and feels secure of self. The degree to which he/she uses this demeanor to remain calm and cool under pressure.	10	Untimed (approx. 2 min.)
03. Self-Management	Self-Management measures the degree to which the individual manages self properly. The degree to which he/she is likely to be hardworking, reliable, organized and plans ahead.	10	Untimed (approx. 3 min.)
04. Social Awareness	Social Awareness measures the degree to which the individual is caring, empathetic and is service oriented.	10	Untimed (approx. 2 min.)

Ocean (5)

Individual's five key personality dimensions. This five factor model of personality is considered to be the most widely accepted theory of personality in use today.

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Agreeableness	The degree to which the individual is eager to help others, is sympathetic, and believes that others will do the same. Low scores indicate a willingness to fight for one's own interests, skepticism and a critical nature.	10	Untimed (approx. 2 min.)
02. Conscientiousness	The degree to which the individual is strong willed, acts with purpose and determination. Is precise, punctual and reliable. Very high scores may be associated with being a workaholic, and overly neat. Low scores are associated with being less organized, less exacting in their work and more relaxed in working towards their goals.	10	Untimed (approx. 2 min.)
03. Extraversion	The degree to which the individual is sociable, likes people, and enjoys large gatherings. Tends to be assertive, talkative, active and cheerful. Low scores indicate someone who is reserved, independent, even-paced.	10	Untimed (approx. 2 min.)
04. Non-Negativity	The degree to which the individual is emotionally stable, calm, can manage stress and has a positive outlook. Low scores indicate less ability to control impulses, worrying behaviors and a pessimistic outlook.	10	Untimed (approx. 2 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
05. Openness	The degree to which the individual is curious, willing to try new things, is a creative thinker. Low scores indicate conventional behavior, a conservative outlook and a preference for the familiar.	10	Untimed (approx. 2 min.)

Management Ability (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Communication	The degree to which the individual communicates effectively with staff and co-workers. The degree to which he/she actively listens and expresses ideas and concepts clearly and as necessary.	8	Untimed (approx. 2 min.)
02. Decision Making	The degree to which the individual makes decisions based on facts and not on impulse. The degree to which he/she is fair and just in his/her decision-making process.	5	Untimed (approx. 1 min.)
03. Delegation	The degree to which the individual delegates work projects as appropriate. The degree to which he/she lets staff perform independently without unnecessary supervision.	5	Untimed (approx. 1 min.)
04. Employee Relations	The degree to which the individual promotes positive working relationships with his/her staff. The degree to which he/she handles employee issues responsibly and effectively while gaining employee trust and respect.	12	Untimed (approx. 3 min.)

Sales (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Customer Focus	The degree to which the individual puts the customer's needs ahead of his/her own needs. The degree to which he/she is customer service-oriented and enjoys interacting with customers.	10	Untimed (approx. 2 min.)
02. Drive & Persistence	The degree to which the individual is motivated to overcome resistance during his/her sales efforts. The degree to which he/she is driven to perform and strives to be the best.	6	Untimed (approx. 1 min.)
03. Listening Skills	The degree to which the individual is open to learning new experiences. The degree to which he/she listens to the needs of others and uses listening skills to guide sales strategies.	9	Untimed (approx. 2 min.)
04. Sales Strategies	The degree to which the individual engages in appropriate sales-oriented behaviors throughout the sales process. For example, establishes realistic expectations, stays organized, addresses prospect concerns and keeps appointments organized.	5	Untimed (approx. 1 min.)

Service (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Conscientiousness	The degree to which the candidate thinks things through, is organized and reliable. The degree to which he/she is able to make decisions based on careful thought rather than impulse.	7	Untimed (approx. 2 min.)
02. Interpersonal Skills	The degree to which the candidate is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with others.	7	Untimed (approx. 1 min.)
03. Listening Skills	The degree to which the candidate focuses on the needs of the customer during interactions. The degree to which he/she listens carefully to the individual's needs and attempts to fulfill those needs.	8	Untimed (approx. 2 min.)
04. Service Orientation	The degree to which the candidate is customer focused and is likely to go out of his/her way to help the customer. The ability to remain service-oriented even during difficult customer situations.	8	Untimed (approx. 2 min.)

Supervisors (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Communication	The degree to which the candidate values communication with his/her employees. The degree to which he/she takes the initiative to communicate important matters to his/her staff and is sympathetic to their needs.	6	Untimed (approx. 1 min.)
02. Conscientiousness	The degree to which the candidate is organized, hard working and dependable. The degree to which he/she thinks things through rather than making decisions based on impulse.	9	Untimed (approx. 2 min.)
03. Motivation	The degree to which the candidate uses effective motivation strategies with his/her staff. The degree to which the candidate values and utilizes praise and reinforcement as motivators for top performance.	6	Untimed (approx. 1 min.)
04. Team Orientation	The degree to which the candidate is able to instill a team spirit among staff members. The degree to which he/she is able to get along with all staff members, is easy-going and flexible.	9	Untimed (approx. 2 min.)

Teams (4)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Confidence	The degree to which the candidate, although engaged in team interactions, is likely to be self-assured, is not overly affected by what others think of him or her, and is confident in his or her decisions and actions.	7	Untimed (approx. 1 min.)
02. Flexibility	The degree to which the candidate is likely to be flexible and open to change. The degree to which he/she is more open-minded than stubborn making it possible to compromise when appropriate.	7	Untimed (approx. 1 min.)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
03. Team Spirit	The degree to which the candidate is likely to be a team player and cooperate in all aspects of his or her work relationships, including working in harmony with others to achieve a common goal.	10	Untimed (approx. 2 min.)
04. Trust	The degree to which the candidate is likely to be trusting of others. The degree to which he/she is likely to build close, trusting relationships with co-workers.	6	Untimed (approx. 1 min.)

Mechanical (6)

Ingelix Scale	Scale Description	# of Questions	Admin. Time
01. Electrical	Electrical measures the degree to which the individual has knowledge of basic electrical concepts. This ability is important for jobs requiring basic electrical repair or work involving electrical components.	5	Untimed (approx. 2 min.)
02. Measurement	Measurement assesses the degree to which the individual has knowledge of basic measurement and mathematical concepts. This ability is important for jobs requiring the reading of gauges and diagrams that show object dimensions.	5	Untimed (approx. 2 min.)
03. Mechanical Movement	The Mechanical Movements score measures the degree to which the individual can conceptualize how moving one object might affect another. This ability is important for jobs that require working with industrial equipment, and jobs that involve mechanical components.	5	Untimed (approx. 2 min.)
04. Physical Properties	The Physical Properties score measures the degree to which the individual has a basic understanding of how varying weight distribution affects effort and safety. This ability is important for jobs requiring the manual labor, lifting and various other light industrial functions.	5	Untimed (approx. 2 min.)
05. Spatial Aptitude	The Spatial Reasoning score measures the degree to which the individual is able to mentally manipulate various objects in order to determine how they might best be assembled or how they might best fit together. This ability is important for jobs requiring the reading and understanding of assembly diagrams and jobs requiring spatial-recognition skills.	5	Untimed (approx. 2 min.)
06. Tools	Tools measures the degree to which the individual has basic knowledge of common tools. This ability is important for jobs requiring the use of various tools to repair or build things.	5	Untimed (approx. 2 min.)

Workplace Aptitude (1)