



Improving Quality of Hires

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Problem Solving (OQ)



Select the activities that you have performed to solve problems:

- A. Identified a problem and its cause.
- B. Anticipated a problem and implemented a procedure to avoid the problem.
- C. Recommended an improvement in procedures with options for implementation.
- D. Provided advice to others to troubleshoot common problems.
- E. None of the above.

Written Communication (OQ)



Which statement best describes your highest level of experience writing technical reports?

- A. I have received education or training in performing this task, but have not yet performed it on the job.
- B. I have performed this task on the job, with close supervision from a supervisor or senior employee.
- C. I have routinely and independently performed this task as a regular part of the job, and usually without review by a supervisor or senior employees.
- D. I am highly skilled at performing this task on the job. I have trained others in this activity and/or others have consulted me as an expert for assistance.
- E. I have not received education, training, or experience in performing this task.

Supervisory Skills (OQ)



Select the statements that describe your experience supervising others in a formal work setting.

- A. Facilitated the resolution of competing or conflicting interests.
- B. Provided direction, guidance, or instruction to staff.
- C. Held others accountable to meet program requirements, policies, and/or standards.
- D. Persuaded others to adopt new methods, procedures, or techniques.
- E. Diffused confrontational contacts with people who are difficult, hostile, or distressed.
- F. None of the above.

Problem Solving (Cognitive Ability)



What number is needed to complete the pattern below?

59 51 44 38 33 29 26 ____

- ☐ 21
- ☐ 22
- ☐ 23
- ☐ 24
- ☐ 25

Written Communication (Skills)

Select the statement that contains no grammar, punctuation, or spelling errors:

- A. The Chairman's latest speach was his best.
- B. The Chairmans' latest speech was his best.
- C. The Chairmans' latest speach was his best.
- D. The Chairman's latest speech was his best.
- E. None of the above.



Supervisory Skills (SJT)



Your agency has just expanded to a new part of the building, which has made an extra office available. You have three people in your department who currently do not have an office. What would you do?

- A. Give the office to the employee with the longest tenure.
- B. Give the office to the employee with the most responsibility.
- C. Ask the employees if anyone minds not getting the new office and then decide based on their answers.
- D. Not give the office to anybody until more space becomes available.

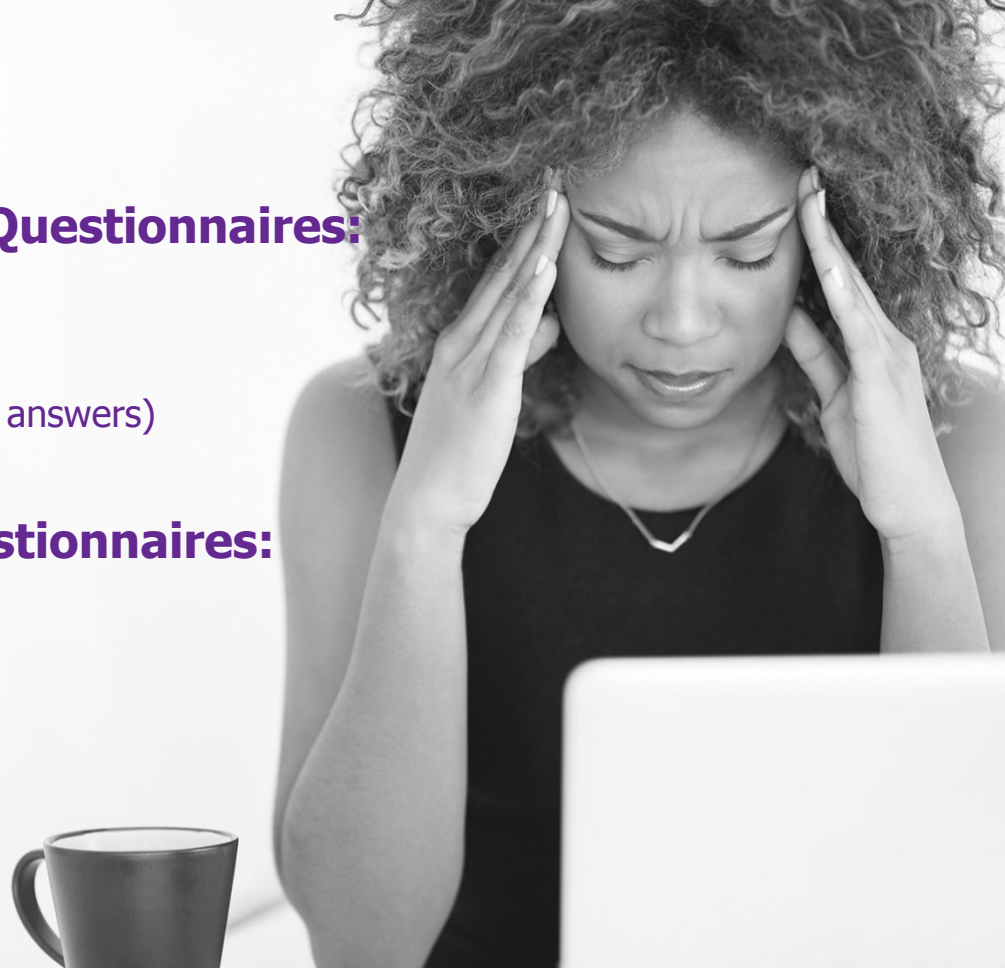
'Traditional' Federal Hiring

- **Heavy Reliance on Occupational Questionnaires:**

- Low predictive validity
- Indirect assessment of competencies
- Introduce subjectivity (i.e., no right or wrong answers)

- **Alternatives to Occupational Questionnaires:**

- Writing Assessments
- Situational Judgment Tests
- Cognitive Ability Tests
- Personality Tests
- Organizational Culture Assessments
- KSA & Competency-based Tests



Benefits of Effective Applicant Assessment

- **Reduce Applicant Score Self-inflation**
 - Hiring the wrong person for the job
- **Align Selection Tools and Job Requirements**
 - Legal defensibility
- **Better Quality Applicants Reach the Certificate**
 - Hiring manager satisfaction
 - Improved time-to-hire



Applicant Assessment



What should I measure?
How should I measure it?
Did my assessment work?

What Should I Measure?

Job Analysis

The systematic process of documenting the work performed and the knowledge, skills, abilities, and other characteristics someone must possess in order to successfully perform that work.



How Should I Measure It?

Initial Applicant Pool
Screen
MQs & OQ

Remaining Applicant Pool
Assess

Final Applicant Pool
Hiring Decision



Did My Assessment Work?



Reliable, but not valid



Reliable and valid

Monster Applicant Assessment

- **Access to an MHME-integrated testing platform for:**
 - Catalog assessments
 - Customized or agency-developed assessments
- **Provides ability to measure applicants against a variety of critical job factors**
- **Seamless integration with MHME**
- **Assessment battery based on job analysis results**
- **Each test can be scored separately and/or in combination with existing assessments**



Current Clients

• Cabinet-Level Agency (~11,500 employees)

- Customized entry, journey, and senior-level assessment batteries
 - GS-0343, GS-0501, GS-1101, GS-1102, GS-1170, GS-1176, GS-2150, GS-2210
- Job analysis, assessment validation
- Multiple assessment types
 - Skills-based
 - Cognitive ability
 - Personality

• Cabinet-Level Agency (~4,500 employees)

- Customized entry, journey, and senior-level GS-1720 assessment battery
- Multiple assessment types
 - Skills-based
 - Cognitive ability
 - Personality
- Multiple competencies measured
 - Problem Solving
 - Creativity and Innovation
 - Project Management





**Thank you.
Questions?**

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