

Supervisory Potential Test Battery (SPTB)

The role of the supervisor within our company is vitally important. While technical proficiency is important to being a successful supervisor, other characteristics are also important.

Extensive analysis of supervisory positions throughout the company demonstrates that the following are among the dimensions critical for success as a supervisor:

- Teamwork
- Coaching
- Work Standards (Commitment to Excellence)
- Analysis & Judgment
- Customer Service Orientation
- Leadership
- Adaptability
- Tolerance for Stress
- Planning & Organizing
- Initiative
- Ability to Learn
- Communication Skills

The company is committed to selecting the best candidates for supervisory positions through a formal selection process. This two-phase process applies to supervisory, team lead or administrator positions that have direct reports and responsibility for their development, performance or discipline. The most qualified candidates are invited to participate in the first phase of the process.

Phase 1

In the first phase of the process, candidates will participate in the supervisory Potential Test Battery (SPTB) designed to measure their potential for high performance as a supervisor.

The battery consists of three tests:

1. **Supervisory Simulator.** This computer or paper-pencil-based simulation is designed specifically to identify those who have the skills needed to be successful in first-level supervisory, foreperson or team leader positions. The simulator places the candidate in a hypothetical organization in charge of a work team to determine how they would handle problems that confront the team. Proper handling of these problems is critical to building a motivated, empowered work team.

The team leader or first-level supervisor is the individual most responsible for empowering team members, leading to improved quality and productivity. This individual must be able to:

- motivate team members to make good decisions that serve the team
- hold team members accountable while maintaining high morale
- resolve conflict among team members in a way that builds teamwork
- establish expectations for mature behavior and continual improvement
- keep team members focused on what's best for the organization
- encourage new ideas and improved methods

The test consists of five realistic problem situations involving members of the work team. Each problem is one commonly encountered by first-level supervisors, forepersons or team leaders. Some issues may include:

- decision-making—when and how to involve others
- leadership—motivation, morale, team-building
- conflict resolution—resolving disagreements among subordinates
- productivity and quality—keeping focused on what counts

Candidates must respond in narrative fashion to questions posed about each situation, indicating what they would do or say. Test time is 75 minutes.

2. **Critical Reasoning Test Battery.** This two-part multiple-choice test measures a candidate's ability to make logical decisions based upon both verbal (written) and data (charts and tables) information provided. Test time is 30 minutes per section.
3. **Behavioral Personality Inventory.** This inventory assesses candidate's typical ways of behaving across a variety of situations in order to determine how well they might fit into a leadership position. This test is not timed.

Scoring Requirements

There is no fixed "passing" score on the SPTB. The progression of the candidate in the selection process depends upon the number of candidates and their test results. Competition can be very high for some positions. Individual test results will remain on file for two years from original assessment date. If a candidate applies for another supervisory position within that time, these results will be used to determine whether the candidate will become a finalist for that particular position. Likewise, if the candidate applies for another position after two years, they may be asked to retest.

Testing conditions

These tests were designed to be administered in a group setting and typically take about four hours. There will be one 10-minute break during testing.

Other considerations

The testing administrator will provide all materials necessary for testing (i.e., pencils, scratch paper, calculator, etc.). Candidates need to bring photo identification, such as a driver's license. Finally, please be aware that candidates will not be permitted to eat, drink, use tobacco or wear hats of any kind during testing.

Notification and advancement process

Candidates will be contacted by the recruiter to inform them if they will be moving to the next phase of the selection process. Recruiters do not have individual test scores, only the candidates' status. Please do not ask for feedback regarding your testing.

Phase 2

Candidates that are selected to proceed to this phase of the process, will participate in a series of three behavioral interviews, however, there may be other required phases depending upon position.

The candidate who performs best in the process will be offered the position.