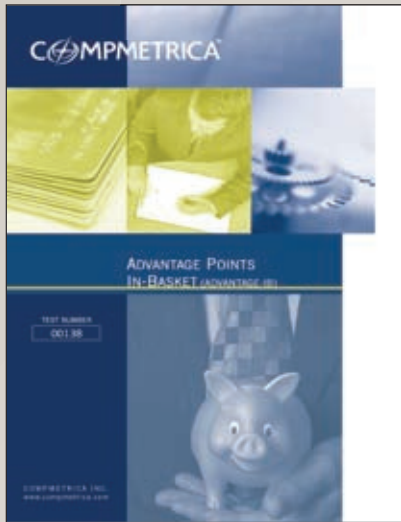


COMP METRICA In-Basket Exercise Advantage Points



The **In-Basket Exercise Advantage Points** evaluates a candidate's ability to react appropriately, in writing, to situations that could occur on the job in an operational management position. These situations could include letters sent to the organization, memos from an employing officer, an employee or a colleague, or short reports on topics such as the budget or client services.

Description

- For this exercise, the candidate will have to provide answers to a series of situations in text format or in point form. This exercise contains seven (7) situation scenarios that must be completed by using the skills that match the six (6) evaluation criteria below. The candidate will have to analyze each situation and make a decision that best suit the information provided.
- This exercise was not developed to assess specific knowledge in a field of employment.

Targeted Clientele

Operational management positions

Conditions

Duration

- Two (2) hours thirty (30) minutes

Correction Time

- Paper-pencil administration: 4 business days
- Web administration: 3 business days

Competencies Assessed

Thinking Skills

6. Problem-solving

Able to identify and analyze a problem, evaluate possible solutions, and select the most suitable one.

Communications

13. Ability to Manage Communications

Able to coordinate communications in such a way that the targeted audience receives the required information at the right time in a format that meets their needs.

Leadership Skills

22. Ability to Mobilize

Able to motivate individuals to work harder, more effectively, and with greater enthusiasm.

Management Skills

51. Ability to Organize / Orchestrate

Able to efficiently assign responsibilities, set work schedules, distribute resources, and coordinate activities in the process of reaching a goal.

58. Client Oriented

Strives to establish positive long-term relationships with clients/customers and to achieve high client/customer satisfaction by providing quality services or products that meet their wants, needs, and expectations.

59. Results Oriented

Devotes high effort to reach set goals and regards the achievement of results as a major concern.



Type of Report

Page 2

In-Basket Exercise Advantage Points

Candidate: John Smith Evaluation date: 2008/05/20

Definition of the competencies evaluated

- **PROBLEM-SOLVING:** Identifies problems, possible solutions, as well as the best strategies to solve them.
- **ABILITY TO MANAGE COMMUNICATIONS:** Ability to manage communications in such a way that the people involved get the required information at the right time in a format that meets their needs.
- **ABILITY TO MOBILIZE:** Motivates others to commit themselves by holding them responsible for their work and by giving meaning to their work.

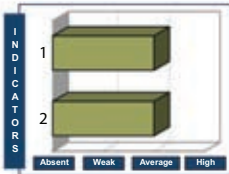
Page 3

In-Basket Exercise Advantage Points

Candidate: John Smith Evaluation date: 2008/05/20

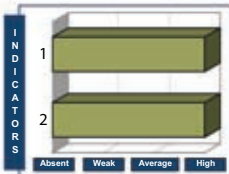
Result per competency

Problem-solving 3



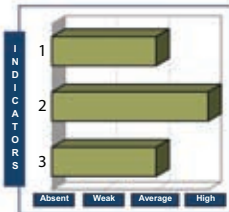
- 1 **Analyzes the situation**
Evaluates the extent to which the candidate analyzes the complexity of problems that arise by questioning the information provided and by verifying the accuracy of the provided or the hypotheses offered. Also evaluates the extent to which the candidate is able to make links using the information provided.
- 2 **Identifies solutions**
Evaluates the extent to which the candidate takes action in situations and makes relevant recommendations to solve problems.

Ability to manage communications 5



- 1 **Communication with peers and supervisors**
Evaluates the extent to which the candidate communicates and/or involves both colleagues and higher hierarchical levels.
- 2 **Communication with employees**
Evaluates the extent to which the candidate demonstrates concern for encouraging staff communication and involvement in exploring solutions.

Ability to mobilize 3



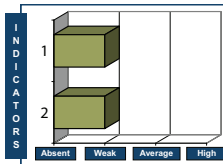
- 1 **Motivates employees**
Evaluates the extent to which the candidate demonstrates concern for motivating human resources in order to achieve established goals.
- 2 **Delegates responsibility to employees**
Evaluates the extent to which the candidate knows how to involve and delegate responsibilities to employees and encourages accountability in employees when they perform a task or a mandate.
- 3 **Ensures employee competencies**
Evaluates the extent to which the candidate demonstrates concern with employee competencies and seeks to improve them through training.

Page 4

In-Basket Exercise Advantage Points

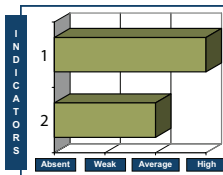
Candidate: John Smith Evaluation date: 2008/05/20

Client-oriented 2 / 5



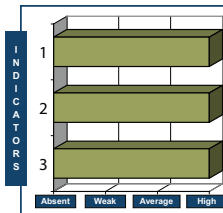
- 1 **Stresses quality of service**
Evaluates the extent to which the candidate demonstrates concern for quality of service and client satisfaction and acts to improve them. Also evaluates the extent to which the candidate targets the competition and fosters effective market development through specific actions.
- 2 **Communicates and collaborates with clients/partners**
Evaluates the extent to which the candidate encourages communication and participation with clients to resolve their issues. Also evaluates the extent to which the candidate shows concern for the image of the organization projects.

Results-oriented 4 / 5



- 1 **Ensures achievement of results**
Evaluates the extent to which the candidate is preoccupied by achieving established results or objectives. Also evaluates the extent to which the candidate manages the work and efforts of human resources based on results to be achieved.
- 2 **Coordinates financial and material resources**
Evaluates the extent to which the candidate identifies and coordinates the financial and material resources required to achieve objectives.

Ability to organize / orchestrate 5 / 5



- 1 **Identifies priorities**
Evaluates the extent to which the candidate is able to prioritize the actions he or she plans to take.
- 2 **Implements and controls**
Evaluates the extent to which the candidate knows how to establish expectations for the work to be done and the deadlines to be met. Also evaluates the extent to which the candidate follows up for on-going projects.
- 3 **Plans activities**
Evaluates the extent to which the candidate is able to establish complete action plans divided into a sequence of steps that enable the definitive resolution of problems encountered.

