



**QCB SOLUTIONS**  
**THE ACHIEVEMENT CENTRE**  
**DECIDE WITH CONFIDENCE**

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### ASSESSMENT TOOLS

**Achieve**, then **over-achieve** where you want to be, clearly identify what human and intellectual assets you already have, and understand how to leverage this talent for **maximum return**.

Utilize **leading edge analysis tools** to establish current strengths and challenges within your organization and your people.

**Measure the organization** to establish how your people feel about the current organizational climate to understand where the emphasis should be directed to implement **specific quantifiable improvements**.

Determine how to hire, and/or promote the **right person**, to the **right job**, with the **right fit**, and reduce employee hiring, training, and termination costs.

#### **Performance contributions, appraisals? How effective are they?**

Utilize feedback from the full circle of people with whom they interact. Our **Checkpoint 360°** reports explain where improvement will have the **greatest effect**, and how to **improve training**, and **enhance management techniques**, as well as communication. This enables the person to become more effective in the **critical competencies** important to your organization.

**Have you got compatible people in your teams?** Discover the strengths and weaknesses, establish each team member's characteristics compared to the team's characteristics. Our feedback reports will allow you to **maximize the performance** of each member, and determine what role the leader must play to produce the best from the team.

**PUT THE RIGHT PEOPLE,**  
**IN THE RIGHT JOBS,**  
**WITH THE RIGHT FIT.**  
**EVERYTIME!**

**An organization's success comes from the effective use of its resources.** People are by far the most important company resource, because they are the key factor in driving results from all of the company's other resources.

At the same time, *staff represent the most difficult resource to understand and effectively utilize.*

Research suggests that the most effective people understand their strengths and especially their weaknesses. They are able to learn strategies to meet the demands of their environment.

The ability to understand and interact effectively with people can be the difference between success and failure in our work and professional life.

**These survey and assessment tools show an organization and its people their strengths and weaknesses,** thus providing critical information for planning performance development strategies and ensuring a more successful organization.

### ***Profiles - The ProfileXT™***

The **ProfileXT™** is a multi-purpose personality assessment that measures a person's thinking style, occupational interests, and behavioral traits.

It is used for selection, training, promotion, managing and succession planning.

It is a powerful and dynamic management tool that employs 21st Century technology.

It can be administered onscreen and on the World Wide Web.

### ***Profiles Performance Indicator™***

**Profiles Performance Indicator™** measures five key behavioural factors and their impact on seven critically important aspects of success in business.

The report helps you understand how an individual can be effectively understood, motivated, and managed.

It is economical and is quick to take.

### ***Profiles Team Analysis™***

Team building is both challenging and rewarding.

Effective teams achieve results far beyond what individuals could accomplish on their own.

But team building is much more than putting together a group of people and hoping for the best.

That's why the **Profiles Team Analysis™** comes into play.

This analysis reports the attributes of each team member and shows the team's strengths and alerts the team leader to key strengths as well as potential problem areas.

### ***Profiles Step One Survey™***

Employee fraud and theft robs North American businesses of over \$400 billion annually.

That's over \$9 per employee per day! How can employers know the people they hire are honest, reliable and hard working?

By using the **Step One Survey™**, people responsible for hiring staff can identify the degree of integrity, work ethic and reliability likely to be expected from candidates, and it even generates questions to ask, to ensure a more successful hire.

### ***Profiles Sales Indicator™***

Use this tool for selecting, managing, and training salespeople. It measures five key qualities of successful salespeople and predicts performance in seven critical sales behaviours. Using the **Profiles Sales Indicator™** to build and develop a sales organization can result in record-breaking productivity, retention of top performers, and exceptional profitability.

### ***Profiles Customer Service Survey™***

"Customers go where they are wanted and stay where they are appreciated."

The ***Customer Services Survey™*** identifies people who have the right behavioural traits for giving outstanding customer service.

As well as the degree of knowledge they possess related to good customer service principles.

Use the survey to hire people who will enhance your company's reputation as well as to create customer satisfaction and goodwill.

### ***Profiles Call Center Survey™***

While almost everyone can use a telephone, not everyone can successfully work in a call center.

The ***Call Center Survey™*** measures suitability for call center duties - inbound or outbound.

Cut turnover and eliminate problems.

Use it to help find employees who "fit" your call center culture.

### ***Profiles CheckPoint 360<sup>o</sup>™***

The ***CheckPoint 360<sup>o</sup> Competency Feedback System™*** is a multi-rater feedback process that measures 70 leadership competencies.

This process is used by organizations to help their managers become more effective.

Managers receive feedback from a full circle of people with whom they interact.

The report also provides recommendations on how to improve training, management techniques, and communication for participants to enjoy greater success.

### ***Profiles CheckPoint SkillBuilder™***

The ***SkillBuilder™*** is an organized, self-paced, interactive, self-study professional development system that enables managers to improve their own performance in their identified key competencies.

### ***Profiles Career Coach™***

The ***Career Coach™*** is an assessment that can answer the question, "What is the right job for me?"

Whether used by high school and college students or more experienced people looking for a new career path,

***Career Coach™*** is the right tool.

It measures a person's thinking style, occupational interests, and behavioral traits, and matches their attributes with jobs and careers that utilize the individual's potential to the fullest.

The result is job satisfaction and career success.

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