

# WorkKeys<sup>®</sup>



---

Unlock the power of your workforce

---

## WMEIA

Billings, MT

June 7, 2007

**ACT<sup>®</sup>**

# Agenda

- Background on ACT
- WorkKeys Foundational Skills Assessment System = CAN DO
- Personal Skills Assessments = WILL DO
- Testing and Training Options
- WorkKeys Statistics
- Case Studies

# ACT, Inc. Corporate Overview

- **Founded in 1959 in Iowa City, IA**
- **501(c)(3) not-for-profit**
- **Test Development and Administration**
- **Certification Design and Administration**

# ACT, Inc. Corporate Overview

- **Approximately 2 million ACT College Entrance Exams per year**
- **Over 10 million WorkKeys assessments given to date**
- **More than 1 million WorkKeys tests per year**
- **More than 500,000 high-stakes licensure and Certification exams given each year**
  - **GMAT**
  - **Multistate Bar Exam**
  - **ASE Mechanic Certification**

# ACT's WorkKeys Goal

**To create a nationally-recognized  
SYSTEM**

**for the assessment and  
improvement of work-related skills  
that is meaningful to employers for  
hiring and training.**

WorkKeys Identifies  
Applicants/Employees That  
are the Best Match for  
Your Jobs

**Foundational Skills = CAN DO**

**Answers the question:**

**Does the applicant or incumbent  
employee have the skill levels  
necessary to complete the on-the-  
job training and perform at the  
standards required for YOUR JOB?**

**WorkKeys®**



Foundational Skills = CAN DO

## Communication    Problem Solving

- Business Writing
- Listening
- Reading for Information
- Writing
- Applied Mathematics
- Applied Technology
- Locating Information
- Observation

WorkKeys Identifies  
Applicants/Employees That  
are the Best Match for  
Your Jobs

**Personal Skills = WILL DO**

**Answers the question:**

**Does the applicant or  
incumbent employee have the  
work related attitudes and  
values that match your work  
environment?**

**WorkKeys®**





# Personal Skills = WILL DO

## Personal Skills

- Performance
- Talent
- Fit

## Interpersonal Skills

- Teamwork

# The Three Components of the WorkKeys System

- **Job Analysis**

What skills and skill levels are needed for your jobs/occupations?

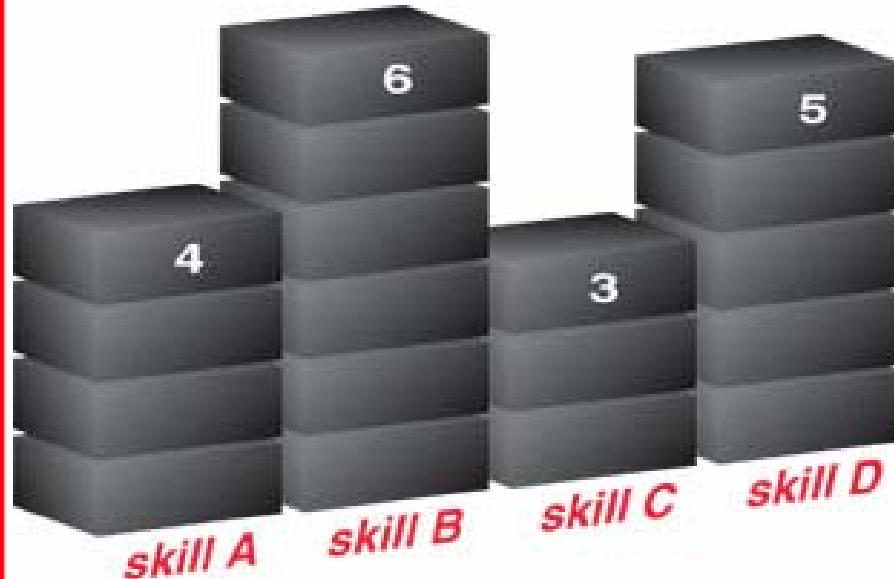
- **Assessment**

What work skills and skill levels does the individual currently have?

- **Training**

How can skill gaps be addressed in training programs?

# Job Analysis



## Job Profiling

- Facilitator-driven
- Focus groups

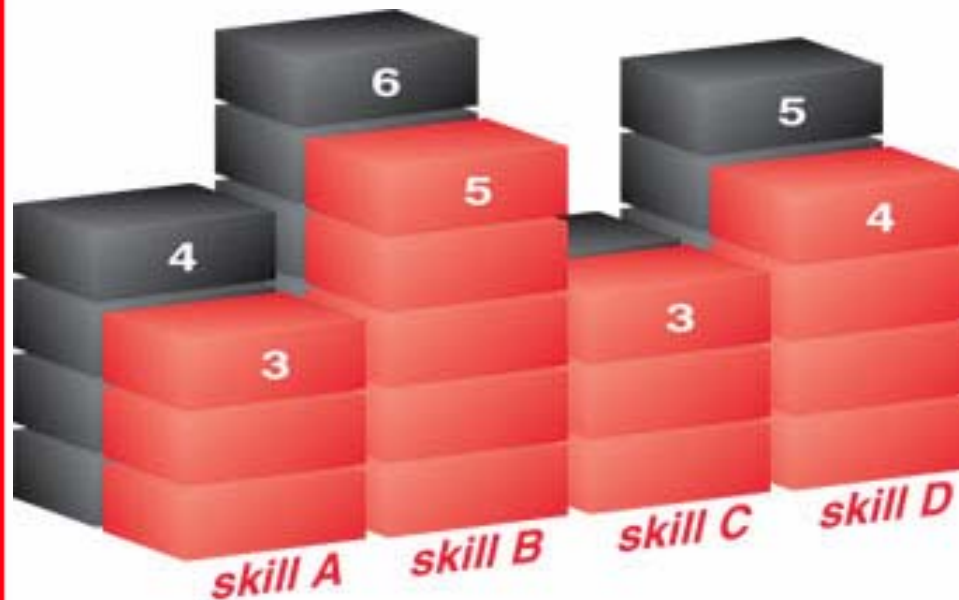
## SkillMap™

- Online service
- Maximum flexibility

The process of Job Analysis “sets the bar” and gives you **concrete information** about the **skills required** in each of your positions.

***USED FOR HIRING AND EMPLOYEE DEVELOPMENT***

# The Assessments



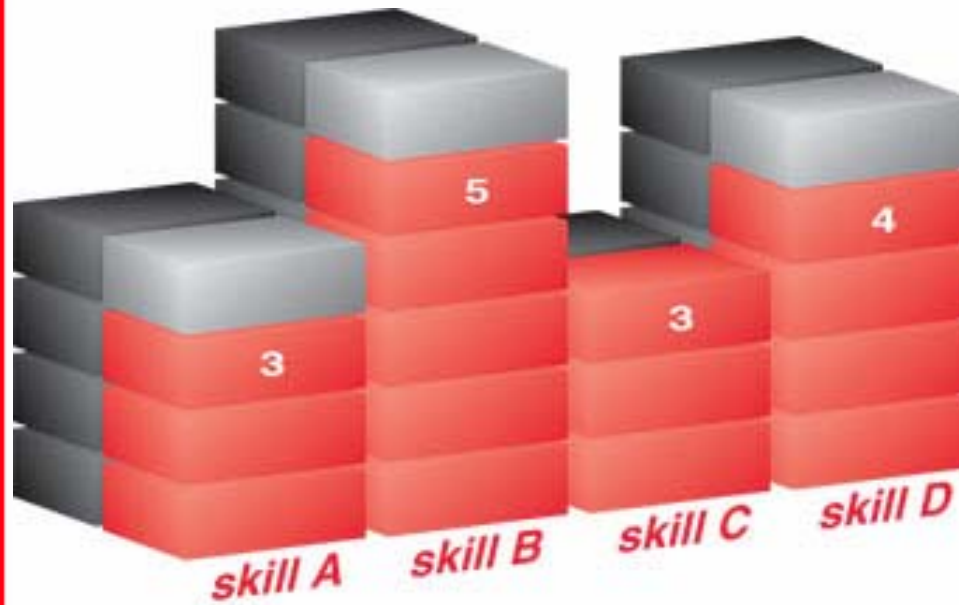
Testing gives you **reliable information** about your applicants' and employees' skills and **how they compare** to skill levels required for jobs.

***USED FOR HIRING AND EMPLOYEE DEVELOPMENT***

## Tests include:

- Reading for Information
- Applied Math
- Applied Technology
- Locating Information
- Business Writing
- Writing
- Listening
- Observation
- Teamwork

# Training



## Content

- Designed to fill gaps identified during WorkKeys assessment
- Target training dollars effectively

Gap analysis shows how the applicant or employee **performed** relative to the "bar." Training is available to **close any gap**.

***USED FOR EMPLOYEE DEVELOPMENT***

# Personal Skills Performance

**A screening test that measures attitudes toward work and a tendency toward risky behaviors.**

**Use it to anticipate such performance factors as:**

- Productivity
- Absenteeism
- Complaints about conduct
- Theft

# General Work Attitude

## **Conscientiousness**

- Dependable
- Reliable
- Punctual

## **Agreeableness**

- Helpful
- Friendly to co-workers

# Risk Reduction

**Focuses on attitude toward:**

**Compliance with Safety Rules**

**Unnecessary risk-taking**

**Others expectations to avoid  
workplace accidents**



A candidate completes a set of assessments that measure performance, talent, and fit.

The web-based assessments include more than 100 items.

WorkKeys®

ACT®

Navigate and Review | Mark for Review | Help | Quit | User: Examinee Name

Sometimes I have to yell to make my point.

1.  2.  3.  4.  5.  6.   
strongly disagree moderately disagree slightly disagree slightly agree moderately agree strongly agree

Record Answer for this Item | Skip Item

Done | Internet

# Personal Skills Talent

- **Benchmarked to “Best Employees”**
- **A selection and employee development tool that measures such work-related attitudes and behaviors as:**

- Dependability
- Cooperation
- Openness
- Assertiveness
- Emotional Stability
- Energy

# Personal Skills Fit

- **A match between the individual and the workplace.**
- **Most concerned about Employee Job Satisfaction.**

**Ensure a good fit:**

- Map individual interests and values to the work environment
- Enhance job persistence and satisfaction
- Develop a talent pool to meet current and future workforce needs

# Delivery Platform

- **Web-based delivery RI, AM, LI, AT, BW**
  - Safe, secure. Gives you 24/7 ability to screen, select, or develop employees
  - Available for Personal Skills Performance, Fit and Talent
- **Paper & pencil – TW, OB, WR, LIS**
  - Available for All Foundational Skills
- **Proctored setting**
  - Provides the ability to make high-stakes decisions

# Testing and Training

- **ACT Centers**

Delivers state-of-the-art computerized training and testing services.

- **ACT WorkKeys Partners**

Licensed facilities that provide WorkKeys assessment and value-added services.

- **At Your Location**

WorkKeys training can be set up at your business location.

- **WorkKeys Targets for Instruction**

A series of guides, one for each of the WorkKeys assessments, that explain each level of the skill scale and the key factors that will help someone move from one level to the next in each skill area.

- **WorkKeys Publishers**

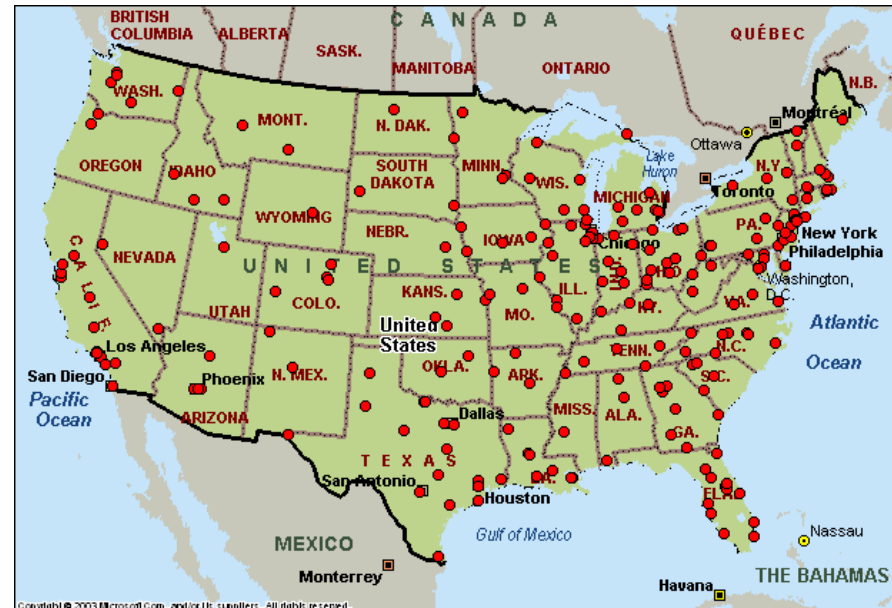
Training resources linked to the WorkKeys assessments. Web-based and instructor-led training is available from 2 partners (KeyTrain and WIN).



# ACT's Testing Network

ACT is teaming with more than 250 locations throughout the country to bring training and testing centers to employers via the ACT Center.

ACT also maintains a network of over 300 WorkKeys Service Providers.

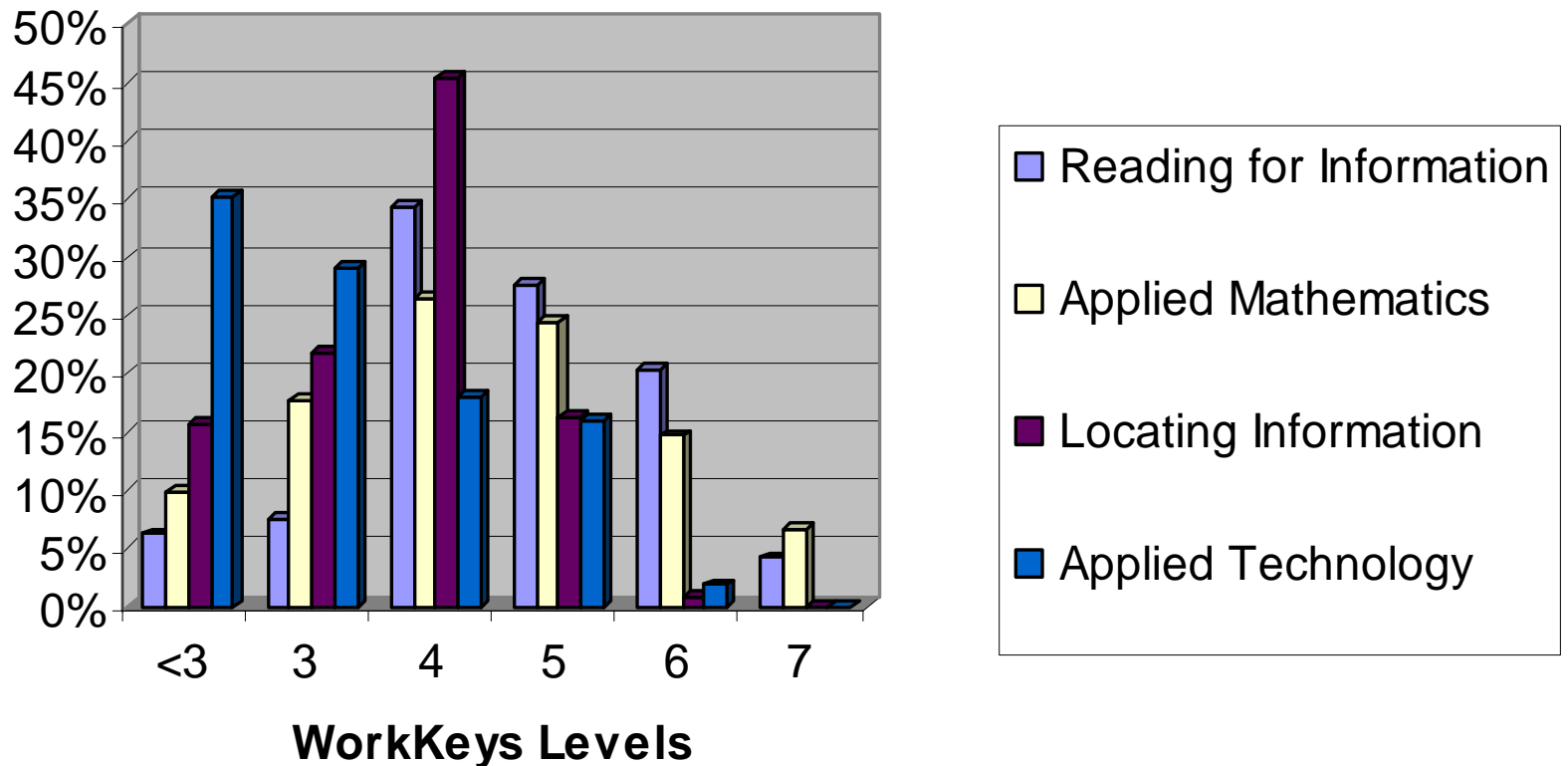


# WorkKeys Statistics

- **12,000+ jobs profiled**
- **Over 2,500 businesses have used WorkKeys**
- **Over 10 million assessments have been given**
- **Referenced to Government resources - O\*NET Occupational Profiles**

# U. S. Workforce Profile of WorkKeys Skill Levels

## U.S. WorkKeys Performance





# Sample Jobs Skill Levels

<u>Position</u>	<u>RI</u>	<u>AT</u>	<u>LI</u>	<u>TW</u>
Aircraft Struct. Assemblers	5	5	5	3
Prod. Line Assemblers	3	4	4	5
Automated Equip. Tech.	5	5	5	3
Industrial Elec. Equip. Repair	5	5	5	4
Electrician	5	5	5	4
Ind. Maintenance Mechanic	4	5	5	4
Maintenance Mech. Super.	5	6	5	5

# WorkKeys®



---

Case Studies:  
The System in Action

---

Many leading companies use  
WorkKeys to Unlock the power of  
their workforce



Living.  
Improved daily.



*We bring good things to life.*

***NORTHROP GRUMMAN***

*Ship Systems*



MONSANTO  
imagine™



**TELEDYNE**  
BROWN ENGINEERING  
*A Teledyne Technologies Company*

**3M**

**MARS**  
incorporated

**Wyeth**

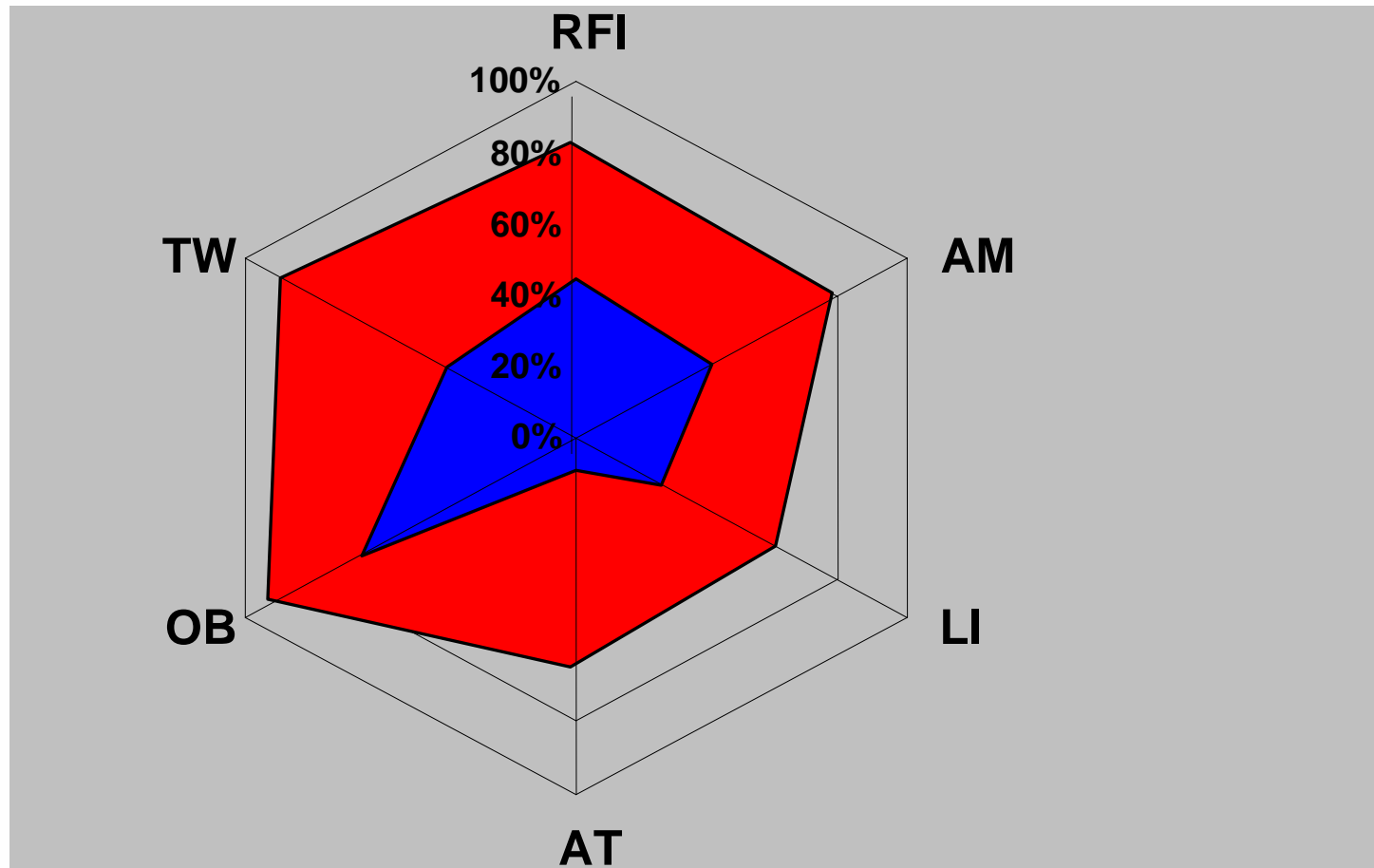
**ACT**

# WorkKeys as a Development System

- Large Petrochemical Company
- Profiled Process Operator position
- Tested New Hire and Existing Employees
- Offered Targeted Training to fill “Skill Gaps”

# WorkKeys Test Performance of Process Operators

## Existing Staff Before and After Training



# Northrup Grumman Ship Systems

- **The Challenge:** Assessing and developing employee foundational skills
- **The Solution:** WorkKeys job profiling, assessment & training
- **The Results:** 20% reduction in turnover & significant boost in work quality

# Morningstar Foods

- **The Challenge:** A need for an effective selection and development system
- **The Solution:** WorkKeys job profiling, assessments, and training
- **The Results:** 50% reduction in training time, employee turnover decreased by 35%

# WorkKeys<sup>®</sup>



---

**Unlock** the power of your workforce

---

**Contact Information:**

Mark MacLennan  
Business Development Manager  
ACT Workforce Development  
11210 SW Champoeg Ct.  
Wilsonville, OR 97070-9597

Phone: 503.825.1199  
Email: [mark.maclennan@act.org](mailto:mark.maclennan@act.org)

**ACT<sup>®</sup>**