



# FACTS

## TEAM MEMBER CAREER BATTERY

### A TOOL FOR DRIVING TEAM EXCELLENCE

Team members are the front line of your organization. They perform any number of activities—build, assemble, sort, organize, pack, ship, track—whatever it takes to turn out finished products ready for your customers. Team jobs have changed dramatically in the face of ever-evolving technology and intense global competition. To keep pace, team members' skills, both technical and interpersonal, need to evolve as well.

Are you finding team members who have what it takes to succeed?

DDI's Team Member Career Battery (TMCB) helps speed and improve hiring by quickly identifying individuals who possess the profile critical for success in today's demanding team environments. The TMCB can be used as part of a process for hiring new team members or as a way to place current employees into new or existing team member roles.

### THE BENEFITS

Individuals who score high on the Team Member Career Battery are much more likely than low-scorers to be top team performers, to excel in areas important to job success, and to be highly engaged in the job.

For example:

- > **Top TMCB scorers on the production team of a Fortune 500 automotive manufacturer** were 8.6 times more likely to excel in overall performance, 4.5 times more likely to excel in safety awareness, 4.4 times more likely to excel in quality orientation, and 3.2 times less likely to have a high rate of disciplinary actions.
- > **Top TMCB scorers from the operations team of a Fortune 500 company in the food industry** were 3.1 times more likely to excel in overall performance, 3.4 times more likely to excel in decision making, 3.6 times more likely to excel in safety awareness, and 3.0 times more likely to meet productivity goals.

Other DDI research shows top Team Member Career Battery scorers to be 2.3 times less likely to have frequent absences, 6.2 times more likely to have a high likelihood of retention, and 7.1 times more likely to be highly engaged in their jobs.

In addition to raising the bar on team performance, the Team Member Career Battery also helps reduce the time to fill open positions and supports diversity goals (e.g., race, gender, and age) by minimizing score differences among candidate groups.

## THE DETAILS

The Team Member Career Battery evaluates candidates for production, manufacturing, distribution, logistics, and other team-oriented positions based on three critical areas:

- > Making Effective Judgments and Decisions
- > Managing Self and Getting Along with Others
- > Demonstrating Personal Competence

**Making Effective Judgments and Decisions** items assess a candidate's problem-solving skills and judgment related to safety, quality orientation, teamwork, conflict management, and other situations relevant to a team-oriented production workplace.

The TMCB contains two types of items in this area: Situational Judgment and Action Benchmarking. For both item types, candidates are evaluated on their ability to distinguish effective from ineffective approaches.

### Example Item for Situational Judgment:

1. For the past few months, you have been working on a project with four colleagues. Throughout the project, one of your colleagues, Cindy, has consistently come to you for help in accomplishing her tasks on the project. You barely have had enough time to complete your own tasks, and she's constantly asking you to help her with hers. The deadline is now approaching, and you don't know if you'll have time to continue helping her. The best course of action in this situation is to:
  - a. Simply tell Cindy that you can no longer help her.
  - b. Continue devoting the same amount of time to helping Cindy, regardless of the effect on meeting the deadline.
  - c. Take time to properly show Cindy how to accomplish the tasks she still needs to finish and then let her finish them on her own.
  - d. Tell the other team members about the situation and ask for their help in finishing your tasks while you devote time to helping Cindy.

### Example Items for Action Benchmarking:

1	2	3	4	5
VERY INEFFECTIVE	SOMEWHAT INEFFECTIVE	NEITHER EFFECTIVE NOR INEFFECTIVE	SOMEWHAT EFFECTIVE	VERY EFFECTIVE

Rate the effectiveness of each action in the following list for dealing with a difficult coworker.

1. Speaking to your supervisor about your teammate's working style.
2. Letting your coworker know that you are bothered by his or her behavior.
3. Asking your coworker if there is anything that you can do to make it easier to work together.

**Managing Self and Getting Along with Others** items assess a candidate's adaptability, self-efficacy, locus of control, and decision-making style.

1	2	3	4	5
STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE

### Example Items:

1. I can clearly express my thoughts and opinions to others.
2. I should be allowed to do anything I want while at work.
3. I prefer finishing a job myself instead of leaving it to someone else to finish.
4. I can usually take on a project without being told how it should be accomplished.
5. I enjoy sharing my knowledge and experiences with others.

**Demonstrating Personal Competence** items assess a candidate's prior experience demonstrating work standards and adaptability.

**Example Items:**

1. When you were in your previous job, how often did you follow work rules and procedures?
  - a. Only once in a while.
  - b. All the time, without exception.
  - c. I never followed the work rules and procedures.
  - d. Almost all the time, except when a rule or procedure was really useless.
2. In my previous work or related experiences, I have performed tasks in ways differing from my supervisor's instructions:
  - a. A few times.
  - b. Once a week.
  - c. On a daily basis.
  - d. I have never performed tasks in ways differing from my supervisor's instructions.

**PROGRAM IMPLEMENTATION**

DDI offers a variety of delivery options for the Team Member Career Battery to suit your business and candidate needs:

- > Web-delivered on DDI's portal
- > Web-delivered on a client-branded site
- > Paper and pencil with either mail-in or fax-in scoring
- > Integrated with other HRIS or applicant tracking systems (ATS)

**INDIVIDUAL REPORTS**

Once an individual completes the Team Member Career Battery, a report is generated that rates him or her on each of the three critical areas of performance. These scores

are translated into an overall band that is highly predictive of performance. The report provides valuable insight into a candidate's likely team performance as well as the likelihood the candidate will be engaged on the job. Highly engaged employees are more likely to meet customer satisfaction and productivity goals, exhibit superior work standards, and interact effectively with peers and subordinates. Additional report outputs include interview questions and suggestions for tailoring development.

**TARGET AUDIENCE**

The TMCB is appropriate for candidates applying for individual contributor positions in which the ability to work well on a team is important to job or role success. Sample roles could involve manufacturing, production, logistics, and distribution-related work activities.

**RELATED SOLUTIONS**

The Team Member Career Battery can be used in conjunction with *Targeted Selection*<sup>®</sup>, DDI's behavior-based interviewing solution. *Targeted Selection*<sup>®</sup> provides hiring managers with the skills and the structure for conducting quality interviews—ensuring that you have all the information you need to make sound decisions during the hiring and promotion process.

**TO LEARN MORE**

Contact your DDI representative or call our Client Relations Group at 1-800-933-4463.

**CONTACT INFORMATION**

WORLD HEADQUARTERS  
412.257.0600

E-MAIL [INFO@DDIWORLD.COM](mailto:INFO@DDIWORLD.COM)

[WWW.DDIWORLD.COM/LOCATIONS](http://WWW.DDIWORLD.COM/LOCATIONS)