



The ACT WorkKeys assessment system measures job skills that are valuable for any occupation—skilled or professional—at any level and in any industry.



The ACT National Career Readiness Certificate® is an industry-recognized, portable, evidence-based credential that certifies achievement of foundational skills essential for workplace success.

About ACT WorkKeys Talent

The Talent assessment measures a set of twelve personality characteristics that reflect a spectrum of behaviors and attitudes common in the workplace. These personality characteristics are associated with a variety of important work outcomes such as job performance and teamwork.

KEY FACTS

Employer use of the ACT WorkKeys Talent Assessment

What is ACT WorkKeys Talent?

ACT WorkKeys Talent is a noncognitive assessment that measures personality characteristics in the workplace, particularly those along the four personality indices of work discipline, teamwork, managerial potential, and customer service orientation.

The ACT WorkKeys suite of assessments include two types of foundational skills recognized by U.S. Department of Labor competency models: cognitive and noncognitive skills. Cognitive assessments include questions that have correct and incorrect responses, while noncognitive assessments are designed to measure an individual's temperament, attitudes, and other "soft skills." Cognitive skills are measured through assessments and validated via ACT Job Profiling and criterion validation studies, while the use of Talent is supported through a benchmarking study.

Using Talent to pre-screen job applicants

Talent can be used to establish a pool of desirable job applicants. In this example, all job applicants take the Talent assessment. High-scoring applicants on Talent continue through the hiring process, which might include an interview or other WorkKeys assessments. Applicants with the highest scores across the employer's selection system are hired.

The use of cutoff scores ensures that only those applicants who are at or above the cutoff point proceed to the subsequent steps. This example also highlights the use of a multiple hurdle approach where multiple sources are used to collect information about job applicants.

Using Talent during selection for a specific job

Once an employer has identified which jobs will use Talent during the selection process, employers should review the job description and discuss the important job components with managers and job incumbents. A benchmarking study should be conducted where Talent is administered to job incumbents along with supervisors completing performance ratings of job incumbents using ACT WorkKeys Appraise. The profile of job applicants can then be compared to successful job incumbents during selection.

Note: ACT Research will assist employers conducting Talent benchmarking studies.

Using Talent for employee development

Talent may be used to facilitate coaching and employee development. Incumbents take the Talent assessment, and the employer reviews the score report with the employees. Training and development interventions target the specific behavioral skill deficits. These interventions are not intended to fundamentally change an employee's personality; rather, they help employees identify the behaviors associated with their personality that ultimately influence job performance.

ACT Career Solutions offer a wide range of interventions which help employees improve their interpersonal skills, problem solving and critical thinking, teamwork, customer service, and work habits.

What personality traits does Talent measure?

When pre-screening applicants, selecting employees for specific jobs, or leading job incumbents through developmental activities, the personality dimensions assessed by Talent provide useful insights for employers:

Carefulness—tendency to think and plan carefully before acting or speaking.

Cooperation—tendency to be likable and cordial in interpersonal situations.

Creativity—tendency to be imaginative and to think “outside the box.”

Discipline—tendency to be responsible, dependable, and to follow through with tasks without becoming distracted or bored.

Goodwill—tendency to be forgiving and to believe that others are well-intentioned.

Influence—tendency to impact and dominate social situations by speaking without hesitation and to become a group leader.

Optimism—tendency toward having a positive outlook and confidence in successful outcomes.

Order—tendency to be neat and well-organized.

Savvy—tendency to read other people's motives, understand office politics, and anticipate the needs and intentions of others.

Sociability—tendency to enjoy being in other people's company and to work well with others.

Stability—tendency to maintain composure and rationality in situations of actual or perceived stress.

Striving—tendency to have high aspiration levels and to work hard to achieve goals.

KEY TAKEAWAY

Employers can use the ACT WorkKeys Talent assessment throughout their talent pipeline, from prescreening job applicants, employee selection as part of a multiple hurdle approach, and for employee development coupled with ACT Career Curriculum.

Quick Facts about Talent

1. Talent usually takes examinees 30–35 minutes to complete.
2. Talent is available only in the WorkKeys Internet Version (WKIV).
3. Talent can be used in combination with other WorkKeys Assessments.
4. For more information, contact: 1-800-WorkKey (1-800-967-5539).