

In This Issue:

Test for Success  
Tools, Tips, & Techniques for Avoiding  
Hiring Mistakes and Developing People  
From Helm and Associates, Inc.  
And Kurt Helm

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The Work Attitude Questionnaire:  
Now Even Better At “Telling It Like It Is!”

Effective last Monday, March 19, we made a change to the Work Attitude Questionnaire (WAQ) Results Report that will make the WAQ results clearer and much easier to use.

As you know, the attitudes measured by the WAQ are important because, in the absence of any other rules, constraints, or guidelines, it is attitudes that most strongly influence a person’s behavior.

The improvement that we made in reporting WAQ results is to rename two of the scales, “Workplace Violence” and “Sexual Harassment Index” so that they more accurately describe the attitudes that a person brings to the job.

The “Violence Proneness” scale measures attitudes toward managing one’s temper (verbally or physically) in the workplace. The name of this scale has been changed to “Temper Control.” We made this change because physical or verbal abusiveness results from a person’s inability to control his temper and express disagreement with another person in ways appropriate to the situation. It is the inability to control one’s temper that can look like aggressiveness to another person.

The “Sexual Harassment Index” scale measures attitudes toward behaving appropriately and respectfully toward all co-workers. This scale’s name has been changed to “Respect For Others.” Willingness to respect other people’s preferences, opinions and attitudes is

often at the root of the misunderstandings that get labeled as sexual harassment.

Completing the Work Attitude Questionnaire alerts the applicant to the fact that your organization takes proper behavior seriously in each of the four areas it addresses. Following up by providing new hires with the “Importance of Responsible Workplace Behavior” document sets firm guidelines for appropriate behavior and gives the new hire guidelines for what is appropriate behavior and what is not appropriate behavior on the job. In Addition, it removes the “I didn’t know it was wrong” defense.

Keep in mind that “risky” attitudes (that is, attitudes rated “3” or “4” on the Work Attitude Questionnaire) do not necessarily predict what the person is going to do with 100% accuracy. What they do is identify attitudes that could lead to problem behavior if you don’t provide guidelines for proper behavior and the consequences for inappropriate behavior.

Changing the labels on the WAQ Results Report makes it clearer what underlying attitudes are being measured, and make the results align wit the “Importance of Responsible Workplace Behavior” document, strengthening the ability of the two instruments to set firm guidelines for appropriate behavior on the job.

If you have any questions about these enhancements, the Work Attitude questionnaire, or the “Importance of Responsible Workplace Behavior” document, please call Barbara or me at (800) 886-4356.

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Remember, People ARE your most important asset!

To Hire the Best, Test!

To Reveal Management Potential, Test!

To Diagnose Problem Behavior, Test!

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Until next time, all the best,

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