TALENTFIRST INVENTORY™

GO **BEYOND** THE BACKGROUND CHECK

With the TalentFirst Inventory™ (TFI)

Screen for character. Hire with confidence.

What is the TalentFirst Inventory?

Background checks provide vital information about a candidate's past, but they can only go so far in creating a complete picture of future performance. The TalentFirst Inventory (TFI) is a brief, online pre-employment screening tool that goes beyond background checks to predict how candidates will conduct themselves on the job. As a tool built to support the unique needs of employers — like retail chains, service industries, and related sectors — **the TFI outlines productive behaviors (e.g., dependability and decision-making) and counterproductive behaviors (e.g., risk-taking and aggression)** to quickly and reliably identify trustworthy, service-oriented candidates who will drive a high-performance, more secure work environment.

While valued standard background checks primarily look at employment history and past actions, the TFI creates an added layer of assurance by revealing how a person is likely to behave. Employers can build a trustworthy, productive workforce by going beyond a resume to evaluate character — ultimately screening for candidates who can strengthen company culture, lower turnover, and reduce shrink and fraud while improving safety for both customers and their workforce.

The TFI is a mobile-friendly tool that employers can use alone or integrate with other hiring systems, such as an applicant tracking system (ATS) or the online portal for MHS' Talent Selection portfolio. This pre-employment screening tool is secure and accessible without the need for special software, making it a valuable resource across a variety of retail and service positions.

How does the TFI work?

The TFI uses a scientifically validated, legally compliant, and fair assessment to see how a candidate is likely to perform in the workplace. This assessment, or character check, gives an employer the complete picture of the candidate during the recruitment and selection process, illustrating how they will behave in every interaction. When candidates complete the TFI, their results are scored automatically. To further support the employer's decision, the screening tool offers helpful recommendations based on data from thousands of candidates with similar roles and experiences.
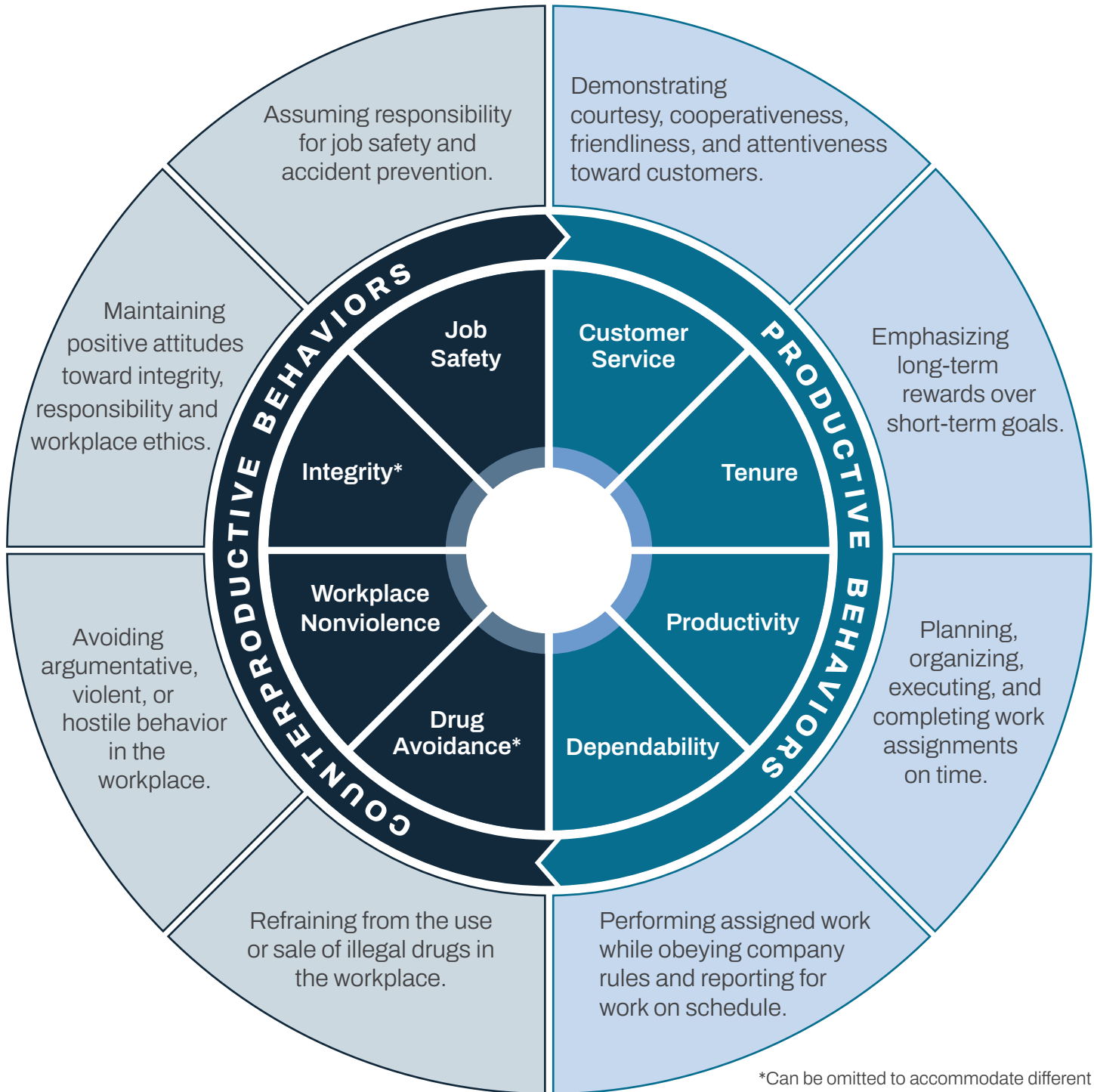
The TFI outlines eight job-related productive and counterproductive attributes, alongside supporting measures. Drug Avoidance and Integrity-related measures can be omitted to accommodate local regulations and compliance requirements in a given state or region.

QUICK REFERENCE

COMPONENT	DESCRIPTION
Age Range	14-16+*
Languages	English and Spanish (North America)
Administration	Modular, mobile-friendly, and individually completed
Administration Time	10-15 minutes
Format	Administer and score online with an applicant tracking system, or MHS portal
Utility	Holistic evaluation of productive and counterproductive behaviors to provide a comprehensive picture of a candidate's suitability for a role
Relevant Roles	Retail, Customer Service

*Contingent on state and local regulations.

ıl MHS Beyond Assessments

TALENTFIRST INVENTORY™

To help employers hire with confidence, the TFI outlines:

COUNTERPRODUCTIVE BEHAVIORS

- Assuming responsibility for job safety and accident prevention. — **Job Safety**
- Maintaining positive attitudes toward integrity, responsibility and workplace ethics. — **Integrity***
- Avoiding argumentative, violent, or hostile behavior in the workplace. — **Workplace Nonviolence**
- Refraining from the use or sale of illegal drugs in the workplace. — **Drug Avoidance***

PRODUCTIVE BEHAVIORS

- Demonstrating courtesy, cooperativeness, friendliness, and attentiveness toward customers. — **Customer Service**
- Emphasizing long-term rewards over short-term goals. — **Tenure**
- Planning, organizing, executing, and completing work assignments on time. — **Productivity**
- Performing assigned work while obeying company rules and reporting for work on schedule. — **Dependability**

*Can be omitted to accommodate different regulations in a given state or region.

SUPPORTING MEASURES:

- **Supervision Attitudes:** Appropriately responding to supervision and doing assigned work.
- **Violence De-escalation:** Reducing the chance of violence in responses to others at work.
- **Workplace Civility:** Responding to work situations calmly and without aggression.
- **Service Admissions:** Pertinent to retail/service employees, covering customer service, incivility, aggression, theft, drug use, turnover risk, job safety, and performance standards.

MHS
Beyond Assessments

TALENTFIRST
INVENTORY™

Why going beyond a resume to character works

The TFI helps employers understand a candidate by assessing productive and counterproductive behaviors; however, it equally focuses on identifying dependable candidates who also exhibit shared values and ethics. Instead of only looking at applications and resumes to filter out candidates who don't meet employment standards, our pre-screening tool captures vital traits that match your brand and maintain company culture, non-violence, and high performance — all of which are critical to success.

A large U.S. retail chain with over 300 locations integrated the TFI into its recruitment and selection workflow, which included traditional background checks, to select candidates with strong integrity, a commitment to non-violence, and a service-oriented mindset.

With the TFI's proven record of reducing turnover rates, improving customer satisfaction, and decreasing workplace violence incidents, this retailer saw a major improvement in its business.

2600%

That's the 26:1 return on investment seen by this large U.S. retail chain.

Comparably, the TFI helped them achieve:

21% reduction in employee turnover

20% reduction in workplace violence involving an employee

The TFI has proven results in the talent selection landscape.

MHS Beyond Assessments

TALENTFIRST INVENTORY™

How the TFI strengthens your brand with every interaction

Here's where the TFI works well:

Enhanced workplace safety: The TFI's scientifically validated, legally compliant, and fair assessment screens for candidates with a proclivity towards drug avoidance, workplace nonviolence, and job safety. In addition, it can reduce shrink, minimize internal theft and fraud, and enhance security comparable to standard background checks.

Improved productivity: The TFI identifies applicants who demonstrate strong integrity, accountability, reliability, security, and excellence, all of which support productivity. This feature ensures that new hires are skilled and contribute positively to the organization's overall performance.

Reduced turnover rates: By screening for character and additional attributes like tenure and dependability, the TFI helps organizations hire employees who are more likely to stay with the company long-term. This reduces turnover rates and associated costs.

Proven impact: The TFI successfully integrates into recruitment and selection workflows, reducing shrink, minimizing liability, and building a workforce that safeguards its assets and reputation. By filtering candidates using a productive and counterproductive selection assessment during this process, employers have become better equipped to predict the long-term likelihood of success.

Legal and professional compliance: The TFI is legally compliant and fair, providing a standardized assessment that helps organizations avoid biases in their hiring processes. By following U.S. federal and state regulations (e.g., no medical tests, criminal history, alcohol inquiries) and adhering to the Uniform Guidelines on Employment Selection Procedures by the Equal Employment Opportunity Commission (EEOC), the TFI ensures that all applicants are evaluated based on the same standardized criteria[1]. The TFI outlines productive and counterproductive behaviors linked to a variety of retail and service positions. Its foundation on competencies matched to job analyses, as described by the U.S. Department of Labor's O*NET database, provides strong evidence for the relevance of the TFI in many industries.

[1]Behrens, G. (2023). Legal Compliance and Fairness of the TalentFirst™ Inventory (TFI) for Pre-Employment Screening of Job Applicants. *Professional and Legal COE Brief.*

ıll MHS
Beyond Assessments

TALENTFIRST
INVENTORY™

Hire confidently with proven metrics

Reliability:

The TFI scales have excellent internal consistency reliability (Employability Index alpha coefficient = 0.91, productive behaviors composite coefficient = 0.88, counterproductive behaviors composite coefficient = 0.84).

Validity:

The TFI demonstrates strong construct validity. Analog supervisor ratings moderately correlate (r = 0.28 to 0.46) with the Employability Index score, productive behavior composite score, and counterproductive behavior composite score. These scores also moderately correlate (r = 0.43 to 0.46) with the Retail Admissions criterion, which includes 17 items relevant to retail employees. These items cover poor service, incivility and aggression, theft and collusion, illegal drug usage, turnover risk, accident risk, not meeting performance standards, and ignoring company rules.

Fairness:

A sample of 42,083 applicants who completed the TFI was used to evaluate EEOC compliance. The evaluation showed that the key groups studied met or exceeded EEOC standards.

Decision-making done through sound reporting

Here's how we help you screen for the right character.

The TFI uses an **Applicant Report**, a clear and actionable method for outlining a candidate's suitability for a role. When a candidate submits their responses, a percentile score is assigned to each productive and counterproductive trait; higher scores indicate a greater likelihood of positive workplace behavior. The report then creates tailored interview questions from a candidate's responses learn more about them — ideal for sorting favorable and unfavorable qualifications more thoroughly.

The Applicant Report summarizes the profile of scores into an Employability Index, a single score derived from its eight behavioral scales (e.g., productive and counterproductive composites) to provide a clear recommendation for review. This index is your go-to indicator when making selection decisions. Scales from all competencies outlined by the TFI are present in the report, too.

Note: The **Candidness and Accuracy** scales determine whether a candidate's responses to the TFI are valid for use and interpretation. Candidates scoring low on these scales receive a "Not Recommended" evaluation.

The report also includes **Significant Admissions** (or direct admissions) that are not good for work. Said items are categorized into productive admissions, counterproductive admissions, and total admissions.

MHS
Beyond Assessments

TALENT FIRST
INVENTORY™

When to administer the TalentFirst Inventory?

Retail chains, service industries, and related sectors use the TFI to assess attitudes and behaviors associated with good customer service, dependability, and productivity. To secure candidates that reflect the appropriate characteristics for success, the TFI should be **used by Human Resources, recruiters and hiring managers. It is also highly strategic to partner with important cross-functional teams like:**

Loss Prevention to screen for candidates with high integrity and low propensity for theft or fraud, reducing inventory loss while protecting company assets.

Workplace Safety Programs focused on enhancing workplace safety to assess behaviors related to drug avoidance, workplace nonviolence, and job safety. By identifying productive and counterproductive behaviors with the TFI, these organizations can create a safer work environment and reduce the likelihood of workplace incidents.

Contact us for a free consultation.
Scan here to learn more.

Contact us: CustomerService@MHS.com

MHS
Beyond Assessments

TALENTFIRST
INVENTORY™