



Make the Most of Your Hiring Decisions with the Total Check Approach

The TalentFirst Inventory™ is a brief online talent and risk selection and interview screening tool designed to assess behaviors and characteristics that help to create a productive, safe, and violence-free work environment. The survey is designed to create pools of applicants who will make low-risk, highly productive employees and provide insight into an applicant's talent and risk mindsets. The TFI focuses on eight contemporary job-related personnel talent and risk attributes, as well as supplemental measures:

- **Personnel Talent Measures** – Customer Service, Tenure, Productivity, and Dependability.
- **Personnel Risk Measures** – Drug Avoidance, Workplace Nonviolence, Integrity, and Job Safety.
- **Supplemental Measures** – Workplace Civility, Violence De-escalation, Supervision Attitudes, and Retail Admissions.

A Total Check Approach to Mitigating Workplace Risks:



Background Check*

- Criminal Checks
- Educational & Employment Verification
- Biological Drug Testing Outcomes

*Customer chosen third-party provider



Preemployment Risk & Talent Inventory

- **Risk:** Tolerant attitudes toward employee crime and deviance
- **Talent:** Job-Related Skills, Abilities and Competencies
- Overall Employability Index



Total Check Outcome

- Highest Safety & Integrity Employees
- Highest Service & Reliability Employees
- Highest Performing Risk-Free & Talent Employees



“The Total Check approach yields an 18% improved risk detection rate based on a retail study compared to background check only or the waiving of a background check.”

Personnel Talent

- **Customer Service** – Demonstrating courtesy, cooperativeness, friendliness, and attentiveness toward customers, and showing an awareness of how employee behaviors affect customer satisfaction.
- **Tenure** – Giving greater emphasis to long-term rewards than short-term goals and immediate payoffs when seeking a job.
- **Productivity** – Demonstrating the ability to plan, organize, execute, and complete work assignments on time.
- **Dependability** – Performing the work assigned while obeying company rules and reporting for work on schedule.

Personnel Risk

- **Drug Avoidance** – Refraining from condoning, tolerating, or engaging in the use or sale of illegal drugs in the workplace.
- **Workplace Nonviolence** – Refraining from being excessively argumentative, violent, or hostile in the workplace, or intentionally damaging company property and merchandise.
- **Integrity** – Having positive attitudes toward employee theft, personal standards of integrity, and a lack of personal temptation to commit dishonest acts in the workplace.
- **Job Safety** – Assuming responsibility for job safety and accident prevention and not engaging in high-risk, dangerous, and thrill-seeking behaviors in the workplace.

In addition, the TFI includes four related supplemental measures:

- **Workplace Civility** – Responding to work situations calmly and with a lack of aggression.
- **Violence De-escalation** – Responding to others at work in a way that reduces the chance of violence.
- **Supervision Attitudes** – Doing the work assigned and responding appropriately to supervision.
- **Retail Admissions** – Admission items that are especially pertinent to retail/service employees (related to customer service, incivility and aggression, theft and collusion, illegal drug use, turnover risk, job safety, meeting company performance standards, and ignoring company rules).

Impact of Talent and Risk Surveys

Recent research with retailers using our talent and risk surveys indicated that:



Have questions? Get in touch: CustomerService@MHS.com