

The Selby & Mills Personality Questionnaire (SMPQ) is a European broad-spectrum on-line personal assessment questionnaire. It conforms to the highest current standards in professional psychology. It comprises 92 multiple-choice questions and produces a unique and comprehensive range of information on work behaviour:

Skills

Customer Service Skills

A description of the extent to which the person is alert to social conventions and interacts with others on an honest basis with sensitivity for the other person's perspective and an awareness of the requirements of the business relationship.

People Management Skills

This is an evaluation of the preferred management style of the individual and the way in which they absorb information in order to reach decisions.

Business/Quality Management Skills

A summary of the way in which the person manages business issues and plans quality into their work, taking into account possible threats to progress.

Professional Skills

A description of the extent of their expert orientation, their openness to different points of view and the way in which they keep up to date in their chosen field and share their knowledge and understanding.

These sections are assessed through the completion of the initial 60 items, which are each responded to twice: once to indicate how familiar colleagues would describe the person and a second time to indicate how the person would 'ideally' themselves like to be (their aspirations).

The contrast between the two provides an indication of the ease and comfort with which the person will fulfil the expectations which others have of them without sacrificing their own priorities. In addition, the correlation between the two responses for each question is an indication of the candidate's acceptance of how they are.

There is considerable evidence that those who are at odds with themselves, or completely content with themselves are far less effective at work and in life generally than those who are aspiring to improve and grow their performance.

The second major assessment component of the SMPQ is that it contains a measure of Psychological Type, consistent with that developed by Carl Jung and realised in a range of questionnaires, the best known of which is the MBTI.

This provides an indication of the person's preferred work, management and decision making style. The use of Type is very well understood in the workplace, and this measure

provides it in a normative form so that it may be used both for selection, development and counselling purposes.

Competencies

The SMPQ has a unique competency structure. This is organised at 3 levels as follows:

Level 1 - The Big 5 Personality Dimensions

These are often referred to as the OCEAN model of personality, because of the acronym for the names of the 5 dimensions.

Level 2 - Mental State: Emotional Intelligence

The Big 5 factors each branch to produce 2 further factors which 10 make up an overall indication of mental state.

Level 3 - Work Competencies

The 10 indicators of mental state finally branch to provide 40 work competencies which cover the best known areas of understanding sought by employers.

This package provides a total of 55 competencies, of which 40 are directly work related, which cover the major models currently in use in professional psychology (see diagram on next page).

Reporting

The user may select from two types of report. An Assessment report that gives scores and their relevance to expected behaviour and a Careers Advice report that gives a narrative description of results for use as feedback without the necessity of counselling support.

A unique feature is that for each type of report only the components required need to be selected.

Whilst anyone may utilise the Careers Advice report components the Assessment report components are available subject to the level of qualification of the user: -

Gold or Level B	Type Relationships
Bronze or Level A	Skills Big5 Mental State Competencies
Anyone	Career Development Job Preferences

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Big5	Mental State	Work Competencies
Openness to new experience Willing to consider new routes and options for achievement. Comfortable in unstructured situations.	Curiosity Keen to explore and experiment. Interest is more important than outcome.	Exploration Keen to pursue novel routes to achieving goals. Complexity Finds the unravelling of the complicated a positive challenge. Open-minded Open to diverse approaches to a problem. Evidence based Needs a practical reason to change what they do.
	Conventionality Seeks practical and repeatable outcomes for their effort.	Practicality Prefers to avoid the novel to achieve achievable solutions. Realist Only sets out if goal can be reached. Reliability Will not change plans once agreed. Pragmatist Pursues optimum solution.
Conscientiousness Delivers commitments and displays integrity in their relations with others. Finish what you start.	Organisation Takes control and plans the achievement of results.	Leadership style Moves steadily towards desired target; leads others to follow. Clarity Keen to achieve a well-structured organisation with clear goals. Planning & organising Plans and structures activity well in advance. Self discipline Does not place higher expectations on others than on self.
	Spontaneousness Responds quickly and directly to perceived need.	Originality Willing to initiate novel approaches. Personal standards Values high standards. Resists second best. Initiative Frequently suggests ideas and actions to others. Responsiveness Quick to act to resolve issues.
Extroverted Involved with others and actively relates to outside world.	Sociability Communicates fluently within and without the organisation and to all parties.	Diplomacy Takes care to keep others informed. External relations Develops and maintains effective external relations. Approachability Communicates easily at all levels. Communication style Understood by most people, influential and informal.
	Privateness Self-contained work approach, often responding to others' requests.	Detachment Some reserve when interacting with others. Shyness Prefers others to initiate contact Consulting orientation Assists with decision, clarifies issues but does not take decision. Sales orientation Values making sales and doing business very highly.
Agreeableness Fits in easily with others and is an easy going member of a group.	Criticality Reaches conclusions about desirable action and pursues approach steadily.	Judgement Evaluates options to reach decision. Decisiveness Values decision-making over most other considerations. Management style Decisive and critical approach to leadership. Firm but fair Requires high standards from others; a tough colleague.
	Sympathetic Takes care to consider people and organisation's needs when reaching a decision.	People development Keen to help people achieve their potential. Team development Works hard to foster team work. Personal relations Develops strong and long-lasting relationships. Customer relations Maintains reciprocal relations which customers value.
Nervousness Prefers well-defined contexts and clearly structured work activity.	Tenseness Prefers clear objectives and formal systems for their work relations with others.	Tolerance of Ambiguity Can work effectively in uncertain and unfamiliar situations. Status Values visible success. Structure Prefers to work with clear status and objectives. Responsibility Delivers commitments and takes them seriously.
	Calmness Drive and confidence is undiminished by pressure or obstacles	Stamina Drive for achievement is sustained for long periods. Persistence Ambition is undiminished by setbacks. Commercialism Will respond to work pressure and keen to seek new business opportunities. Confidence Relatively unaffected by pressure and is aware of own limitations.

[Revised 6/12/2006]