

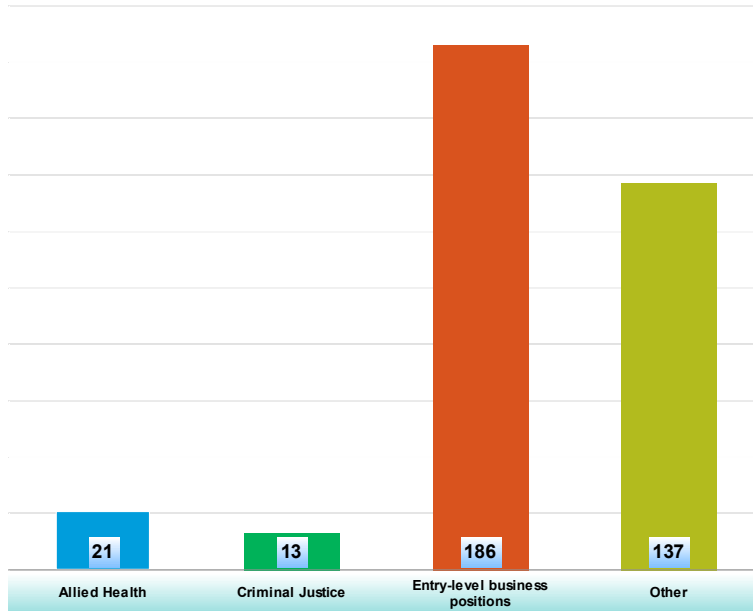
Wonderlic.

WONDERLIC EMPLOYER SOFT SKILLS SURVEY

SPRING 2016



Positions organizations employ skilled workers in



Other positions organizations employ skilled workers in

Service
marketing, IT, Event Management, Editorial
We are a temporary staffing service. We employ workers across the entire range of positions.
Print, customer service and accounting skills. We hire mostly experienced people.
Cabinet building, Project Management, Product Engineering
Self employed, but I coach in several organizations
Customer Service Call Center
IT work
Property & Casualty Insurance, Life & Health Insurance, Financial Services
Entry Level Administrative and Logistics, Warehouse, 3rd Party logistics drivers
Sales (Electrical, Plumbing, Heating), Finance, Credit, Supply Chain, Purchasing, Marketing, Human Resources, Managers, Data Analysts, Safety, IT
firefighting and emergency medical services
Administration, office
We have R&D, Finance, IT, Advertising, Sales & Marketing, HR, Quality and Distribution.
Accounting/Bookkeeping
Sales positions - inside and outside Mechanical/Technical Positions
technical--HVAC, plumbing, electrical
Manufacturing
SKILLED HVAC INSTALLERS, TECHNICIANS, PLUMBERS
HVACR
Electricians and Call center
Medical and Dental claims processors, auditors, insurance sales and account managers, Health insurance membership services.
Service Technicians with a focus in electrical, welding, plumbing, heating and air conditioning

All Respondents/ Year: 2016



Other positions organizations employ skilled workers in

Machining, Engineering
Nursing
Safety Engineers and Accounting Staff
We are local government that employs personnel in Human Services, Voter Services, Courts, Emergency Services, Assessment, Tax Claim, etc.
Automotive Technicians, Body Shop Technicians, Lube Technicians
Greenskeeping Food Service
Buyers, Planner, Manufacturing, Engineering, Finance
Service technicians
Sales, Customer Service, Lawn & Landscape Maintenance and Pest Control
Logistics, Aviation, Mechanics, Engineers.
Electricians / General contractors /
Automotive Technicians, Managers
education
Mid to Sr. level positions
Civil Engineers, Environmental Analysts, and other water utility related positions
Education, secretarial
Clinical trial related positions (clinical trial project mgmt, customer care, technicians, data management, support functions)
Tellers
Truck mechanic, truck parts, Sales, etc.
Manufacturing
Real Estate, Corporate and Finance Law.
Professional Recruiters
accounting, collections, sales, credit
Recruiting
Telecommunications Positions
Consultancy
Secretary, Legal assistant, paralegal
None
Mid-level business positions, high-level business positions, manual and skilled labor
construction laborers
Engineering, chemistry
Heating, Cooling, Plumbing, Electrical
In-bound call center, customer service.
HVAC and Plumbing sales, installations and service
Paralegal and administrative assistants
REFRIGERATION Install service yes
Interior Designers, Architects
Manufacturing and Warehousing as well
Drivers, garage, clerical, billing
HVAC Plumbing Electric Clerical
Sales, management, professional and consulting level business roles.

All Respondents/ Year: 2016



Other positions organizations employ skilled workers in

sales and sales administration
We employ primarily unskilled workers
Nursing
Computer Technology
Engineering
Legal, professional
professional positions, skilled trades & crafts
Sales Positions
Non-Profit, Printing, Bindery, Finishing of publications
sales, recruiting, marketing are all areas where we employ. We are a recruiting services firm and so we help many companies around the country with their candidate sourcing, screening and hiring for positions in many industries and at many employment I
Mechanical engineering co-ops
Sales, trading
Management (hospitality)
Teachers
I am actively involved with helping my clients with their hiring programs. Most of the hiring in sales, call center and IT.
N/A
Insurance and financial service
Veterinarians, Technicians, Veterinary Assistants, Bookkeepers
Insurance and Financial Services
mid level business positions
Generator Technicians
Entry-Level Technical
IT professionals, account managers
sales
Realtors, Administrators, Managers
Property Mgt and Real Estate
Accountants, Dispatchers, Administrative Assistants, Information Technology
Property Managers and Maintenance Technicians
Horticulture, Arboriculture, Management
sales support, technicians, finance
Insurance Industry: Underwriting; Claims; Finance
Skilled Trades - Plumbing, Electrical, Heating and Cooling
management, sales, purchasing
IT staff augmentation
Administrative and professional HR consultants
Advertising
manufacturing, sales, technical support
Welders, managers, CDL drivers
admin and consulting
IT
Engineers, Electricians, etc.

All Respondents/ Year: 2016



Other positions organizations employ skilled workers in

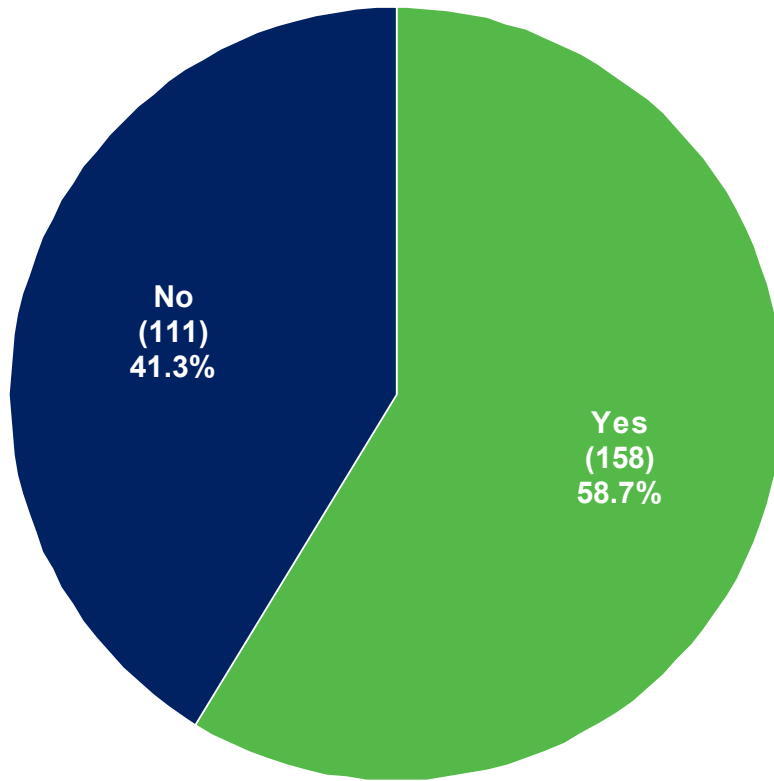
Finance, Marketing, Sales, IT
Engineering, Sales/Biz Development, Retail
Real Estate Leasing and Service
Client services, customer services, operations, technology, finance, marketing, sales
Information Systems and Accounting Finance
ministry
accounting, HVAC/R, HR,
Teachers; K - 5; Administrative Staff
Financial Services, Insurance Professionals, Sales, Executives
Teachers Aides Custodians Bus Drivers Secretaries Administration
Commercial and Personal Insurance
Case Manager, IT, Court Reporters, Attorneys
Sales, Technicians, Customer Service
N/A
Construction trades
Tool and Die, Maintenance
Technology
Technology
Hospitality
Retail
Property Management: Managers, maintenance, accountants, etc.
Manufacturing
Teller, Loans
accounting clerks, administrative staff like purchasing and general office, construction estimators, construction project managers, 3D CAD Designers, shop/warehouse/delivery drivers
WE are a manufacturing company. Sales, marketing, engineering, accounting, HR, purchasing, logistics, supervision/management, etc.

All Respondents/ Year: 2016





Do you work with local colleges to recruit their graduates for these positions?

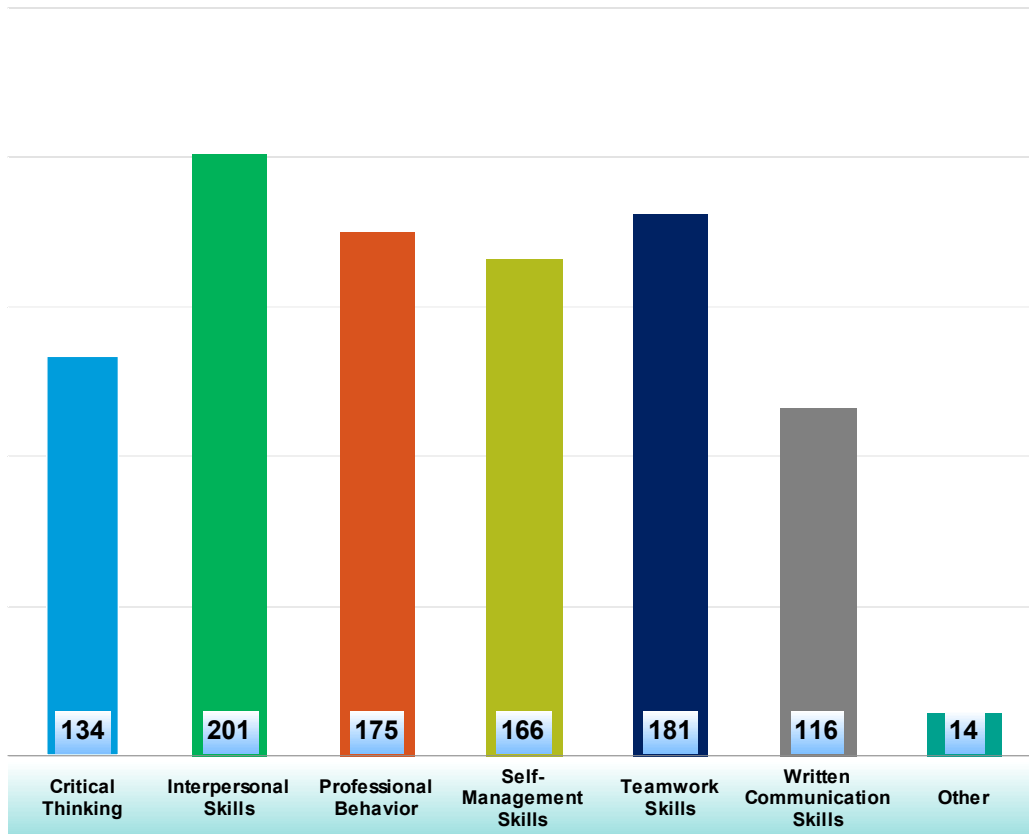


All Respondents/ Year: 2016





Frequently Referenced Soft Skills



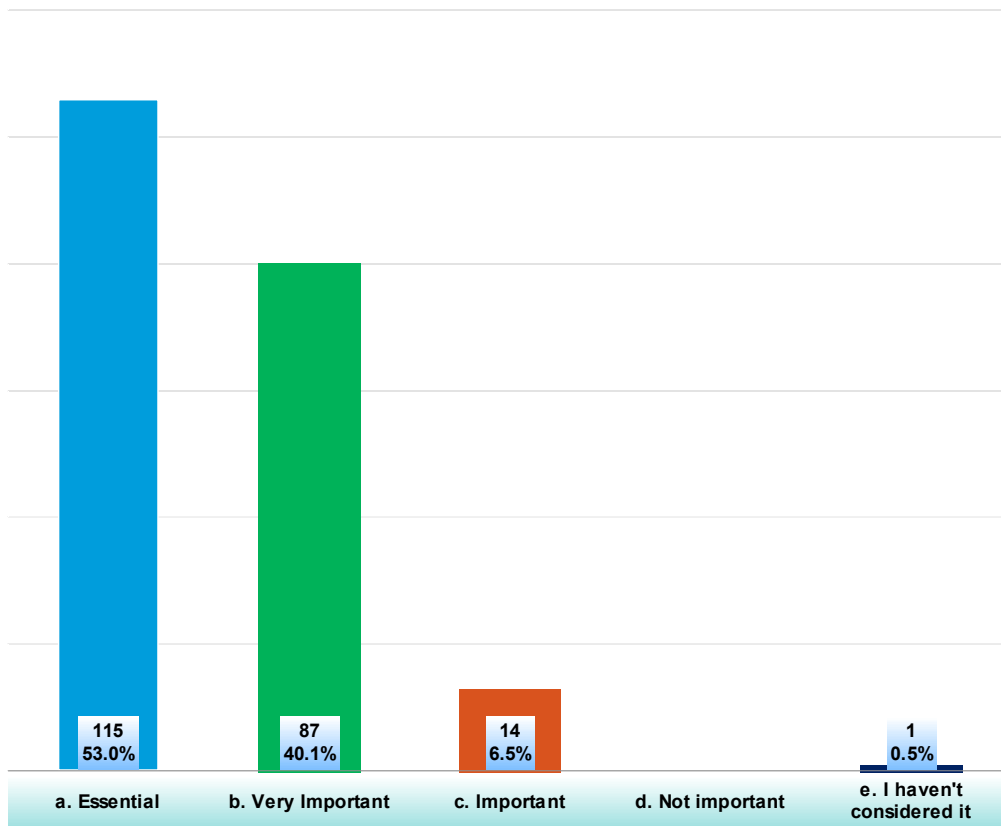
Other skills schools consider to be soft skills

Phone and customer service
Verbal communication skills, Problem-solving skills, Strong work ethic, Adaptability, Process Improvement Skills
37 leadership competencies used
Problem solving, decision making, time management, stress management, work ethics some of which could be in above
Hand shaking, looking someone in the eye, professional vm, professional online presence
Ability to adapt
Verbal communication, attitude, organization, decision making
Problem solving
Manners
Emotional Intelligence
Dependability/punctuality, proactivity, stress management, self-motivation
Emotional Intelligence; Empathy; Life Skills; Social Intelligence
Drive, Verbal Communications, Perspective, Reliability to others
Emotional Intelligence

All Respondents/ Year: 2016



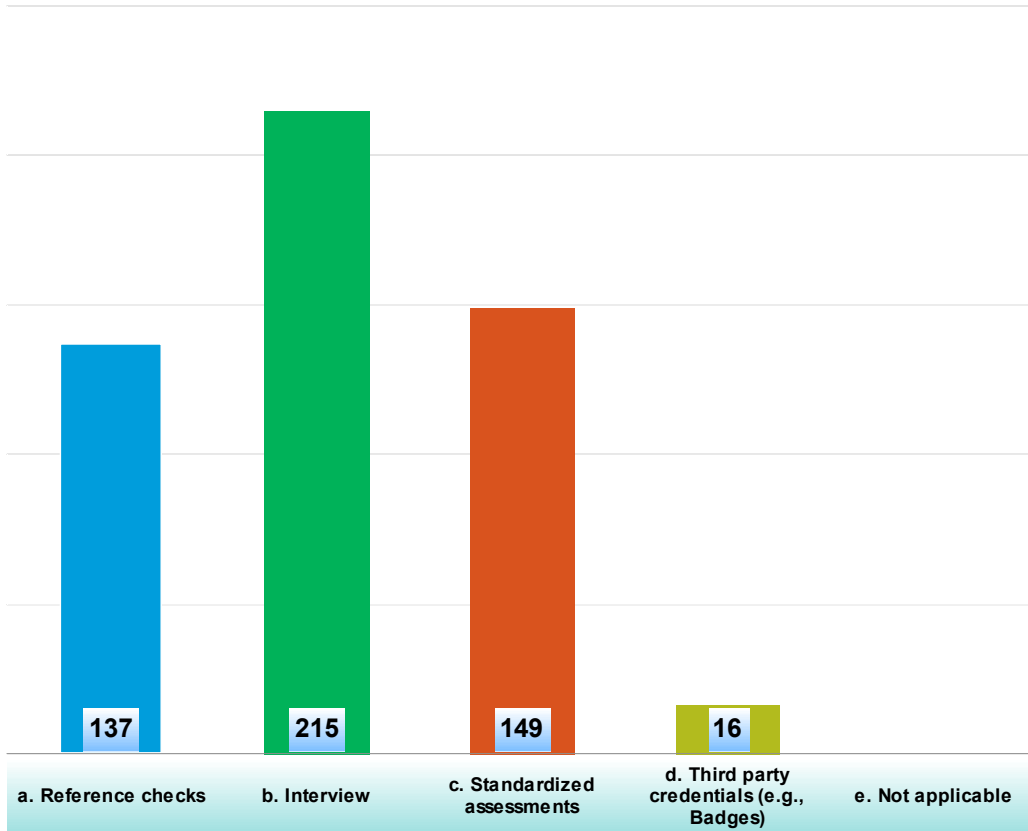
		Median	Favorable % (a. + b.)	a. Essential	b. Very Important	c. Important	d. Not important	e. I haven't considered it
Q2. Importance of soft skills when making hiring decisions	217 100.0%	a. Essential	93.1%	115 53.0%	87 40.1%	14 6.5%	- -	1 0.5%



All Respondents/ Year: 2016



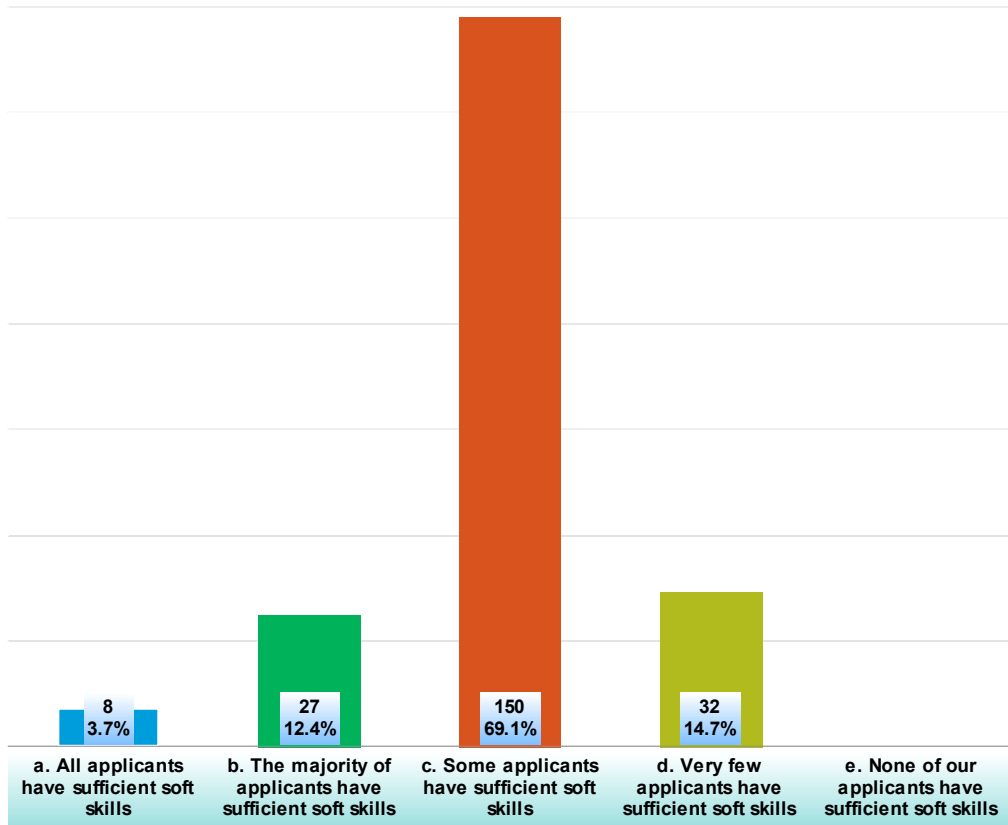
Q3. What are the methods most used to evaluate soft skills?



All Respondents/ Year: 2016



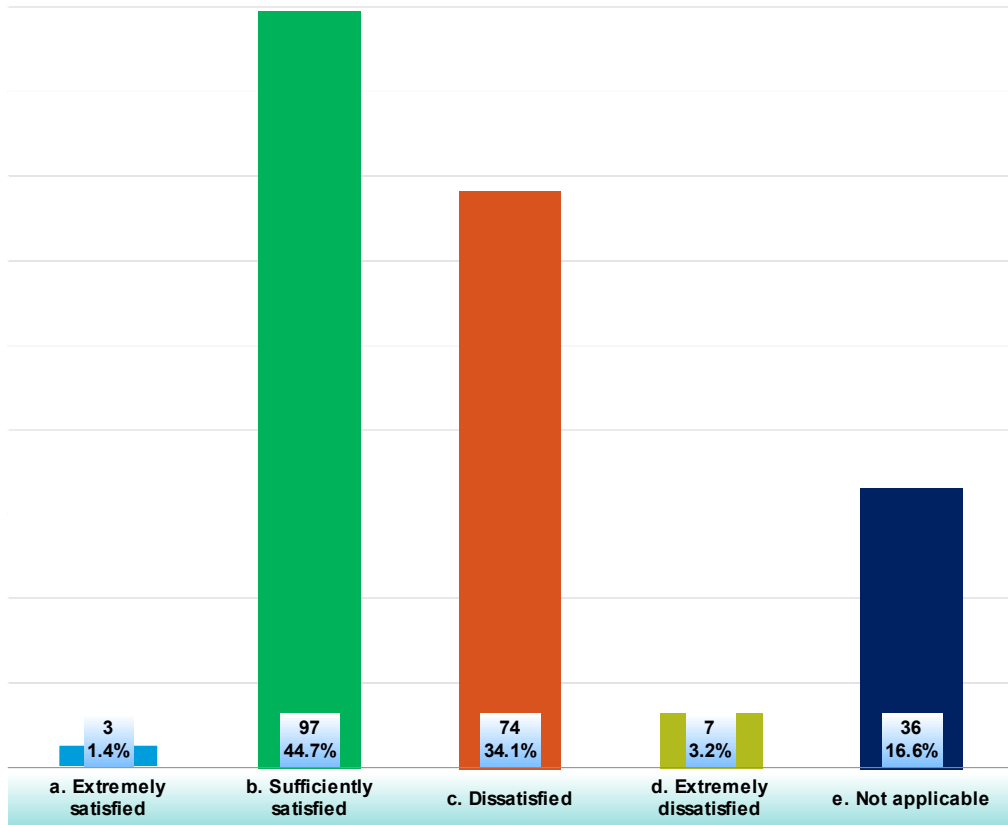
		Median	Favorable % (a. + b.)	a. All applicants have sufficient soft skills	b. The majority of applicants have sufficient soft skills	c. Some applicants have sufficient soft skills	d. Very few applicants have sufficient soft skills	e. None of our applicants have sufficient soft skills
Q4. Perception of applicant pool's soft skills	217 100.0%	c. Some applicants have sufficient soft skills	16.1%	8 3.7%	27 12.4%	150 69.1%	32 14.7%	- -



All Respondents/ Year: 2016



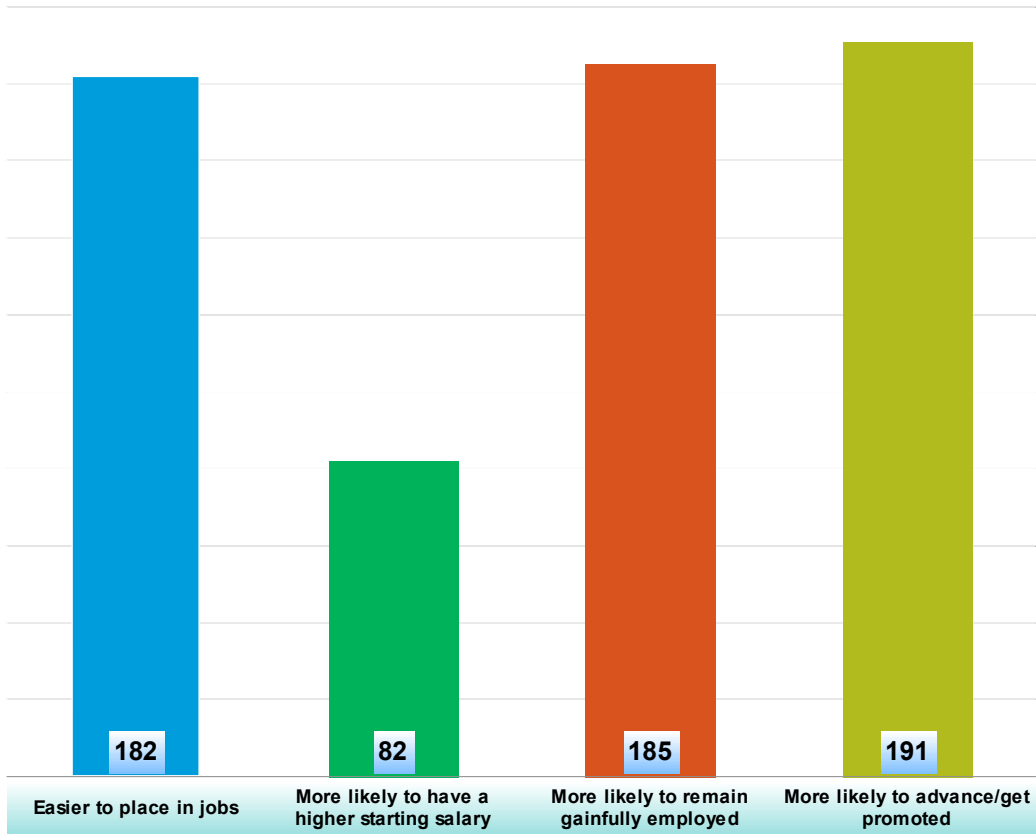
		Median	Favorable % (a. + b.)	a. Extremely satisfied	b. Sufficiently satisfied	c. Dissatisfied	d. Extremely dissatisfied	e. Not applicable
Q5. Satisfaction with local career & community college graduates' mastery of soft skills	217 100.0%	c. Sufficiently satisfied	46.1%	3 1.4%	97 44.7%	74 34.1%	7 3.2%	36 16.6%



All Respondents/ Year: 2016



Q6. Students who have sufficient soft skills are:



All Respondents/ Year: 2016



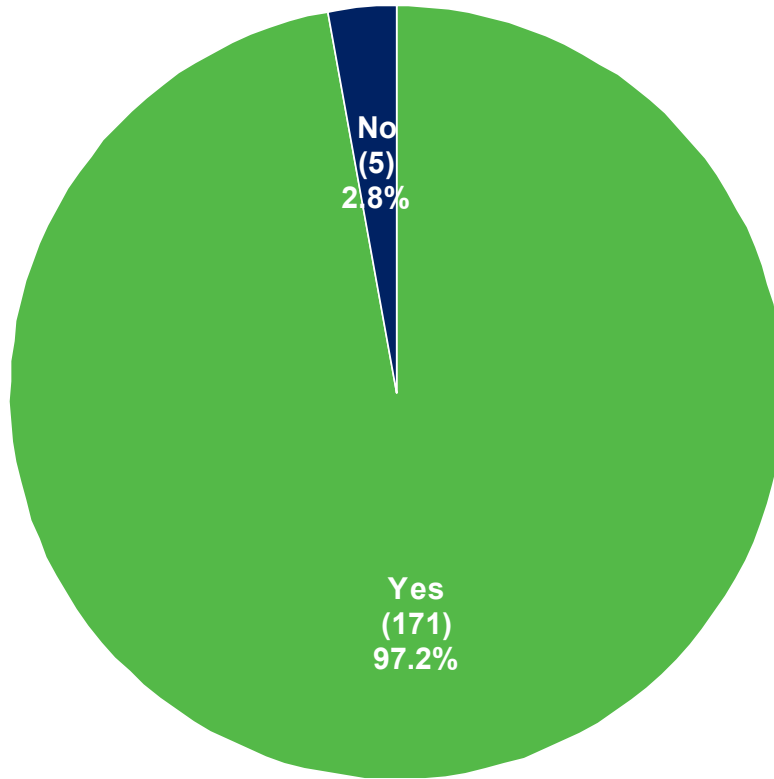
Please rate your agreement with the following, on a scale of 1 to 5 with 1 being the lowest and 5 being the highest agreement.
Use N/A if the statement is not applicable.

	Total by Question	N/A	1	2	3	4	5	Median	Favorable % (4 & 5)
Totals by Ratings	1447	110 7.6%	93 6.4%	125 8.6%	236 16.3%	456 31.5%	427 29.5%	4	61.0%
Q7. Local career and community colleges provide me with credentials that clearly verify their graduates' skills...	183	54 29.5%	53 29.0%	45 24.6%	28 15.3%	2 1.1%	1 0.5%	1	1.6%
Q8. Local career and community colleges could do a better job of good job communication with students' parents...	183	44 24.0%	12 6.6%	9 4.9%	18 9.8%	54 29.5%	46 25.1%	4	54.6%
Q9. I do not find academic transcripts, grades, and GPAs to be highly reflective of students' on-the-job performance...	183	12 6.6%	15 8.2%	32 17.5%	41 22.4%	44 24.0%	39 21.3%	3	45.4%
Q10. I would be more inclined to interview graduates from schools that provide job-specific, skills-based training...	175	- -	7 4.0%	12 6.9%	51 29.1%	69 39.4%	36 20.6%	4	60.0%
Q11. If given the choice between receiving student academic transcripts or job-related, competency-based information...	181	- -	1 0.6%	6 3.3%	34 18.8%	72 39.8%	68 37.6%	4	77.3%
Q12. If given the choice between a candidate with a high GPA or a student that has high scores on job-specific tests...	181	- -	2 1.1%	5 2.8%	31 17.1%	80 44.2%	63 34.8%	4	79.0%
Q13. I believe that educators should work more closely with employers to ensure that graduates' skills are relevant to the workforce...	181	- -	2 1.1%	7 3.9%	18 9.9%	63 34.8%	91 50.3%	5	85.1%
Q14. I would encourage local educators to provide their students with job specific credentials that verify their skills...	180	- -	1 0.6%	9 5.0%	15 8.3%	72 40.0%	83 46.1%	4	86.1%

All Respondents/ Year: 2016



Q15. Would local career and community colleges benefit from clearer expectations regarding the soft skills valued most when making hiring decisions?

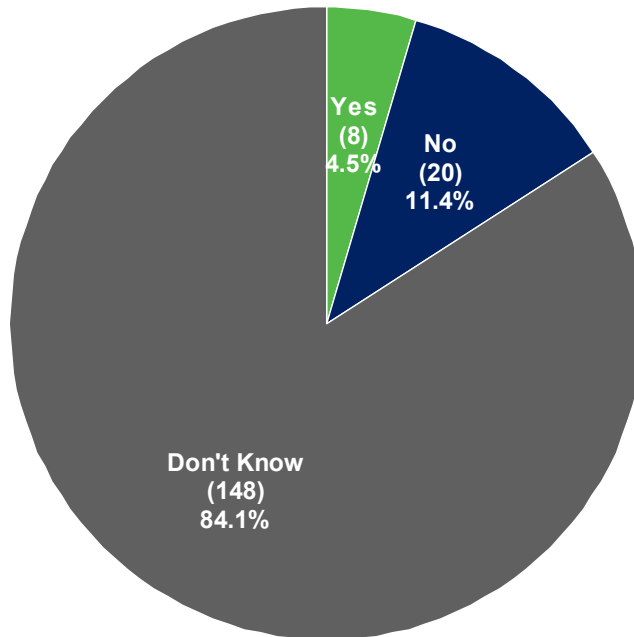


All Respondents/ Year: 2016





Q16. Do your local career and community colleges have dedicated classes for soft skills training?



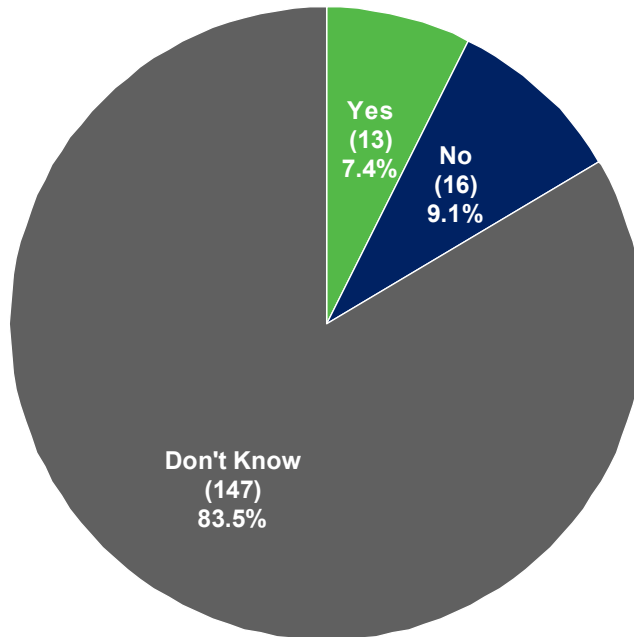
Q16a. Dedicated classes for soft skills training that local career and community colleges offer

nana
Has a curriculum they use.
How to act in the workplace such as not look at or answer your phone continually, learn how to focus, practice manners.
Business ethics. Punctuality, dress, appreciation, courtesy,
Hard to say. We often hire for attitude. That is, soft skills applied to work. We hire people who have demonstrated a strong work ethic, not exactly a soft skill but closely related. Can this be taught?... yes but I believe it often is taught long before
I don't have the details but have heard them referred to
I am seeing this in the local high school, vocational and trade schools I am attending for career fairs and recruitment. The educators seem to believe that this is what they need to teach their students to gain and retain employment in the future. I do
Professional behavior, etiquette, decorum, etc.

All Respondents/ Year: 2016



Q17. Do your local career and community colleges integrate soft skills training into their curriculum?

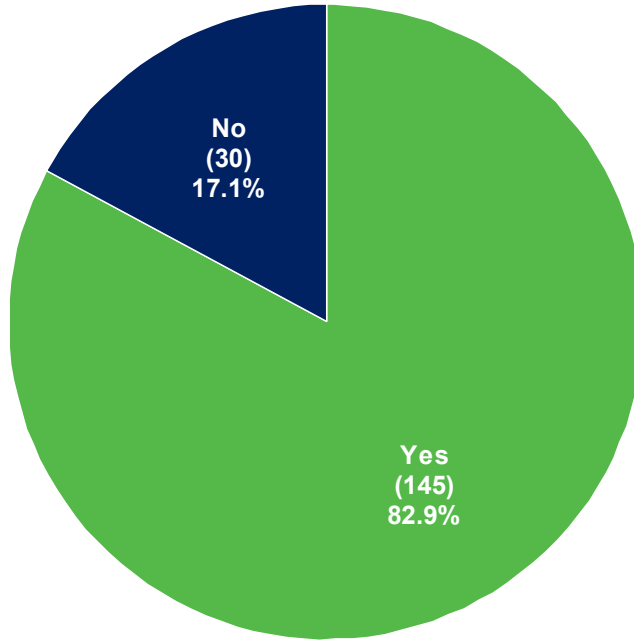


Q17a. Integrated soft skills training that local career and community colleges offer

na
The college includes a variety of communication and teamwork aspects especially when going quarter projects.
I'm not sure which classes specifically do this, but I know that some do depending on the professor.
Most schools who understand the value of soft skills will include required projects working with others and evaluate students on the ability to achieve results while navigating team dynamics, etc.
again has this curriculum.
Incorporating the importance of teamwork and customer service in curriculum
Teach the basics of being professional focusing on interpersonal communication.
Videos
How to work in a team. Actively listening skills. How to lead people, especially through hard situations (demanding deadlines, clean up someone else's problem, etc.
I don't have the details but have heard them referred to
Same as above.
Professional behavior, etiquette, decorum, etc.
-

All Respondents/ Year: 2016

Q18. I would prefer the credential on the left more than the credential on the right when making decisions about students' knowledge of soft skills.



LEFT

RIGHT



Issued To: John Q Student
 Issued By: Wonderlic
 Issuer Contact: IssuerContact@Sample.com
 Location: Vernon Hills
 Issue Date: 10/05/2015
 Expiration Date: 10/05/2018

Description: Identify knowledge of corporate values, culture, appearance, ethics and attitude as a way to portray professional behavior

- Define strategic plan, mission statement, company values, vision statement, and culture of a company
- Define the terms ethics, ethical behavior, values and ethical dilemma
- List ways of maintaining an ethical culture
- Identify appropriate attire for important business occasions
- Describe ways to project a professional personal appearance on the job
- Identify best practices for meeting and greeting new clients or business contacts
- Give behavioral examples of key work attitudes that affect individual job success such as job satisfaction, job involvement, organizational citizenship, organizational commitment, psychological empowerment, perceived organizational support and employee engagement

Your School Name Here
 Your School Address _____ Name: Your Name _____ ID# : Your Student ID _____
 DOB: Your Date of Birth _____

Dept.	Course No.	Title	Units Attempted	Units Earned	GRADE	GRADE POINTS
*** ACADEMIC TRANSCRIPT ***						
FALL	1968					
COM	101	Introduction to Speech Communication	3.0	3.0	A-	12.0
CIS	101	Introduction to Business Computers	3.0	3.0	B-	9.0
ENG	121	English Composition	3.0	3.0	A	12.0
FRN	101	Beginning French I	3.0	3.0	B	9.0
MTH	111	Analytical Geometry & Calculus I	3.0	3.0	B-	9.0
PHY	113	Classical Physics	3.0	3.0	A	12.0
SEMESTER TOTALS			18.0	18.0	3.50	63.0
SPRING 1969						
ENG	122	Critical Writing and Reading	3.0	3.0	A	12.0
SSK	101	Professionalism	3.0	3.0	A	12.0
MTH	112	Analytical Geometry & Calculus II	3.0	3.0	A	12.0
PHY	114	Classical Physics II	3.0	3.0	B	9.0
PSY	101	Introduction to Psychology	3.0	3.0	A-	12.0
SEMESTER TOTALS			15.0	15.0	3.60	54.0
CUMULATIVE TOTALS			33.0	33.0	3.55	117.0
FALL - 1969						
ART	123	Art Appreciation	3.0	3.0	B-	9.0
BIO	121	General Biology I	3.0	3.0	B	9.0
ECO	201	Intro to Microeconomics	3.0	3.0	A-	12.0
FIN	101	Personal Finance Decision	3.0	3.0	A	12.0
HIS	122	World History 1877 to Present	3.0	3.0	A	12.0
SEMESTER TOTALS			15.0	15.0	3.60	54.0
SPRING 1970						
ACC	201	Moniers Accounting I	3.0	3.0	A	12.0
ART	131	Intro to Music Appreciation	3.0	3.0	B	9.0
BIO	127	General Biology II	3.0	3.0	A	12.0
ECO	202	Intro to Macroeconomics	3.0	3.0	A-	12.0
FIN	266	Principles of Finance I	3.0	3.0	A	12.0
ENG	206	Written Business Communication	3.0	3.0	A-	12.0
SEMESTER TOTALS			18.0	18.0	3.83	69.0
CUMULATIVE TOTALS			66.0	66.0	3.64	240.0

Minors and Footnotes:
 CO Change of grade
 IR Incomplete removed
 IC Incomplete charged
 RC Repeated class
 S Substitution
 BP By petition
 TC Transfer credit
 AO Audit only, no credit received
 *Student is in good standing unless otherwise indicated

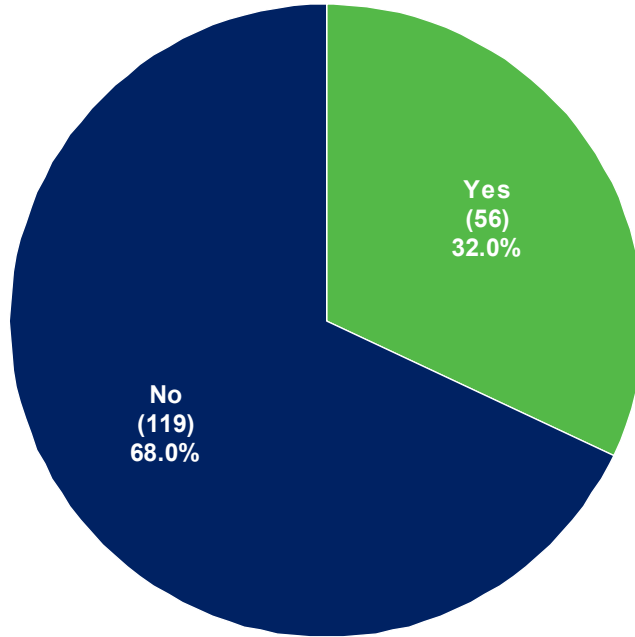
Transcripts Issued: 06/09/1991
 Degree or Credential Certification: BBA 06/09/1991

TRANSCRIPT IS ONLY VALID WITH THIS SIGNATURE
 Thomas Alan Carothers
 OFFICE OF THE REGISTRAR

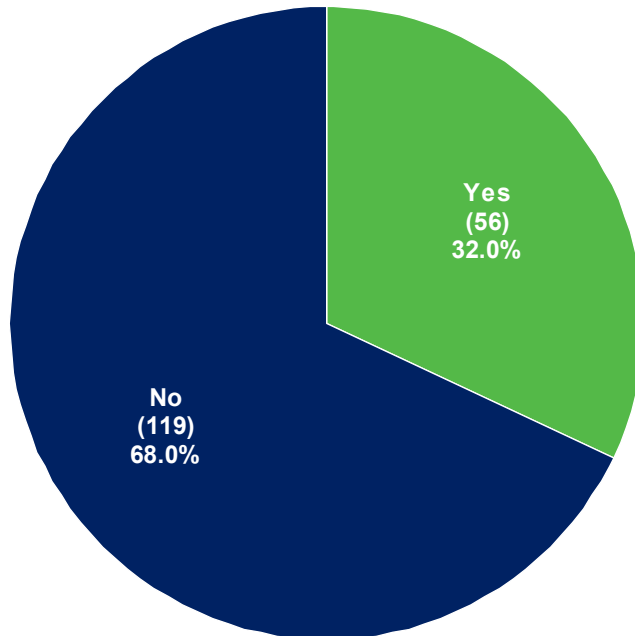
All Respondents/ Year: 2016



Q19. I would like to learn more about competency-based credentials for soft skills.



Q20. I am interested in participating in research that compares soft skill assessment to job performance.



All Respondents/ Year: 2016