



TEST OF SUPERVISORY SKILLS (TOSS)

The *Test of Supervisory Skills (TOSS)*, formerly *Elements of Supervision*, is a 70 item multiple-choice, untimed test that taps the knowledge required for successful supervision. Based on careful, repeated factor analyses of supervisory behavior, *TOSS* provides norms that allows a comparison of scores with a large (1,000+) number of supervisory and non-supervisory profile.

The new version of this well-established screening instrument includes separate test booklets and self-scoring answer sheets and a revised, enhanced technical and administrative manual.

TOSS is a valid instrument for evaluating both applicants for supervisory positions and those being considered for promotion to such positions.

Measures the following:

1. **Management of Performance Quality:** Involves observation and evaluation of an employee's job performance and the application of specific remedies to overcome performance deficiencies. Instruction and training are included in the remedies that a supervisor may use to correct performance deficits.
2. **Staffing/Personnel Actions:** Includes activities that are related to assigning employees to specific job duties, assessing individual capabilities, specifying task requirements, scheduling action steps, monitoring tasks to adjust assignments or schedules, and enforcing adherence to company policies and procedures.
3. **Communications:** Involves the communication occurring between management and employees during planning and implementation of job assignments, and includes exchanging information with people concerning objectives, seeking their cooperation, and informing other departments about programs and progress.
4. **Interpersonal Relations:** Cutting across all specific tasks, is related to organizational functioning and goals. This area concerns effectiveness in creating and maintaining the interpersonal relationships required to conduct work or business activities.
5. **Problem Analysis/Resolution:** Covers the activities involved in analyzing and resolving problems that occur in business situations. These include specific tasks relating to the investigation and interpretation of information; the development of possible solutions; and the evaluation, choice, and implementation of solutions.
6. **Project Planning:** Includes tasks relating to the detailed scheduling of work activities to accomplish assigned objectives-planning, scheduling, and assigning work activities plus monitoring the performance of assigned personnel.
7. **Direct Supervision:** Includes the assignment of personnel to specific tasks and observation of individual performance such as providing detailed instruction on work performance, training in task accomplishment, evaluating work performance, and facilitating close and continuous contact between the supervisor and the employee

For more information please contact.

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