



# CONSULTANT ASSESSMENT PROCESS (CAP) TEST GUIDE

## **WHY DO AT&T AND ITS AFFILIATES TEST?**

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

## **WHAT IS THE CONSULTANT ASSESSMENT PROCESS (CAP)?**

The CAP is a two-step screening process consisting of the Consultant Interview (CI) and the Consultant Telephone Assessment (CTA). You must qualify on the CI prior to taking the CTA.

The CI is a 1-hour structured interview. It consists of questions about what you did in previous situations, **not** what you might do if this situation happened to you.

The CTA is a 2½-hour role-play in which you will assume the role of a consultant in a company similar to ours. Assessors who play the role of customers and employees will assess you. You will need to determine and analyze problems, make decisions, formulate solutions and communicate with others.

## **WHAT CAN I EXPECT TO SEE ON THE ASSESSMENT?**

Throughout the CAP, you will be assessed on different skills/abilities that have been identified as critical for success.

### **ORGANIZATION AND EFFICIENCY**

The ability to work efficiently in a timely manner; being able to attend to detail, work on more than one task at a time, coordinate implementation plans and track against critical dates, and maintain appropriate documentation.

### **KNOWLEDGE/UNDERSTANDING TECHNICAL INFORMATION**

The ability to understand technical products/services/applications and telecommunications/data systems and resources; knowledge of regulations, proper reference materials, and implementation procedures.

### **INTERPERSONAL SKILLS**

The ability to behave in a helpful, courteous manner, establish rapport with others, and show empathy and patience with others.



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## **FACT FINDING/LISTENING**

The ability to listen attentively to questions asked and information provided by others; being able to probe actively to obtain needed information and maintain concentration despite distractions.

## **CUSTOMER CARE: PROBLEM SOLVING**

The ability to identify, recommend, and implement sound solutions to customer's problems; being able to follow up when necessary, set customer expectations, and coordinate effort among team members; strives to achieve customer satisfaction.

## **ORAL COMMUNICATION**

The ability to convey information in a clear, straightforward, and positive manner; being able to speak in a professional and courteous manner, use proper grammar and good speech habits, and adjust pace and style of presentation to the audience.

## **INFLUENCING AND NEGOTIATING WITH OTHERS**

The ability to explain features and benefits to others and respond to objections with sufficient conviction to persuade others; being able to persist appropriately, introduce urgency into the decision-making process, and negotiate to ensure that outcome is a win/win solution.

## **PROFESSIONALISM**

The ability to demonstrate a professional demeanor which is appropriate to each work and customer setting; being able to initiate action, demonstrate professional integrity, take responsibility and accountability, and adapt quickly and easily to change.

## **WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?**

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. For the CI, experience on the job is not essential to perform successfully in the interview. During the assessment, try to handle questions the way you think is best. There are no right or wrong answers to any questions. What counts is how you approach the question, your reasoning in answering the question, and the application of knowledge and experience.

For the CTA, materials are provided with complete and specific instructions for role-playing. There are no specific materials you should study beforehand in order to prepare yourself. However, if you pay close attention to the supplied instructions and information, you will greatly increase your chances of performing well and displaying your aptitude for the job.



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## HOW WILL THIS ASSESSMENT BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your assessment session. Try to arrive at the location at least 15 minutes before your scheduled assessment time to give yourself time to relax before the assessment begins. You may want to bring a jacket or a sweater in case the temperature in the assessment location is not to your liking. Feel free to ask questions before the assessment begins, and be sure you understand the format of the CAP.

## WHAT CAN I DO TO PERFORM MY BEST ON THE ASSESSMENT?

### CONSULTANT INTERVIEW

- ❖ Know your background and experiences and be able to discuss them in detail.
- ❖ Listen to the questions and be sure you understand exactly what is asked.
- ❖ Think through your answer before responding to each question.
- ❖ Answer questions directly and to the point – discuss only the facts needed to satisfy the question.

### CONSULTANT TELEPHONE ASSESSMENT

- ❖ *Relax.* Be yourself and deal with the customer in your own, natural manner.
- ❖ Bear in mind that *you are expected to adapt to different types of people and to deal with others in a socially adept manner.*
- ❖ Your communication skills will be assessed so you should *speak clearly and naturally.* Try to avoid sounding stilted or artificial.
- ❖ *Get in the role of the job incumbent and stay in this role.* Just as you are in role, so are the assessors, so play along even when it feels artificial. Once the exercise starts, the assessors will be in role and will stay in role. As a result, you won't be able to ask them questions about how to proceed or what you should be doing.
- ❖ *Read the background materials carefully and use them appropriately in the exercises.*

## RETEST INTERVALS

If you do not qualify on the CI, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may initially retest after six-months. Subsequent retests are at one-year intervals. If you do not qualify on the CTA, you will be allowed two additional retests at one-year intervals. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.



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## SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the CAP qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

**Thank you for your interest in starting (or expanding) your career at AT&T!**

**AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.**