



Development and Content Validation of Customized Assessment Questionnaire for Behavior Detection Officer Positions at the F and G Bands

Final Items and Scoring

March 2014

F and G Band Final Customized Assessment Items and Scoring

	Competency	Question Type	Question/Response Option	Scoring F Band	Scoring G Band
1	Decisiveness (Decision Making)	MAMC	From the list below, select all of the types of work-related decisions you have made.		
			A. Hiring	(b)(2)	
			B. Personnel actions		
			C. Policy		
			D. Daily operations		
			E. Project management		
			F. Program administration		
			G. Customer service		
			H. Conflict resolution		
			I. Training		
			J. None of the above		
2	Decisiveness (Decision Making)	MC	Which of the following responses best describes your typical approach to making a decision in a time-sensitive situation with limited information?		
			A. I independently collect all data and use logic, experience and common sense to make a decision.	(b)(2)	
			B. I make an intuitive decision based upon past experience and training.		
			C. I consult with others from multiple levels to achieve consensus.		
			D. I seek guidance from a supervisor or senior expert.		
			E. I determine the positive and negative impact of multiple courses of action through deliberative research and then choose the best alternative.		
			F. I relate the issue to an existing standard and utilize vetted and approved procedures based on a previously experienced scenario.		
			G. I have not had to make a decision under such circumstances.		
3	Decisiveness (Decision Making)	MC	Which of the following best represents your highest level of experience with making decisions when data is limited and potential solutions could produce unpleasant consequences?		
			A. I have no experience making decisions when information is limited or solutions produced unpleasant consequences on the job.	(b)(2)	
			B. I have had training or education directly related to making decisions when information is limited or solutions produce unpleasant consequences, but I have not performed them on the job.		

			C. I have made decisions when information is limited or solutions produced unpleasant consequences on the job under the direction of a supervisor or other employee.	(b)(2)
			D. I have made decisions when information is limited or solutions produced unpleasant consequences on the job without the review of a supervisor.	
			E. I am experienced in making decisions when information is limited or solutions produced unpleasant consequences and I have provided guidance and supervision to others in these situations.	
4	Decisiveness (Decision Making)	MC	From the following list, select the option that best represents your highest level of experience with making decisions or recommendations regarding operational procedures in an organization.	
			A. I do not have any experience in this area.	
			B. As a team member	
			C. As a team leader	
			D. As a supervisor	
5	Decisiveness (Decision Making)	MC	Which of the following statements most accurately reflects your experience solving security-related issues?	
			A. I have no experience solving security-related issues.	
			B. I have anticipated problems, identified and evaluated potential sources of information, and generated alternatives to solve security-related issues where precedents did not exist.	
			C. I have limited experience independently solving security-related issues.	(b)(2)
			D. I have developed new approaches and processes and identified solutions to general problems in aviation security or related applications.	
			E. I have participated as a team leader in aviation security operations or related applications with a national focus.	
			F. At a supervisory level, I have interpreted policy and directives which impacted my entire department.	
6	Self-Management	MC	Which of the following best reflects how you organize and prioritize your work?	
			A. I have no experience planning and organizing work.	
			B. I support others in planning and organizing their work.	
			C. I plan and organize my work under close supervision.	
			D. I participate on a team that plans and organizes work.	
			E. I independently plan and organize work.	
			F. I lead others who are charged with planning and organizing work.	
7	Self-Management	MC	Which of the following best describes how you work most effectively?	
			A. I prefer to work independently.	

			B. I prefer to work as part of a team.	(b)(2)
			C. I can better develop concepts and ideas when working with another person.	
			D. I enjoy working with a team to lay out plans and make major decisions, but prefer to have specific tasks that I perform independently.	
8	Self-Management	MC	Select one choice that best describes your approach when working in a security environment.	
			A. I require specific guidance and direction to be most effective in a security environment.	
			B. I require general guidance and direction to be most effective in a security environment.	
			C. I rarely require guidance and direction to be most effective in a security environment.	
			D. I prefer to work independently to be most effective in a security environment and prefer not to receive guidance and direction.	
			E. I have not worked in a security environment.	
9	Self-Management	MC	Which of the following best reflects your highest level of experience with delivering quality work products that satisfy team and/or organizational priorities and deadlines?	
			A. I have normally worked on individual projects or assignments that are generally completed independently and within the assigned deadlines and milestones.	
			B. I have worked on multiple tasks/assignments within a common time period. I am skilled at adjusting my use of time to meet changes in priorities and the requirements of new and/or unexpected work.	
			C. I have worked on multiple tasks/assignments within a common time period. I have negotiated deadlines, changes and adjustments in priorities with senior management on my own behalf as well as that of my work group.	
			D. None of the above	
10	Self-Management	MC	From the following responses, please select the statement that most accurately reflects your experience.	
			A. I have collaborated on work activities whose goals and timeframes were provided to me by others.	
			B. I have provided oversight for individual work activities with goals and timeframes that were set by a supervisor.	
			C. I have provided oversight for individual work activities with goals and timeframes that were set by myself.	
			D. I have organized work according to established project timeframes. I am able to assess my own work products and monitored progress against assigned timeframes.	

			E. I have organized work according to established project goals. I worked in conjunction with others on the team to assess work products and monitor progress against assigned goals. I coordinated with other employees on the project team.	(b)(2)	
			F. None of the above		
11	Flexibility	MC	In your previous experience, which of the following statements best describes your most common course of action when a security or emergency situation occurs outside of established procedures and policies?	(b)(2)	
			A. I have consulted my colleagues.		
			B. I have assumed that someone else will handle the situation.		
			C. I have followed my intuition and apply common sense.		
			D. I have followed standard operating procedures and applicable policies.		
			E. I have consulted a security expert.		
			F. I have addressed the immediate concern based on training and experience and then reported or notified appropriate personnel.		
			G. I have consulted my supervisor.		
			H. I have done what I believe is correct, without consulting others.		
			I. None of the above		
12	Flexibility	MC	Which of the following statements best describes your highest level of experience working in an environment with changing conditions and unexpected obstacles where you need to adjust rapidly to new situations?		
			A. I have no experience working in a rapidly changing environment where I have had to adjust to unexpected obstacles and new situations.	(b)(2)	
			B. I have experience working under close supervision in a rapidly changing environment where I have had to adjust to unexpected obstacles and new situations.		
			C. I have independently worked in a rapidly changing environment where I have had to adjust to unexpected obstacles and new situations.		
			D. I have supervised others when working in a rapidly changing environment where I have had to adjust to unexpected obstacles and new situations.		
			E. I have supervised and trained others in how to work in a changing environment where they have had to adjust to unexpected obstacles and new situations.		
13	Flexibility	MC	Which of the following responses best describes your experience working in a security environment where immediate and unpredictable circumstances necessitated an operational change?		

			A. I have no experience working in a security environment where immediate and unpredictable circumstances necessitated an operational change.	(b)(2)
			B. I have very little experience working in a security environment where immediate and unpredictable circumstances necessitated an operational change.	
			C. I have worked in a security environment where immediate and unpredictable circumstances necessitated operational changes annually.	
			D. I have worked in a security environment where immediate and unpredictable circumstances necessitated operational changes monthly.	
			E. I have worked in a security environment where immediate and unpredictable circumstances necessitated operational changes weekly.	
			F. I have worked in a security environment where immediate and unpredictable circumstances necessitated operational changes daily.	
14	Flexibility	MAMC	From the list below, identify all of the types of tasks you have worked on where you needed to shift from one task or objective to another based on new information gathered onsite.	
			A. Operational	(b)(2)
			B. Administrative	
			C. Emergency	
			D. Safety	
			E. Customer service	
			F. Stakeholder relations	
			G. Security	
			H. None of the above	
15	Flexibility	MC	When presented with new information that has to be immediately applied to your task, which of the following statements best describes your most common response?	
			A. I take time to review the new information.	
			B. I immediately adapt.	
			C. I consider the information and make a decision to move forward to the best of my ability by relying on my experience, training and authority.	
			D. I seek collaborative feedback from a colleague or other trusted source.	
			E. I have no previous work experience in this type of situation.	
16	Teamwork	MC	What level of experience do you have in a security environment where you had to create an agreement between parties who originally differed in opinion?	

			A. I have no experience working in a security environment where I had to create an agreement between parties who originally differed in opinion.	(b)(2)	
			B. I have very little experience working in a security environment where I had to create an agreement between parties who originally differed in opinion.		
			C. I have worked in a security environment where I had to create an agreement between parties who originally differed in opinion annually.		
			D. I have worked in a security environment where I had to create an agreement between parties who originally differed in opinion monthly.		
			E. I have worked in a security environment where I had to create an agreement between parties who originally differed in opinion weekly.		
			F. I have worked in a security environment where I had to create an agreement between parties who originally differed in opinion daily.		
17	Teamwork	MC	In your previous experience, which of the following statements best describes your most common course of action when presented with a group project, where the objective is understood, however the scope and complexity is not fully understood or appreciated?	(b)(2)	
			A. Allow others in the group to define the scope and complexity.		
			B. Offer my input in an attempt to clarify scope/complexity.		
			C. Ask for direction from a manager.		
			D. Recommend that the group seek more information prior to making decisions/recommendations.		
			E. Move forward independently to achieve the objective without concern for the scope and complexity.		
			F. I have no experience working on a group project.		
18	Teamwork	MC	In your previous experience, which of the following statements best describes your most common course of action to reach a positive resolution when your team encounters a problem, such as a disagreement with another co-worker?	(b)(2)	
			A. I notify my supervisor and allow him/her to address this issue.		
			B. I have no experience resolving issues with a co-worker who is a member of my team.		
			C. I immediately address the concern with the co-worker.		
			D. I prefer to avoid addressing problem co-workers.		
19	Teamwork	MAMC	From the list below, identify all of the types of security-focused teams you have had training in and/or experience working with and/or organizing.		

			A. Multi- organizational	(b)(2)
			B. Multi-disciplinary/cross-functional	
			C. Multi-agency	
			D. Work group	
			E. Subject matter experts	
			F. Contractors	
			G. Security planning for civic or community organizations	
			H. None of the above	
20	Teamwork	MC	Which of the following responses best describes your experience working on a team or collaborating with others to accomplish security-related activities?	(b)(2)
			A. I have not had experience or training related to working on a team or collaborating with others on a security-related activity.	
			B. I have completed training related to working on a team or collaborating with others, but have not yet applied it on the job.	
			C. I have worked on a team or collaborated with others on a security-related issue while under close supervision by a supervisor, manager or senior employee.	
			D. I have worked on a team or collaborated with others on security-related issues usually without review by a supervisor, manager or senior employee.	
			E. I have been the leader of a team working on security-related issues as a routine part of my work.	
			F. I have been a leader and trained others on teamwork and collaborating on security-related issues.	
21	Oral Comm	MAMC	As a regular and recurring part of my job, I have communicated sensitive information to the following (select all that apply):	
			A. Stakeholders	
			B. Co-workers	
			C. Management	
			D. Senior leadership	
			E. Law enforcement	
			F. None of the above	
22	Oral Comm	MAMC	I have routinely participated in the following types of verbal exchanges as part of my job requirements (select all that apply):	(b)(2)
			A. Conferences	
			B. Meetings	
			C. One-on-One discussions	
			D. Telephone inquiries	
			E. Training	
			F. Interviews	
			G. Briefings	

			H. None of the above	(b)(2)
23	Oral Comm	MC	Which statement best describes your highest level of experience in verbally communicating with others specifically to gather information?	
			A. I have participated in discussions in which the purpose was to gather information that could be input into a database.	
			B. I have met with colleagues for the purposes of clarifying or exchanging facts and information needed to complete assignments.	
			C. I have conducted training sessions concerning communication or information gathering.	
			D. I have worked in an environment that required participation in discussions in which the purpose was to communicate with a diverse audience and gather information to resolve problems.	
			E. None of the above	
24	Oral Comm	MC	How would you best describe your ability to communicate orally with others?	
			A. I am comfortable having conversations with individuals I do not know personally.	
			B. In conversation, I can easily communicate to others my viewpoints and my experiences.	
			C. In conversation, I am able to make others feel comfortable so that they actively engage in conversation with me.	
			D. In conversation, I generally just listen and absorb what others are conveying.	(b)(2)
			E. None of the above	
25	Oral Comm.	MC	How would you best describe your ability to work and communicate in a stressful environment?	
			A. I have no experience working in a stressful environment where communication was required as part of the job.	
			B. I have worked in a stressful environment that provided minimal opportunity to communicate with others.	
			C. I have worked in a stressful environment where I was routinely required to communicate with a colleague.	
			D. I have worked in a stressful environment that required a continuous high level of communication with colleagues.	
			E. I have worked in a stressful environment that required a continuous high level of communication with colleagues and management.	