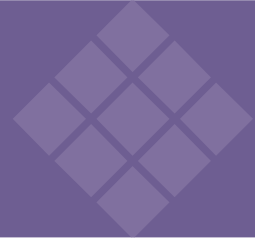


# CPS Helps City of Thomasville Police Department with Promotional Process



## Objective

The City of Thomasville, Georgia and the City's Police Department were seeking an organization that treated their smaller clients with the same amount of professional and customer-oriented service as they would a larger client. They contracted with CPS Human Resource Services to assist with their police promotional processes for two ranks – Police Sergeant and Police Lieutenant.

## Solution

As with every testing project, CPS began by meeting with the City and the Police Department to discuss client needs. CPS conducted job analyses for both ranks. Next, CPS began examination development. Facilitated by CPS staff, SMEs selected by the Department reviewed job analyses results to determine which were most amenable to the testing process. Specific criteria included the following:

- Measurability
- Training Considerations
- Reliability/Standardization Considerations
- Financial Considerations

Based upon the results from the development portion, written examinations were created for both ranks. Additionally, assessment centers were created and administered for both ranks. The assessment center portion of the Lieutenant process involved a "Day-in-the-Life" In-Basket Exercise. This exercise, containing both written and verbal components, was designed to assess a candidate's abilities in areas such as setting priorities, handling personnel issues, etc. There were also two breakout items: a Role-Play component and a Planning component. The Sergeant classification assessment center process contained three parts: a Role-Play Exercise, a Critical Incident Exercise, and a Briefing Exercise. All exercises were designed in a manner to allow candidates to demonstrate behaviors necessary and important for these ranks.

## Results

CPS administered the examinations in July 2006 and issued a final list of candidate results to the Department within 48 hours. In addition, and as a vital part of the assessment process, CPS prepared written feedback reports for each candidate documenting his or her strengths and weaknesses as demonstrated in the practical or assessment exercises. The City and the Thomasville Police Department were very pleased with the personal, yet professional, service CPS was able to provide.

**Great customer service from start to finish. CPS is truly one of the most professional and friendly companies I've dealt with in some time. The consultant made the promotion process fun, yet kept things on track and professional throughout the entire process.**

**Lawana Smithwick,  
Human Resources  
Manager, City of  
Thomasville**



*Human Resource Services*