

## Administrator Guide



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## What is CapsimInbox?

CapsimInbox™ is a simulation-based assessment that measures the key soft skills desired by employers, while providing the critical feedback needed for individual development and career success. The five soft skills measured in CapsimInbox are the following: **Organizing, Leading, Problem Solving, Communicating, and Initiating**. As participants move through the CapsimInbox assessment, they must choose what they believe are the best responses to the various scenarios that are presented. The primary function of these assessment “stimuli” is to directly elicit responses that indicate a participant’s level of proficiency on the five focal skills.

CapsimInbox is comprised of two basic components. The first component is an objective skill assessment. The participants are immersed in a managerial role of a fictitious company. Participants have 60 minutes in which they must respond to a variety of situations, problems and information related to general business management through an online interface similar to a typical communication platform.

The second component is a self-directed tool that follows the assessment experience in order to provide developmental feedback, evidence-based tactics for improvement, and an individual development plan (IDP) builder. Participants are provided with a customized feedback report and then asked to develop an IDP for any soft skills that they would like to improve.

Below you will find the five skills that are assessed throughout CapsimInbox:

- **Organizing** – Planning and prioritizing work through the effective scheduling of people and tasks, as well as managing personal effectiveness through time management and delegation.
- **Leading** – Influencing others toward the achievement of goals by directing and empowering people to accomplish tasks while remaining sensitive to their professional needs.
- **Problem Solving** – Exhibiting sound judgment by developing an accurate understanding of situations, collecting useful information, and completing precise analysis of data in order to make effective decisions.
- **Communicating** – Presenting information to others in order to maximize understanding by defining the appropriate target audience, identifying core ideas, selecting the most important communication medium, and developing supportive arguments.
- **Initiating** – Proactively influencing events without others' direction in order to accomplish a goal or task, or to make a decision.

# Administrator Dashboard

## 1. Dashboard

The main dashboard is a quick way to see high-level information for all participants within the course.

**CAPSIM|inbox** Logout

**Dashboard**

**Course Settings**

**Skill Scores**

**My Courses**

**Dashboard**

Hello Professor! Here is the current course information

Industry ID: X89924

Start Date: 06/26/2017

End Date: 10/06/2017

Reports Available: 06/26/2017

Use this link to help your students register for CapsimInbox:  
[https://ww2.capsim.com/StudentRegApp\\_v2010/index.cfm?simID=X8](https://ww2.capsim.com/StudentRegApp_v2010/index.cfm?simID=X8) Copy Link

**Course Roster** Skill Scores

Search Table

Name	Overall Score	Self-Awareness Score	Development Index	Inbox Completion Date	IDP Completion Date
I89924a1, I89924a1	43	4	Intermediate, Inconsistently	06/26/2017, 1:08 pm	07/14/2017, 3:31 pm

Rows per page: 10 10

Prev 1 - 1 of 1 Next

The Course Roster displays the following information:

- **Name** - Displays all participants that have registered for this course.
- **Overall Score** - Overall percentile score compared to the population.
- **Self-Awareness Score** - Reflects the accuracy of a person's self-evaluation in relation to the objective skills assessments in CapsimInbox.
- **Development Index** - Describes a person's general skill proficiency and how consistently it was demonstrated across all assessed skills.
- **Inbox Completion Date** - Displays the date on which a participant completed the CapsimInbox assessment.
- **IDP Completion Date** - Displays the date on which a participant completed an IDP.

## 2. Course Settings

The Course Settings page allows for control of the set-up for the course. Modify the course title, course start date, course end date, feedback report release date, and course enrollment.

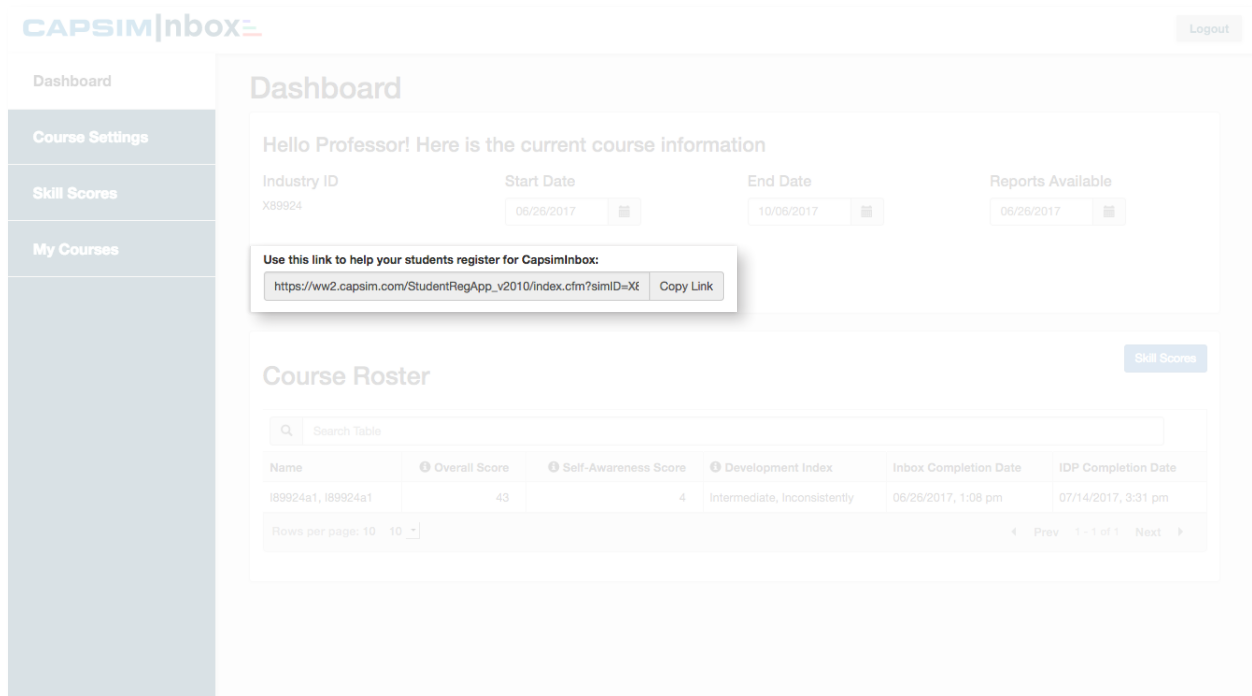
## 3. Skill Scores

Take a deeper dive into the Skill Scores for each participant, not only showing the Overall Score and Self-Awareness score but also the score for each assessed skill.

# Participant Introduction

## 1. Registration Process

Once the course has been created, have participants use the industry ID beginning with the letter X to create an account. Visit [www.capsim.com](http://www.capsim.com) to walk through the “Sign Up” process. The main Administrator dashboard also contains a link that participants can follow to register for their course.

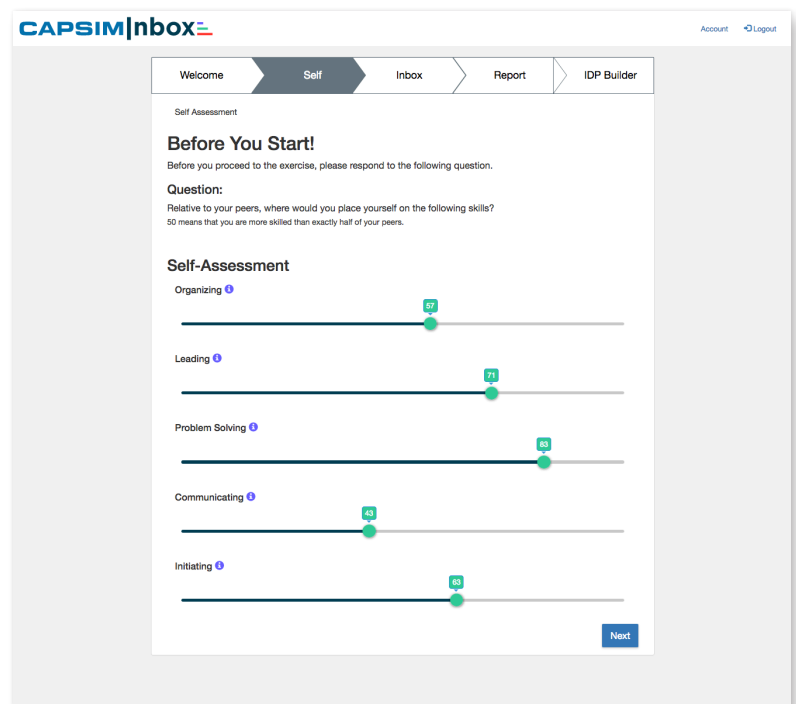


The screenshot shows the CAPSIM|inbox Administrator Dashboard. On the left is a sidebar with navigation links: Dashboard, Course Settings, Skill Scores, and My Courses. The main content area is titled 'Dashboard' and includes a greeting 'Hello Professor! Here is the current course information'. Below this, there are fields for Industry ID (X89924), Start Date (05/26/2017), End Date (10/06/2017), and Reports Available (06/26/2017). A callout box provides a registration link: [https://ww2.capsim.com/StudentRegApp\\_v2010/index.cfm?simID=X89924](https://ww2.capsim.com/StudentRegApp_v2010/index.cfm?simID=X89924) with a 'Copy Link' button. Below the callout is a 'Course Roster' section with a search bar and a table of course data.

Name	Overall Score	Self-Awareness Score	Development Index	Inbox Completion Date	IDP Completion Date
I89924a1, I89924a1	43	4	Intermediate, Inconsistently	06/26/2017, 1:08 pm	07/14/2017, 3:31 pm

## 2. Self-Assessment

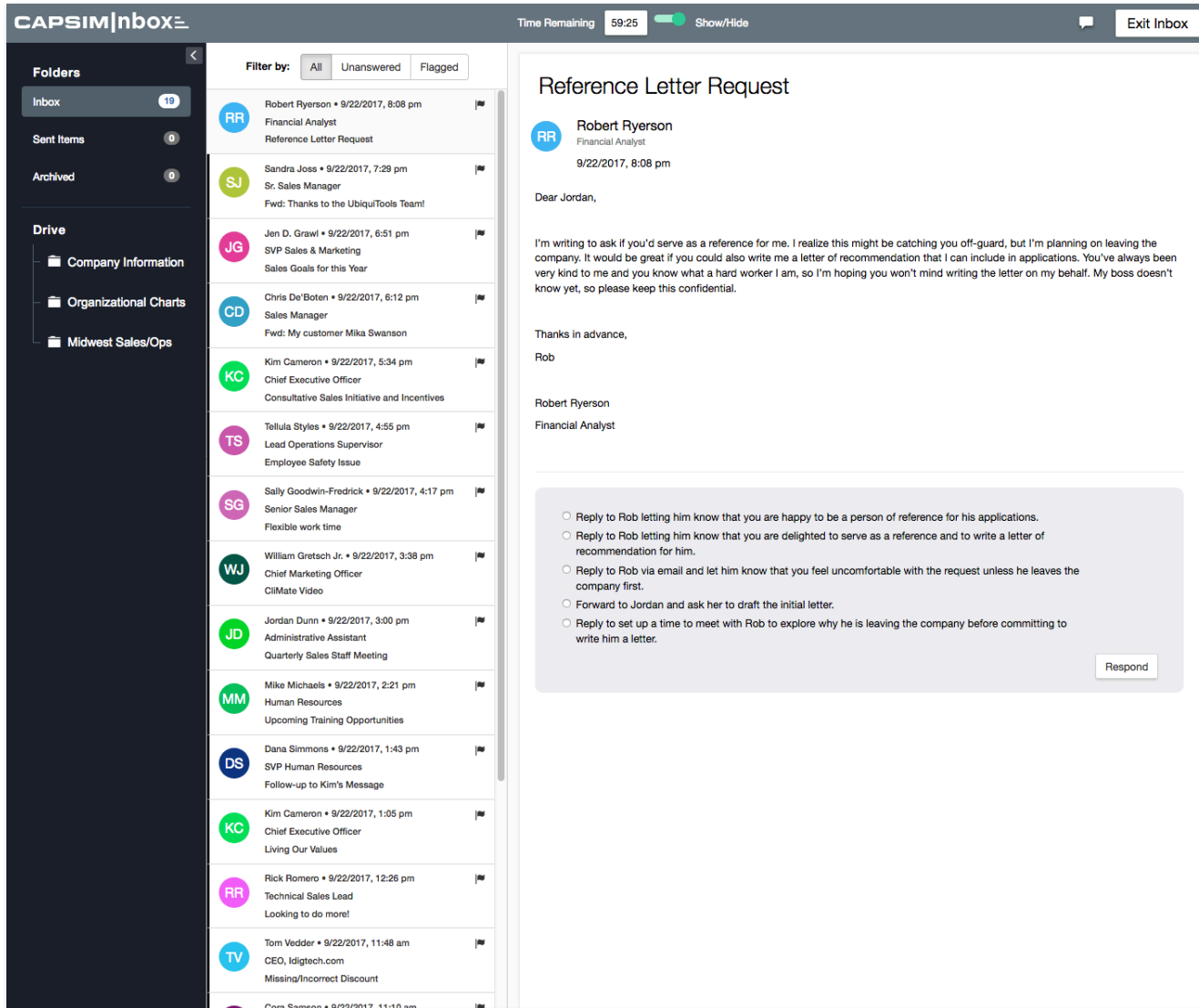
Before participants begin the CapsimInbox assessment, they complete a short self-assessment comparing their skills to their peers. For each skill, participants rate themselves on a scale of 1 to 100.



The screenshot shows the CAPSIM|inbox Self-Assessment interface. It features a progress bar at the top with steps: Welcome, Self (current), Inbox, Report, and IDP Builder. The main content area is titled 'Self Assessment' and includes a 'Before You Start!' section with a question: 'Relative to your peers, where would you place yourself on the following skills? 50 means that you are more skilled than exactly half of your peers.' Below this is a 'Self-Assessment' section with five horizontal scales for different skills: Organizing (score 57), Leading (score 71), Problem Solving (score 83), Communicating (score 43), and Initiating (score 63). A 'Next' button is located at the bottom right.

# CapsimInbox Assessment

The following screen shot displays the interface of the assessment.

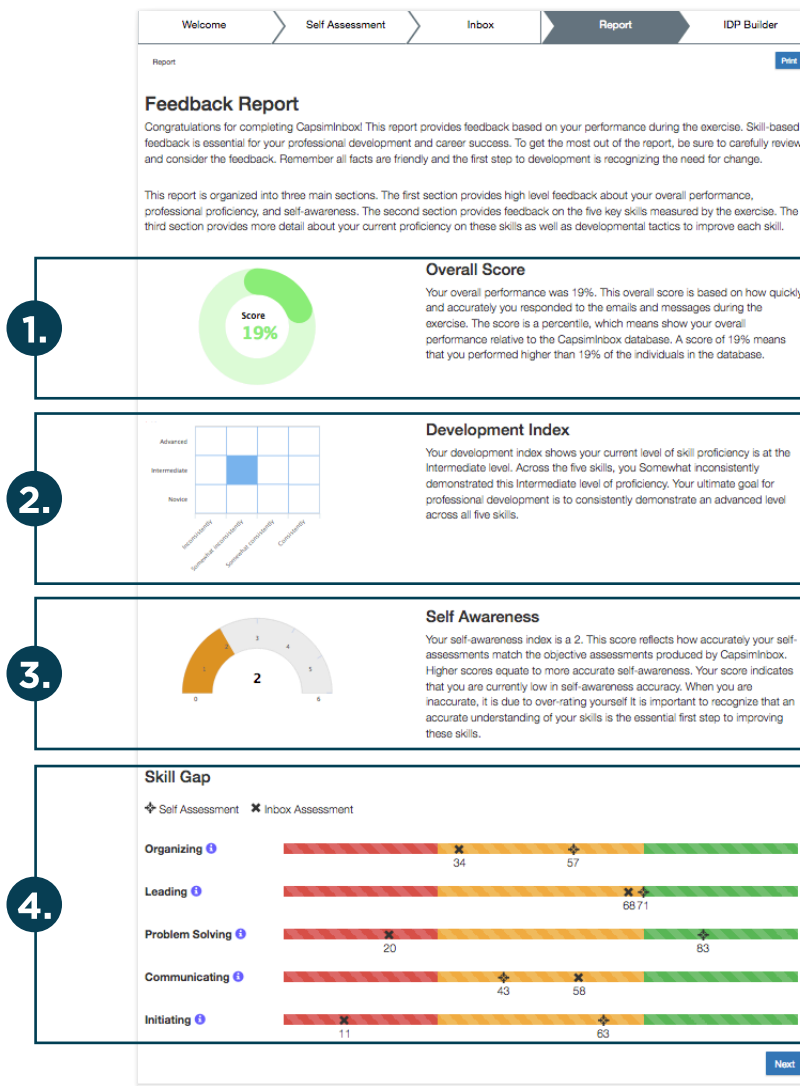


- **Emails** – All emails that require an action will be shown within this pane and can be archived and flagged for importance.
- **Drive** – Files in this drive will assist participants in responding to different emails and chats within the assessment.
- **Instant Messages (IMs)** – Throughout the assessment, chats will appear at different times from different employees that will require a response.
- **Timer** - The assessment component of CapsimInbox typically requires less than 60 minutes to complete (average completion time is approximately 45 minutes).

## Scoring/Debrief

The following information is provided to participants after completing the assessment.

### 1. Feedback Report



The Feedback Report is generated for a participant once the CapsimInbox has been completed. This report is comprised of four sections:

- 1. Overall Score** – The overall score is based on how quickly and accurately the participant responded to the emails and messages during the exercise. This score is a percentile, comparing the participant's performance against the CapsimInbox database of users.
- 2. Development Index** – The development index shows the current levels of skill proficiency across the five skills and how consistently these levels were demonstrated throughout the CapsimInbox assessment.
- 3. Self-Awareness** – This score reflects how accurately the participant's self-assessment matches the objective assessment produced by CapsimInbox. Higher scores equate to more accurate self-awareness.
- 4. Skill Gap** – This chart displays the participant's self-assessments and the objective assessments from CapsimInbox across each of the five skills.



## Developmental Tactics

Participants can access developmental tactics that provide insight and recommendations for improving each skill. From this page participants can identify the skills with the greatest need for development and begin an IDP.

*Participants can learn more about a certain skill by selecting the arrow to the left*

### Developmental Tactics

Learning how to make skill improvements is a critical skill in its own right, and is essential for professionals at all career stages. To truly master a skill requires both knowledge ("knowing about") and application ("knowing how"). To improve the skills assessed in CapsimInbox you will need to learn about what the skills look like when effectively performed. You will also need to frequently and consistently practice these skills, which will often involve trial and error. It sometimes can be a frustrating process, but if you stick with it, you can improve. Research suggests five key steps can help guide you on the path to development:

1. **Observe Your Current Skill Level.** Observe and collect information about the specific behaviors you have targeted for change. Completing CapsimInbox is a great first start!
2. **Set a Specific Goal:** Determine how much you need to improve and focus on one key behavior or skill at a time. Avoid trying to do too many things at once.
3. **Learn About the Skill:** Seek out information to better understand the skill you want to improve. Find challenging situations where you will be forced to learn and practice your targeted skill.
4. **Practice and Seek Feedback:** Actually practice the new behavior during all available opportunities and seek as much feedback as possible to track your success.
5. **Reward Yourself:** Provide yourself with rewards that you find valuable and are directly linked to performing the desired behavior.

#### Skills

Skill	Score	Development Need	Improve
▶ Initiating	11	High	<a href="#">Improve</a>
▶ Problem Solving	20	High	<a href="#">Improve</a>
▶ Organizing	34	Medium	<a href="#">Improve</a>
▶ Communicating	58	Medium	<a href="#">Improve</a>
▶ Leading	68	Medium	<a href="#">Improve</a>

#### Saved Skills

Description	Created On
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## IDP Builder

Participants are guided through a three-stage process that results in a customized IDP.

### Stage 1: Reflect

First participants are asked to reflect on the skill they have chosen to improve upon — how is this skill relevant to your career and where might this skill be used in different aspects of your life?

### Reflect

Your chosen skill: **Initiating**

Proactively influencing events without others' direction in order to accomplish a goal or task, or to make a decision.

Describe 2-3 reasons why this skill is relevant to your career

Describe 2-3 situations where you might use this skill in your life, school, job, or anywhere else.

[Back](#)[Next](#)

## Stage 2: Set Goal

Participants answer several precise questions to build an effective developmental goal — when will the skill development be accomplished by, what percent will the skill improve by and how will the progress be evaluated?

The 'Set Goal' stage interface features a top navigation bar with 'Welcome', 'Self', 'Inbox', 'Report', and 'IDP Builder'. The main heading is 'Set Goal', followed by 'Your Chosen Skill: **Initiating**' and 'Your Current Proficiency: **11**'. A question asks 'By when do you want to accomplish your skill development?' with a date input '11/16/2017' and a calendar icon. Another question asks 'What percent improvement do you want to see?' with a numeric input '75' and a percentage sign. A third question asks 'How will you evaluate your progress?' with four radio button options: 'CapsimInbox' (selected), 'Peer Feedback', 'Manager Feedback', and 'Self-evaluation'. Below these is the 'Your Goal Statement:' section, which contains the text: 'I will improve my **Initiating** by 75% no later than 11/16/2017 as evaluated by CapsimInbox.' At the bottom are 'Back' and 'Next' buttons.

## Stage 3: Create Plan

Participants create a plan containing specific steps for developing their the chosen skill. The developmental tactic is again shown to facilitate actions to include in these steps. Multiple steps can be created as well as intended completion dates and resources needed to support development.

The 'Create Plan' stage interface features a top navigation bar with 'Welcome', 'Self', 'Inbox', 'Report', and 'IDP Builder'. The main heading is 'Create Plan', followed by 'Your Chosen Skill: **Initiating**' and 'Skill Development Tactic:'. The tactic text describes initiating skill as being proactive. Below this, instructions guide the user on how to learn about and practice initiating skill. A section titled 'Here are some quick tips to help you initiate more effectively:' lists ten bullet points. The final instruction asks the user to describe the steps they will take to improve their skill. At the bottom, there is a 'Step 1:' section with three input fields: 'Action to Take', 'Date:' (with a 'Choose Date' button and calendar icon), and 'Resources Needed:'. Below these fields are 'Add step', 'Back', and 'Next' buttons.

## Debrief Details

Effective individual developmental requires “knowing about” the targeted skill and “knowing how” to apply that skill in practice. Extensive research shows that development is facilitated by the following steps, which are provided to participants.

- 1. Observe Your Current Skill Level.** Observe and collect information about the specific behaviors you have targeted for change. Completing CapsimInbox is a great first start!
- 2. Set a Specific Goal:** Determine how much you need to improve and focus on one key behavior or skill at a time. Avoid trying to do too many things at once.
- 3. Learn About the Skill:** Seek out information to better understand the skill you want to improve. Find challenging situations where you will be forced to learn and practice your targeted skill.
- 4. Practice and Seek Feedback:** Actually practice the new behavior during all available opportunities and seek as much feedback as possible to track your success.
- 5. Reward Yourself:** Provide yourself with rewards that you find valuable and are directly linked to performing the desired behavior.

As noted earlier, developmental tactics are provided for each skill assessed in CapsimInbox. These evidence-based tactics include very specific recommendations for developing each skill and are written to be applicable across a wide variety of settings. Below are examples of these recommendations for each of the five skills assessed in CapsimInbox.

### Organizing

- Use a calendar. Record due dates for important tasks on a calendar.
- Skim your email daily and then sort it by high priority, completing the high priority emails first.
- Each week before work, make a to-do list of high priority work that must be accomplished.
- At the end of every day, list the high priority work that needs to get done the next day.
- Avoid procrastination by using deadlines even if ones have not been assigned.
- When attending meetings, ask to review any follow-up assignments and responsibilities at the end of the meeting.
- Always use an agenda with time limits when holding meetings.
- Seek to reduce time wasters like pop-in visitors and excessive socialization in person or via social media.

### Problem Solving

- Spend time defining the problem before moving to generating solutions.
- Collect data from multiple sources in order to better understand the nature of the problem.
- Double check data for accuracy and look for any important information that might be missing.
- Generate as many possible solutions to the problem as possible before narrowing these to a few solutions.
- Seek to have more than two possible solutions to any given problem.
- Ask for input from others outside your group who are less familiar with the problem.

- Determine the criteria or important factors that will form the basis of the solution that you select (e.g., costs, feasibility, effectiveness, etc.).
- Evaluate each possible solution using the criteria that have been developed to narrow your choices.

### **Communicating**

- Clearly define your audience and think about their specific needs, knowledge and viewpoints.
- Determine the intended outcome of your communication.
- Identify the core ideas or major themes you want to communicate.
- Organize or chart your flow of ideas from beginning to end.
- Outline the critical “take-aways” that must be clearly conveyed.
- Think about the possible channels you could use (face-to-face, email, video-conference, phone call, etc.). When choosing the best channel, think about your audience, content, and speed at which you must deliver the message.
- Develop your core ideas with supportive arguments that include data, personal credibility, and subject expertise.
- Speak with confidence and enthusiasm.
- Be sure to use proper grammar and tone.
- When speaking, make eye contact with your audience and avoid “up-talk” (ending sentences with an upward tone that sounds like a question).
- Strive for concise statements; avoid rambling.

### **Leading**

- Clearly communicate your standards for good performance to each and every team member.
- Set clear priorities for work results.
- Solicit input from others before deciding on a final course of action.
- Meet one-on-one with team members to help them understand how their work is connected to the team’s work overall.
- Publicly recognize team members’ effort and achievement.
- Learn what rewards each team member values.
- Avoid ignoring issues or concerns that are raised by others.
- Provide regular feedback to help others’ track their progress toward goals and to improve their effectiveness.

### **Initiating**

- Regularly ask yourself, what can I do to go beyond expectations?
- Seek out opportunities to demonstrate that you are a “self-starter.”
- Volunteer for work outside your own area or function.
- Examine your current work processes and ask what could be better or more effective?
- Seek out information that can help you better understand your work situation in order to figure out ways to improve it.
- When delegated a task, under promise and over deliver on results.
- Be persistent – don’t give up at the first sign of failure.
- Focus on achieving results, not just hours worked.
- Avoid the temptation to put things aside for another time when it can be done easily in the moment.
- Take on extra work to help your department or group meet its goals.

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### **Questions or feedback?**

Contact Capsim at 312.477.7200 or [support@capsim.com](mailto:support@capsim.com)