



# Minnesota Professionals for Psychology Applied to Work

## Upcoming Speaker

By Lisa Perez, VP Programs

THURSDAY, MARCH 15:

### Unproctored Internet Testing

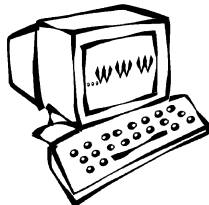
**Jim Beaty, Ph.D., Chief Scientist, PreVisor**

We are pleased that we will be hearing a presentation from Dr. Jim Beaty at the March MPPAW meeting. This presentation will begin by focusing on the basics of unproctored internet testing for selection. Dr. Beaty's talk will address the differences between proctored and unproctored testing, the frequency of unproctored internet testing, and what the typical unproctored internet testing process is like.

Next, Dr. Beaty will address critical concerns about the use of unproctored internet testing. These concerns include the validity and ROI of unproctored internet testing. Does the use of unproctored internet testing compromise the validity of a test? If so, does the magnitude of this threat to validity vary by the type of test being used or by the employer's hiring processes?

The final portion of the talk will be a discussion of the implications of cheating in unproctored internet testing. This will include a discussion of methods used to defend against cheating and the effectiveness and/or wisdom of using these defense strategies. Furthermore, given the possibilities related to cheating, is the use of unproctored internet testing an ethical practice that I-O psychologists should endorse?

**Jim Beaty** received his Ph.D. in I-O psychology at Colorado State University in 2000. Since then, he has been with PreVisor, working with their largest and most strategic clients. He has conducted several large-scale ROI studies of PreVisor's assessment tools. In addition, he supervises the I-O Psychology consulting team, and heads up internal R & D efforts for PreVisor.



## MPPAW Update

By Amy McKee, President-Elect

Here we are "enjoying" a classic Minnesota blizzard and I'm thinking about how convenient it would be for assessments to be done from the comfort of home with no travel involved. Luckily, our upcoming MPPAW session will provide plenty of insights on unproctored Internet testing, courtesy of industry expert Jim Beaty of PreVisor. When is an unproctored test environment acceptable, or even desirable? What can be done to verify a test taker's identity? Is a test administered in an unproctored setting as reliable and valid as one administered in a proctored setting? How common is unproctored testing becoming? Jim will share significant research and answer your burning questions at our next gathering on March 15th. By then this snow will be melting; please join us!

Those who joined us in February were treated to an intriguing discussion of trust and how it is manifested in newly-formed teams. Jose Cortina presented the results to date from a SBIR (Small Business Innovative Research) grant with the Army. It is truly fascinating to contemplate the implications of trust in life-and-death situations that Army soldiers face every day. The research found that trust between strangers in newly formed, interdependent work groups is more tenuous than trust between team members who have experience with one another. Thus Dr. Cortina and his team are investigating how to cultivate such trust to strengthen the crucial interdependent relationship.

As announced last month, MPPAW is moving next year – to one of the hippest, hottest restaurants in downtown Minneapolis! The 2<sup>nd</sup> floor event space at Solera restaurant (9<sup>th</sup> and Hennepin) will be our venue for monthly meetings in the 2007-2008 school year. To introduce you to the new location, MPPAW is hosting a summer party on June 21<sup>st</sup> at Solera! Come enjoy the rooftop lounge with panoramic views of the downtown skyline. We're looking forward to a continuous cocktail hour with no speakers to "interrupt" our socializing.

Finally, don't forget that we are recruiting a new slate of "elect" members for the 2007-2008 MPPAW board. Descriptions of board positions can be found on our website, along with contact information for the current board. Feel free to contact any of us directly to hear more about what's involved in each position. If you're interested in a fun opportunity to drive the future direction of MPPAW, please contact Amy McKee at 651.439.9290 or amy.mckee@epsychometrics.com.

## February Presentation Recap

Summary prepared by Mathew Borneman, Co-Secretary

### Trust in Newly Formed Groups

José Cortina - George Mason University

February's MPPAW presentation provided a unique look at the early stages of theory formulation for an exciting new area of research. Using his work with the U.S. Army, Dr. Cortina discussed issues related to trust in newly formed groups. Given the prevalence of work teams in business today, this under-explored topic could have rather important implications which generalize from military to business settings.

The presentation started off with a discussion of what determines who we trust and why we trust them. While some of the determinants will vary depending on the object of trust (spouse, coworker, friend, etc.), one common theme is that of experience. Trust is formed over time and is dependent on the types of experiences that a person has with another; for example, if the object of trust is reliable and has shown in the past that he/she will follow through on the completion of a task, then trust is likely to form. However, in newly formed work groups, team members do not have that experience with one another to help form trust.

Dr. Cortina also noted that while people have a general conceptualization of what "trust" is, it may mean something different depending on the context. He even notes that there are somewhat differing definitions within the psychological literature. He offers the following definition:

"Trust is the willingness of a party to be *vulnerable* to the actions of another party based on the expectation that the other will perform a particular action important to the trustor, irrespective of the ability to *monitor or control* that other party."

One important aspect of the above definition is the concept of vulnerability; the trustor must be willing to risk something and be disappointed. Another key point is the distinction between "will" and "try;" the trustor must believe that the trustee has the KSAs to complete the task and not merely attempt it. A final critical part of the definition is the issue of control; trust can only be exhibited when the actions of the trustee are beyond the trustor's control.

Although newly formed groups do not have the experience with each other traditionally necessary to form the trust mentioned above, there may be proxies for experience that new team members can use. In his experience interviewing Army personnel in newly formed groups, Dr. Cortina was able to discover what some of the potential proxies could be. They include the type of training the trustee has received, position and experience of the trustee, recommendations from someone else who is trusted, or military bearing (shortness of hair, appearance of the uniform, etc.).

It is the proxies for trust that may enable newly formed groups to gain the experience with each other to develop trust in the traditional sense. Dr. Cortina noted that in the newly formed groups, trust is rather brittle; the lack of experience with the group members limits the amount that a person will risk. Given that most work tasks are quite interdependent, this lack of trust can have important implications for the performance of these teams.

There are several applications of this line of research. One of the most important has to do with leadership in these newly formed groups. Having a clear understanding of how trust functions with these group members will influence management strategies for the group leader. This, in turn, will have important implications for training of leaders for newly formed groups. Although this is an exciting new area for research, much work still needs to be done before concrete recommendations to be made.

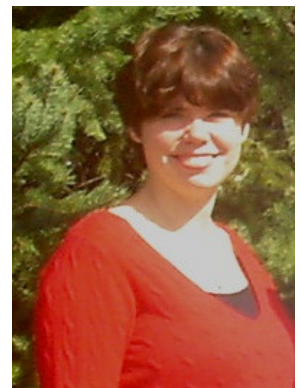
\*\*\*\*\*

## Member Profiles

By Janette Donovan, Co-Secretary

*The Spotlight is on...*

**Aimee Pierce** is native of St Louis, Missouri, who has recently relocated to Minnesota to pursue her Master's degree in I/O Psychology at Minnesota State University, Mankato. She was introduced to the field during her sophomore year at Missouri State University when her advisor, Dr. Carol Shoptaugh, recommended she take an I/O Psychology course. Aimee soon realized this was a great fit for her skills and interests, and graduated from Missouri State in 2006 with a Bachelor's degree in Psychology with a minor in Management.



Her decision to attend Minnesota State, Mankato, also resulted from a recommendation from her advisor. Dr. Shoptaugh spoke very highly of the program and of Dr. Andi Lassiter.

Aimee also valued the balance of empirical research and practical experience the program's curriculum provides. She is particularly looking forward to this year's Consulting Challenge, where first year students are divided into teams and given a consulting project from a local organization and are asked to come up with a solution in just over a day.

In Mankato, Aimee stays busy by taking a full course load and working as a graduate student associate in the Organizational Effectiveness Research Group, the consulting branch of MSU's I/O Psychology program. Aimee is currently working on a project evaluating the effectiveness of a training program on antibiotic use for the National Pork Board. She is also the Graduate Assistant at MSU's Center for Excellence in Scholarship and Research office, where she is responsible for assisting faculty members with data analysis. She enjoys working with the OERG and her graduate assistantship, as it provides her a look at many types of data collected and experience in preparing reports for this data.

Aimee's search for a summer internship in the twin cities area is also keeping her very busy this semester! She is particularly interested in organizational development, training, and market research, and hopes to find an internship that would provide her the opportunity to conduct a lot of data analyses, as this is a process she really enjoys.

Her future aspirations are to further her education by pursuing a Ph.D. in I/O Psychology. She is considering a career in academics, but also enjoys the applied nature of Market Research and is considering a career in that area as well.

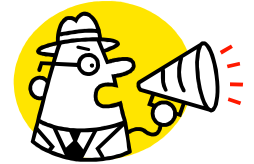
When she is not busy with her courses, her work in the OERG, or her graduate assistantship, Aimee enjoys reading, watching movies, and traveling. She particularly enjoys traveling to Las Vegas and St. Louis to family, friends, and pets.

\*\*\*\*\*

## Announcements

By Justin Bethke, VP Communications

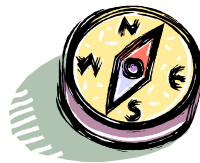
### Social Hour



Attention MPPAW members! Although we will no longer be able to enjoy our favorite alcoholic beverages during meetings, you are invited to the official MPPAW Social Hour. We will be meeting at Applebee's, just a short walk from the McNamara building (take a right from the front of the building, less than a block). Feel free to join us for food and drinks (no promises on stimulating conversation).

### Website

Many updates have recently been made to the MPPAW website ([www.mppaw.org](http://www.mppaw.org)). Visit the site to view updated pictures of recent meetings and be sure to check out the additions to our employment announcements



## Don't Get Lost!

Changed jobs? New e-mail address?

Remember to tell us if your contact information changes so we can keep you in touch with MPPAW – and vice versa! Contact our VP of Membership ([membership@mppaw.org](mailto:membership@mppaw.org)) with any changes.

## Format of Meetings

Immediately prior to the monthly meeting, the Board of Directors holds a meeting to discuss MPPAW business. The formal meeting begins at 5:30 p.m. with a social hour, followed by the presentation at 6:20 p.m. The meeting concludes by 8:00 p.m. A fee of \$10.00 per MPPAW member and \$20.00 per non-member (\$5.00 and \$15.00 for students) covers food at the social hour, as well as the costs associated with the presentation that evening.

Our location is the McNamara Alumni Center on the east bank of the University of Minnesota. To find the meeting, check the small signs outside of each room, or ask at the registration desk.

### DIRECTIONS to McNAMARA ALUMNI CENTER

*Directions below are to the University Avenue Ramp. Once inside the ramp, take elevator to tunnel or street level. Follow signs to the alumni center – the copper building adjacent to the ramp.*

#### From the north, heading south on 35W

Take Exit #18, 4th St-University Ave exit. Cross Fourth Street SE; turn left on University Ave SE. Drive 9 blocks to the University Avenue Parking Ramp on right side of street.

#### From the south, heading north on 35W

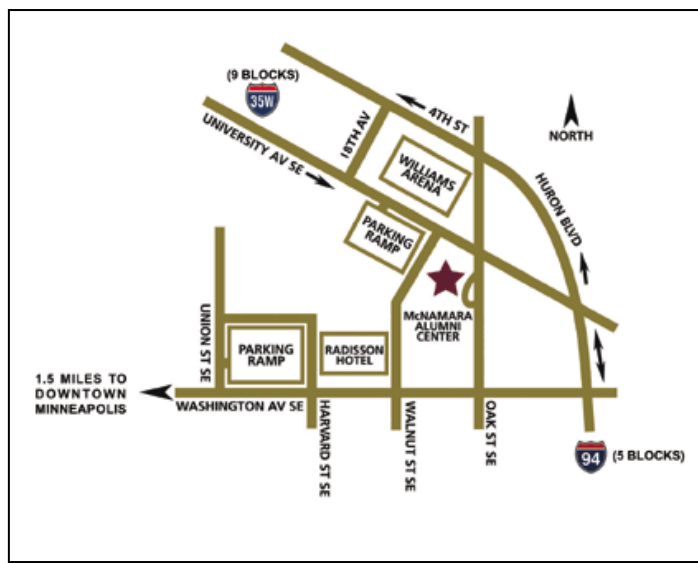
Take Exit #18, 4th St-University Ave exit. Keep right at fork in ramp and merge onto University Ave SE. Drive 9 blocks to the University Avenue Parking Ramp on right side of street.

#### From the east or west on I94

Take U of M/Huron Boulevard Exit #235B. Follow Huron Boulevard two blocks to Washington Avenue and turn left. Turn right at Oak Street (second light). Turn left on 4th Street (one-way). Turn left on 18th Avenue. Turn left on University (one-way). Drive 1-1/2 blocks to University Avenue Parking Ramp on right.

#### From downtown Minneapolis

Take 4th Street east – 4th Street becomes Washington Avenue. Follow directions from Washington Avenue above.



### PARKING

- An underground tunnel connects the Center to the adjacent University Avenue Parking Ramp. The ramp is located northwest of the Center. The ramp charges \$2.50 per hour.
- A second tunnel connects the Center to the Radisson Hotel that is adjacent to the Washington Avenue Parking Ramp. The ramp charges \$2.50 per hour.
- Metered street parking is available along Oak and Walnut Streets.
- Two handicapped parking spaces are available at the Center's entrance on Oak Street.

MPPAW Website: [www.mppaw.org](http://www.mppaw.org)

© Copyright 2006, Minnesota Professionals for Psychology Applied to Work (MPPAW). MPPAW encourages other groups to reprint articles from the MPPAW Newsletter, provided that credit is given to the author(s) and to the MPPAW Newsletter. All statements expressed in this newsletter are those of the authors and do not necessarily reflect the official opinions or policies of the Minnesota Professionals for Psychology Applied to Work, MPPAW. Contact Jenny Merriam, VP Communication for information to be included in this newsletter.