



**A. James Illingworth, Ph.D.**, is an associate director at APTMetrics, Inc., where he provides services in the areas of organizational surveys, job analysis, multi-source feedback, performance management, selection, and training. He assists organizations in hiring, training, and promoting employees, while increasing organizational performance, decreasing employee turnover, and ensuring legal defensibility.

Dr. Illingworth has experience providing effective solutions for organizational and personnel issues in a variety of industries, including healthcare, hospitality, law enforcement, manufacturing, pharmaceuticals, power generation, public safety, retail, safety services, and utility. Most recently, he was a research scientist at Personnel Decisions Research Institutes (PDRI) where he designed, developed, implemented, and analyzed customized human capital solutions in public sector organizations. These included competency models, performance management systems, training programs, and selection systems. Prior to that, James worked for a human resources consulting firm where he worked with public safety agencies on test development, job knowledge tests, assessment centers, physical ability tests, employment litigation, and research. His previous experience also includes work as a contract consultant performing job analyses, developing job descriptions, designing surveys and performance appraisal systems, and developing and implementing work simulations and job knowledge tests.

James received his masters and Ph.D. from The University of Akron in industrial-organizational psychology. In addition to his formal academic training, he has presented research papers on minimum qualifications, non-cognitive selection tests, performance feedback, and workplace discrimination at the annual Society for Industrial and Organizational Psychology (SIOP) conference.

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