

Start with us

Step 1 . We work with the company to identify key positions to be filled. Job descriptions are developed or reviewed for the positions. It is important that every position a new hire will fill have a complete and updated job description so that job skills and competencies can now be matched for each of the key tasks the employee will be expected to perform.

Step 2 . Since hiring assessments must be designed to measure traits specific to job performance, the next step is to correlate the soft skills and behavioral traits necessary for optimal job performance. For instance, an outside sales rep developing a new territory may need to be very comfortable thinking “outside the box”, be self motivated, driven, flexible, outgoing, solution oriented vs. process oriented, etc. However, a new hire for a telemarketing position may need to feel comfortable following scripts, using predetermined processes and procedures, be consistent, and stay within certain parameters for providing answers and solutions. Both positions fall under the broad heading of sales, but the behavioral and soft skills traits that will make each person effective and successful are diametrically opposite each other.

Step 3 . A test group is assessed to validate the job skills defined and to establish a benchmark for the behavioral traits and soft skill requirements that were defined for the positions needing filled. Soft skills consist of items such as teamwork, interpersonal skills (behavioral attitudes and motivators), work ethic/attitude (values-based motivators), time management and conflict management.

Step 4 . Once benchmarks are determined and actual job specific behavioral traits and soft skills are confirmed, highly validated assessments are used to now determine the applicant’s responses to questions that will allow the employer to pinpoint the candidate’s strengths and limitations in these key areas of job performance.

Step 5 . Potential candidates that meet all other job requirements may now be interviewed with highly targeted questions that address the ability or willingness of the candidate to complete certain key components of their job duties. The employer essentially goes into the interview process having information that would otherwise be difficult or even impossible to ascertain without the use of the hiring assessments specific to the workplace behavior and soft skills. These two areas of hiring cause the highest turnover ratio, but are the areas that are least identified during normal screening and interviewing processes.

Step 6 . The employer may wish to review the final hiring decision with the consultant, analyst, or firm that they purchased the hiring reports/system from. This will assure the proper selection process and target areas of training the new candidate might need to receive to ensure their potential is reached.