



Helping Organizations Define and Develop Top Talent

Using Assessment Tools

Using Assessment Tools: A Must for Today's Business Partners

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Today's competitive business climate calls for lots of cool tools – “assessment tools” that is! If your business has even a hope of surviving today's labor shortage, a good place to start is enrolling the assistance of validated assessment tools. Why use them? If the high cost of turnover isn't enough, then how about hard to fill positions. Here are a few interesting workforce 2000 statistics that illustrate the need for assessment tool applications in today's business world:

- In 1973, 60% of jobs were blue collar. This year (Y2K) – only 10% are.
- In 1950, 60% of manufacturing jobs were unskilled. In 1998, 30% are unskilled. In 2005, less than 15% will be.
- New jobs being created are: 50% in service and 50% in wholesale/retail. All require interpersonal and computer skills.
- In 2005, 60% of all jobs will require skills held by only 20% of the population.

What's Your Plan? This is a strategic business problem – not a human resources hiring issue!

If every able-bodied adult started tonight on the people shortage, it would be 18 years until we saw the result. This is a trend; experts predict will continue for the next 25 years.

The #1 business question asked today is... “How do we keep talent from jumping to our competitor?” Source: Wall Street Journal. Never before has it been so imperative to focus on strategies for retaining top talent.

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In a recent National SHRM (Society for Human Resource Management) survey on retention, of 3,400 employees, the following was cited for the top three reasons given in seeking a better offer:

- 1) Open Communication = 65%
- 2) Opportunity to Balance Work/Life = 60%
- 3) Meaningful Work = 59%

Applications of assessment tools and recruiting staff training and development add to performance appraisals, team building and conflict resolution to name a few. The key to the selection process is to hire for a “best match” to the position and/or organization, not whom you like, the warm body syndrome, or who interviews best. Assessment tools keep you on track for the best possible hires.

Are you throwing away your training dollars? You might be if you are not doing a needs assessment before and after training to measure the results (such as increased efficiencies, productivity, sales, morale, etc.)

Multi-rater feedback or commonly known as 360° feedback, is a very popular addition to the performance management process. This is feedback that uses the traditional top-down approach (originating at the level of your boss) combined with feedback from your peers, subordinates, and even clients or customers.

Conflict resolution is a valuable skill needed in today’s corporate environment. Studies show that an understanding of people’s differences in communication style, behavior, attitude and values dramatically decreases conflict and stress.

There are a variety of assessment tools available on the market today to assist organizations and businesses in improving communication, retaining skilled and competent personnel, and resolving conflicts in the workplace.

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Behavioral assessments, such as the DISC model, are very popular. DISC, for example, measures behavioral style, which is the how of your communication style.

- Attitudes and Values measure the why behind the how. Attitudes and values are both driving forces behind an individual's behaviors.
- Team assessments measure the performance of a team as opposed to the performance of the individual.
- Competency based assessments that measure the actual skills needed to perform a certain position. This type of assessment is critical in the selection process today; to guarantee that you are hiring the talent that best demonstrates the skills needed to perform the functions of the position.

There are also assessments available for industry-specific positions such as sales, retail and hospitality.

A final thought on the use of assessment tools in your organization: Please use only validated instruments with applications to your business. They should always be job and skill related. There are a variety of choices available today, from the old paper and pencil to the very high-tech web delivery systems. Choose tools that are easy to use and to interpret results... then sit back and relax... because you have made a critical step in addressing the #1 business challenge today.

If you would like more information on proven, validated assessment tools, please feel free to contact us.

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