Podium

Assessment Catalogue

Content

Welcome to Podium

The Future of Assessment

Robust. Cost effective. Industry-leading technology. Accessible.

Podium is a state-of-the-art, technology platform that seamlessly supports the delivery of psychometric assessments, surveys, and questionnaires. Designed with both practitioners and test takers in mind, Podium can immerse a candidate in your brand, imagery, and ethos in a way that no one else can.

The last 10 years has seen some dramatic shifts in our understanding of personality, the relationship between brain and behaviour, and the link to job performance. Our core psychometric assessments are based on modern neuroscientific models and are deeply rooted in 100 years of research. Partnering with Podium gives you immediate access to best-of-breed, defensible, psychometric tests and on this we don't compromise.

Sitting behind Podium is a diverse team of international psychometricians, world-recognised academics, big data analysts, workplace psychologists, designers, and IT specialists. This group not only has access to contemporary thinking in the assessment space – *they drive it.*

Drawing on the team's diverse backgrounds means that Podium is packed with features to keep the test-taker optimally engaged and without compromising assessment best-practice. Flexible, secure, and used by some of Australasia's most recognised brands, Podium is lifting the industry standard for employee selection, development, and coaching.

Armed with the powerful insights Podium tests provide, you can select the best people quickly, accurately, and cost-effectively.

SETTING US APART

- **Peace of mind security**
  The Podium assessment system uses secure, industry-leading cloud infrastructure and is compliant with stringent EU and ISO/IEC 27001 data security standards. Your test data is backed up, protected, and accessible only to you.

- **Your brand. Your story.**
  With Podium the onboarding experience starts from the minute someone opens a test link and is absorbed in your vision, your brand, and your story.

- **Interactive and engaging**
  Options exist for all content to be interactive, leveraging drag-and-drop options, sliders, pictures, rapid-fire questions, and animation; thereby keeping the test-taker optimally engaged throughout the assessment experience.

- **Diversity and inclusion**
  Podium operates an on-going programme of system and test enhancements to ensure that all colours, fonts, imagery, and words are sensitive to diversity and inclusiveness.

You told us what you wanted.

With rapid technological, social, and economic change, our processes for attracting, selecting, onboarding, and developing talent have to evolve. Now more than ever, you told us you want assessments to:

- Be short and succinct, as well as robust.
- Cost-effective as well as reflect advances in neuroscience and machine learning.
- Be fun without disadvantaging minority groups.
- Be easy to administer as well as secure.
- Support the entire employee life cycle.
- Reflect your brand – not ours.
- Provide a seamless candidate experience and be easy to navigate.
- Support meaningful conversations about your candidate and employee potential.

We listened.

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At a Glance

Personality, Values and Interests

Selection   **Development**   **Guidance**

Personality

PQ10

Perspectives is a modern occupational personality inventory based on contemporary neuroscientific research. It measures ten aspects of personality associated with the Big Five and distinguishes between those behaviours that are more stable (i.e., harder to change) and those that are more malleable (i.e., coachable).

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Derailers
(dark-side)

Derailers is a measure of a person's least flattering personality characteristics, which emerge when they are under pressure; commonly referred to as 'the dark-side' behaviours. Derailers measures six personality traits associated with extreme scores on the Big Five personality model and which are linked to dysfunctional workplace behaviours.

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Motivation

Drivers

Drivers profiles a person's motivations and effort they are likely to expend in different activities. It is based on widely recognised theories of career development and work values and explores how compatible individuals are with different work environments.

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Career Interests

Horizons

Horizons is a career interest profile based on one of the most widely accepted models of career themes today; namely, the 'Holland' model. As a career guidance tool, it provides individuals with insight into their interests and potential career paths.

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Emotional Intelligence

Emotional awareness

Podium's test of emotional awareness includes a set of skills that link to our effectiveness at managing our own and others feelings and emotions. The link between emotional awareness and workplace outcomes such as engagement, stress tolerance, increased discretionary effort, and leadership is overwhelmingly strong.

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Ability and Aptitude

Selection   **Development**   **Guidance**

General Reasoning

General Cognitive Ability (GCAT)

GCAT is a measure of general cognitive ability and comprises of verbal, numerical, and abstract reasoning categories. Items are randomly arranged, such that no two candidates get the same questions nor in the same order.

Selection ● Development ●

Abstract Reasoning (GCAT-A)

Abstract reasoning is a term which assesses fluid reasoning and is designed to measure how quickly someone can understand and assimilate new and novel problems. Abstract reasoning is generally regarded as the purest form of general mental ability since it is independent of education and cultural background.

Selection ● Development ●

Numerical Reasoning (GCAT-N)

GCAT-N assesses the breadth and depth of a person's numerical and mathematical knowledge. Largely acquired through formal educational experiences, the GCAT-N includes basic mathematical functions as well as more complex numerical calculations.

Selection ● Development ●

Verbal Reasoning (GCAT-V)

GCAT-V assesses the breadth and depth of a person's verbal skills and knowledge. It includes both basic skills (e.g., reading and spelling of single words) as well as the ability to comprehend complex, connected verbal concepts.

Selection ● Development ●

Critical Reasoning (Acumen)

Critical reasoning is an important factor in the ability to make successful business decisions. Acumen represents a significant shift in the measurement of critical reasoning and differs to traditional tests by presenting information in a range of contemporary formats including text messages, blogs, and project apps.

Selection ● Development ●

Information Checking

Checking

The checking test presents the test-taker with a large number of items in a short timeframe and requires the ability to quickly and effectively identify errors in detail, compare information, and assess the correctness of that information.

Selection ● Development ●

Mechanical & Technical

Mechanical & Technical Aptitude

This ability test assesses technical reasoning by presenting the test-taker with items based around common mechanical and technical principles, including rotational relationships, moments of forces, levers, fluid dynamics, electrical continuity, and others.

Selection ● Development ●

Behaviours and Skills

Selection **Development** **Guidance**

Situational Judgement

Leadership Situational Judgement

Situational judgement tests present test-takers with engaging and realistic work-related scenarios and then ask them to rank the appropriateness of various response options.

Podium's Leadership Insights SJT is a video animated SJT which presents scenarios aligned to our Leadership Insights competence model with action options for the participant to rate in terms of effectiveness. Results reflect how effective a participant has learned to be (nurture) which can provide a powerful leadership development picture when used alongside PQ10 to understand 'leadership nature' as indicated by personality traits.

Contact Centre Situational Judgement

The CCSI offers an effective assessment for selecting and/or developing people who work in contact centres. Participants are shown a passage of writing that describes a scenario. These scenarios portray challenging situations that staff might encounter while working in contact centres.

Sales

Sales Preference Indicator

The Sales Preference Indicator measures a person's natural aptitude for, and comfort with, persuading and selling to others. It is a tool to support the selection and development of staff in a sales-oriented environment.

Skills

SkillCheck

SkillCheck is a comprehensive suite of 200 + skills-based assessments that measure everything from Microsoft office skills, contact centre simulations, IT, and industry specific skills such as accounting. Multiple options exist to assess basic, intermediate, and advanced skill levels.

Pre-screen Interviews

Video Interview

Video interviews provide the facility to ask your candidate a pre-defined set of interview questions via web video recording. Video interviews typically replace first round telephone or Skype interviews and can reduce the time spent on pre-screening by up to 80% and reduce recruitment spend by 50%.

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Diversity and Accessibility

We take issues of diversity and accessibility seriously. So much so, we have a continuous program of development to support the on-going evolution of our test platform and the specific assessments we build. Across every aspect of design, we have taken steps to capture the diversity of a candidate's experiences, talents, and preferences irrespective of gender, ethnicity, age, sexual orientation, or disability.

Vision Impairment	• All buttons, scroll, and progress bars are optimised for readability. • Keyboard navigation and screen reader options are available such as Jaws and NVDA. • Automatic modification of text to accommodate a high-resolution monitor. • In-built high contrast colour combinations.
Colour Blindness	• Options have been optimised for viewing by individuals who are colour blind including red/green and blue/green combinations.
Hearing Impaired	• Subtitles and transcripts can be activated in parallel with any videos or animation options. • Voice-over options are matched to video and animation for an authentic viewing experience.
Dyslexia and Other Learning Disabilities	• Untimed cognitive test options to support candidates who require additional reading time. • Keyboard shortcuts can be enabled to assist users with mobility issues.
Gender Non-Binary	• All reports include 'they', 'them', and 'their' pronouns in addition to he/she designations.
Ethnicity	• Candidate biodata is captured against Statistics NZ ethnicity classifications. • Options are available to analyse every video, animation, and image to ensure a proportional representation of ethnicities by gender and age.

Personality : **PQ10**

Personality describes long-term and relatively stable patterns of thinking, feeling, and behaving. Many important outcomes are influenced by our personalities. At an individual level, personality can impact your job satisfaction, employee engagement, and the quality, quantity, and timeliness of the work you produce. It can also impact your effectiveness as a leader.

Well-developed personality questionnaires are important in staff selection because measures of personality predict work performance and can contribute to both organisational effectiveness and individual well-being.

PQ10 is part of an exciting new breed of assessments that reflect modern neuroscientific thinking about personality.

Developed in collaboration with Dr. Nigel Guenole from Goldsmiths University, PQ10 takes half the time of standard personality tests to complete and provides deep insight into an individual's patterns of thinking, feeling, and behaving.

Psychologist-designed reports are free of jargon, easy-to-read, and provide a concise summary of strength and development areas. Feedback and development report options give specific direction to any on-going coaching and/or support required.

PQ10 contains ten broad scales that can be clustered to form the Big Five as well as higher order personality dimensions of *stability* and *plasticity*.

Given its unique design, PQ10 is an invaluable aid to understanding which aspects of personality are more stable (i.e., harder to change) versus those aspects that are more responsive to personal development and growth.   For HR professionals this can help inform where to invest development and coaching efforts to ensure the greatest return.

FEATURES

- The unique design of PQ10 means that it takes approximately 20 minutes to complete – about half the time of a standard test of personality without undermining test robustness.

- PQ10 is free of item redundancy and item overlap – features which add to this being a short, succinct assessment. Its interactive design also means that the test-taker is kept optimally engaged.

- The PQ10 report is free of psychology jargon and is easy to navigate. You don't have to wade through pages to get critical information about a candidate.

- PQ10 was developed using advanced item response theory methods, thereby supporting more fine-grained distinctions between candidates.

- PQ10 has strong reliability overall, and across sub-samples e.g. gender, ethnicity. It is also highly stable over time, with test-retest for all scales in excess of .75.

- Analyses of PQ10 data across thousands of participants of different ethnicities suggests appropriate use will not lead to adverse hiring decisions against minority groups.

QUICK FACTS

- **Measures:**
  Personality, tendencies and preferences.

- **When to Use:**
  Selection, training and development, counselling and career advice.

- **Administration:**
  Supervised or unsupervised.

- **Duration:**
  90 questions untimed (15 minutes, approx.)

- **Cost:**
  Credit Based or Annual Licence (SaaS)

- **Reporting:**
  Selection, development, candidate single page and extended options.

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Personality: **Derailers**

Psychologists now understand that you can indeed have 'too-much-of-a-good-thing' and that extreme behaviours can, in some jobs, have a negative impact on performance. These extreme behaviours are what industry insiders refer to as 'the dark side' of personality.

There is a case to be made for the use of personality tools that focus on the measurement of dark-side behaviours in personnel-related decision-making. This in on the proviso that job analysis has shown these behaviours to impact job performance and that assessment is not being used for medical screening purposes.

Derailers is the only commercially available dark-side assessment that re-conceptualises dysfunctional personality under the revised DSM-5 trait framework.

It provides a measure of a person's least flattering personality characteristics, which emerge when an individual is under pressure. Commonly referred to as 'the dark side', Derailers is designed to predict job performance and diagnose counterproductive behaviours that interfere with interpersonal work relationships and prevent the achievement of work goals.

Derailers measures six counter-productive personality traits associated with extreme scores on the Big Five personality model. These traits are: Competitiveness, Reserve, Negative Emotionality, Disinhibition, Diligence, and Unconventionality.

Derailers is a self-report inventory, with minimal reading demands and can be completed in less than 15 minutes. Report output highlights areas of high risk and provides probing development recommendations.

FEATURES

- The Derailers model is considered a dysfunctional equivalent of the Big Five dimensions of personality (i.e., extroversion, conscientiousness, agreeableness, openness to experience, and emotional stability). If you take any of these traits to the extreme, job performance may be detrimentally impacted.

- Rather than screening for personality disorders, Derailers measures traits that predispose an individual to dysfunctional work behaviour, and in content areas that have clear implications for job success.

- Derailers was developed on large representative samples using advanced item response theory methods.

- Derailers has strong reliability overall and across sub-samples e.g. gender, ethnicity.

- Validity studies against well-established models, such as PDQ-4 reveal expected patterns of correlations with these alternative models.

- Examination of questionnaire items across ethnic groups reveals minimal evidence of psychometric bias.

QUICK FACTS

- **Measures:**
  Dark-side personality, tendencies, and preferences.

- **When to Use:**
  Training and development, counselling and career advice.

- **Administration:**
  Supervised or unsupervised.

- **Duration:**
  60 questions untimed (15 minutes, approx.)

- **Cost:**
  Credit Based or Annual License (SaaS)

- **Reporting:**
  Development, candidate single page and extended options.

Work Values: **Drivers**

Drivers profiles a person's motivations to determine the amount of energy and effort they are likely to expend in different activities. It is based on one of the most widely recognised theories of career development and work values, namely, Schein's Career Anchors model. Drivers is an invaluable aid to investigating how compatible individuals are with different work environments.

Understanding an individual's personal drivers can help identify where someone is likely to gain the most satisfaction from work. It can also help identify the alignment between personal and work values, practices, and work environment.

MEASURES

Drivers measures the following work values and motivations.

Work Life Balance	The need to keep a balance between one's work and personal life demands.
Security / Stability	The need for stability, continuity, and job security.
Opportunities	The freedom to seek opportunities, take risks, and push boundaries.
Stimulation	The need for stimulation, challenge and variety in one's work.
Autonomy / Independence	The freedom and discretion to schedule one's work and how work is carried out.
Technical Accomplishment	The drive for success in a technical role and to work to the best of one's technical ability.
Authority / Power	The need for power and control over others, and the desire to give directions and instructions to others.
Service	The need to use one's talents to help others and make a difference.
Compensation / Reward	The need to be remunerated fairly in comparison to others.

QUICK FACTS

- **Measures:**
  Work motivation and values.

- **When to Use:**
  Selection, training and development, counselling and career advice.

- **Administration:**
  Supervised or unsupervised.

- **Duration:**
  36 questions untimed (10 minutes, approx.)

- **Cost:**
  Credit Based or Annual Licence (SaaS)

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Career Interests: **Horizons**

Career coaching offers the opportunity to evaluate and realign your work situation with your career aspirations to achieve career synergy.

Using Horizons, an individual is guided through a process of exploring their career motivators, drivers, and interests to identify their 'best-fit' career options.

Horizons is based on one of the most widely accepted models of career themes today; namely, the 'Holland' model.   Holland's theory is centred on the notion that most people fit into one of six personality types: Realistic, Investigative, Artistic, Social, Enterprising and Conventional.

Horizons is invaluable to school leavers, early in career graduates, and experienced employees who are looking for a career shift. For each group, the message is the same; aligning your career choices with your Holland personality type is a vital step towards well-being and job satisfaction.

QUICK FACTS

- **Measures:**
  Career interests.

- **When to Use:**
  Counselling and career advice.

- **Administration:**
  Supervised or unsupervised.

- **Duration:**
  20 questions untimed (10 minutes, approx.)

- **Cost:**
  Credit Based or Annual Licence (SaaS)

MEASURES

Measures the following career interest areas.

Realistic	Individuals with high scores on this scale are **doers**. They are down to earth, practical individuals who enjoy physical activity and working with their hands.
Investigative	Individuals with high scores on this scale are **thinkers**. They are inquisitive individuals who enjoy activities that involve observation, investigation, and exploration.
Artistic	Individuals with high scores on this scale are **creators**. They are expressive, individuals who enjoy artistic, creative pursuits and working with abstract ideas.
Social	Individuals with high scores on this scale are **helpers**. They are caring and cooperative individuals who enjoy socialising and being in service to others.
Enterprising	Individuals with high scores on this scale are **persuaders**. They enjoy taking charge, taking risks, and competing with others.
Conventional	Individuals with high scores on this scale are **organisers**. They excel in structured tasks that require adherence to rules and planning.

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Emotional Awareness

The link between the emotional awareness of leaders and personal/organisational effectiveness is overwhelmingly strong. Leaders with strong emotional awareness navigate complex, ambiguous change with sensitivity; will inspire individual and team effort and remain open to their own personal development. Podium's Emotional Awareness tool focuses on five broad areas relating to how people interpret and manage their own and others' emotions.

QUICK FACTS

- **Measures:**
  Emotional awareness

- **When to Use:**
  Selection, training and development, counselling and career advice

- **Administration:**
  Supervised or unsupervised.

- **Duration:**
  66 questions untimed (15 minutes, approx.)

- **Cost:**
  Credit Based or Annual Licence (SaaS)

MEASURES

Measures the following areas of emotional awareness.

Emotional Perception	**Emotional self-awareness** An awareness and one's own feelings and emotions.
	Emotional perception of others The interpretation of others' feelings, needs, and concerns.
Emotional Preferences	**Emotional thinking** To rely on emotions over rational analysis when making decisions.
	Emotional expression To be moved by emotion and express one's feelings.
Emotional Judgement	**Emotional reasoning** To use feelings and emotions when making personal and interpersonal work decisions.
Emotional Management (self)	**Emotional well-being** To feel confident and satisfied with oneself and life in general.
	Emotional regulation To withstand stress and effectively control one's own emotions.
Emotional Management (others)	**Emotional support** To empathise with others, show compassion, and offer support.
	Emotional influence To influence others and positively impact their feelings.

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General Cognitive Ability: GCAT

General cognitive ability is the capacity to learn, understand, and deal with new problems and situations. It influences how quickly somebody can assimilate new ideas, how readily they can adapt, and how adeptly they can solve novel problems.

For organisations, it is well established that cognitive ability predicts occupational success and is an important ingredient of future potential. The use of general reasoning tests is not without controversy, however, which is why the selection of these tools must be done with care and consideration for issues of fairness, reliability, and validity.

GCAT is a general cognitive ability test that measures abstract, verbal, and numerical reasoning ability. Adaptive versions of the numeracy and abstract sub-tests is also available.

GCAT is suitable across all industries to support selection, the identification of high-potential employees, career development, and succession planning.

To replicate the demands of the modern workplace questions are presented in a random, rapid-fire format with no two candidates receiving the same questions in the same order. This is also an important feature to minimize cheating behaviour.

FEATURES

- Provides a comprehensive assessment of mental ability covering verbal, numeric, and abstract reasoning.

- The GCAT has question items that are randomly arranged, rather than delivered in arbitrary item sets, thereby mirroring the agile way in which people need to work on the job.

- Test options are available to support timed and untimed test administration making the GCAT suitable for candidates with dyslexia and other learning needs.

- Various delivery options maximise candidate engagement, while minimising cheating behaviour.

- GCAT has strong overall internal consistency reliability in excess of 0.85 across sub-samples e.g. gender, ethnicity.

- The GCAT can be unbundled, measuring abstract reasoning (12 items), numerical reasoning (12 items) and verbal reasoning (25 items).

QUICK FACTS

- **Measures:**
  General cognitive ability (verbal, numerical and abstract reasoning).

- **When to Use:**
  Selection, training and development.

- **Administration:**
  Supervised or unsupervised

- **Duration:**
  GCAT Variable 60 questions timed (30 minutes)

- **Cost:**
  Credit Based or Annual Licence (SaaS)

- **Reporting:**
  Selection, development, candidate single page and extended options.

Critical Reasoning: **Acumen**

Critical reasoning is an important factor in the ability to analyse information from different sources and draw logical conclusions which can be defended and justified.

Acumen represents a significant leap forward in terms of how we measure critical reasoning. Incorporating both verbal and numerical elements, this assessment differs to traditional tests by presenting information in a range of contemporary interactive formats including text messages, blogs, bubble charts, and project apps. With high face validity, Acumen keeps the test-taker fully engaged throughout the assessment process.

Acumen provides a comprehensive assessment of reasoning using real-world, workplace scenarios. Verbal and numerical questions are mixed to reflect the agile ways people need to think on-the-job.

Acumen is suitable for graduates, emerging leaders, managers and executives and has application in the selection and development of staff.

Acumen consists of 25 numerical and 25 verbal items and measures the following abilities associated with critical reasoning:

- ✔ Understanding and identifying key points in complex arguments.
- ✔ Comprehending trends from statistical data.
- ✔ Analysing information derived from different sources.
- ✔ Evaluating the strength of arguments.
- ✔ Making logical assumptions and inferences.
- ✔ Drawing conclusions that can be supported.

FEATURES

- Acumen taps into aspects of reasoning such as inference making, drawing conclusions, and evaluating arguments. Most alternate reasoning tests in the market only require a candidate to judge the accuracy of a statement.

- Unlike traditional assessments, Acumen requires the candidate to interact with the assessment (i.e., to scroll through a text, or open up additional screens for layers of information).

- Acumen has strong overall internal consistency reliability in excess of 0.85 across sub-samples e.g. gender, age.

- While complex charts and tables are presented in the test these were developed with accessibility for colour blind and vision impaired participants in mind.

- Extensive trialling with graduate and managerial groups ensures that Acumen has high face-validity and can differentiate between candidates of high ability.

- The test is quick to administer with a completion time of 45 minutes.

QUICK FACTS

- **Measures:**
  Critical reasoning in a business context.

- **When to Use:**
  Selection, training and development.

- **Administration:**
  Supervised or unsupervised.

- **Duration:**
  50 questions timed (45 minutes).

- **Cost:**
  Credit Based or Annual Licence (SaaS)

- **Reporting:**
 Selection, development, candidate single page and extended options

Checking

The Checking test is an overall measure of attention to detail and the ability to discern similarities and differences when comparing multiple sets of data. Checking is important for clerical, administrative, and data inputting roles particularly where accuracy is important. The Checking test assesses ability in the following areas:

- ✅ The ability to proofread and spot errors in data.
- ✅ Accuracy in checking.
- ✅ Speed in checking.

QUICK FACTS

- ✅ **Measures:**
  Information checking.

- ✅ **When to Use:**
  Selection, training and development.

- ✅ **Administration:**
  Supervised or unsupervised.

- ✅ **Duration:**
  25 questions timed (8 minutes).

- ✅ **Cost:**
  Credit Based or Annual Licence (SaaS)
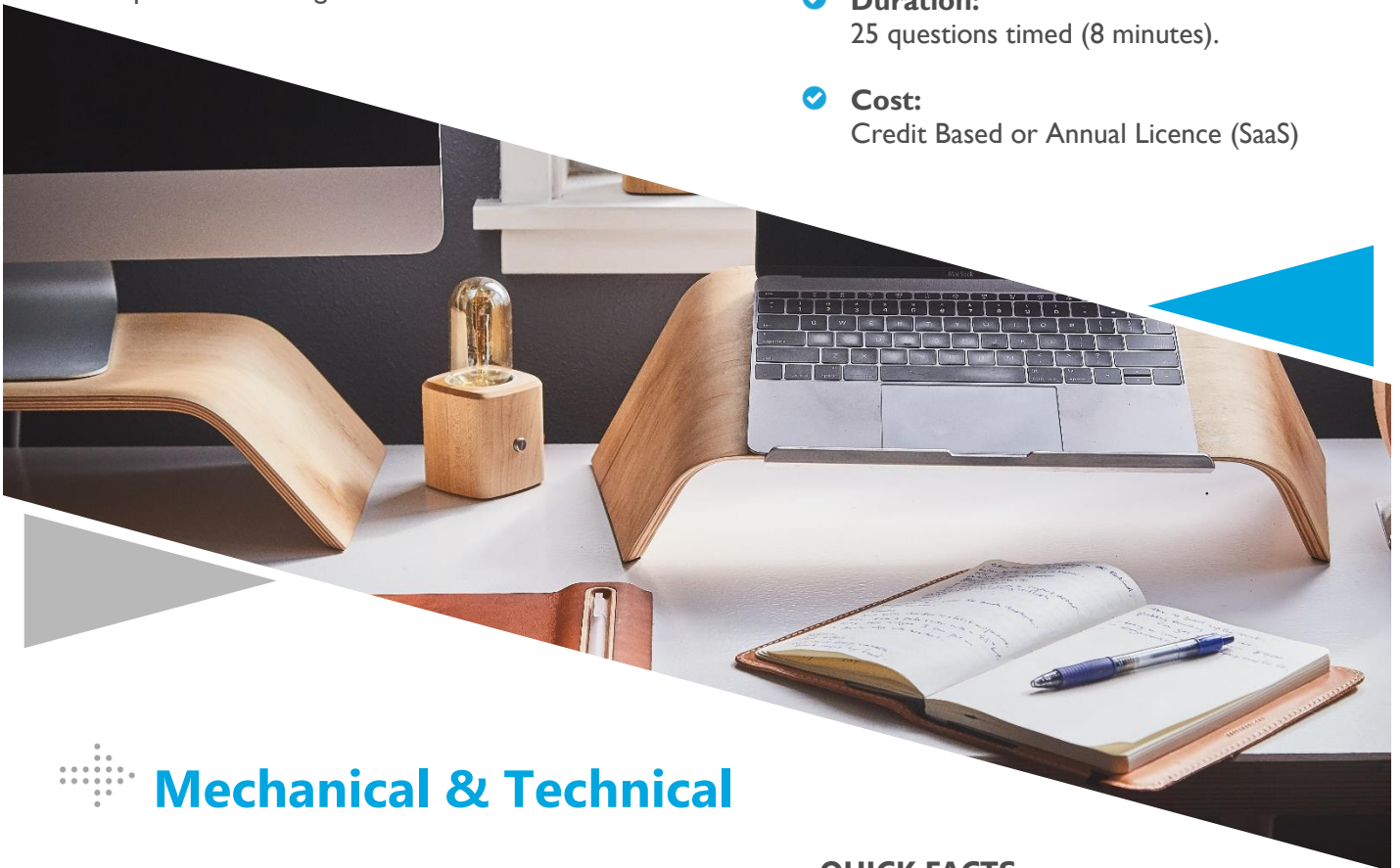
Mechanical & Technical

Mechanical and Technical aptitude has been developed specifically for online, unsupervised testing.   Designed to predict the success of applicants in technical/craft apprenticeships or training roles, it assesses aptitude in the following areas:

- ✅ Grasping new physical principles.
- ✅ Practically applying technical concepts.
- ✅ Thinking about shapes and spatial relationships.

We recommend assessing general mental ability alongside technical aptitude to gain a more comprehensive view of a test-taker's ability.

QUICK FACTS

- ✅ **Measures:**
  Mechanical and technical aptitude.

- ✅ **When to Use:**
  Selection, or training and development.

- ✅ **Administration:**
  Supervised or unsupervised.

- ✅ **Duration:**
  25 questions timed (8 minutes).

- ✅ **Cost:**
  Credit Based or Annual Licence (SaaS)
- ✅

Situational Judgement: **Leadership Insights**

Podium's Leadership Insights SJT is an engaging way of presenting test takers with real-world job situations using animated vignettes.

In this assessment, participants are presented with a range of scenarios about leadership skills. Each vignette is followed by a series of items which represent ways in which participants could respond to the situation. Their task is to rate the effectiveness of each response. Responses are compared to those of Subject Matter Experts (SMEs). It is designed to measure leadership effectiveness using the Leadership Insights behavioural framework.

Care is taken in the design of an SJT to minimize any unconscious bias by test-takers, including:
- The avoidance of stereotypical imagery, words, and connotations.
- The use of instructions that equally appeal to men and woman.
- Using inclusive imagery in animations and video.

For optimal results, we recommend using alongside personality assessment.

QUICK FACTS

- ✓ **Measures:**
  Leadership Judgement

- ✓ **When to Use:**
  Selection, or development.

- ✓ **Administration:**
  Supervised or unsupervised.

- ✓ **Duration:**
  Untimed: Approx 45 mins

- ✓ **Cost:**
  Credit Based or Annual Licence (SaaS)

The SJT measures four competence clusters, two each speaking to Task Requirements and People Requirements for effective leadership:

Task Requirements
- Thinking Cluster
  - Acquiring Information
  - Generating Ideas
- Achieving Cluster
  - Proactivity
  - Continuous Improvement

People Requirements
- Empowering Cluster
  - Emotional Awareness
  - Teamwork
- Directing Cluster
  - Confidence
  - Presence

CCSI – Contact Centre Scenarios Inventory

The CCSI offers an effective assessment for selecting and/or developing people who work in contact centres. Participants are shown a passage of writing that describes a scenario. These scenarios portray challenging situations that staff might encounter while working in contact centres.

In employee selection, it is envisaged that the CCSI could be used as a relatively cost-effective initial screening device or as part of a range of selection devices. In employee development it is envisaged that the CCSI could be used to help convey expected standards for performance in situational and behavioural terms.

QUICK FACTS

✓ **Measures:**
Behavioural Judgements related to contact centres

✓ **When to Use:**
Selection, training and development.

✓ **Administration:**
Supervised or unsupervised.

✓ **Duration:**
Untimed: approximately 25 minutes

✓ **Cost:**
Credit based or Annual Licence (SaaS)

The CCSI assesses the following subcomponents:

Reaction to Challenging Customers	Measures how appropriately the individual is likely to respond to challenging customers.
Interaction with Team Members	Assesses how appropriately the individual is likely to interact with other team members.
Maintaining High Performance	Measures behaviours that contribute to high contact centre performance.
Following Policy	Measures adherence to policies relative to demands of the environment.
Responding to Sales Calls	Measures behaviours associated with conducting outbound sales calls.

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Sales Preferences: **SPI**

The Sales Preference Indicator (SPI) is an invaluable tool to support the selection and development of staff in a sales-orientated environment.   Comprehensive reporting identifies an individual's preferred approach to networking, influencing, closing sales, resiliency, and sales agility.   Suggestions are provided for managing areas of strength and development.

The SPI reports against six key dimensions that are known to influence sales success. These include:

- The use of adaptive selling techniques.
- Emotional objectivity.
- Sociability and comfort with relationship building.
- Networking practices.
- Self-focus versus an organisational focus.
- Assertiveness in closing sales.

Developed by OPRA Psychology Group, the SPI measures someone's likely approach to interacting with customers and clients and their overall comfort with six key behaviours known to impact sales success.

Extensively used across industries and roles, the SPI is appropriate in the selection of individuals where negotiating and influencing behaviour is a key role requirement. This includes roles in direct sales, consulting, and in the delivery of professional services.

QUICK FACTS

- **When to Use:**
  Selection, or training and development.

- **Administration:**
  Supervised or unsupervised.

- **Duration:**
  68 questions, 15 minutes (approx.)

- **Cost:**
  Credit Based or Annual Licence

Video Interviewing

The use of video interviews is increasing at a significant pace and crosses nearly every job type and industry. Video interviews typically replace first round telephone or Skype interviews and can reduce the time spent on first round screening by up to 80% and reduce recruitment spend by 50%.

Interviewers and candidates are not online together so you don't have to worry about scheduling interviews, time restrictions, or wasting time with unsuitable candidates.

QUICK FACTS

✔ **When to Use:**
Pre-screening.

✔ **Administration:**
Unsupervised; in a candidate's own time.

✔ **Duration:**
Typically 15 to 30 minutes depending on the number of questions.

✔ **Cost:**
License options and per person. Please contact Podium for more information.

BENEFITS

- Save a video interview and review at your convenience.
- Pre-set the time a candidate has to prepare and answer each question.
- The security and encryption of videos means candidate information is always protected.
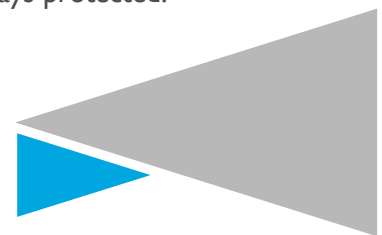
SkillCheck Skill Tests

Podium is a distributor of the SkillCheck range of skill-based assessments. Choose from more than 200 test titles covering a wide range of skill and knowledge areas.

Accessible on a per-test basis or an annual license, we can load whatever combination of SkillCheck tests you want for a seamless candidate experience. Popular assessment combinations include:

- **Microsoft assessments**
  Excel, Word, PowerPoint, Outlook, and Access.

- **Basic skill assessments**
  Typing skills, Data entry, telephone skills.

- **Industry areas**
  Accounting and finance, industrial, retail, legal, medical and call centre.

QUICK FACTS

✔ **When to Use:**
Selection, or training and development.

✔ **Administration:**
Unsupervised.

✔ **Duration:**
5 to 10 minutes (approx.); dependent on the assessment

✔ **Cost:**
License options and per person. Please contact Podium for more information.

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