

## Psychometric Assessments

It's often said that you know a person by their actions. Pay less attention to what they say, look at what they do. But actions are not always observable, results can be frustratingly inconsistent, and people can be complex, difficult to predict. If only we could identify the links between these apparent inconsistencies...

Psychological assessments offer us this insight.

If we can observe the skills in motion, see patterns of thinking and emotions, then we can predict behaviour with more certainty. And business loves certainty!

How then do we make good assessments of people? There are several answers to this question...

### What to assess

Psychological assessments can focus on several facets of human behaviour (the what).

We try to define the human software - their intelligence, established skills, their patterns of thinking, social orientation, ability, beliefs, motivation, and emotions. Broadly, these combine to become what we call personality.

These can be the most powerful influencing factors in the success or failure of a performer.

### How to assess

Assessments can take multiple forms (the how), and the method is based on what you want to measure, location of participant, time available, depth of assessment necessary for the importance / use of the outcome:

- Direct observation (on the job, assessment centre)
- Interview (phone, face to face – solo/team)
- Psychological assessment (pencil & paper/internet, with self assessment and/or 360° feedback)
- Reference check
- Obtain work sample
- Personal introduction of a current employee

### Psychometric tools

#### SKILLS / ABILITY:

Emotional Intelligence: Mayer/Salovey/Caruso Emotional Intelligence Test (MSCEIT)

Corporate Skills: Office skills, Accounting, Call Centre, Sales Calls, Software, Safety, Technical / Light Industrial, Customer Service

Intelligence: Weschler Adult Intelligence Scale (WAIS)

ACER General, Verbal, Numerical and Abstract Reasoning Inventories

#### PREFERENCE:

Emotional Intelligence: Hay Group Emotional Competence Inventory (ECI), BarOn EQ Inventory

Personality: Myers Briggs Type Indicator (MBTI), DiSC, NEO 5 Factor Inventory

Career: Ashland Interest Inventory; Occupational Preference Questionnaire (OPQ)

360 feedback: Team Management Systems (TMS); PDI Profilor

### How to get what you need

Many of these tools require specific accreditations before you can access them. Usually, they are used as part of a broader process.

Skillbiz has professional Psychologist credentials, as well as licences for these types of tools.

Skillbiz can advise you on which tools to use, help you construct a complete psychological assessment, coaching and feedback program, and then implement it.



### Moments of truth\*

- When recruiting a new employee
- When assessing if a person has the intelligence / ability to perform a senior and/or specialist job
- When assessing if someone has the emotional skills to work well with others, independently and/or under pressure
- When someone is skilled but unmotivated
- When identifying those with the highest potential
- When several applicants are hard to separate
- When you want to learn more about yourself
- When creating a team with varied talents

\* Situations and events in business in which specific knowledge and skills will make the difference between success or failure.