



Getfeedback

Situational Judgement

accurate candidate sifting

Situational Judgement Tests (SJT) measure an individual's skills, behaviours, thoughts and judgement when faced with particular role-specific situations.

In an SJT assessment candidates are required to rate the appropriateness of possible responses to a given scenario. Tests are completed online and unsupervised at the earlier "sifting-out" stages of a recruitment process.

The IRIS range of SJT's created by Pearson have been thoroughly and extensively researched to contain highly realistic tasks, scenarios and situations that are similar to those likely to be encountered in the role.

Who are the tests for?

Two tests are currently available:

- Graduates and Junior manager
- Customer service and Administrative staff

Tests are available for both private and public sectors.

How do the tests work?

Applicants receive a link to the test which they complete unsupervised online.

This link can be sent out by Getfeedback, by the customer or by an applicant tracking provider, linked to our platform.

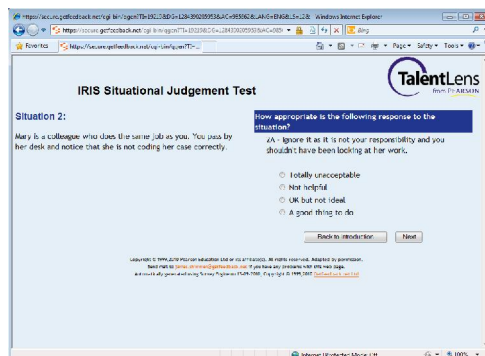
Tests are untimed and each assessment contains 3 tasks within which there are a number of situations and scenarios.

Background

A person's performance at work is the result of cognitive individual differences, job knowledge and their personality.

Traditionally, psychometric tests assessing work-place performance focus on the discrete measurement of abilities and personality. This has shown to be a valid approach, accounting for up to 25% variance in work performance.

A different approach however, is offered by SJTs, where performance is underpinned by the interactions between behaviours, skills, motivation and abilities.



What types of situations are measured?

Administrative and customer service roles:

Working on a process - introduces the candidate to situations such as dealing with relationships at work, prioritising workload and making decisions under different conditions.

Supporting staff - require the candidate to face situations that involve customer complaints, dealing with managers and fellow colleagues and managing their time in a busy working environment.

Client interaction—requires the candidate to deal with customer complaints through face-to-face and phone call interaction.

Graduates and Junior Managers:

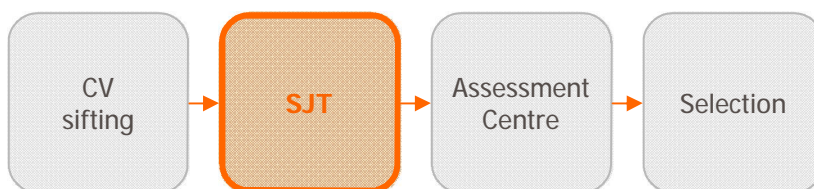
Using judgement to deal with mechanistic processes - requires the candidate to make decisions based on the management of staff, reducing numbers due to a recruitment freeze and developing strategies to improve services.

Dealing with shifting and evolving processes - places the candidate in a position where staff morale is low and in situations where they may need to motivate team members, deal with their levels of performance and develop improvement strategies.

Innovation and change processes - the candidate assesses whether new agreements and working practices may benefit or cause harm to the company. It also forces the candidate to make decisions based on change and to consider the effect that changes may have on the team.

SJTs in the Recruitment Process

Typically SJTs would fit into the early stages of a recruitment process as shown below. At this stage the test provides a low-cost and time-saving assessment of a broader range of performance than more traditional methods.



What next?

To receive our full catalogue of psychometric tests or discuss which tests are best suited to your requirements, please email us at info@getfeedback.net or call us on 01491 845536.

Validation and Norms

The **SJTs** have been thoroughly and extensively researched to contain highly **realistic tasks, scenarios and situations** that are **similar to those likely to be encountered in the roles**.

This has ensured that the tests are rigorously constructed and tested to have **high face and content validity**.

AT A GLANCE

- To sift candidates early in the recruitment process
- Suitable for graduates, junior managers, customer service and administrative staff
- 20-40 minutes untimed
- Fully outsourced or self service delivery options
- Can be branded as required
- Recognised as a valid tool for sifting candidates out for the recruitment process