

Remote Assessment Centres: Practitioner and Client Experiences

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TOP
TALENT
SOLUTIONS



Outline

Our Journey with Remote Assessment Centres

Deciding on a method

Two Client Implementations

Lessons learned



TOP
TALENT
SOLUTIONS



We see Less and Less

- Full blown integrated AC & DC
- Candidates travelling to Assessment Venues
- Long Written Narrative Feedback Reports
- Line Managers Acting as observers

We see More and More

- Use of Technology
- e-baskets,
- video presentations
- telephone role plays
- AC Simulations integrated with Personality, Values and Abilities Assessments

e-Simulations and AC Best practice?

- Multiple Exercises
- Multiple Dimensions
- Multiple Observers
- Pooling of data with integration session

Evaluating our options

- Buy
 - Build
 - Rent
 - Partner
-
- We decided to Partner with e-Simulator

A Realistic “3 Hours in the Life”


Real,
recognized,
immediate

- Realistic virtual simulation
- Designed to identify leadership potential
- Excellent basis for development plan

Lead a
fictitious
company

- Complete business plan
- Advise sales rep on sales lead
- Address subordinate performance issues
- Deal with angry customer


e-Simulator™ Screenshots









INSTRUCTIONS EMAIL CALENDAR FILES

Time left: 25654:07 Logout

Email account



 INBOX (15/15)	<table><thead><tr><th>From</th><th>Subject</th><th>Date</th></tr></thead><tbody><tr><td>Alan Murphy <alan.murphy@webmds.com></td><td>RE: asd</td><td>28 Aug 2011 10:52:30</td></tr><tr><td>Ben Lewis <Ben.lewis@ibisco.org></td><td>Phone call with Sam Reed</td><td>28 Aug 2011 10:49:01</td></tr><tr><td>Alex Montgomery <alex.montgomery@...></td><td>DleGNOSE article</td><td>28 Aug 2011 10:49:01</td></tr><tr><td>Dave Carson <Dave.carson@ibisco.org></td><td>FW: RE: RE: RE: Leaked information</td><td>28 Aug 2011 10:49:01</td></tr><tr><td>Dr. Ian Willis <ian.willis@medici...></td><td>Ibisco International Conference</td><td>28 Aug 2011 10:49:01</td></tr><tr><td>Ben Lewis <Ben.lewis@ibisco.org></td><td>Call with Alex Montgomery</td><td>28 Aug 2011 10:49:01</td></tr><tr><td>Ben Lewis <Ben.lewis@ibisco.org></td><td>Phone call with Sam Reed</td><td>30 Jun 2011 14:59:01</td></tr><tr><td>Newsflash <no.reply@newsflash.com></td><td>Today's issue of Virtual Focus</td><td>30 Jun 2011 14:59:01</td></tr><tr><td>Alex Montgomery <alex.montgomery@...></td><td>DleGNOSE article</td><td>30 Jun 2011 14:59:01</td></tr><tr><td>Dave Carson <Dave.carson@ibisco.org></td><td>FW: RE: RE: RE: Leaked information</td><td>30 Jun 2011 14:59:01</td></tr></tbody></table>	From	Subject	Date	Alan Murphy <alan.murphy@webmds.com>	RE: asd	28 Aug 2011 10:52:30	Ben Lewis <Ben.lewis@ibisco.org>	Phone call with Sam Reed	28 Aug 2011 10:49:01	Alex Montgomery <alex.montgomery@...>	DleGNOSE article	28 Aug 2011 10:49:01	Dave Carson <Dave.carson@ibisco.org>	FW: RE: RE: RE: Leaked information	28 Aug 2011 10:49:01	Dr. Ian Willis <ian.willis@medici...>	Ibisco International Conference	28 Aug 2011 10:49:01	Ben Lewis <Ben.lewis@ibisco.org>	Call with Alex Montgomery	28 Aug 2011 10:49:01	Ben Lewis <Ben.lewis@ibisco.org>	Phone call with Sam Reed	30 Jun 2011 14:59:01	Newsflash <no.reply@newsflash.com>	Today's issue of Virtual Focus	30 Jun 2011 14:59:01	Alex Montgomery <alex.montgomery@...>	DleGNOSE article	30 Jun 2011 14:59:01	Dave Carson <Dave.carson@ibisco.org>	FW: RE: RE: RE: Leaked information	30 Jun 2011 14:59:01
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 CONTACTS (31)																																		

Multiple Exercise

- Electronic In-basket (e-mail look and feel)
- Business Case Study
- Skype or Video based TV Interview
- Telephone Role Play
 - Angry Customer
 - Problem Employee
 - Boss questions

Multiple Dimensions

	Sales Pitch	Angry Customer	Subordinate	Delegation Items
Communication	✓	✓	✓	✓
Decision-Making	✓	✓	✓	
Interpersonal Skills	✓	✓	✓	✓
Leadership Skills			✓	✓
Influencing Others	✓	✓		

Multiple Observers

- All In-basket Items electronically saved
- Role Plays are taped
- Business Proposal Attachment
- Conference call or Skype data integrations

Client Feedback on the e-Simulator

- Large Manufacturing Company
 - Development and Succession
 - Senior Executives

- Large Financial Institution
 - Selection
 - Manager of Contact Center

What Worked?

- Realistic day in the life
- Challenging but manageable
- Telephone role plays add realism
- Participants in Limpopo Province -Assessors in Pretoria
- Next day feedback

Traffic Light Report: Ensures Targeted Development



Executive e-Simulator™ Traffic Light Performance Report

Prepared for: **Tom Sample**
Organization: **ABC Organization**
Date of Experience: **October 31, 2011**

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Competency Summary Profile



Strategic Thinking: Broad, visionary thinking that focuses on long-term business goals.

Entrepreneurship: Capacity to seize business opportunities, innovate business ventures, set ambitious business plans and manage risks.

Business Acumen: Fully understanding the business world, thinking through and quickly formulating solid business decisions and identifying strategic priorities that add significant value.

Emotional Intelligence: Capacity to have self- and other- insight about interpersonal interactions that is based on empathy, active listening and caring and consideration.

Executive Presence: Presenting oneself in confident, poised, engaging and charismatic manner that pulls people in, radiates credibility, commands respect and inspires trust.

Building Strategic Relationships: Searching for and building strong relationships with key internal and external business partners, creating buy-in and skillfully navigating organizational politics.

Developing Talent: Acting as a champion of talent development by promoting continuous learning, creating strategies to attract and retain superstars, celebrating successes and mentoring and coaching others.

4

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Lessons learned

Process

- Need to get participants to do pre-work
- Time limit on Simulation and essential data
- No interruptions
- Internal Project Leader

Lessons Learned

Technology

- Bandwidth and telephone software for recordings
- Also keep written notes
- Test all systems for software compatibility; firewalls

Value add

- AC data always valuable supporting evidence
- Cost Savings
- Face validity and buy-in from participants
- More realistic than Paper and Pencil Simulations

Implementation is Easy

Saves time

- Online administration
- Convenient and flexible
- Take it directly from home or office
- User-friendly Traffic Light Report next day

Sets direction with immediate feedback

- Prepared by leadership experts
- Easy to understand
- Leadership strengths (green light)
- Proficiencies (yellow light)
- Developmental opportunity (red light)

The world of work is changing

Assessment center exercises,
simulations and scenarios
must reflect this reality