

Screening and Selection:

- ◆ Detailed job description / Statement of Work

Identifying the client's work attitude and skill needs

- ◆ Lists the major competencies, with the appropriate assessments for those competencies.
- ◆ Completed with the client to define realistic job profile and select appropriate assessments.
- ◆ Forms the basis for development of recruitment plan and test selection

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Recruiting

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- ◆ Advanced Internet recruiting
- ◆ Professional, government and local community organizations
- ◆ Job Fairs, open houses after hours and weekends
- ◆ Creative and customer specific advertising strategies using company logo, give-aways, gift certificates, dinner, movies, etc.
- ◆ Radio advertising and Bill Board campaigns
- ◆ Direct recruiting, targeting companies that have employees in hot demand

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Recruiting Focus

- ◆ Out of the box recruiting - Job Shop Kiosk – targeting high traffic areas such as malls, schools or remote locations
- ◆ Reaching out to all potential available/qualified candidates in Company's database in minutes with automatic dialing features
- ◆ Café postings, libraries, grocery stores, career centers, etc
- ◆ Employee referrals and bonuses

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Testing:

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- ◆ Designed to measure candidate's "skill" level
 - Administrative: typing, letter set-up, data entry, shorthand and transcription
 - Office and Administrative Staffing: math, word usage, reading comprehension, data analysis, detail accuracy, classification/filing, proofreading
 - PC/Software: correspondence, spreadsheets, desktop publishing
 - Accounting: accounts payable/receivable, bank recon, payment terms, interest, sales tax and commission, general ledger, debit and credit, and payroll

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Behavioral Assessments:

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- ◆ Designed to measure behavior and attitude
- ◆ Evaluates a broad spectrum of personality constructs:
 - Reliability
 - Conscientiousness
 - Client Service
 - Stress Tolerance
 - Work Conduct

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Screening for Client-Defined Needs

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- ◆ Standard Telephone Pre-Screening
- ◆ Competency-Based Interview
- ◆ Will Fit
- ◆ Language Assessments (oral & written comprehension of multiple languages)
- ◆ Custom client questionnaires and assessments!

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Standard Telephone Pre-Screening

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- ◆ Customizable to client specific needs.
- ◆ Used to gather basic information and determine if candidate continues to next stage.
- ◆ Rates:
 - vocal clarity
 - verbal communication skills
 - speech/grammar
 - tone
 - listening skills
 - customer service skills
 - computer orientation

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Competency-Based Interview

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- ◆ Structured, comprehensive.
- ◆ Specific client needs are added where required.
- ◆ Telephone or face to face.
- ◆ Assists in direct evaluation of competencies.
- ◆ Allows situational responses to be assessed.

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Will Fit – Work Preferences

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*Measures Compatibility of Client's Work Environment
Description and Associates Work Preferences*

- ◆ Working alone - or with people?
- ◆ Close supervision - or limited supervision?
- ◆ Prefers routine - or open to change?
- ◆ Relaxed environment - or pressured?
- ◆ Getting it done - or getting it right?
- ◆ Collaborative - or competitive?

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Reference and Other Checks

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- ◆ Reference checks are performed on all applicants. If favorable references cannot be obtained, the applicant will not be hired
- ◆ Background, drug, credit and driving record screening/checking available at national discount pricing.

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Benefits of Testing

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Enhances :

- ◆ productivity
- ◆ motivation
- ◆ service levels

Reduces :

- ◆ attrition / staff turnover
- ◆ absenteeism / tardiness
- ◆ training costs

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