



Assessment News & Product Updates

Topical articles, insights, and new product showcases for **April 2024**.

Creative Organizational Design offers thousands of solutions for assessing a vast array of skills, aptitudes and personality traits for all kinds of applications. We have over 40 years of experience and expertise in assessments. Whether you're hiring, promoting, coaching, or developing individuals or teams, we have the solutions that you're looking for.

New Article

Culture vs Competence - Which One's Better?



CNBC recently ran an article about Mark Cuban and his February Master Class “Win Big in Business”. According to Cuban, there are “two things that matter the most [when it comes to hiring people]. Are they competent enough to do the job? And do they fit in the culture of the organization? If they fail on either one, you’re going to be in trouble.”

Mark Cuban is right in that no one wants to work in a toxic, stressful environment, and no employer wants incompetent, unreliable, problematic employees.

There are solutions to both of these problems, but no silver bullets or magic fixes. Like most things in life, solutions require patience, a thoughtful approach, time, and effort. It's easy for folks like Cuban and others to say "Here's the secret. Just do X." The question remains, how does one accomplish it?

[Read the full article...](#)

Solutions to Your Problems

Do We Have Banking Skills Tests?
Boy! Do We Ever!



Do you need to know if your applicants will be great tellers, have great numeracy skills, financial acumen, good customer service skills, emotional control, or leadership qualities? We have all kinds of tests for financial and banking personnel screening. Have a look at our range of tests which include:

- Accounting Manager Test
- Bank Teller Math Aptitude Test
- Bank Teller Skills Test
- Banking Services Representative Test
- Entry Level Customer Service
- Financial & Banking Services Test
- Occupational: Bank Teller
- Supervisor 7.0
- Teller 7.0
- Kenexa Financial/Banking Tests
- Count Out The Money
- and more!

See all our Banking Skills tests

Product Showcase

Guest Service Team 7.0

The **Guest Service Team 7.0** solution is designed for team-oriented entry-level positions that involve a high degree of interaction with customers. The solution covers a wide variety of positions, and assesses competencies critical to interacting with customers including: persisting to meet guest needs; behaving responsibly and appropriately; effectively working alongside others; preparing and/or delivering customer orders; following rules and policies; and communicating effectively.

Potential job titles that use this solution include: Server, Hostess, Guest Services Team Member, Customer Service Champion.

It measures:

Customer Focus: This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.

Professional Potential: This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Responsibility: This trait is a measure of a person's responsibility for their own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

Teamwork: The tendency to work effectively in teams. High scorers are likely to be polite and friendly, put forth effort to help others, stay calm in tense situations, communicate openly and directly with other team members, and display a willingness to help others.

Learn More About The Guest
Service Team 7.0...

New Tests

General Entry Level - All Industries

It assess the skills for entry-level general office positions like, Administrator, Clerk, Veterinary Assistant, Stocker, Dish Washer, Office Coordinator, Tour Guide, Cook, Assistant, Housekeeper, Waste Collector.

[Learn more...](#)

Manager 7.0

The Manager 7.0 solution is designed for candidates applying to entry-level leadership positions who tend to supervise salaried employees and includes a new innovative mobile-first ability assessment, Verify Interactive – Deductive Reasoning. Sample tasks for these jobs include, but are not limited to: planning projects with subordinates; collaborating with senior managers on developing new methods and procedures; coaching employees on performance-related issues; developing employees' skills; coordinating activities with other managers to accomplish organizational goals; setting and meeting department goals; prioritizing multiple tasks and priorities; making selected strategic and day-to-day decisions; and solving employees' and customers' problems. Potential job titles that use this solution include: Manager, Branch Manager, General Manager.

[Learn more...](#)

Store Manager 7.0

General Entry Level - Data Entry

It is designed for entry-level positions that include entering data into computers or data management systems. This solution measures speed and accuracy at typing text and numbers into forms for positions like, Administrator, Clerk, Veterinary Assistant, Stocker, Dish Washer, Office Coordinator, Tour Guide, Cook, Assistant, Housekeeper, Waste Collector.

[Learn more...](#)

Driver 7.0

The Driver 7.0 Job-Focused Assessment is designed to measure the behaviors and experiences that underlie successful and safe performance by drivers. The Job-Focused Assessment assesses behaviors and competencies foundational to drivers, including following policies and procedures; safely operating vehicles; taking action in unsafe situations; and producing high quality work.

[Learn more...](#)

Contact Center Simulations

The Contact Center Simulations provide an opportunity for candidates to interact with simulated customers in a contact center environment. They are designed to measure a candidate's ability to listen attentively to the customer, take ownership of customer issues, resolve issues, navigate to find information, and enter information

The Store Manager 7.0 solution is designed for candidates applying to entry-level leadership positions who tend to supervise hourly employees in a retail or restaurant setting. Sample tasks for these jobs include, but are not limited to: planning and preparing work schedules, assigning employees to specific duties; coaching employees on attendance, conduct, schedule adherence, and work tasks, developing employees' skills; training subordinates; prioritizing multiple tasks and priorities; and making day-to-day decisions with minimal guidance from others.

[Learn more...](#)

Healthcare Aide 7.0

The Healthcare Aide 7.0 solution is designed for individually-oriented, entry-level positions that directly support another person's health and well-being. The solution covers a wide variety of positions, and assesses behaviors critical for patient support roles including: understanding and following detailed instructions; administering personal care; being respectful and tolerant of patients; preparing and maintaining records of patient progress and services performed; and working hard to meet or exceed patient needs.

[Learn more...](#)

Sales Professional 7.0

The Sales Professional 7.0 solution is designed for entry to mid-level sales positions in which employees proactively

accurately.

Our Contact Center Simulations include **four** standard modules:

1. Customer Service Phone Simulation
2. Customer Service Phone Solution
3. Sales & Service Phone Simulation
4. Sales & Service Phone Solution

[Learn more...](#)

Supervisor 7.0

The Supervisor 7.0 solution is designed for candidates applying to entry-level leadership positions who tend to supervise hourly employees. Sample tasks for these jobs include, but are not limited to: planning and preparing work schedules, assigning employees to specific duties; coaching employees on attendance, conduct, schedule adherence, and work tasks, developing employees' skills; training subordinates; prioritizing multiple tasks and priorities; and making day-to-day decisions with minimal guidance from others.

[Learn more...](#)

Entry Level Hotel Front Desk

The Precise Fit Entry Level Hotel Front Desk Solution is for entry-level customer service positions in the hospitality industry. The solution is appropriate for positions in which the majority of the work is done at the front or guest check-in desk. Sample

sell products to customers, develop relationships with repeat customers, and have their pay and/or performance heavily based on sales revenue. Sample tasks for these jobs include, but are not limited to: promoting products to customers, persuading customers to buy products, and building ongoing customer relationships. Potential job titles that use this solution include: Sales Consultant, Sales Representative, and Account Representative.

[Learn more...](#)

tasks may include: welcoming guests warmly, issuing keys to guests, and accepting payment.

Potential job titles that use this solution are: Guest Desk Attendant, Guest Check-in Associate, Front Office Agent, Desk Clerk, Receptionist, Front Desk Agent, Front Desk Attendant, Guest Services Representative/Agent, and Guest Services/Operations.

[Learn more...](#)

We're adding tests all the time.

[See Our Newest Tests](#)

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[See all past newsletters...](#)

We Are Your One-Stop Shop For Assessment Solutions

Creative Organizational Design has helped organizations screen, promote and develop employees throughout North America and beyond since 1979.

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