



Assessment News & Product Updates

Topical articles, insights, and new product showcases for **August 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

70% of Employers State That Communication Is The Most Desirable Skill For Potential Recruits



The statistics show that 86% of employees and executives cite the lack of effective collaboration and communication as the main causes of workplace failures.

Lack of effective communication creates big problems for everyone in many organizations. According to the Workplace Statistics 2024 report, 70% of people surveyed believe that wasted time is one of the worst consequences of poor communication, and 81% of global recruiters believe that cross-cultural competence is the most important communication skill job candidates should have,

followed by multilingualism (77%), and active listening (75%).

The costs of poor communication within organizations results in:

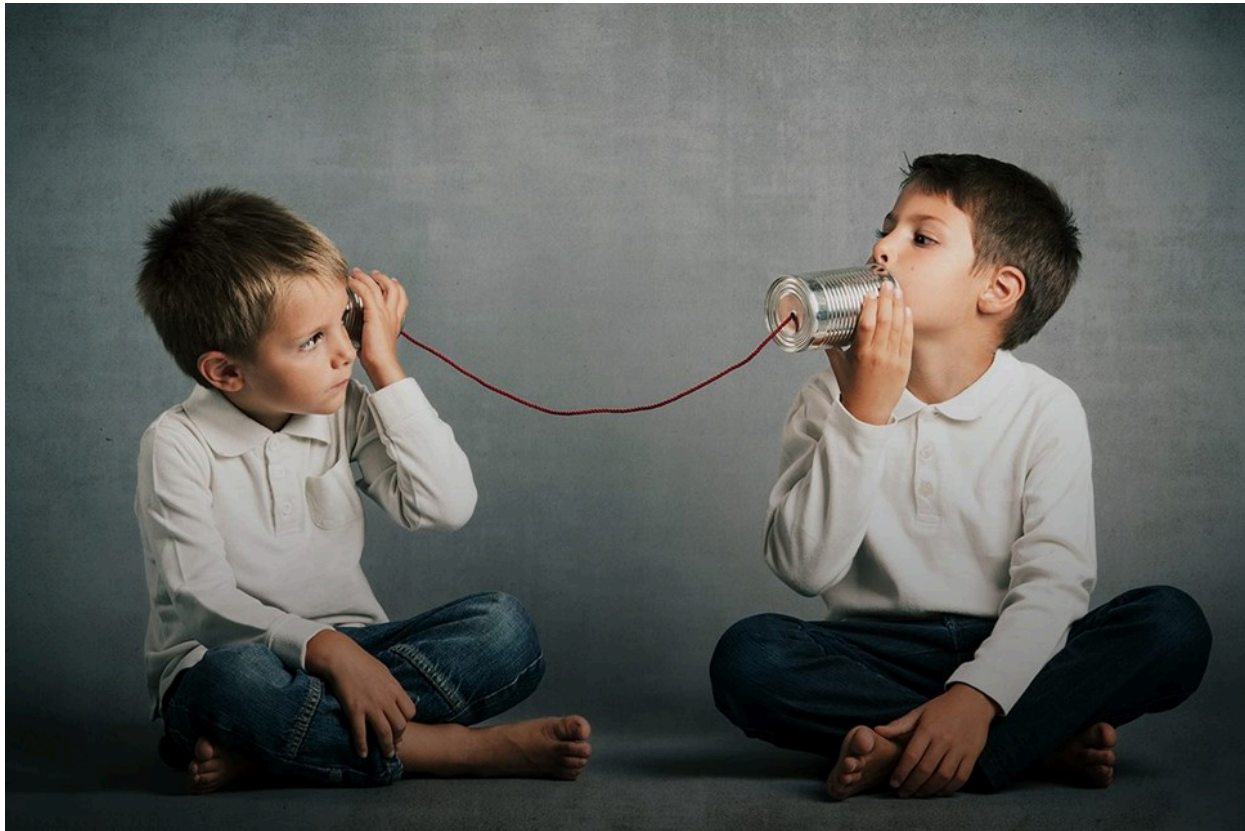
- Wasted time (according to 70% of survey respondents),
- Missed messages (55%),
- Burnout, stress, and fatigue (53%),
- Lost files (36%),
- Bad customer experience (28%),
- Customers lost to competitors (12%), and
- Increased turnover (12%).

Although 66% of leaders believe that their priorities are aligned with those of the employees — only 44% of employees share that conviction

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

Solutions to Your Problems

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



Effective communication in person and in text is a critical skill that all employees require. Teams that don't share information can't meet organizational goals. Poorly written emails can confuse, mislead, and result in wasted time. Leaders who can't communicate their goals are ineffective. If you employees, managers, or teams are having trouble sending or receiving the message then have a look at our range of communication skills tests which include:

- [Business Communication – Adaptive](#)
- [Business Communications](#)
- [Business Writing](#)
- [Communication Skills Assessment](#)
- [Interpersonal Skills Test](#)
- [Listening Skills Inventory](#)
- [Survival Simulations Series](#)
- [Team Effectiveness Survey](#)
- [Technical Writing Test](#)
- [Workplace Math Skills Test](#)
- [Workplace Reading Comprehension Test](#)
- [Workplace Vocabulary Skills](#)
- and more!

[See all our Communication Skills tests](#)

Product Showcase

Customer Service With Sales

The **Customer Service With Sales – Short Form** solution is for entry-level positions that involve both providing service and support to customers and selling goods or services. Sample tasks for this job include, but are not limited to: taking orders; solving product or service issues; selling products and services; responding positively to difficult customers; adding new goods and services to existing accounts; providing information on products and/or services. Potential job titles that use this solution are: Account Service Representative, Account Representative, Customer Service Representative, and Sales Representative

This assessment includes a number of scales, including:

Conscientiousness: This component measures the tendency to exhibit personal responsibility, follow rules and guidelines, and complete work thoroughly and precisely. This trait is characterized by trustworthiness, fulfilling commitments, dedication to the completion of all work tasks completely and accurately, and organization.

Service Professionalism: This is a measure of the tendency to have potential for 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.

Sales Focus: This is a measure of the tendency to suggest or show alternative solutions based on customer needs. This trait is characterized by: directing conversation toward a commitment/order/sale, showing confidence even after a hard refusal/rejection, and striving to close a transaction every time.

Learn More About The
CS+Sales...

New Tests

Marketing

The Marketing assessment is a multi-choice test that measures the conceptual knowledge of marketing principles, market research, consumer behavior, brand management, sales management, channel management and advertisement management. It measures things like:

- Analyzing consumer behavior
- Product strategy and product line decisions
- Pricing decisions
- Promotion tools
- Product life cycle
- Distribution
- Brand concept and positioning

[Learn more...](#)

Workplace Administration Skills

The Workplace Administration Skills is a test that measures the ability to organize one's workplace, properly maintain data, perform simple tasks on the computer and resolve administrative issues. It is suitable for roles such as, but not limited to, General and Operations Manager, Human Resources Manager, Administrative Services Manager.

Use it to help assess:

- Basic use of computer
- MS Office
- Office equipment

Operations Management

The Operations Management assessment is a multi-choice test that measures the conceptual knowledge of planning, product design and development, quality management and supply chain management.

This test will help assess:

- Acceptance sampling
- Operating characteristic curve
- Control charts and statistical quality control
- Logistics, warehousing and inventory management
- Product design and development

[Learn more...](#)

Construction Crew Team Leader Test

The Construction Crew Team Leader Test is useful for screening candidates who will be responsible for managing and coordinating the work of a construction team. It should be used to find quality-minded, collaborative employees who can effectively problem solve while meeting timelines in a safe and organized way. The most successful candidates will possess solid interpersonal skills when dealing with employees, customers and suppliers, especially when tasked with training, conflict resolution or site-related issues.

[Learn more...](#)

- Using internet
- Communicate effectively with internal stakeholders
- Organize and plan administrative activities

[Learn more...](#)

We're adding tests all the time.

Did you miss a newsletter?

All of our past newsletters may be viewed here:

[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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