



Candidate Assessment Suite

PRODUCT OVERVIEW



A SHOT IN THE DARK



250
resumes

4–6
applicants

7
seconds

How can one be sure that this short list — just 2% of the pool — has the right candidates, considering the average resume gets only 7 seconds of attention?

Sources: 50 HR and Recruiting Stats That Make You Think ([Glassdoor](#), 2015); Ladders, Inc Eye-Tracking Study ([PR Newswire](#), 2018)



Bad hiring is costly.

Without the right hiring tools to identify the best candidates within a large pool of applicants ...

- Hiring processes often become **long and tedious**.
- Decisions are made based on **first impressions**.
- The best candidates are **likely overlooked**.
- One bad hire can cost as much as **\$240,000**.

Organizations that can quickly, confidently, and objectively narrow an applicant pool can fill open positions faster — and with the best people.



The answer to hiring lies in the predictive power of personality.

Personality is the single best predictor of performance because it ...

- Remains **consistent** over time.
- Can be assessed with **accuracy** and reliability.
- Uncovers essential **insights** that résumés, interviews, and skill tests can't.
- Can be correlated with **real-world performance** measures in different roles and industries.
- Compares people **objectively**, reducing the potential for bias.

Because personality tells a more complete story, it also better predicts performance.



Measured performance is the key, often-missing ingredient.

Determining which personality traits predict performance requires massive amounts of workplace data and analysis.

- That's why very few companies **measure and track the performance** of their employees in a meaningful way — it's too much work.
- Even fewer report **using data** to make better hiring decisions.
- But without performance data, the science of personality **isn't actionable**.
- It won't help companies **make better hiring decisions**.

For the last 40 years, Hogan has done the in-depth, painstaking work to build the world's best tool for predicting performance.



Hogan has identified the traits that predict performance in a wide range of roles.

Hogan has combined measured performance with the power of personality better than anyone else.

- **47,000** people
- **150** companies
- **20** industries
- **81** performance indicators in a role so performance is measured holistically
- Sample sizes of **200** per role
- Predicts performance **for years after assessment**

Our customers can be confident that Hogan will identify the candidates who are most likely to perform well from a large pool of candidates.



Science *with* speed.

Hogan now offers nine new candidate assessments that allow companies to hire better and faster.

- Valid science takes time.
- Speedy hiring platforms don't accurately predict performance.

Our new assessments are designed to make it easy for you to use our science to hire better in record time.

Hogan's new suite of Candidate Assessments combines the best science with great user experience for better and faster decision making.



Hogan's Candidate Assessments simplify the user experience, not the science.

Use Hogan science to quickly sort, filter, and narrow down top candidates.

- Narrow down to a short list with confidence.
- Compare candidates.
- Improve interviews.
- Have better internal discussions.
- Confidently rely on unbiased data.

Quickly and confidently fill open positions using the industry's best performance-predicting science.



We're making it easier than ever to cut through the bias.

Hogan science is designed to promote inclusion and eliminate bias in the hiring process.

- Guided by industry standards and best practices for talent acquisition.
- Eliminates bias based on gender, ethnicity, and race.
- Focuses only on the specific personality traits that are proven to predict performance in a role.
- Encourages diversity across all other characteristics.

We've streamlined the user experience so that more organizations can use the predictive power of personality to create a more diverse and inclusive workplace.

SECTION 02

**A Closer Look at the
Candidate Assessment Suite**

Tailor Your Hiring Project

HOGAN

Create new project

Enter Project Name
Health Inspectors

Select Job Family
Professionals

Search Additional Competencies

- ☒ Accountability
- ☒ Dependability
- ☒ Teamwork
- ☒ Professionalism
- ☐ Communication

Acts in accordance with job-related values, principles, and standards.

Professionals

Jobs that involve expert knowledge and/or skill in a specific domain or field of study.

Typical Job Titles

Analyst • Broker • Consultant • Legal Professional • Medical Professional • Pilot

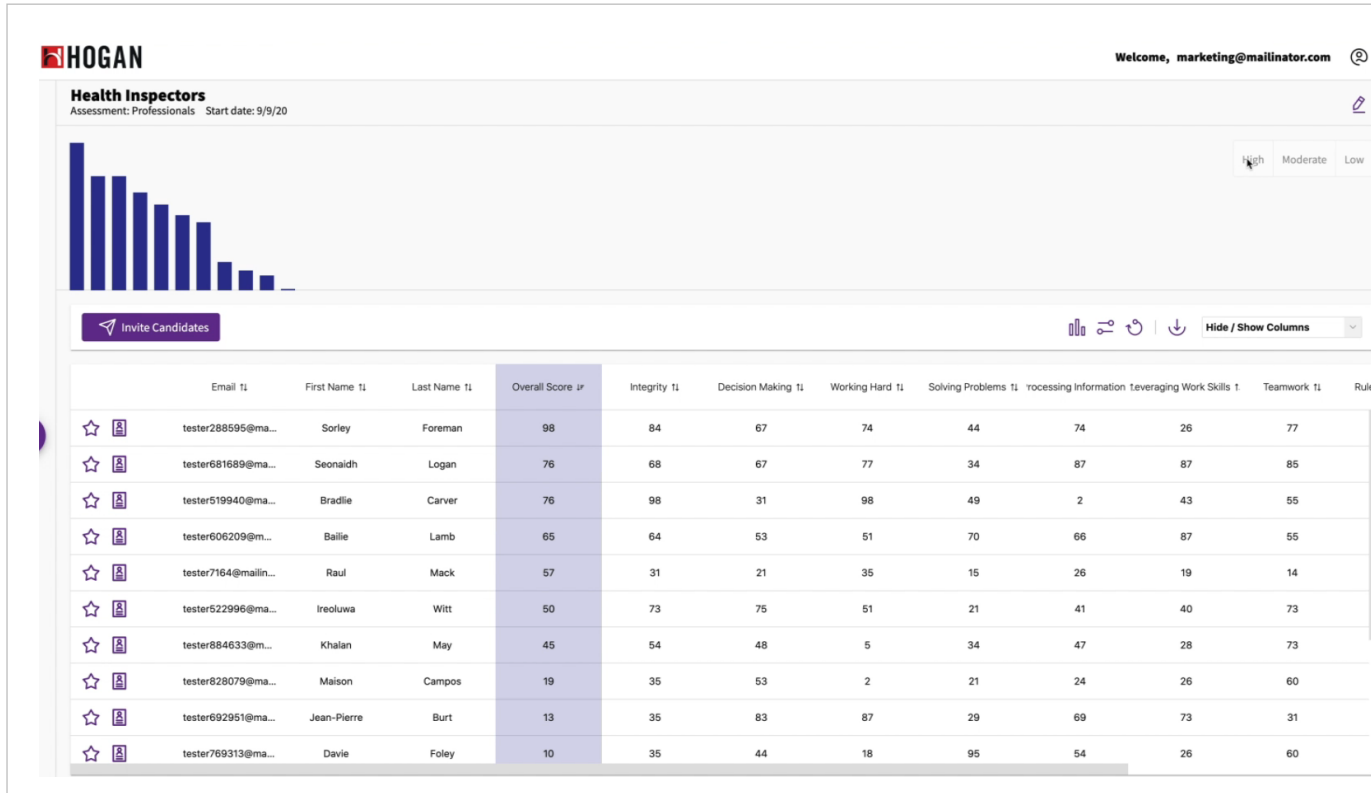
Included Competencies

Integrity - Acts honestly in accordance with moral or ethical principles.
Decision Making - Uses sound judgment to make timely and effective decisions.
Working Hard - Consistently strives to complete tasks and assignments at work.
Solving Problems - Identifies solutions given available information.
Processing Information - Gathers, organizes, and analyzes diverse sources of information.
Leveraging Work Skills - Applies technology and job-relevant abilities to complete work tasks.

- Accountability** - Accepts responsibility for one's actions regardless of outcomes.
- Dependability** - Performs work in a reliable, consistent, and timely manner.
- Teamwork** - Collaborates with others to achieve goals.
- Professionalism** - Acts in accordance with job-related values, principles, and standards.

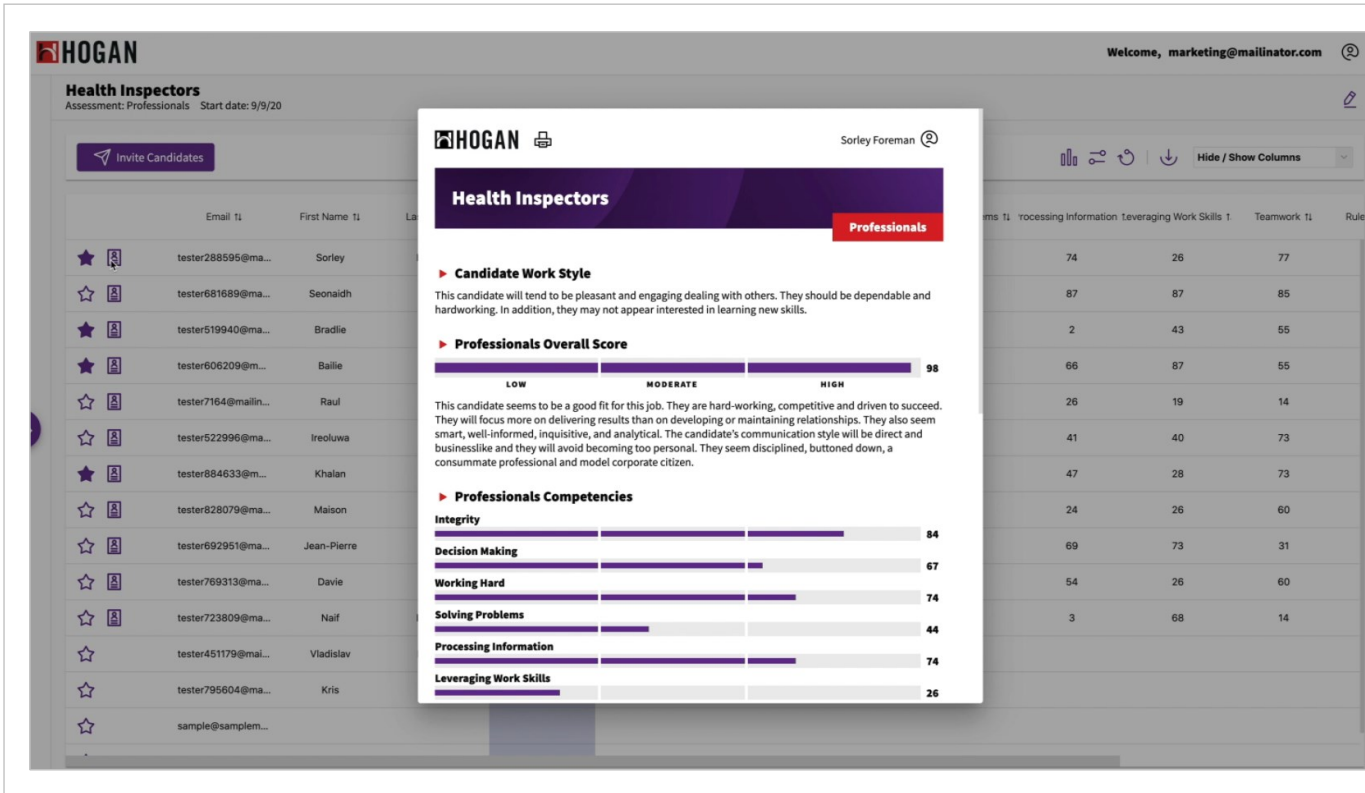
- Use the following to choose the **job family** that best fits your hiring project:
 - Job family description
 - Sample job titles
 - Six competencies determined by SME's to be important for job family performance
- Select up to **six additional competencies** relevant to the role or organization.
- Preview **candidate details report**.

Narrow Your Candidate Pool



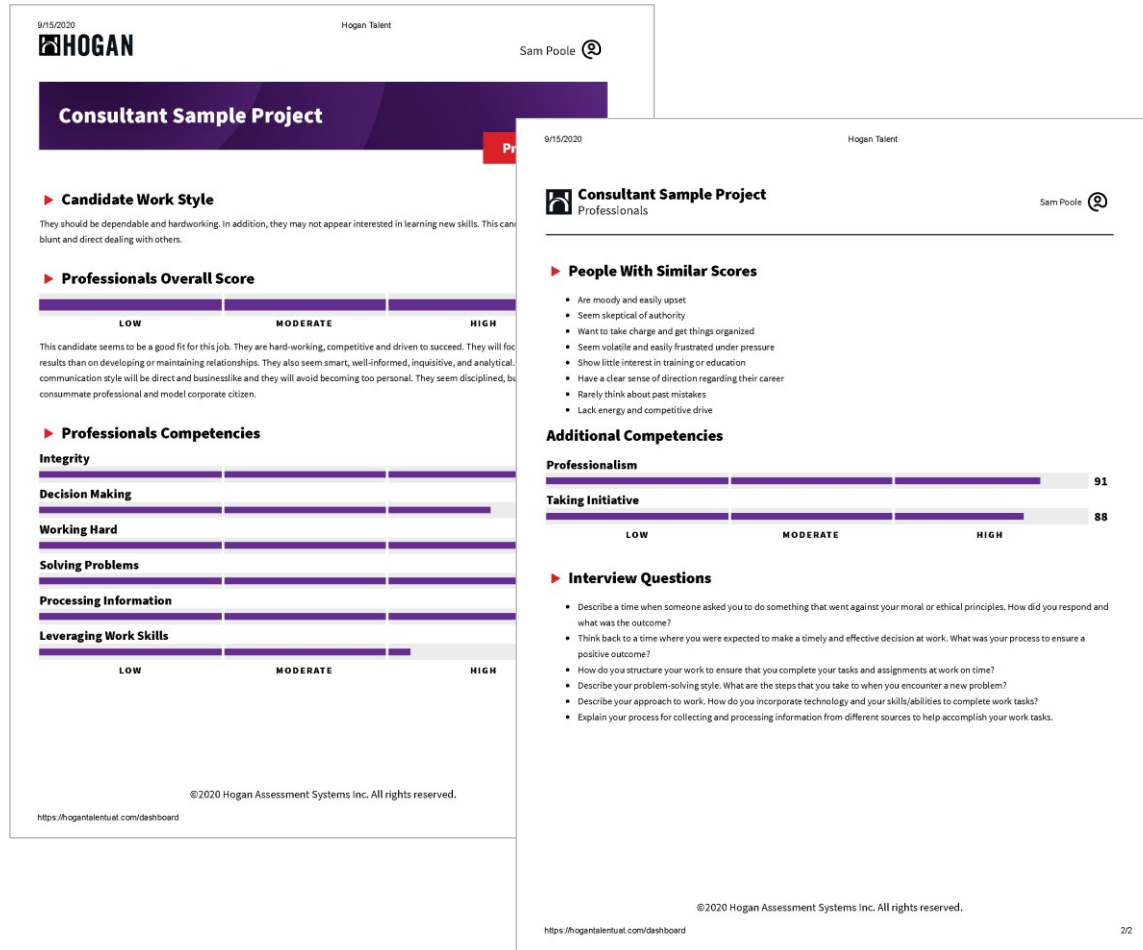
- **Screen and narrow your list** of viable candidates using **dynamic dashboard** features:
 - **Sort** by overall or individual competency scores.
 - **Reorganize** columns to prioritize competencies.
 - **Filter** out-of-range scores.
 - **Favorite** candidates to create a short list.
 - **Compare** candidates side-by-side.

Get To Know Your Candidates



- Review the **Candidate Details Report** to learn more about each candidates' potential work performance, including:
 - Candidate **work style**
 - Overall **job family score** and interpretative text
 - Job family **competency scores**
 - **Personality insights** based on Hogan scales
 - **Additional competencies** that tailor the assessment to your job (optional)

Improve Interviews



- Objectively compare candidates with a **fair and structured interview approach**.
- Uncover important personality insights with recommended **behavioral interview questions** based on Hogan assessment results.
- Facilitate an informed discussion fueled by **unbiased data**.



Hire right. The first time.

The tools provided in **Hogan's Candidate Assessment Suite** allow you to hire:

- *Effectively*
- *Efficiently*
- *With confidence*

CONTACT US

**Schedule a demo for
more information.**

consulting@hart.ro

SECTION 3

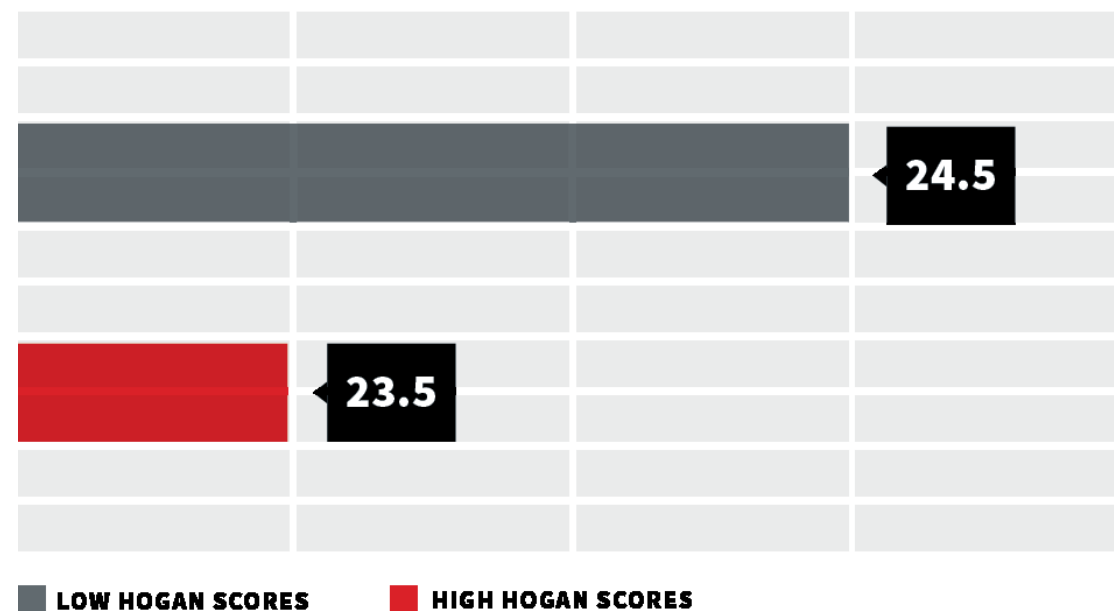
Client Success Stories

Improved Call Times

Telecommunications Industry: Customer Support Job Family

- Hogan collaborated with a **global telecommunications company** to identify successful **call center personnel**.
- Hogan used its proprietary Customer Support job family algorithm to measure call center employees on critical competencies such as being **even-tempered, diplomatic, kind, socially outgoing, driven to succeed and achieve results**, and **focused on following rules and procedures**.
- Call center employees scoring high on the algorithm achieved **faster call times, ending calls 60 seconds faster**.

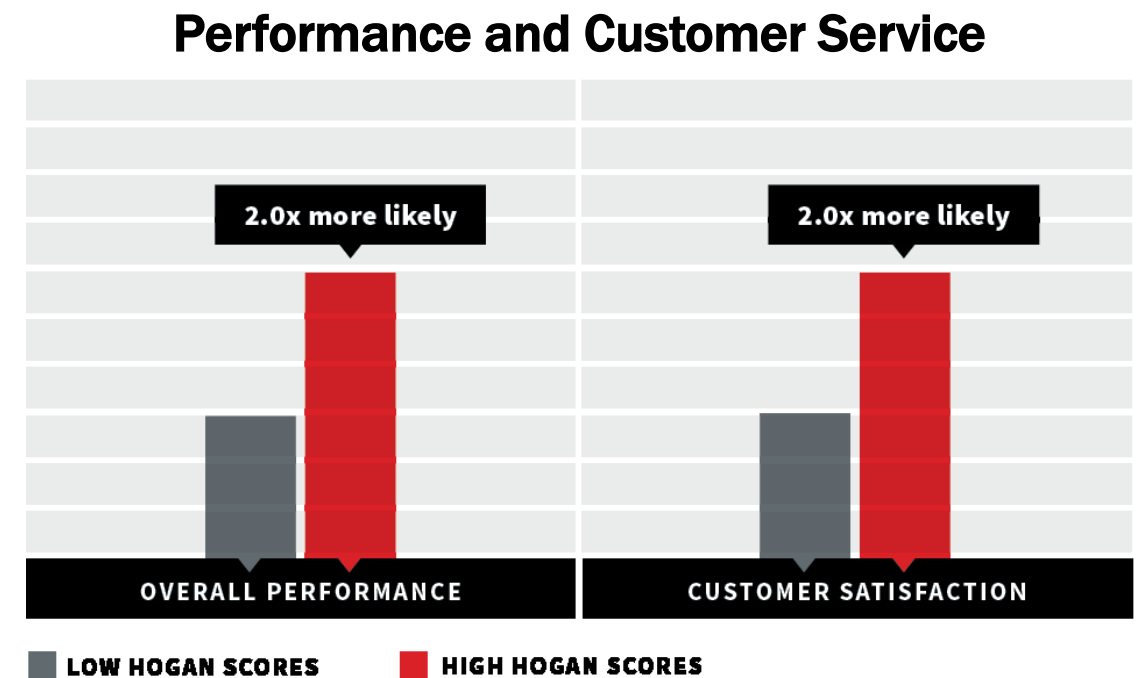
Average Call Time (in Minutes)



Stronger-Performing Call Center Employees

Telecommunications Industry: Customer Support Job Family

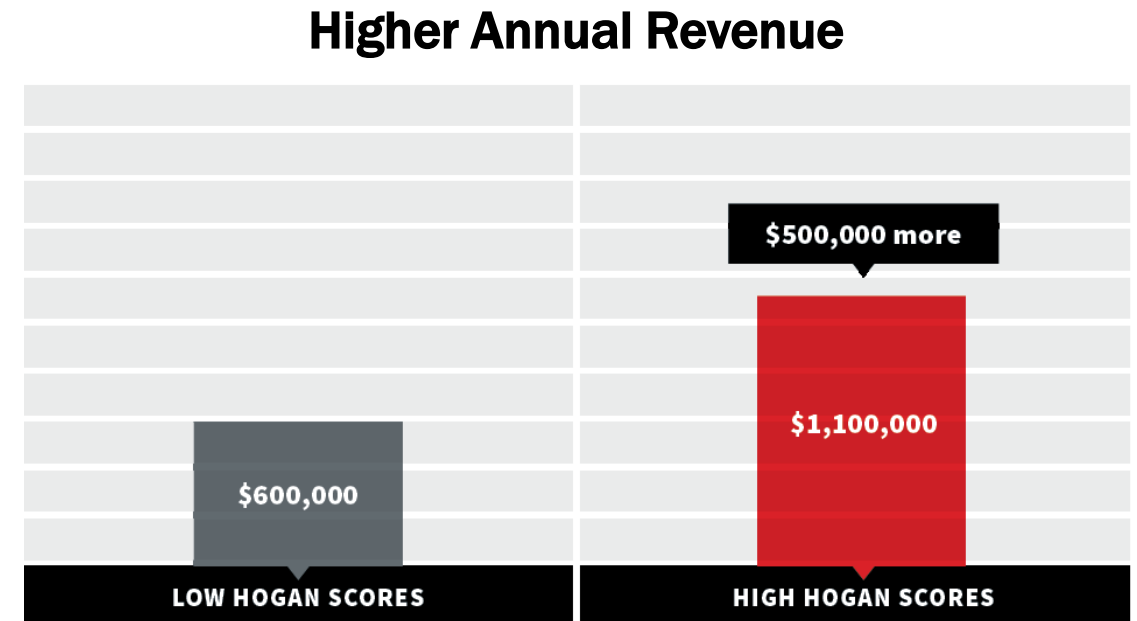
- Hogan collaborated with a **global telecommunications company** to identify successful **call center personnel**.
- Hogan used its proprietary Customer Support job family algorithm to measure call center employees on critical competencies such as being **even-tempered, diplomatic, kind, socially outgoing, driven to succeed and achieve results**, and **focused on following rules and procedures**.
- Call center employees scoring high on the algorithm were **twice as likely** to receive higher ratings on both **overall performance** and **customer satisfaction**.



Increased Insurance Broker Earnings

Banking and Financial Services Industry: Sales Job Family

- Hogan collaborated with a global partner to identify characteristics associated with successful **insurance broker** performance at a **U.S. risk management company**.
- Hogan used its proprietary Sales job family algorithm to evaluate important competencies such as the ability to **establish relationships, build trust, and successfully sell the products** that fulfill customer needs.
- Insurance brokers scoring high on the algorithm earned on average **\$500,000**, or **80% additional revenue for the firm** than low scorers.

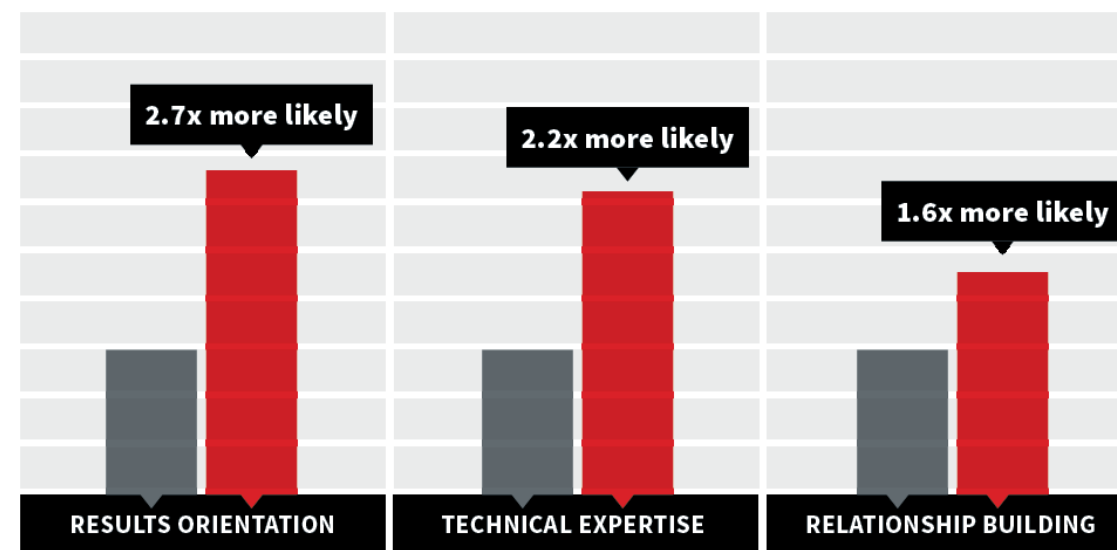


Higher Insurance Broker Performance Ratings

Banking and Financial Services Industry: Sales Job Family

- Hogan collaborated with a global partner to identify characteristics associated with successful **insurance broker** performance at a **U.S. risk management company**.
- Hogan used its proprietary Sales job family algorithm to evaluate important competencies such as the ability to **establish relationships, build trust, and successfully sell the products** that fulfill customer needs.
- Brokers scoring high on the algorithm were **2.7x more likely** to be concerned with **achieving results**, and **2.2x more likely** to **possess technical expertise**.

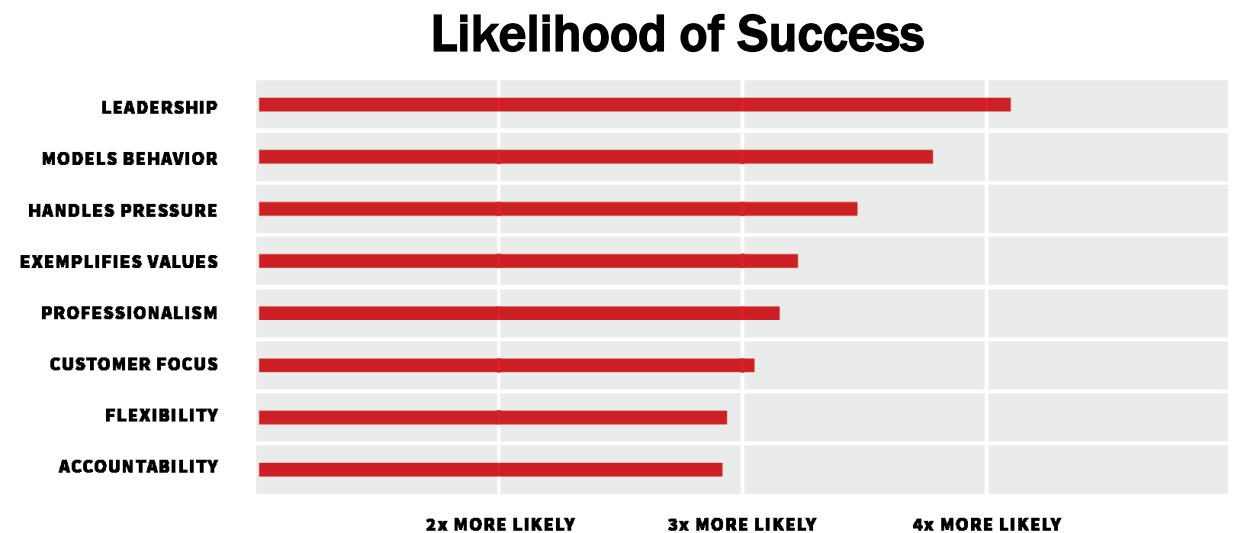
Key Competencies



More Successful Frontline Supervisors

Healthcare Industry: Entry-Level Supervisor Job Family

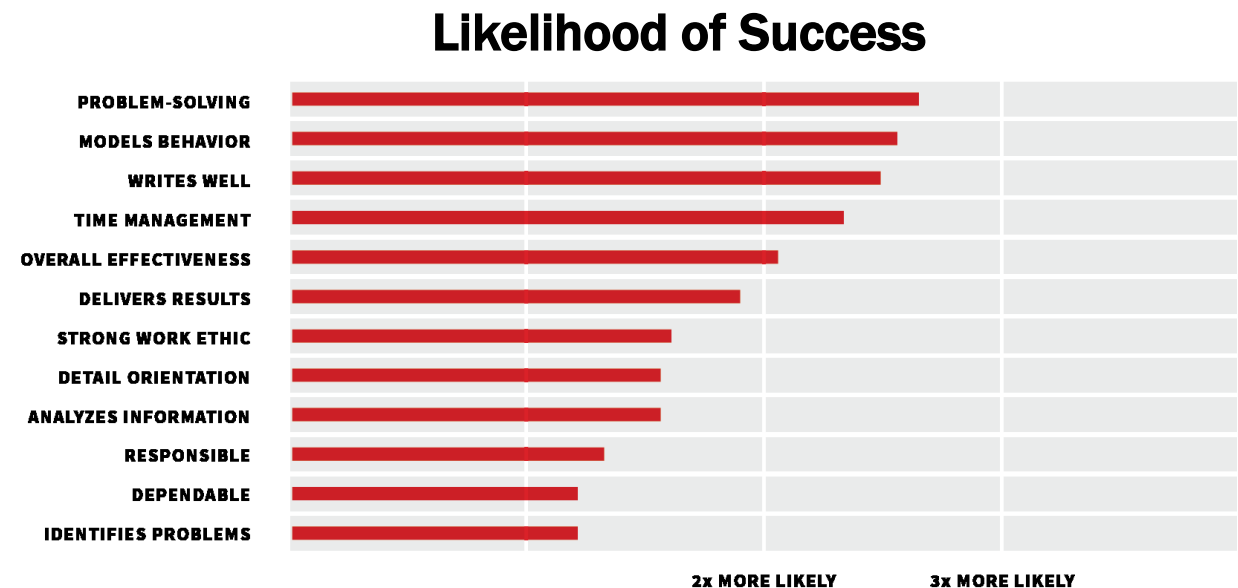
- Hogan worked with a **regional hospital system** to identify the best **frontline supervisors** to manage teams across its healthcare system.
- Using the Hogan Entry-level Supervisors job family algorithm, supervisors were measured on critical competencies such as the ability to remain **calm under pressure**, be **diplomatic**, and **supportive of their team and staff**.
- Supervisors that scored high on the algorithm were over **4x more likely** to exhibit **leadership skills**, modeled **exceptional professionalism**, exemplified the **organizational values**, and **handled stress**.



More Successful Business Systems Analysts

Advertising and Marketing Industry: Professionals Job Family

- Hogan collaborated with a leader in **data-driven marketing** to help improve its practices for identifying and developing **business systems analysts**.
- Using its proprietary Professionals job family algorithm, Hogan measured analysts on critical competencies such as **goal orientation, interest in development**, and focus on **setting high standards**.
- High scorers on the algorithm were **2.7x as likely** to be **excellent problem solvers**, **2.6x as likely** to be rated as **role models** for other employees to follow and emulate, and **2.5x more likely** to be **good writers**.

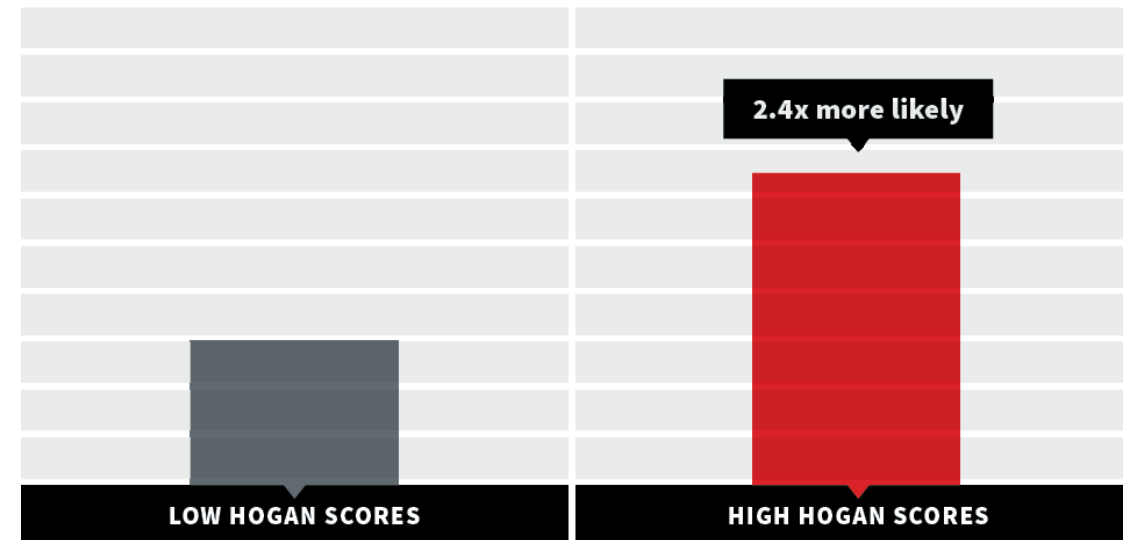


Using Personality to Improve Company Safety

Manufacturing Industry: Technicians and Specialists Job Family

- Hogan collaborated with a **manufacturing company** to help promote company-wide safety by improving its **production assembler** hiring process.
- Using the Hogan Technicians and Specialists job family algorithm, assemblers were measured on critical work behaviors including **proactiveness, dependability under stress, receptiveness to training and feedback, and eagerness to support their teammates.**
- Production assemblers that scored high on the algorithm were **2.4x more likely** to be rated as **modeling ideal behavior** to their teammates.

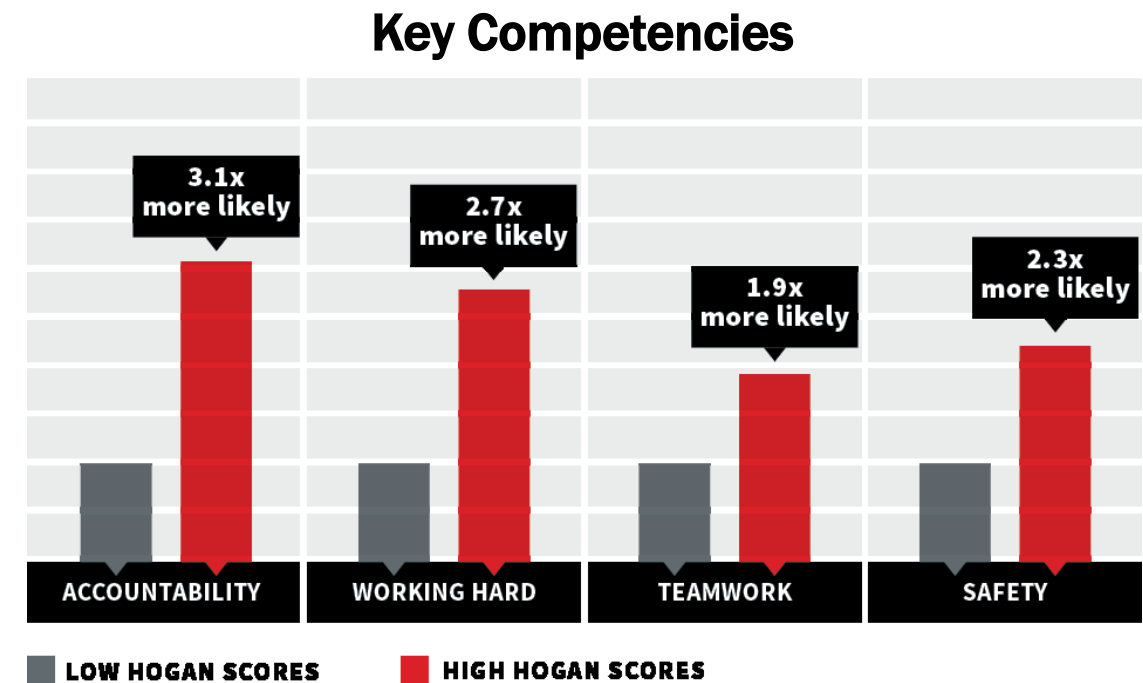
Modeling Ideal Behavior



Identifying Safety-Conscious Production Assemblers

Manufacturing Industry: Technicians and Specialists Job Family

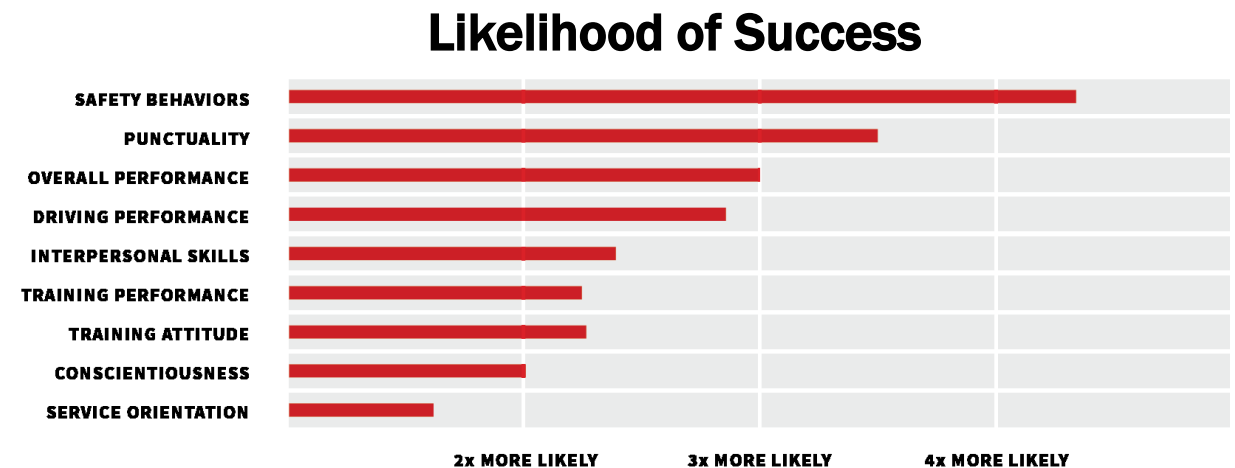
- Hogan collaborated with a **manufacturing company** to help promote company-wide safety by improving its **production assembler** hiring process.
- Using the Hogan Technicians and Specialists job family algorithm, assemblers were measured on critical work behaviors including **proactiveness, dependability under stress, receptiveness to training and feedback, and eagerness to support their teammates.**
- Production assemblers that scored high on the algorithm were **3.1x more likely** to be **seen as accountable**, **2.7x more likely** to be **hard workers**, and **2.3x more likely** to **exhibit safe**



Safer and More Punctual Long-haul Truck Drivers

Transportation Industry: Operations and Trades Job Family

- Hogan partnered with a **global transportation company** to help identify **long-haul truck drivers** that are best suited for the job.
- Using the Hogan Operations and Trades job family algorithm, truck drivers were measured on their **likelihood to be rule abiding and trustworthy, calm during stressful situations, and not easily bored with tedious or routine tasks.**
- Drivers scoring high on the algorithm were **4x more likely** to exhibit **safe behaviors**, nearly **3.5x more likely** to be **punctual**, and **3x as likely** to be **rated higher on overall driving performance.**

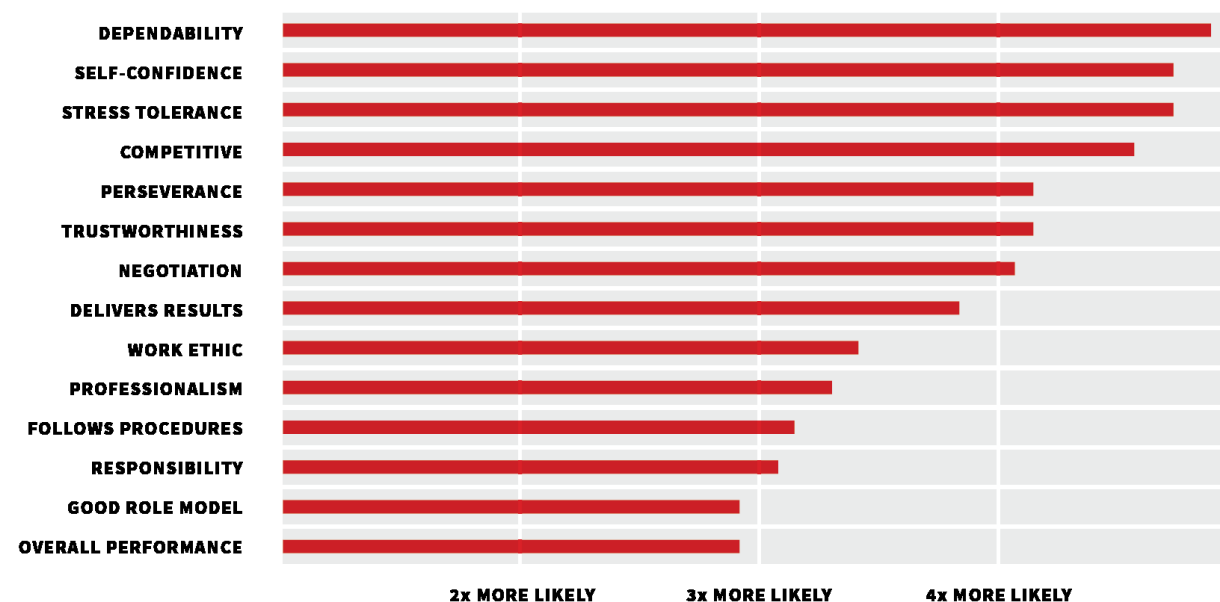


More Successful Debt Collectors

Banking & Finance Industry: Administrative and Clerical Job Family

- Hogan worked with a **global bank** to improve the hiring process for **debt collectors**.
- Using the Hogan Administrative and Clerical job family algorithm, debt collectors were measured on important work behaviors such as being **rule abiding, dependable, and organized; composed** during stressful situations; **driven to meet their quotas**; and **persistent when challenged** with adversity.
- Debt collectors scoring high on the algorithm were **4.8x more likely** to be **highly dependable**, **4x as likely** to have **above-average negotiating skills**, and **3.3x more likely** to **follow rules and procedures**

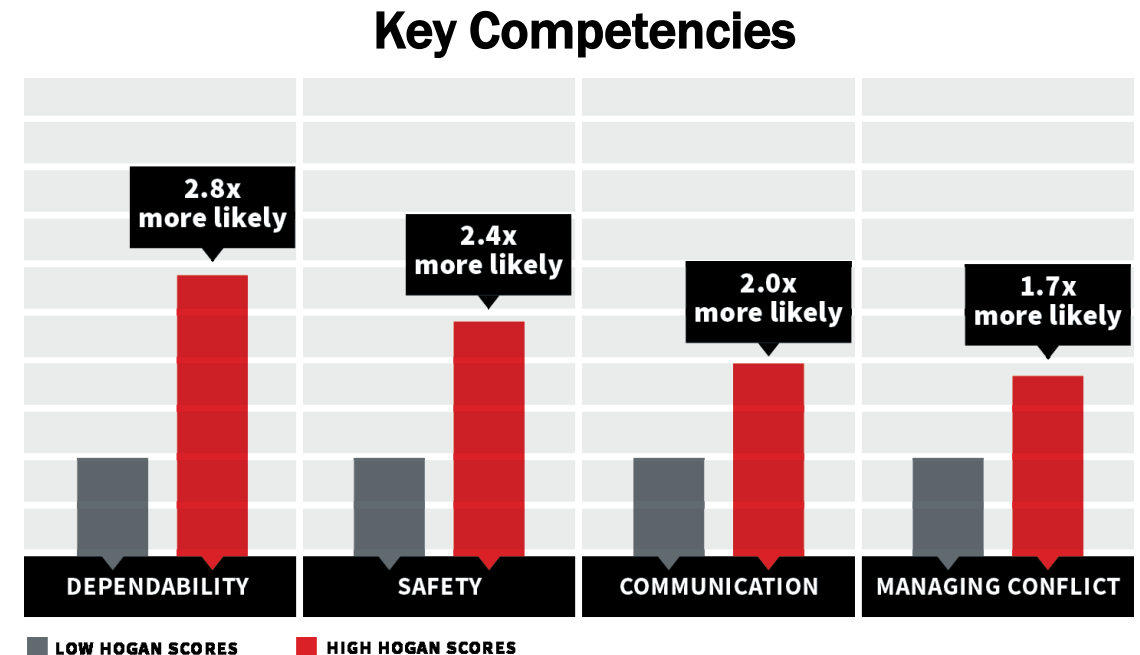
Likelihood of Success



Higher Probation Officer Performance Ratings

Law Enforcement Industry: Service and Support Job Family

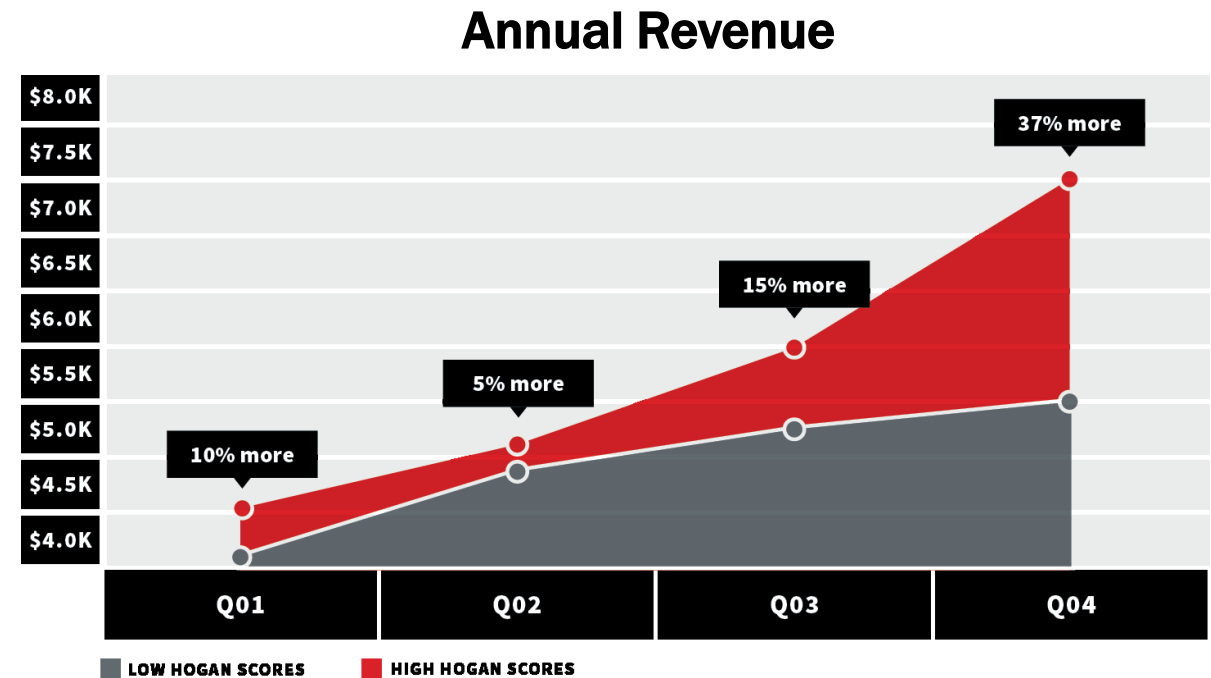
- A **State Department of Corrections (DOC)** wanted to improve its selection procedures for **probation officers**.
- Hogan used its proprietary Service and Support job family algorithm to measure critical work behaviors such as **concern for enforcing the law** as well as **supporting and maintaining the safety** of those around them, even during the most **stressful situations**.
- Probation officers scoring high on the algorithm were **2.8x more likely** to be considered **dependable**, **2.4x more likely** to be **safety focused**, and **2x as likely** to be **good communicators**.



Rental Agents Achieving Greater Annual Revenue

Leisure and Hospitality Industry: Customer Service and Support Job Family

- A member organization of the **world's largest automotive rental network** partnered with Hogan to improve its selection procedures for hiring **rental agents**.
- Using the Hogan Consumer Service and Support algorithm, agents were evaluated on important metrics such as **remaining poised under stress and pressure, caring about their customers, and showing up to work on time**.
- High scorers on the algorithm **consistently achieved greater quarterly revenue** and earned **17% more annually** than low scorers.



CONTACT US

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