



# 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

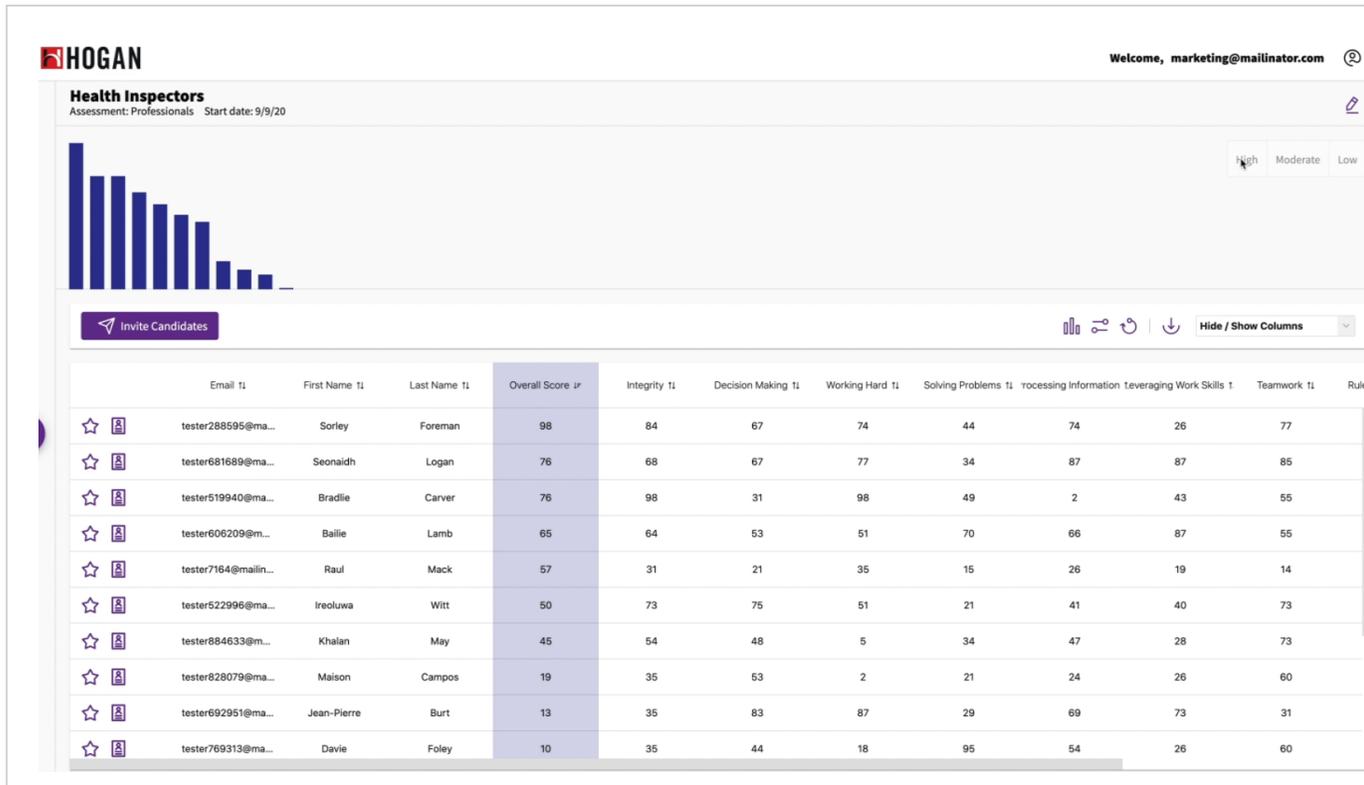
# A Closer Look at the Candidate Assessment Suite

# Tailor Your Hiring Project

The screenshot shows the HOGAN hiring project configuration interface. On the left, there is a 'Create new project' section with a text input for 'Enter Project Name' containing 'Health Inspectors' and a dropdown for 'Select Job Family' set to 'Professionals'. Below this is a search bar for 'Search Additional Competencies' with a list of checkboxes for 'Accountability', 'Dependability', 'Teamwork', and 'Professionalism'. The 'Professionalism' checkbox is selected, and a tooltip explains it: 'Acts in accordance with job-related values, principles, and standards.' The main content area on the right is titled 'Professionals' in a red box. It includes a description: 'Jobs that involve expert knowledge and/or skill in a specific domain or field of study.' Below this are sections for 'Typical Job Titles' (Analyst, Broker, Consultant, Legal Professional, Medical Professional, Pilot) and 'Included Competencies' with definitions for Integrity, Decision Making, Working Hard, Solving Problems, Processing Information, and Leveraging Work Skills. At the bottom, there are four competency cards: Accountability, Dependability, Teamwork, and Professionalism, each with a brief description.

- 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

The screenshot displays the HOGAN assessment interface. On the left, a table lists candidates for the 'Health Inspectors' assessment. The main window shows a detailed report for Sorley Foreman, including a 'Candidate Work Style' description, an 'Overall Score' of 98, and a breakdown of 'Professionals Competencies'.

Competency	Score
Integrity	84
Decision Making	67
Working Hard	74
Solving Problems	44
Processing Information	74
Leveraging Work Skills	26

- Review the **Candidate Details Report** to learn more about each candidate's 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

The image shows two overlapping screenshots of the Hogan Talent dashboard for a 'Consultant Sample Project' by Sam Poole. The left screenshot displays the 'Candidate Work Style' and 'Professionals Overall Score' sections. The 'Candidate Work Style' section includes a descriptive paragraph. The 'Professionals Overall Score' section features a horizontal bar chart with three categories: LOW, MODERATE, and HIGH. Below this, the 'Professionals Competencies' section lists several competencies with corresponding bar charts: Integrity, Decision Making, Working Hard, Solving Problems, Processing Information, and Leveraging Work Skills. The right screenshot shows the 'People With Similar Scores' section, which lists several traits such as 'Are moody and easily upset' and 'Seem skeptical of authority'. It also includes 'Additional Competencies' with bar charts for Professionalism (score 91) and Taking Initiative (score 88). Finally, it lists 'Interview Questions' with five prompts for discussion.

9/15/2020 Hogan Talent Sam Poole

### Consultant Sample Project

► **Candidate Work Style**  
They should be dependable and hardworking. In addition, they may not appear interested in learning new skills. This candidate is blunt and direct dealing with others.

► **Professionals Overall Score**

LOW	MODERATE	HIGH
Low	Moderate	High

This candidate seems to be a good fit for this job. They are hard-working, competitive and driven to succeed. They will focus more on developing or maintaining relationships. They also seem smart, well-informed, inquisitive, and analytical. Their communication style will be direct and businesslike and they will avoid becoming too personal. They seem disciplined, but consummate professional and model corporate citizen.

► **Professionals Competencies**

LOW	MODERATE	HIGH
Low	Moderate	High

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<https://hogantalent.com/dashboard>

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### Consultant Sample Project Professionals

► **People With Similar Scores**

- Are moody and easily upset
- Seem skeptical of authority
- Want to take charge and get things organized
- Seem volatile and easily frustrated under pressure
- Show little interest in training or education
- Have a clear sense of direction regarding their career
- Rarely think about past mistakes
- Lack energy and competitive drive

**Additional Competencies**

LOW	MODERATE	HIGH
Low	Moderate	High
Low	Moderate	High

Professionalism 91  
Taking Initiative 88

► **Interview Questions**

- Describe a time when someone asked you to do something that went against your moral or ethical principles. How did you respond and what was the outcome?
- Think back to a time where you were expected to make a timely and effective decision at work. What was your process to ensure a positive outcome?
- How do you structure your work to ensure that you complete your tasks and assignments at work on time?
- Describe your problem-solving style. What are the steps that you take when you encounter a new problem?
- Describe your approach to work. How do you incorporate technology and your skills/abilities to complete work tasks?
- Explain your process for collecting and processing information from different sources to help accomplish your work tasks.

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<https://hogantalent.com/dashboard> 2/2

- 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

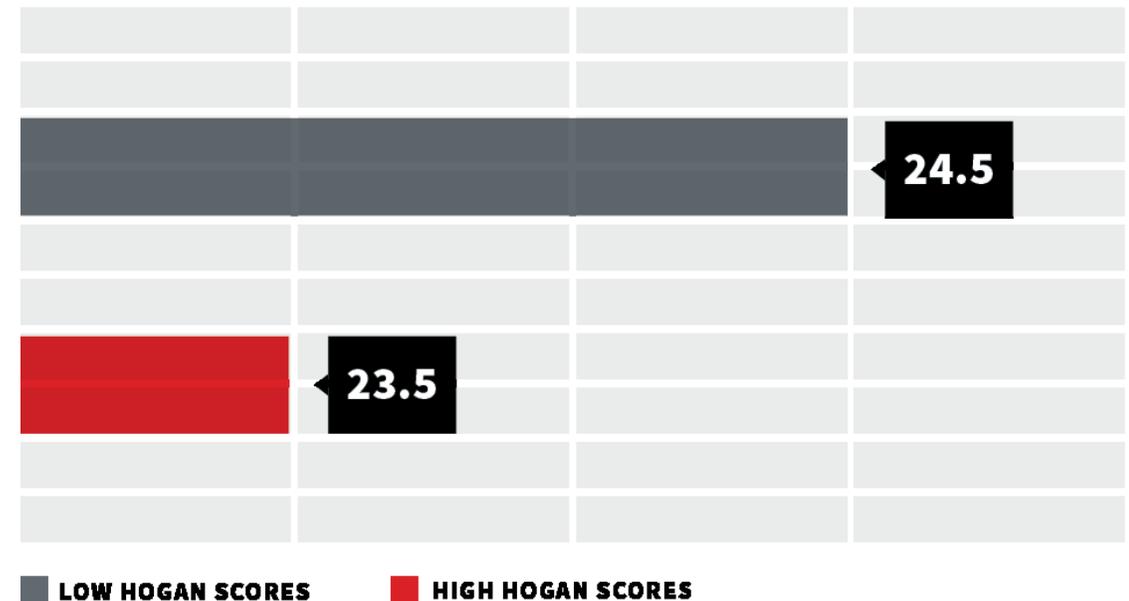
# Client Success Stories

# 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**.

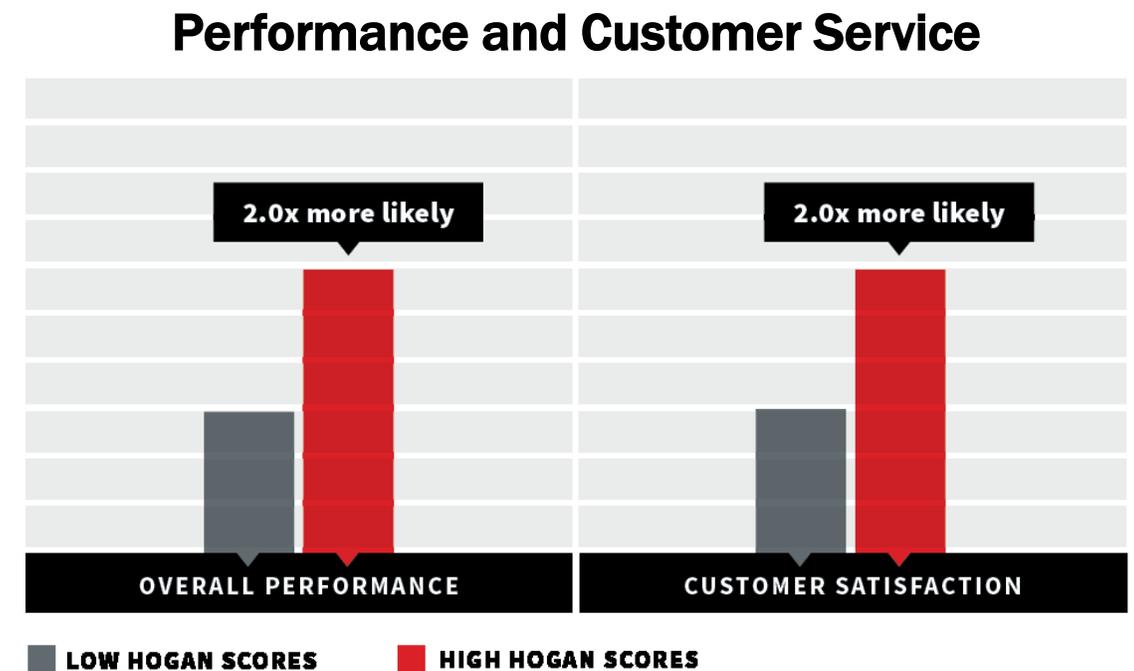
Average Call Time (in Minutes)



# Stronger-Performing Call Center Employees

## Telecommunications Industry: Customer Support Job Family

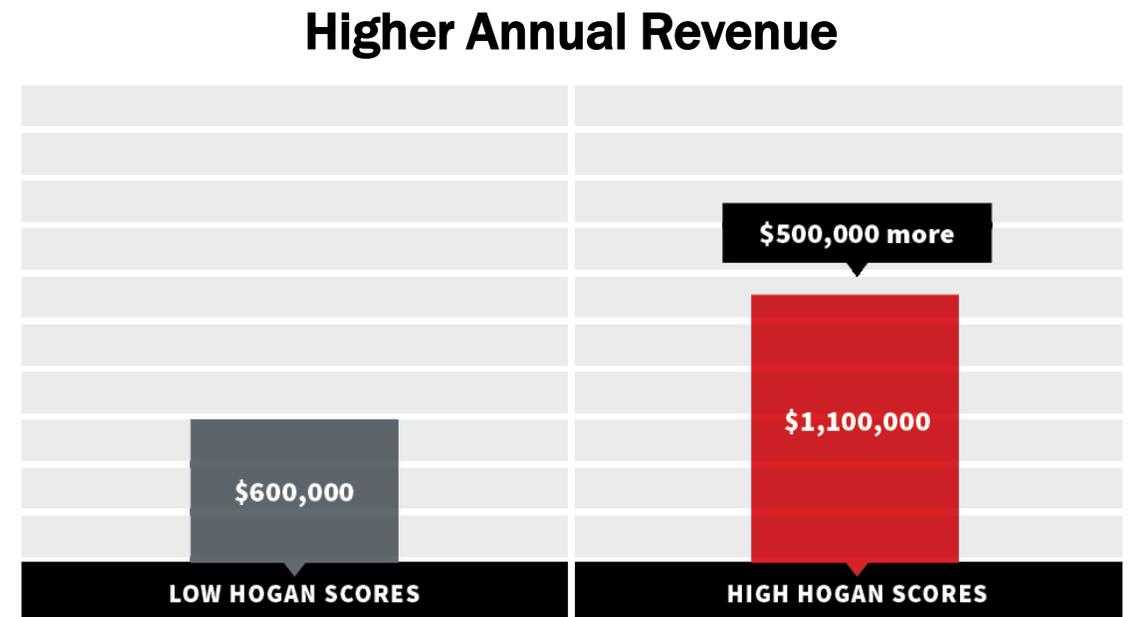
- Hogan collaborated with a **global telecommunications company** to identify successful **call center personnel**.
- Hogan used its proprietary Customer Support job family algorithm to measure call center employees on critical competencies such as being **even-tempered, diplomatic, kind, socially outgoing, 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

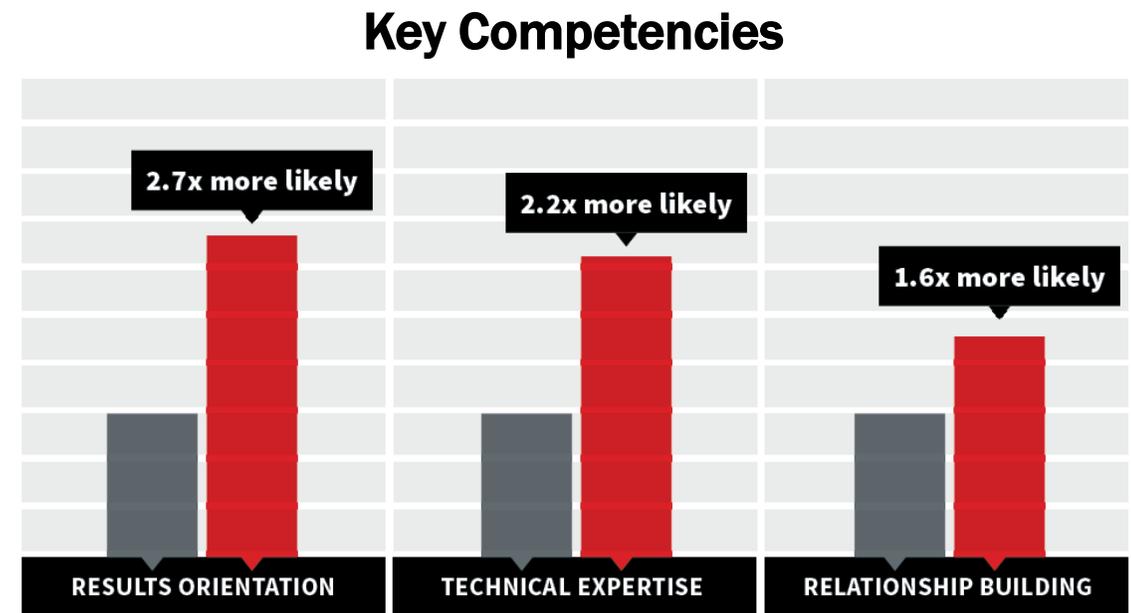
- Hogan collaborated with a global partner to identify characteristics associated with successful **insurance broker** performance at a **U.S. risk management company**.
- Hogan used its proprietary Sales job family algorithm to evaluate important competencies such as the ability to **establish relationships, 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

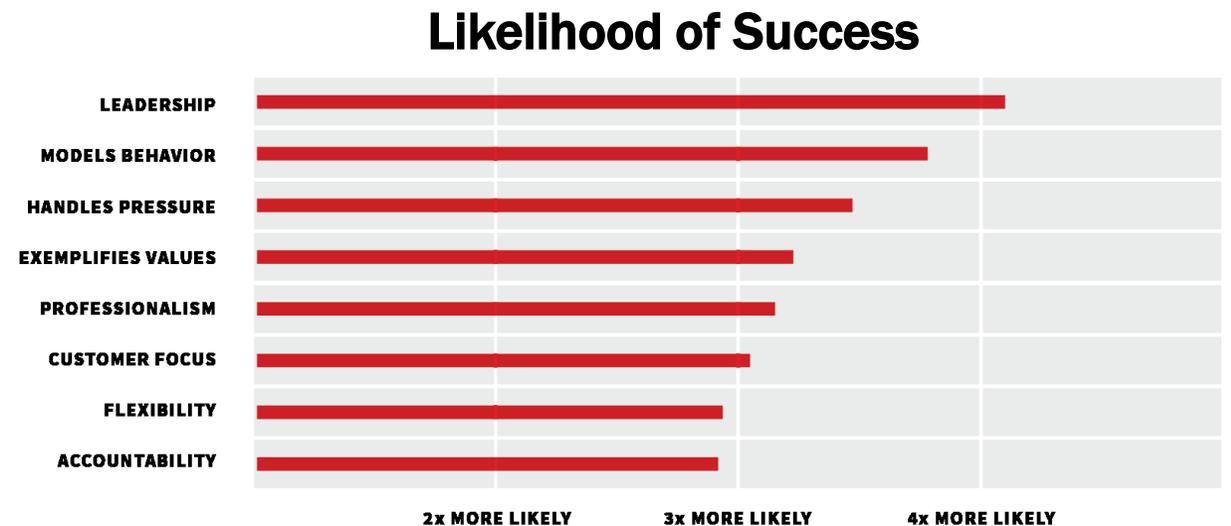
- Hogan collaborated with a global partner to identify characteristics associated with successful **insurance broker** performance at a **U.S. risk management company**.
- Hogan used its proprietary Sales job family algorithm to evaluate important competencies such as the ability to **establish relationships, 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**.



# More Successful Frontline Supervisors

## Healthcare Industry: Entry-Level Supervisor Job Family

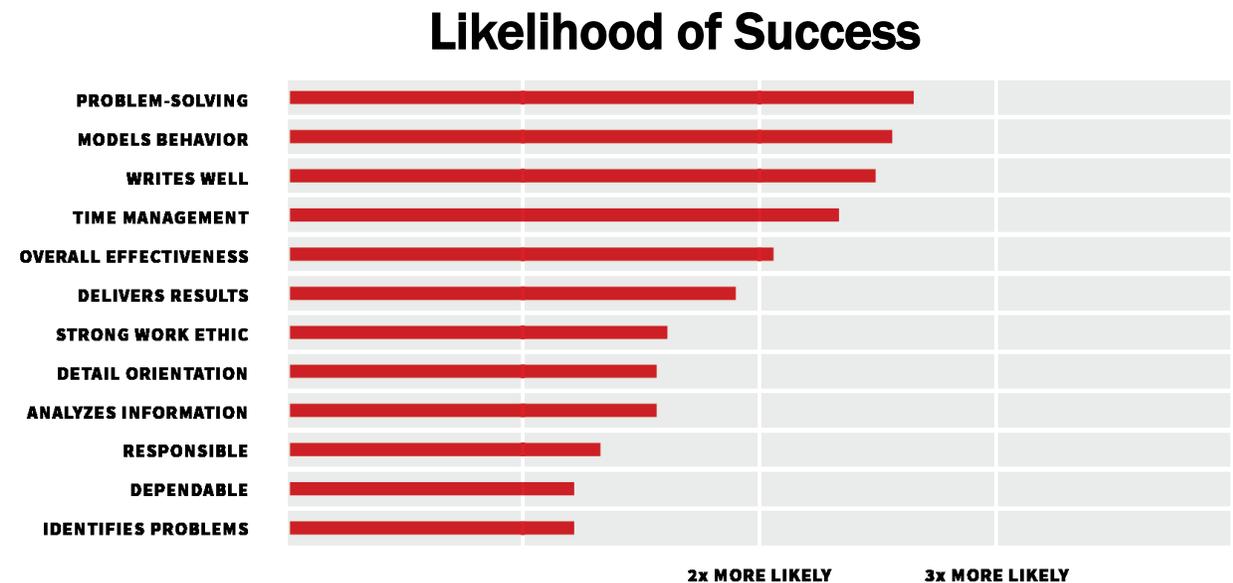
- Hogan worked with a **regional hospital system** to identify the best **frontline supervisors** to manage teams across its healthcare system.
- Using the Hogan Entry-level Supervisors job family algorithm, supervisors were measured on critical competencies such as the ability to remain **calm under 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**.

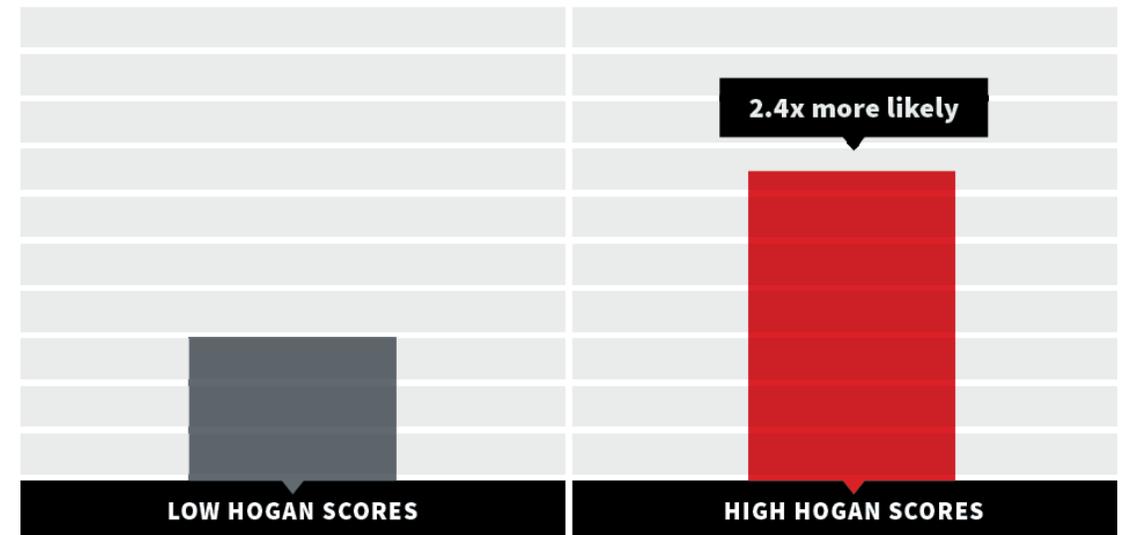


# Using Personality to Improve Company Safety

## 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.

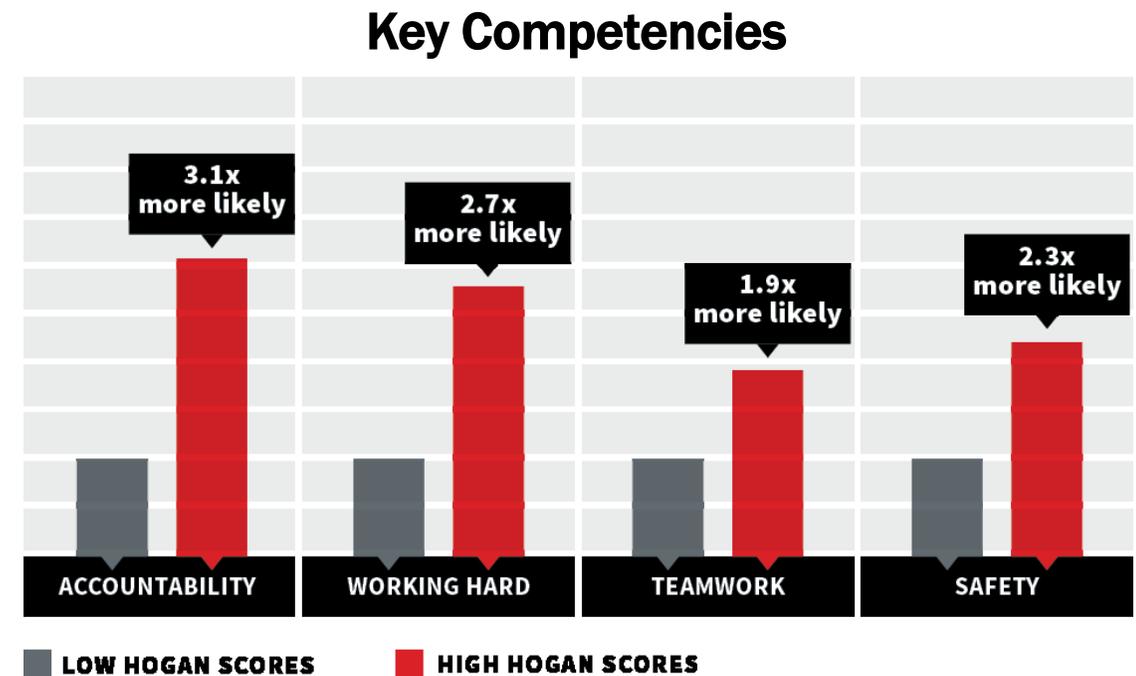
### Modeling Ideal Behavior



# Identifying Safety-Conscious Production Assemblers

## Manufacturing Industry: Technicians and Specialists Job Family

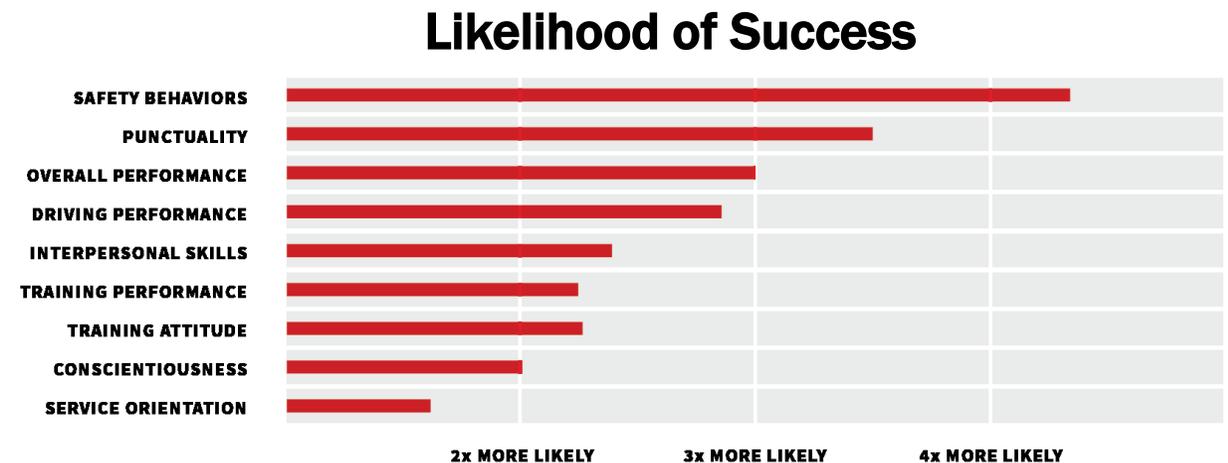
- Hogan collaborated with a **manufacturing company** to help promote company-wide safety by improving its **production assembler** hiring process.
- Using the Hogan Technicians and Specialists job family algorithm, assemblers were measured on critical work behaviors including **proactiveness, dependability 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.**

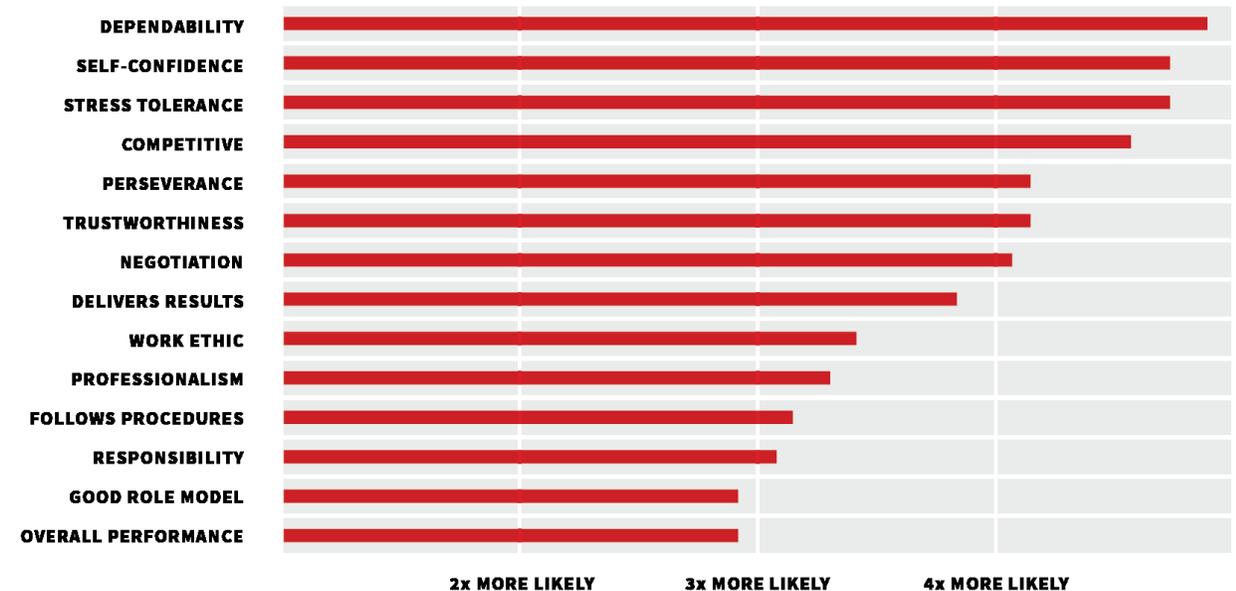


# More Successful Debt Collectors

## 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

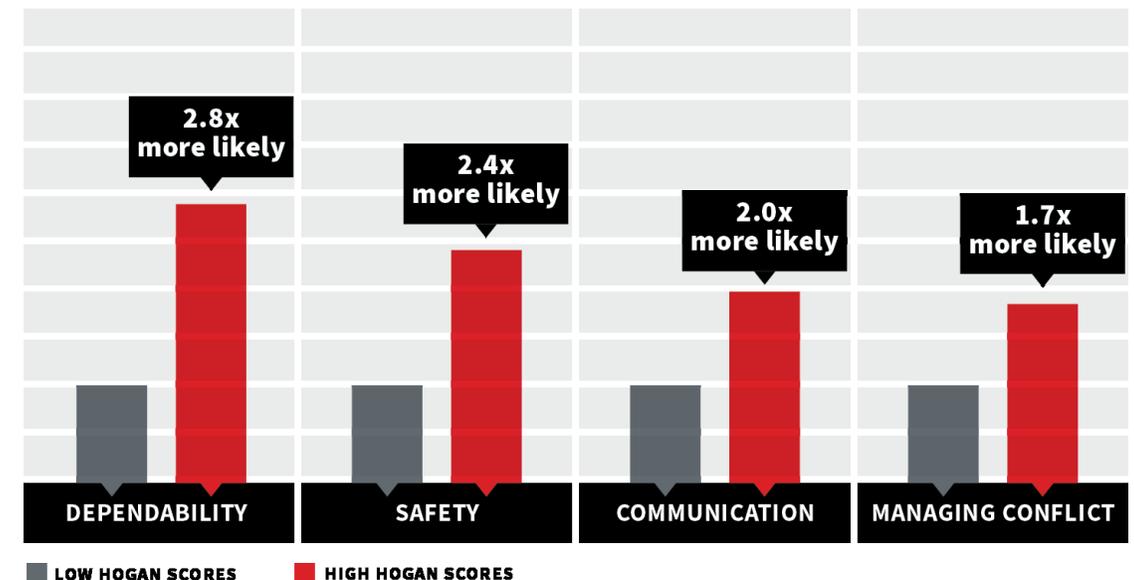


# Higher Probation Officer Performance Ratings

## 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**.

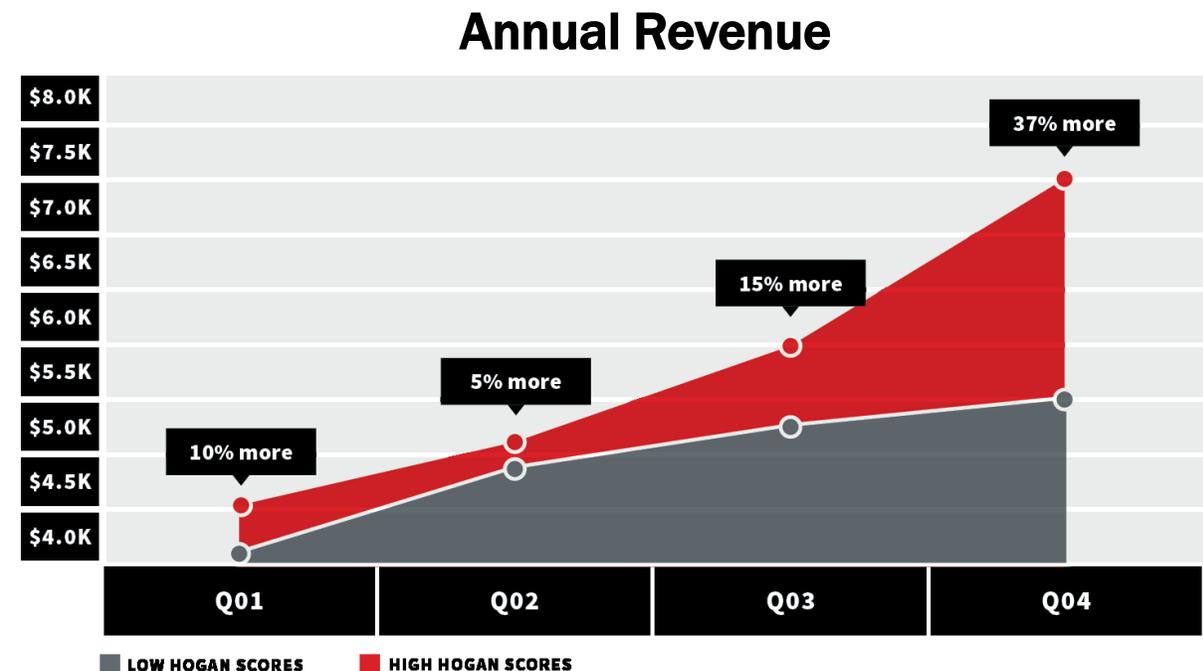
### Key Competencies



# 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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