

Upskilling Employees in Assessment Use to Support the Growth of a Global Conglomerate



We partnered with our client who is a growing conglomerate business based in Hong Kong with over 2000 colleagues across Greater China. We worked with them to upskill employees in assessment use and help transform their recruitment and development processes.

The Challenge



Our client had an existing assessment toolkit but the evolving needs of the business, as a result of rapid market changes, prompted our client to rethink their approach to using assessment.

Their assessment process, although initially effective, had become too rigid and structured, limiting its applicability in an environment where requirements were becoming increasingly diverse. Recruiters and internal assessment users found themselves constrained by the existing toolkit which fell short of the widening spectrum of demands from businesses.



The Solution

The **Wave® Professional Styles and Focus Styles questionnaires** are underpinned by our rigorously-researched Wave model that predicts workplace success.

The toolkit provides appropriate assessments by level and flexibility to see results in-depth and at a high level with the variety of reports that can be generated through one completion.

We introduced the in-house **Wave Accreditation Course** for the organization, creating self-sufficiency in recruiters to utilize our Wave assessments with flexibility and supported them to gain more value from the versatility of the Wave toolkit.

The in-house course not only covered standard accreditation content such as job analysis, best practices in assessment administration, interpretation and feedback, but was also tailored to address our client's specific assessment requirements. The in-house course was delivered through a combination of taught and interactive small group sessions.

Delegates had the opportunity to apply and practice their knowledge in a safe environment through experimenting with different feedback delivery styles, asking questions and fostering collaboration across teams. This format facilitated networking, debate, discussion and knowledge sharing, allowing colleagues to collectively address challenges and build accountability, camaraderie, and opportunities for learning and growth.

Successful completion of the course created self-sufficiency for the team to use the Wave toolkit flexibly and in a way that matches the evolving requirements of the business.



Benefits to the Organization

COST



Investing in the Wave Accreditation Course is a financial commitment that will be offset by its long-term benefits. It equips colleagues with the skills to adapt the Wave toolkit to evolving requirements, avoiding the expense and effort of frequent development for new assessments, thereby conserving resources.

QUALITY



The Wave Accreditation Course, developed by psychometric assessment experts, underwent rigorous quality assurance to enhance its effectiveness in upskilling recruiters. It equips trained recruiters to administer the appropriate assessments to effectively support their recruitment and development activities, and also provide insightful feedback to hiring managers, stakeholders and candidates.



ENGAGEMENT



The course fosters collaboration with hiring managers and stakeholders, and showed delegates how they can enhance engagement by aligning recruitment efforts with organizational goals, improving the candidate experience through feedback sessions and streamlined processes.

DIVERSITY/ EQUITY & INCLUSION



The training highlighted the importance of diversity, equity & inclusion in recruitment, offering strategies to reduce bias and promote fairness, aiming to enhance the organization's commitment to a diverse workforce.

EFFICIENCY



Recruiters were empowered to understand the principle and key considerations of assessment which allow them to flexibly respond to their hiring manager stakeholder population and work more efficiently to meet the specific needs of each recruitment scenario.

“I learnt a lot around interpreting the assessment report. The Saville course director shared examples on common correlations across the profile and tips to convey the result to the candidates by using different phrases/vocabulary.”

Course delegate