

MINDWORXPEOPLE

TECHNOLOGY RECRUITMENT SPECIALISTS

- > Contract Recruitment
- > Permanent Recruitment
- > Direct Contractor Payroll
- > Strategic HR Consulting

experience. the difference

1300 mindworx www.mindworx.com.au



Overview

- Define Psychometrics
- Link with Recruitment Strategy
- Factors that impact
- Principles of applying Psychometrics



MINDWORXPEOPLE

THOMAS
INTERNATIONAL 



Psychometrics

- “Definition: Psychometrics is the field of study concerned with the theory and technique of psychological measurement.
- which includes the measurement of:
 - knowledge,
 - abilities (cognitive and emotional),
 - attitudes and values, and
 - personality traits and behavioural styles.
- The field is primarily concerned with the study of measurement instruments such as questionnaires and tests.

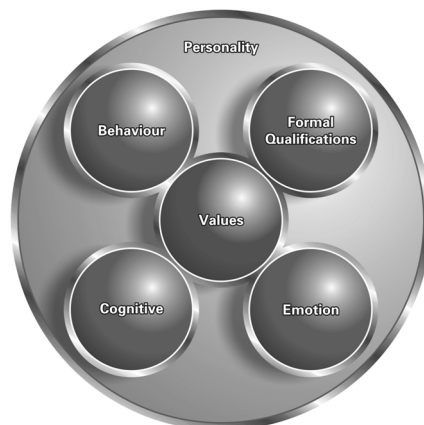


MINDWORXPEOPLE

THOMAS
INTERNATIONAL 



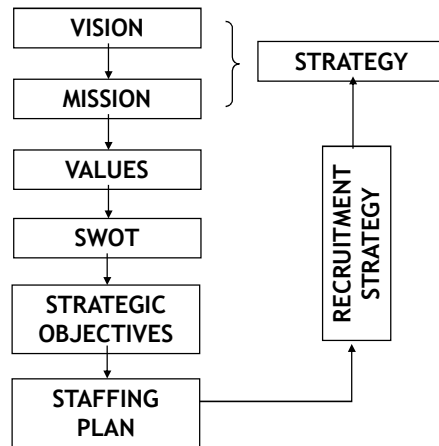
Holistic View



MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

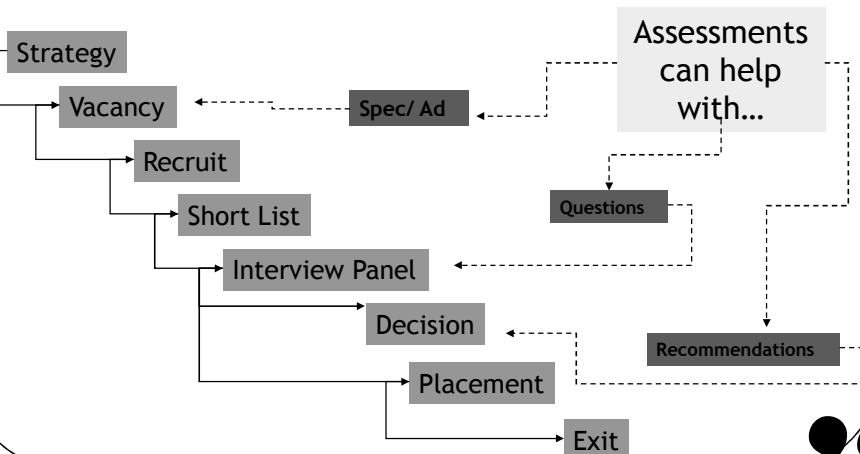
“ Link with a Company’s Recruitment Strategy ”



MINDWORXPEOPLE

THOMAS INTERNATIONAL

“ Classic Provisioning Process ”



MINDWORXPEOPLE

THOMAS INTERNATIONAL



Link with HR Life Cycle



MINDWORXPEOPLE

THOMAS INTERNATIONAL



Fundamental Questions to be asked:

1. What are the specifics of excellent / acceptable performance?
2. What functions will the incumbent perform?
3. Is the job essentially pro-active or re-active?
4. In what kind of cultural / behavioural environment does the work take place?
5. What are the most critical characteristics which are non-negotiable?



MINDWORXPEOPLE

THOMAS INTERNATIONAL

“ **Fundamental Questions to be asked:**

6. What is the management style of the person to whom the position reports?
7. Why consider testing?
8. What do I want to gain from this exercise?

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ **Environmental Factors...**

...which may influence the choice of assessments/ tests

1. Focus on Employee Value Propositions
2. Psychological Contracts
3. Changing face of the workforce
4. Changing face of leaders

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ Environmental Factors... (1)

Employee Value Proposition

- It is the expectation we create in the minds of our employees (and potential employees) about what it is like to work here (they give versus they get).
- It's why people join your business and why they want to stay.
- It's knowing & acting on the difference between the ideal vision and values and the realities.
- Determines the content of the Psychological Contract

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ EVP - 'selling' the job...

- Company Success & Reputation
- Leadership
- Challenging work
- Personal Development & Growth
- Reward & Benefits
- Culture & Environment
- Vision & Values
- Demographics
- The external market place
- The recruitment process

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ Environmental Factors... (2)

Psychological Contracts

- Give and take philosophy involves both employer and employee
- “The perceptions of both parties to the employment relationship, organization and individual, of the reciprocal promises and obligations implied in that relationship”
- The *state* of the psychological contract is concerned with whether the promises and obligations have been met, whether they are fair and their implications for trust

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ Trends for the next 3 - 5 years?

- 88% believe that people issues WILL be more important
- 60% believe staff plays a vital role in competition, customer satisfaction and growth
- 5% align staff behaviours with strategy
- Creating a high performance culture and talent management are most important people issues
- 85% believe that the biggest source of talent is developing from within (a close second is attracting from competitors)
- This increase to nearly 90% in 3-5 years
- Only 28% have HR play a strategic role

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

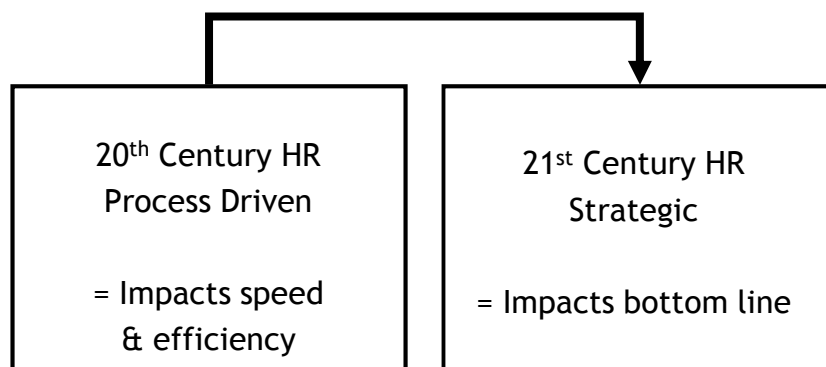
“The new ‘face’ of leadership

- Emotional Intelligence of leaders more important
- Required to manage performance and profit in a people-centric manner
- Empathy therefore not reserved to the humanities anymore
- Leaders who enthuse “hope” are seen to be 3 x more effective than those without (Harvard Business Review, Jan 2007)
- Determine Current culture vs. Future culture
- Level 5 leadership (Good to Great - Jim Collins)

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“Strategy over Process - Leadership Focus



MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ Application Principles (1)

- Determine whether the tests are valid and reliable.
 - Reliability determines whether the test measures the same thing over and over.
 - Validity determines whether the test measures what it says it measures.
- Determine whether the tests are culturally fair.

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ Application Principles (2)

Identify the psychometric instrument that will provide you with the information that you will need to:

1. enhance the successful outcome of the human capital decision.
2. decrease the risk of losing the employee due to mismatching him/her to the job/ training course/ career path, etc.
3. cutting down on the HR costs.
4. predicting by means of an unbiased, objective measurement the future outcome of the individual in the relevant position.

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

““ **Why Use Psychometrics?**

- Offers immediate insight into candidates and employees.
- Provides objective measures to support subjective decisions and choices.
- Secures Return on Investment (ROI).
- WHO to consider for a specific role or development program?
- WHY individuals may not be performing in their roles?
- WHERE can individuals best harness their skills and potential?
- WHAT areas do they require development in?
- HOW to best address development in those areas?

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

““ **Thomas International (Australia)**

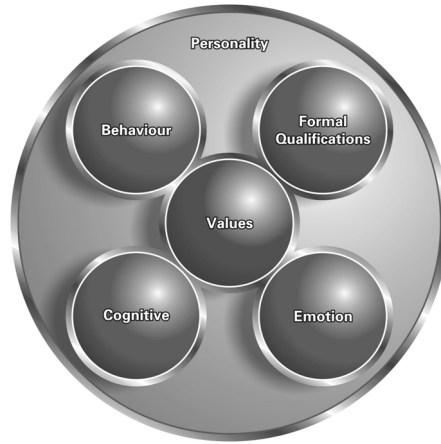
- Operations in 69 countries
 - 56 languages
 - 400 consultants
 - More than 150,000 organisations
- Operating in Australia for 17 years

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 



The Make-Up of Individuals

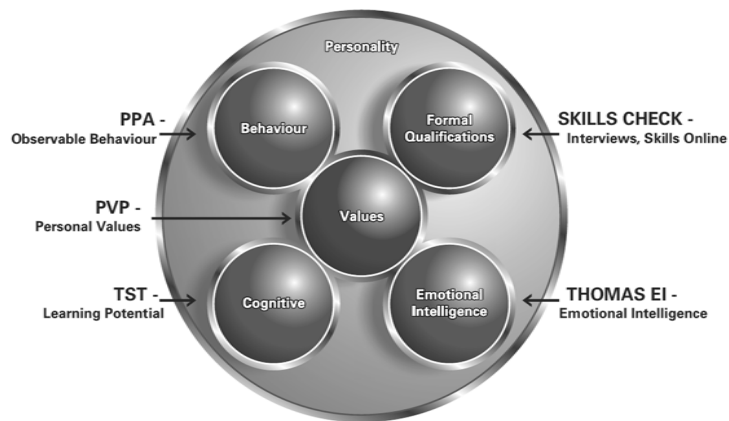


MINDWORXPEOPLE

THOMAS INTERNATIONAL



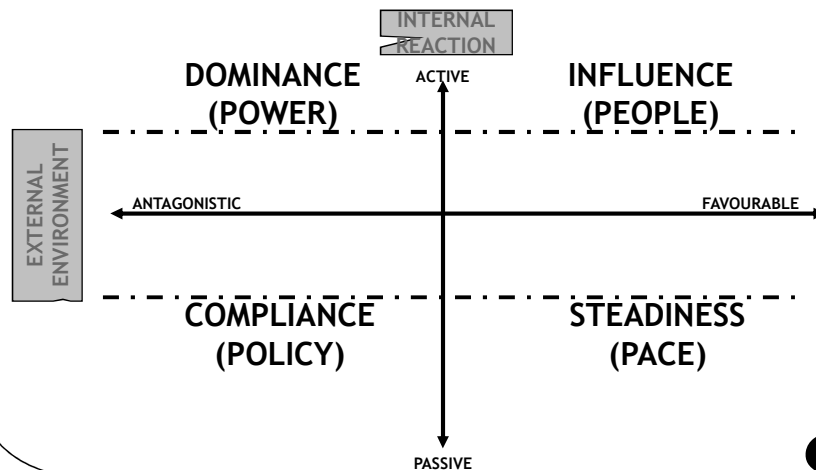
Thomas' Core Psychometric Assessments



MINDWORXPEOPLE

THOMAS INTERNATIONAL

Theoretical Framework of Behaviour



MINDWORXPEOPLE

THOMAS INTERNATIONAL

The Personal Profile Analysis (PPA)

The PPA specifically assesses an individual's preferred workplace behavioural style:

- Insight into how employees behave in the workplace;
- Natural preferences, at work, under pressure
- Self awareness to consolidate working strengths and compensate for behavioural limitations;
- Employee's preferred style of communication and management;
- To manage and be managed
- Individual motivations and fears; Acknowledgement of any current frustrations/stresses/problems.

MINDWORXPEOPLE

THOMAS INTERNATIONAL

“ The Personal Profile Analysis (PPA) ”

The Personal Profile Analysis looks at workplace behaviour and provides insight into an individuals preferred workplace behavioral style.

- 10-minute assessment online and manual
- 24 questions
- Self report measure, forced choice questionnaire
- Reliability co-efficient of .86

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

“ The Personal Profile Analysis Report Options ”

- Basic Behavioural Assessment (PPA)
- Management Skills Audit
- Sales Skills Audit
- Customer Service Audit
- Administration/ Technical Audit
- Training Needs Analysis
- How To Manage
- Strengths & Limitations Summary
- Executive Summary
- Compatibility Audit
- Call Centre Audit
- Team Culture Analysis
- Career Advisory Report
- Candidate Feedback Report

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 



Human Job Analysis (HJA)

Job Profiling enables you to quickly and effectively create a scientific and objective analysis of the key behavioural indicators that ensures sustainable success for each job. It provides a job template to enable to make better human capital decisions.

Job Profiling:

- Utilises current job description;
- Is designed to specify the behavioural requirements for a specific job in DISC language;
- Is a companion instrument to the PPA for the goodness-of-fit/ person to position testing;
- Identifies the goodness-of-fit between a job and a candidate, ranging from 1 - 5 (matches all requirements - complete opposite);
- Provides an objective measure in recruiting the right person into the right job;



MINDWORXPEOPLE

THOMAS
INTERNATIONAL



Thomas Emotional Intelligence (TEI)

Emotional Intelligence refers to an individual's capacity to understand and control their own emotions and manage those of others.

- A 25-minute online assessment which examines 15 facets of behaviour such as impulsiveness, empathy, self esteem and stress management
- Employees with higher Emotional Intelligence cope better with;
 - Stress
 - Low Morale
 - Conflict
 - Change
 - Performance Issues
- The Thomas EI is applied successfully in areas of leadership development and effectiveness.



MINDWORXPEOPLE

THOMAS
INTERNATIONAL

““ **General Intelligence Assessment (TST)**

An independently validated, normative test relevant to selection, training and development of people at all work levels; assesses Learning Potential
Designed to measure the ‘mental horsepower’ of people in the work environment;

- Level of ‘trainability’ or how quickly one can progress through the organisation, develop into new roles and respond to training programs.
- Pen & Paper-based (45 mins)
- Assesses 5 areas of trainability and potential;
 - **Perceptual Speed:** Attention/to/detail, literacy, error/accuracy
 - **Verbal Reasoning:** Deductive reasoning, retention of information, problem solving skills
 - **Number, Speed and Accuracy:** Mental agility, number skills, concentration
 - **Working Memory:** Information retention, deductive logic, attention span
 - **Spatial Visualisation:** Spatial awareness, technical logic, problem solving

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

““ **Tests for Selection & Training (TST)**

- ‘Potential’ is defined according to the combination of speed and accuracy with which the individual approaches a cognitive task.
- Measures *learning potential* and *cognitive responsiveness* to new training and development initiatives.
- *Every individual has the potential to be developed* - the expected difference will be:
 - in the rate of learning, adaptation and application and
 - in the strength of the acquired skill
- Provides insight into the *cognitive style* that the individual is likely to apply when addressing specific tasks.
- Consist of five different timed sub-tests.

MINDWORXPEOPLE

THOMAS
INTERNATIONAL 

MATRIX

BEHAVIOURAL 'FIT'

MAINTAINERS <ul style="list-style-type: none"> • Backbone of Company • Well suited to role • Usually satisfied with current role • Development for new responsibilities may take time 	STARS <ul style="list-style-type: none"> • Behaviourally well suited to role • High levels potential • Fast trackers • May become de-motivated if not stimulated
QUESTION MARKS <ul style="list-style-type: none"> • Not behaviourally suited to current role • May take time to be developed for a modified role/new responsibilities • Often dissatisfied 	RESTLESS <ul style="list-style-type: none"> • Not behaviourally suited to role • Full potential not harnessed • Often dissatisfied • Potential to develop into a Star if requirements of job changed

LEARNING POTENTIAL (GENERAL TRAINING QUOTIENT)



Thomas Potential Matrix

Integrating PPA and TST

Providing Scientific Solutions for the Assessment, Development & Management of People

