13 TECHS REWRITING THE ASSESSMENT RULE BOOK

INNOVATION LOOKBOOK SERIES

RESOURCESOLUTIONS

INTRODUCTION

The world of assessment centres and psychometric tests has changed. Online and mobile solutions are now the norm. Organisations are personalising the candidate experience to reflect their brand.

Advancements in areas such as gamification make it possible to identify behavioural traits. There are personality assessments that can help individuals and teams collaborate more effectively.

Video and phone interviewing allows recruiters to closely examine cognitive characteristics. The benefits of this include hiring for personality, improved diversity and reduced discrimination.

But assessment goes far deeper – this is only a glimpse of what can be achieved by taking an innovative approach.

At Resource Solutions, the Innovation team regularly tests and trials all the latest assessment tools – as soon as they hit the market. This insight is then passed on to all our clients, helping them stay at the cutting edge of market trends.

OUR INNOVATION COMMITMENT TO YOU

Our Innovation team is dedicated to researching new ideas to enhance our service to our clients. We track consumer trends and identify early changes in the recruitment market as the impact hits. We are always happy to book in a time to present one of our workshops which identify "The Top Recruitment Trends Now!" and facilitate discussion around priorities for your organisation, before formulating your own innovation roadmap.

IF YOU WOULD LIKE TO KNOW MORE, PLEASE FEEL FREE TO CONTACT US

Faye Walshe, Global Director of Innovation

Tom Lakin, Innovation Manager

CONTENTS

Arctic Shores

FREE $ $ $ $

- Arctic Shores produces science-based games specifically designed to assess key business skills and traits such as risk propensity and entrepreneurship

- The games assess hundreds of data points and provide richer insights than traditional psychometric assessments
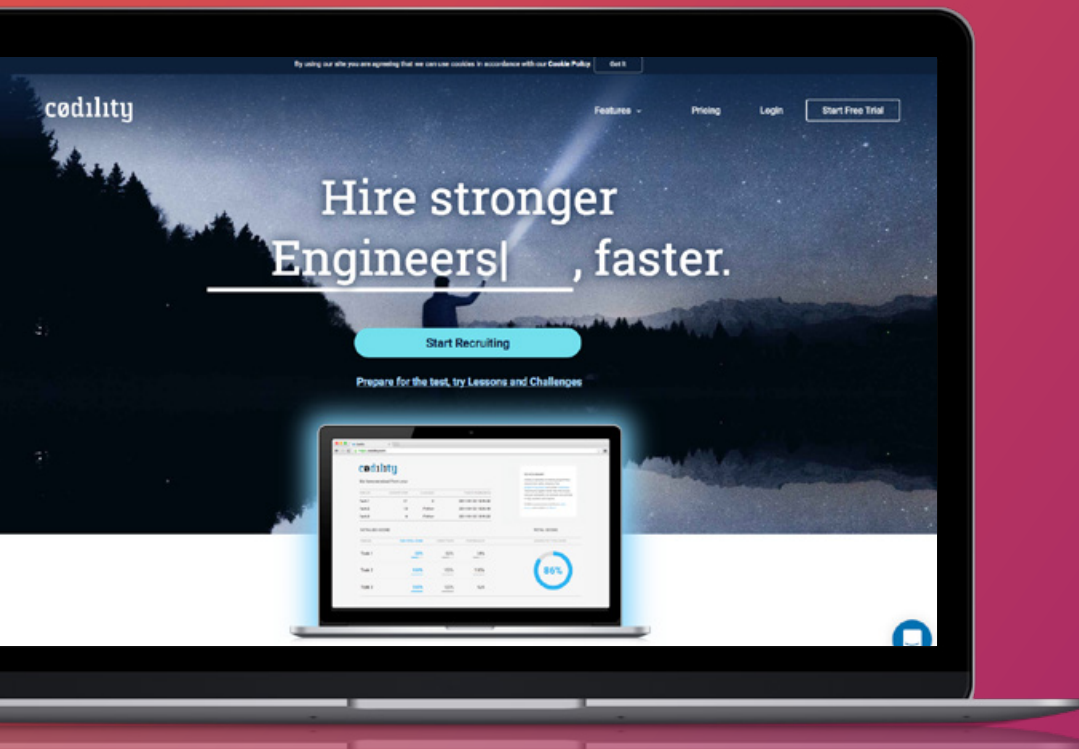
☑ **NEW MARKET ENTRANT**

☑ MARKET PLAYER

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ASSESSMENT   GAMIFICATION

Codility

FREE **$** **$** $ $

- Codility is an online coding assessment tool whose bespoke tests can be produced from a list of 100 key skills (coding, algo, bug fixing, SQL, and more) and three difficulty levels

- Its ease of implementation and low cost allows for many participants – giving businesses a large pool to draw from, thus reducing the risk of losing out on talented coders.

- Test results are scanned and compared to previous submissions, and identical copies are flagged for cheating

- Codility is based in Poland and is highly respected by the coding community. Initial trials from Resource Solutions' clients are very positive: showing an improved candidate experience, line manager experience and cost savings in the recruitment process

CLICK HERE TO READ FULL CASE STUDY

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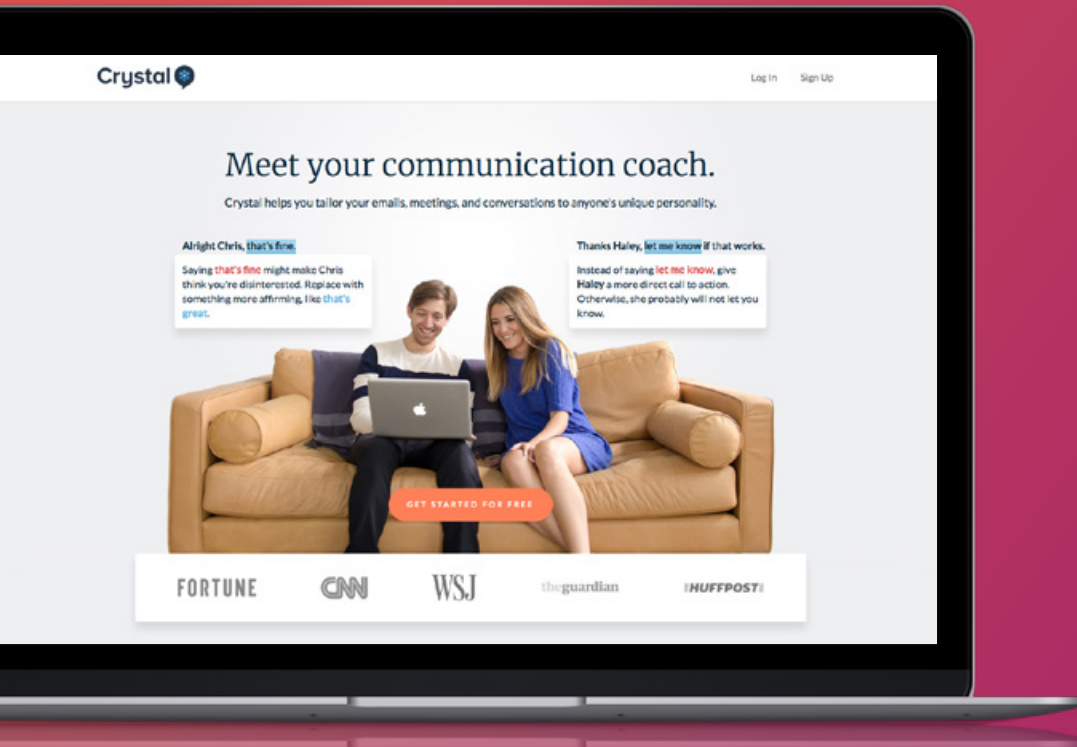
ASSESSMENT

Crystal Knows

- Crystal Knows is a public personality platform that analyses public data and provides information on individuals with a wide range of personalities

- Crystal Knows can predict how individuals behave, how they wish to be spoken to and what their relationship with others will be like

- Users can view millions of profiles to discover new contacts and are able to import current contacts from Google and social media to view their personality reports

- Marketed as a service to help anyone adapt their communication style to different personality types

- Crystal for Gmail can feed you realtime personality suggestions as you compose emails to help you improve communication

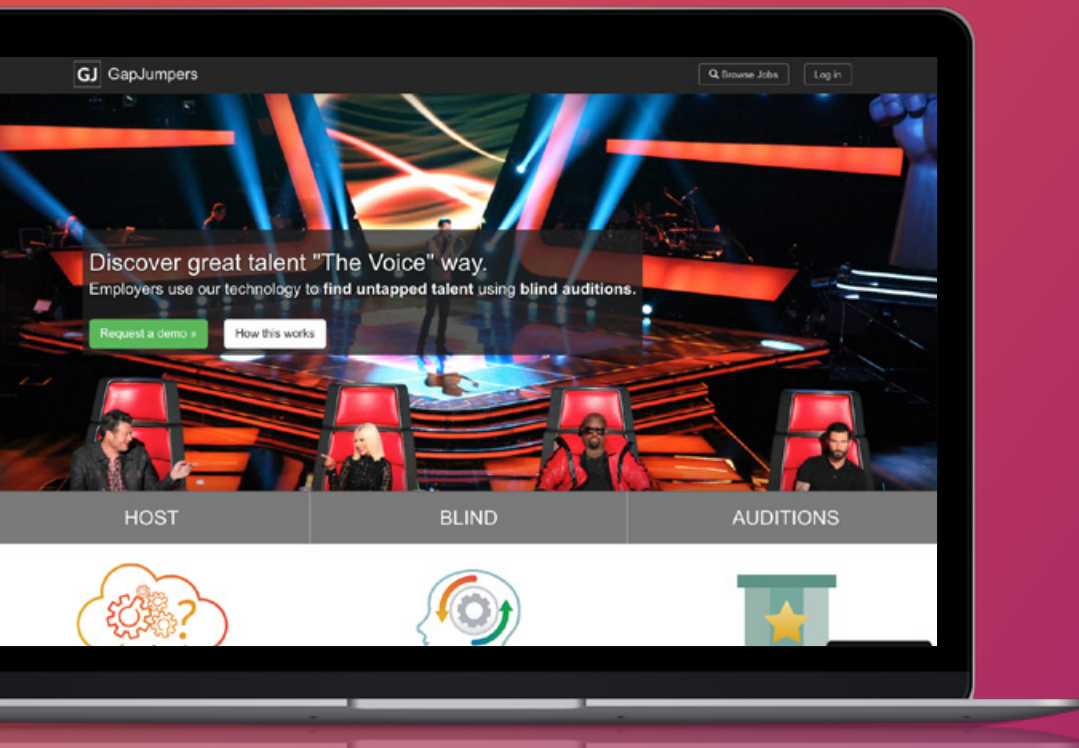☑ **NEW MARKET ENTRANT**

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ARTIFICIAL INTELLIGENCE   **ASSESSMENT**   **PREDICTIVE ANALYTICS**

GapJumpers

FREE $ $ $ $

- GapJumpers is a US start-up which aims to remove bias by allowing 'blind' applications to be judged on merit and ability alone by removing CVs from the hiring process

- Applicants complete a bespoke challenge and receive a score. Applications are reviewed by the prospective employer and interviewing decisions are made

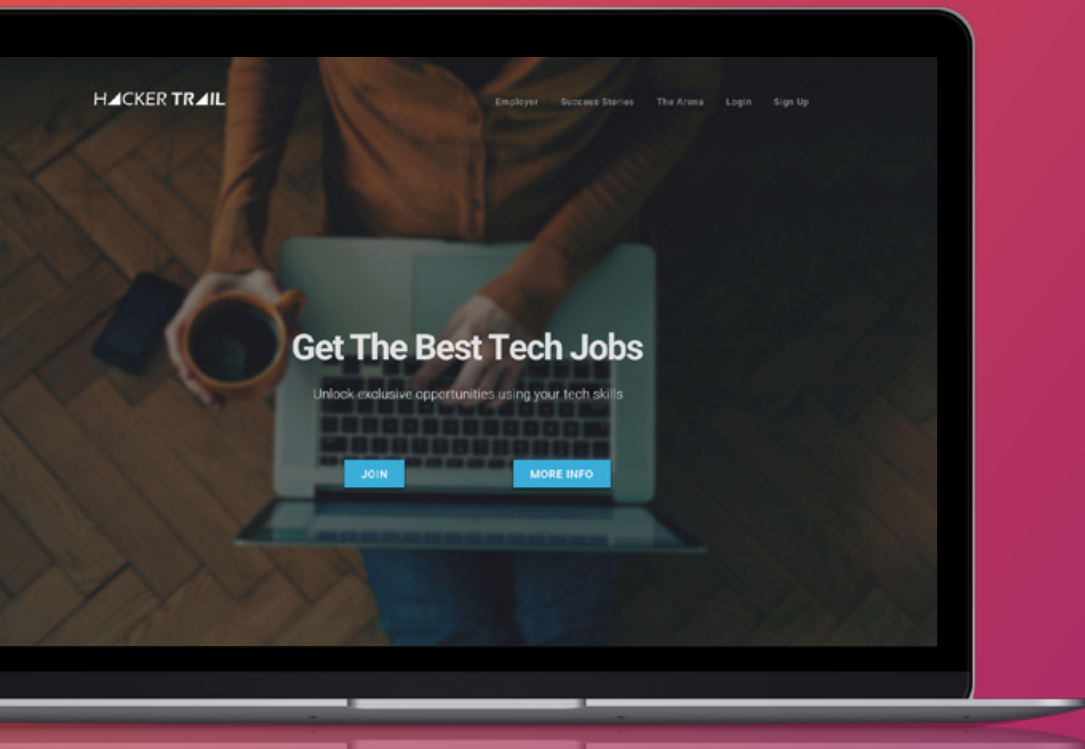- Early adopters include The Guardian and the BBC

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DIVERSITY   ASSESSMENT
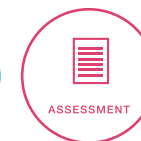
HackerTrail

FREE **$** **$** $ $

- HackerTrail is a tech recruitment marketplace where technical specialists can showcase their abilities to prospective employers by 'hacking' their way into their dream job

- The HackerTrail team, based in Singapore, works with clients to translate job descriptions into custom, gamified challenges, and candidates are invited via social media to complete them

- Hackertrail's 'Arena Trial'is an online model akin to an assessment centre where candidates compete to complete challenges in real-time

- Hackertrail helps remove subjectivity from the hiring process and can help engage passive tech talent
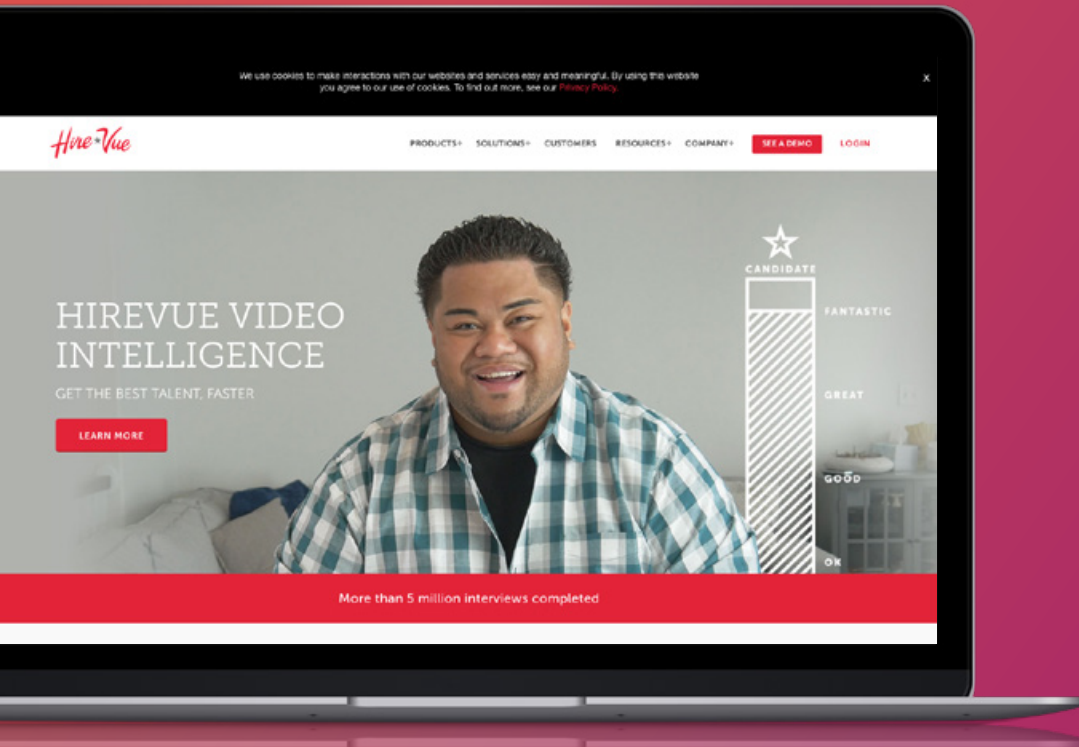
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ASSESSMENT

HireVue

- More than simply a video interviewing platform, HireVue has repositioned themselves as a 'video intelligence solution', with solutions for IT assessment and interview scheduling on offer within the solution.

- HireVue combines predictive organisational science with AI to allow companies to augment human decision-making in the hiring process

- Using AI, candidate's video responses are scored against a sophisticated model of most desirable competencies and attributes - providing what HireVue claims is a "validated prediction of job success"

"AI is in almost all HR Tech this year, but few have incorporated it in their core product as brilliantly as HireVue. Our clients love the seamless candidate experience and assessments. This innovation doesn't come cheap though, that's why HireVue isn't always the first choice for our clients".

Faye Walshe, Global Head of Innovation

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VIDEO INTERVIEWING

DIVERSITY

DATA VISUALISATION

ARTIFICIAL INTELLIGENCE

Indeed Assessments

FREE $ $ $ $

- Indeed Assessments is an assessment portal which lets hiring managers see candidates in action demonstrating their real-world skills

- They have a pre-built job assessment library with a variety of 600+ tests to assess measures like mathematics, language, sales, personality, cognition, and more

- Their assessment builder also allows companies to customise their own job assessments.

- Also offers integrated video interviewing

- Previously Interviewed.com, purchased by Indeed in Summer 2017

CLICK HERE TO READ FULL CASE STUDY

"We loved the ability to create bespoke tests in minutes and their focus on real-life working tests rather than opaque psychometric assessments. It succeeded in achieving the minimum requirements for our client, but many bugs and errors highlighted that it's still in its early phases of development, as you can see from our case study results."

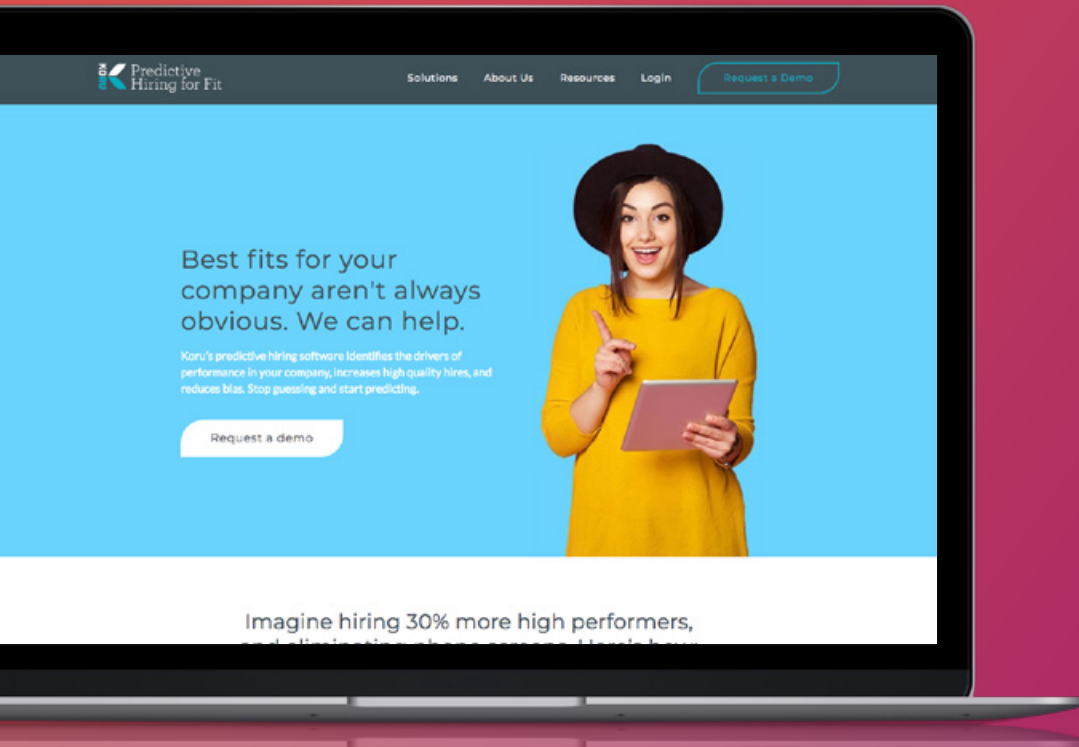**Tom Lakin, Innovation Manager**

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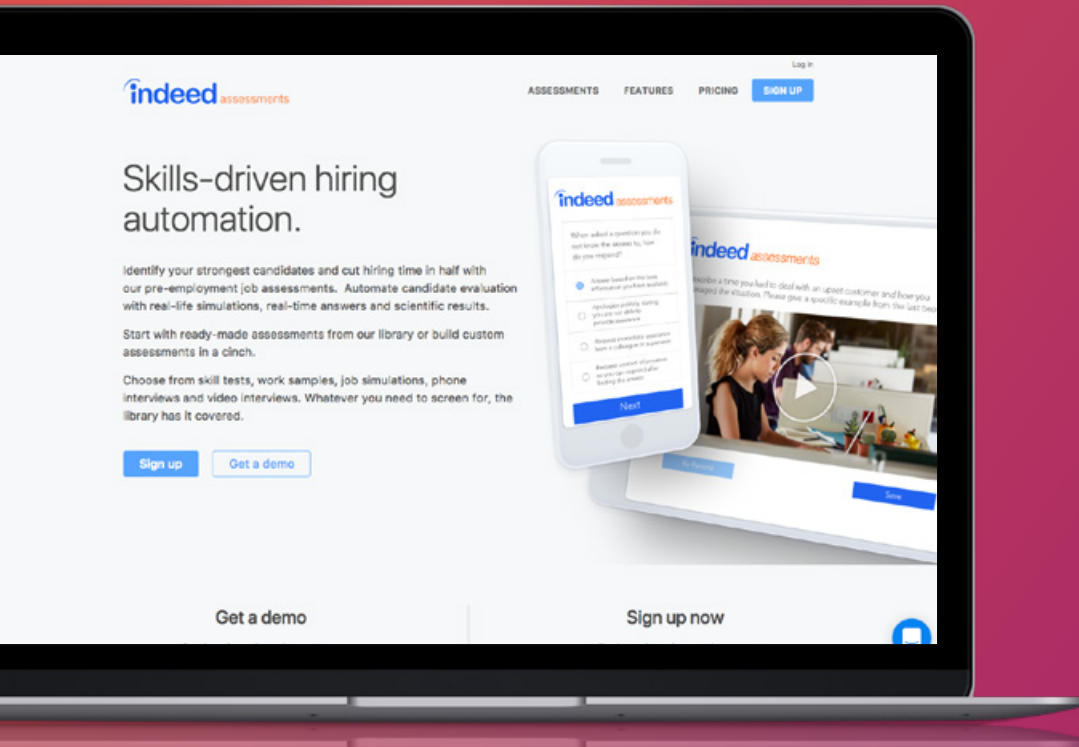
ASSESSMENT

Koru

- Koru is a data-driven assessment tool, that claims to shine a light in the "dark space" that exists beyond measures of cognitive competency and technical skills

- Koru claims to be able to identify behavioural traits, such as "grit", "polish", "teamwork" and "curiosity", which are benchmarked against an organisation's "fingerprint" of top performers in certain roles

- The platform is used by AirBnB, and LinkedIn, with particular interest at graduate assessment level

Best fits for your company aren't always obvious. We can help.

Koru's predictive hiring software identifies the drivers of performance in your company, increases high quality hires, and reduces bias. Stop guessing and start predicting.

Request a demo

Imagine hiring 30% more high performers,

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ASSESSMENT

PREDICTIVE ANALYTICS
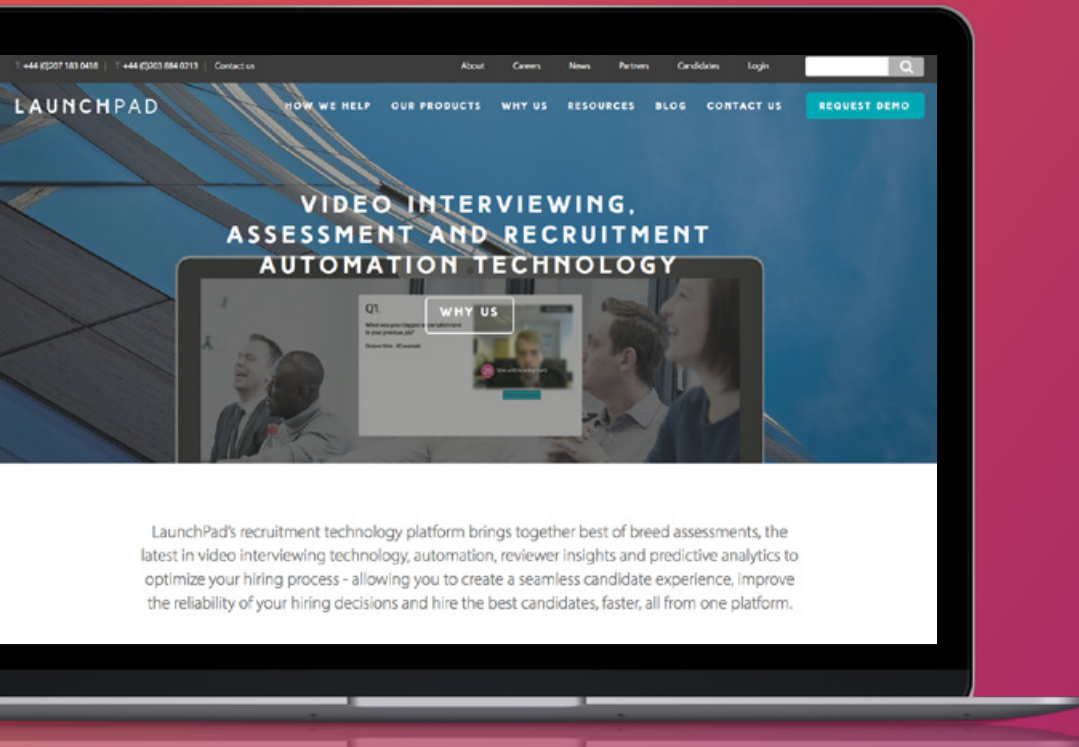
LaunchPad Recruits

FREE **$** **$** $ $

- LaunchPad is an established video interviewing platform that has evolved considerably since its inception

- LaunchPad has 3rd party assessment and rich data assessment integration that ranks it above its competitors

- LaunchPad's VERIFY™ uses data analytics to provide insights on recruitment processes and reviewer behaviour – it can advise on flagging wrong decisions

- LaunchPad's Predict software can identify high-performing potential candidates by assessing their complexity of language, how they talk (sound) and assessing visually

"Each main video interviewing platform has its own particular strength, but Launchpad shines when it comes to diversity and meritocratic recruitment. Want to flag overly harsh or generous interviewers? No problem. Want to identify pockets of potential bias? Again, no problem..."
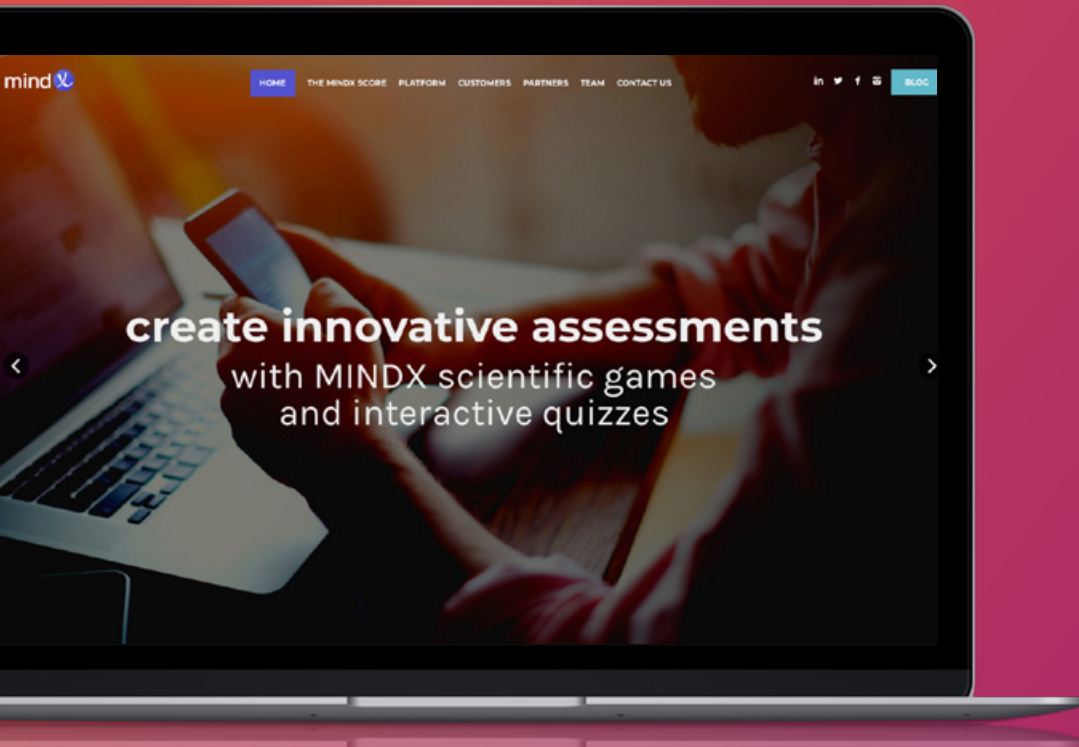
Tom Lakin, Innovation Manager

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VIDEO INTERVIEWING   DIVERSITY   DATA VISUSLISATION   ARTIFICIAL INTELLIGENCE

MindX

FREE $ $ $ $

- MindX game based assessments (GBAs) measure cognitive abilities in a scientifically valid, fair and reliable way, while providing an engaging applicant experience

- MindX offers a range of ready-to-use certified GBAs that are matched to different roles and job functions. There's also an option to configure assessments tailored to individual organisation and culture requirements.

- Its assessment of cognitive abilities are grounded in psychological research on the key determinants of employability, job performance and career progression

CLICK HERE TO READ FULL CASE STUDY

"Let the games begin. MindX GBAs target curious and driven digital natives who want the opportunity to demonstrate their abilities. It was a unanimous positive verdict in our pilot group. A great candidate experience, and its bespoke reports provided insights on each person's psychological characteristics which could be matched with key job requirements."

Tom Lakin, Innovation Manager

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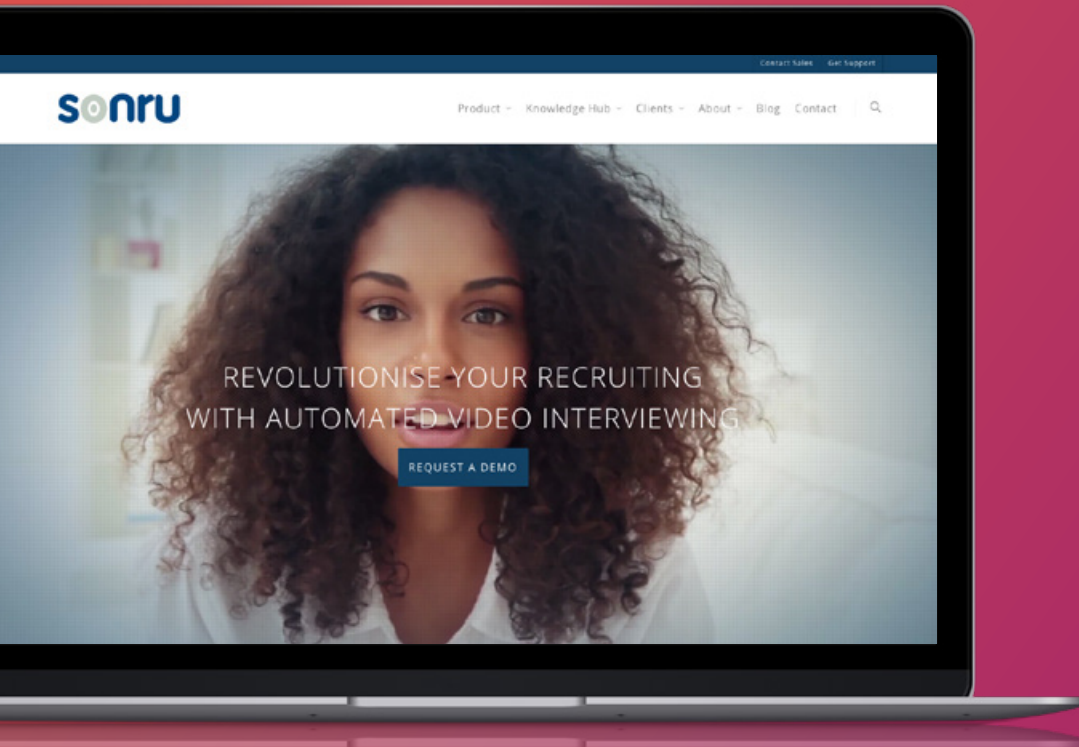☑ MARKET PLAYER

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GAME-BASED ASSESSMENT | ASSESSMENT | GAMIFICATION | DATA VISUSLISATION

Sonru

- Sonru is a video interviewing platform that allows applicants to record their interviews on their own time

- Hiring managers can review applicants on any connected device at their convenience

- Video interviewing often reduces time-to-hire and increases the interview-to-fill ratio

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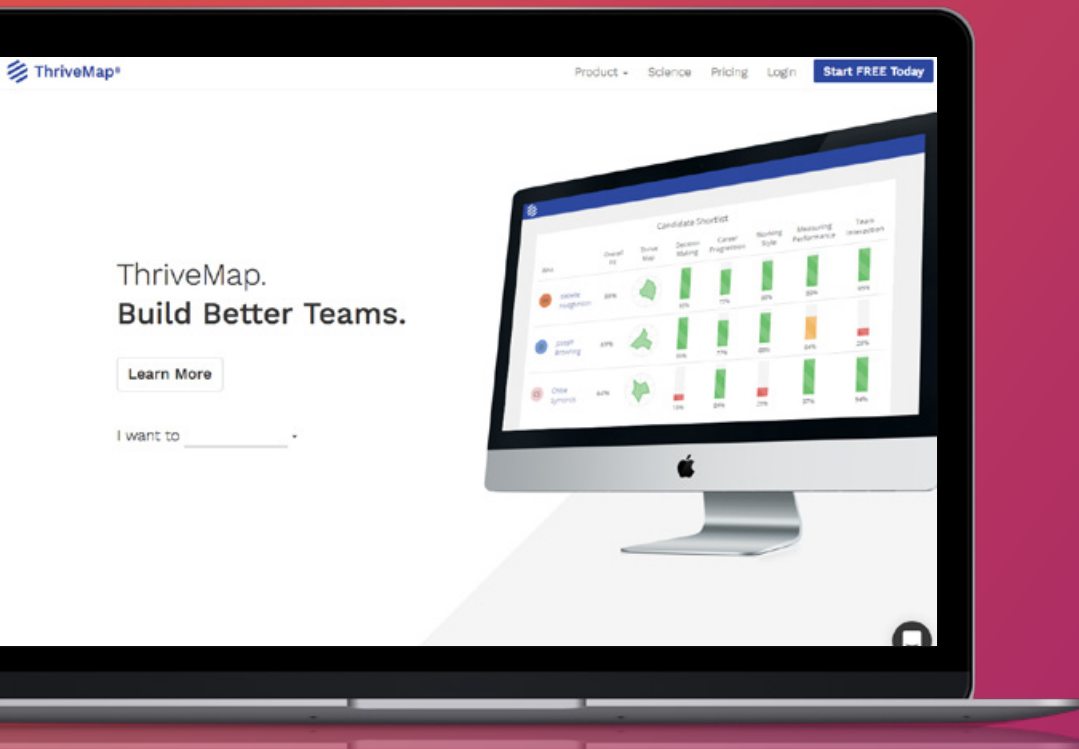
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ASSESSMENT

MOBILE

ThriveMap

FREE $ $ $ $

- ThriveMap is a software platform that predicts team fit by measuring how people work. The analysis between individual work preferences and how a team likes to work aims to reduce new hire failures and increase team alignment

- Companies are asked to survey their teams to create a hiring blueprint – the blueprint then predicts the fit of candidates looking to join the team

- The ThriveMap 'shape' shows a visualisation of how a team likes to work by highlighting top 3 characteristics (how the team works best) and team harmony (how similar individual's maps are aligned to the overall team)

"Avoid costly hiring decisions with poor team culture fit. ThriveMap broadens the questions to ask what environment a person will thrive in and then it asks candidates how close to that environment they will be working in. It is this approach that makes ThriveMap unique and potentially more effective than existing general mental ability or soft skill assessments."
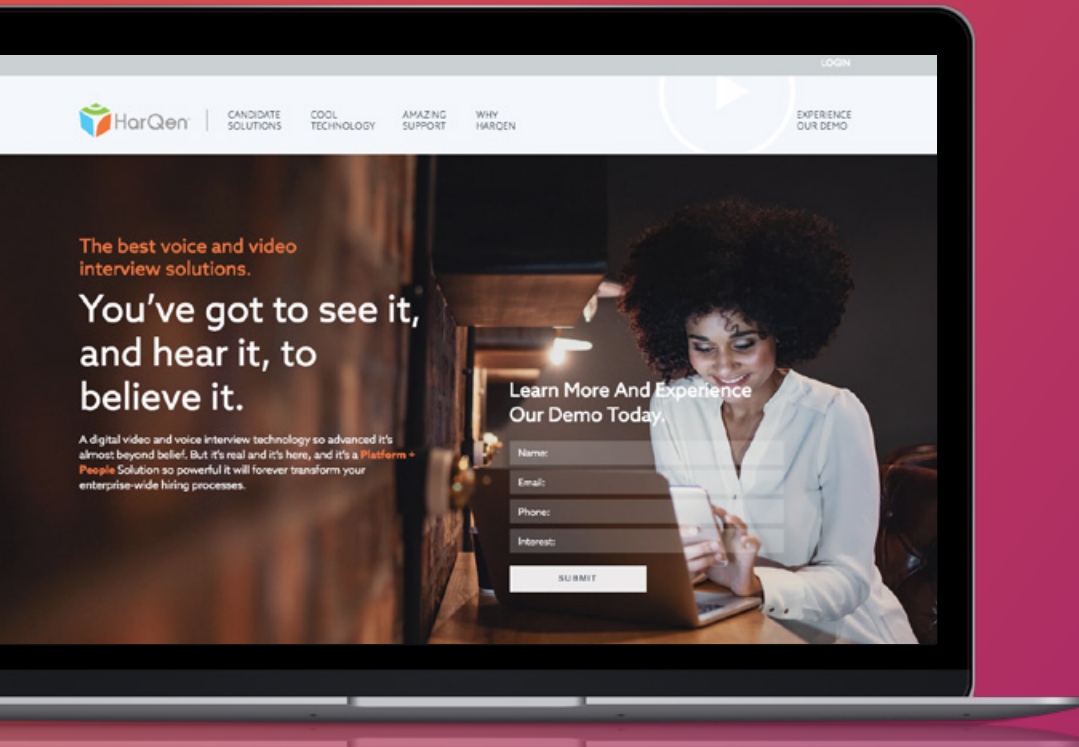
Tom Lakin, Innovation Manager

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MARKET PLAYER

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ASSESSMENT

Voice Advantage

FREE $ $ $ $

- Voice Advantage is an automated phone interviewing program similar to video interviewing. It allows Hiring and HR Managers to use their phone and simple web-based dashboard to create and distribute custom, recorded phone interviews

- Candidates receive a link to the customised webpage to answer a series of questions before answering the pre-recorded interview questions
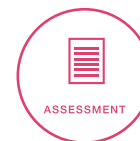
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ASSESSMENT

Codility

CASE STUDY

We arranged a trial to determine whether Codility would be viable solution to help one of our leading global financial services clients cope with extremely high interview volumes in their technology department.

KEY FINDINGS:

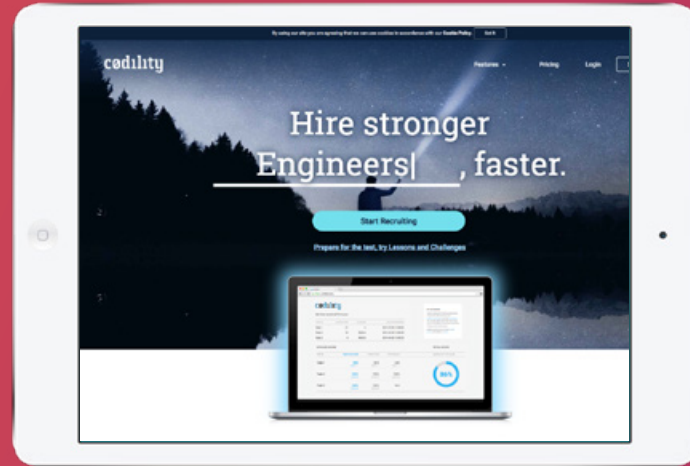**10%**

10% Time Saving: First stage phone interviews for this case study for this case study account for over 435 hours of a hiring manager's time (16 hours per hire), but as a result of our trials, the number of hours dropped to 389 (13 hours per hire).

4.8%

Delivering quality

overall increase in candidates removed after the initial stage than in the previous year

"Codility saves time, replacing the need to have a technology expert or hiring manager review CVs and conduct phone screens.

Tests can be administered by the recruiter once a CV is received and all candidates can be given the chance to take a test. This not only reduces unconscious bias at CV review stage, but also gives candidates who might not be able to craft a well written CV the chance to demonstrate their skills."

Tom Lakin, Innovation Manager

Indeed Assessments

CASE STUDY

A retail client required a flexible, candidate-friendly solution for their location change initiative. They needed to assess many junior level candidates against specific work-related tasks, and required an on-brand video interviewing solution to provide a slick candidate and line manager experience.

Indeed Assessments (Interviewed.com at the time of our trial) was trialled for its flexibility to assess candidates across all disciplines, its built-in video interviewing solution, and its cost (a fraction compared to other video interviewing and assessment providers) However, not all of the results of this trial were as encouraging as we had hoped.

While the platform was great value and the team behind the scenes were great to work with, our results confirmed that this was a tech in early stages of development.

Unfortunately when we spoke with our candidates, many of them reported having issues with the platform and our recruiters didn't feel that some of the tests were working as they should. For example, native Italian speakers failed the basic Italian language assessment.

718 — 718 - completed assessments reviewed

1300 — 1300 - candidates reviewed

6min — 6 minutes - average time it took our recruiters to assess a candidate on Interviewed

20% — Pass rates differed significantly – Median score of 20% in Italian tests yet an average score of 41% in bookkeeping and 89% average in payroll.
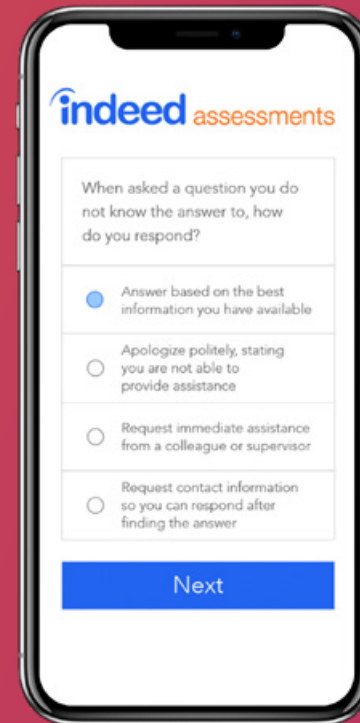
40% — 40% of users undertaking assessments experienced problems with the platform

60% — 60% of users undertaking video interviewing experienced problems with the platform

"As an innovation team, being the very first to test products as they are launched to the market is our goal - and it's not surprising that we find some still in need of development. I'm sure the problems we exprienced will be fixed by the team at Indeed quickly and we hope that this product will go on to thrive."

*Faye Walshe, Innovation Director*

CASE STUDY

Resource Solutions piloted MindX in September 2017 to fill an Anaylst vacancy within the Innovation Team:

There was unanimous positive feedback received on the candidate experience and the reports from MindX were used to identify individual strengths, weaknesses, as well as team gaps.

"Diversity of thought was our goal for this particular hire and we loved how the MindX personality maps helped us to supplement our interviews and steer towards the right candidates for our team. "

Tom Lakin, Innovation Manager
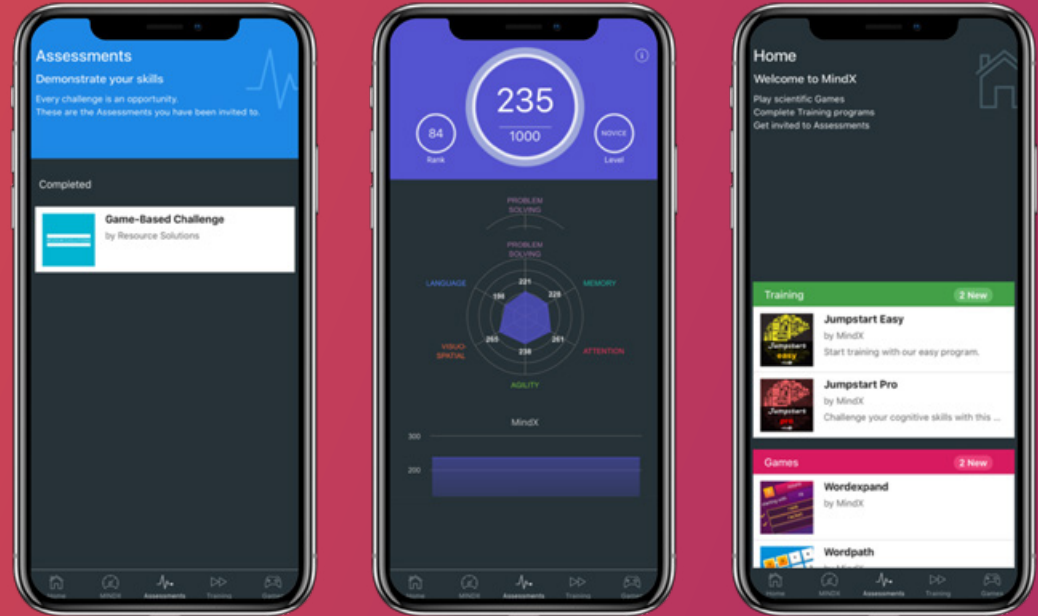
Sonru

CASE STUDY

As technology continues to play an important role in the recruitment process, we trialled Sonru for one of our investment management clients. Our client created bespoke welcome videos that brought their brand to life

KEY FINDINGS:

93% — 93% response rate in 5 days

100% — 100% candidates surveyed felt sufficiently informed as to what to expect from their video interview before recording their actual interview, despite only 29% ever having completed a video interview previously
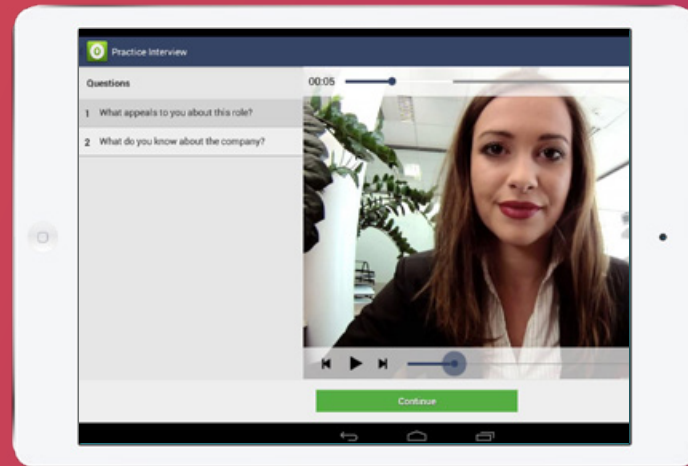
Voice Advantage

CASE STUDY

We trialled Voice Advantage for a credit card company's division in the US to drive efficiency for volume recruitment:

KEY FINDINGS:

60% — **60% increase** in the number of candidates our Direct Recruiters were able to submit to client

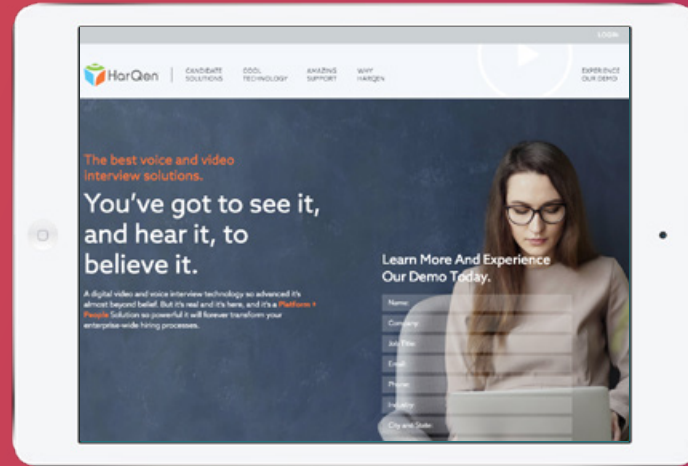**76%** — **76% response rate**

48% — **48% of candidates replied** to interview questions outside of business hours

7min — **7 minutes** on average saved per interview

CONNECT WITH US

in **linkedin.com/company/resource-solutions**

🐦 **@RSOutsourcing**

You Tube **ResourceSolutionsRPO**

Resource Solutions' dedicated Innovation team provides market intelligence, research, insights and trend reporting to all clients globally. For further information, please contact a member of the Innovation team directly:

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Resource Solutions is a provider of Recruitment Process Outsourcing (RPO) and Managed Service Provider (MSP) solutions. We have delivered these solutions to leading organisations since 1997 and manage a recruitment budget of over £2 billion on behalf of our clients. As part of the Robert Walters Group, our business has considerable resources at its disposal. With a truly global footprint across 28 countries, we are able to work in close partnership with organisations and manage everything from global accounts with demanding resourcing strategies to single sites with lower recruitment volumes.