EPSI

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Evaluating Managerial Positions While Maximizing Efficiency Through Technology

A federal organization of approximately 20,000 employees was striving to standardize their selection process for managerial level positions. Three times a year, the organization would run a selection process in order to promote middle management into senior management roles. Due to the size of the organization, each selection process was managed by a different committee and resulted in disparate selection processes. The organization lacked a strategic framework which could ensure that each process is standardized across committees.

As a result, there were concerns regarding the processes and whether candidates were appropriately and fairly assessed and appointed. The organization lacked a framework for identifying essential criteria, assessments to measure these criteria, and baseline scores by which candidates could be screened in or out of a selection process.

Summary

The Issue

An organization lacked a standardized selection process for staffing senior management positions. Due to the size of the organization, the selection processes were dissimilar and unstructured. There was internal criticism of the validity and fairness of the assessment processes and the therefore the candidates who were appointed.

The Solution

+   EPSI Online Testing Platform;
+   Strategic assessment process;
+   A two-step assessment was used to evaluate the candidates' competencies, cognitive ability and leadership potential;
+   Standardized selection process.

The Benefits

+   The process was streamlined, accelerated, and standardized.
+   EPSI was able to minimize financial and human resources normally allocated in a selection process.
+   The end result was a valid and fair appointment process in which candidates were selected based on their skills and potential.

Why We Were Involved

EPSI has extensive expertise in identifying organizational needs. Through an in-depth organizational analysis, EPSI experts were able to develop a tailored strategy in order to standardize the assessment of candidates across departments within the organization. Thanks to its online testing platform and assessment solutions, EPSI was instrumental in revolutionizing the organizations selection process.

How We Helped

EPSI introduced an online testing approach through which the organization could streamline, accelerate, and standardize its three selection processes. EPSI experts consulted with organizational leaders in order to identify the specific needs of the organization and the desired outcomes of the selection process. With the results of this analysis in mind, EPSI experts developed a strategic framework that would ensure valid and reliable selection outcomes. They built on the pre-existing and functional aspects of the organization's process to create the new approach, and linked the competencies required for the high-level position to EPSI's suite of assessment tools.

EPSI developed a personalized email template for the organization in order to efficiently invite candidates to complete the online assessments. The invitation included an explanation of the assessment procedure, an access code to the online testing platform, options for accommodations and withdrawals, and 24/7 technical support. EPSI's online testing platform is secure and includes instantaneous correction of multiple-choice questions. The organization was able to receive test results within one business day, fact which accelerated their selection processes and ensured top performers were not discouraged and did not withdraw from the process. The test reports included a visual representation and qualitative description of the candidate's results; this enabled the organization to have a clear and in-depth look at the competencies of the candidates.

How Did Things Change

As a result, the organization experienced the following immediate improvements:

+ The selection process was well established and required competencies, assessments, and cut-off scores were standardized across all three processes.
+ Candidates felt fairly assessed, diminishing internal criticism about the validity processes.
+ Using assessments that were aligned with the required competencies ensured that the appointed candidates were top performers with skill sets aligned with their new position and the potential to succeed in the future.
+ The organization was able to accelerate its selection process through the Online Testing Platform; the human resources personnel were able to maximize their time, as EPSI managed the invites, the technical support, and the scoring of assessments.

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