

Agenda

- Course material overview and introduction
- Discuss benefits of creating a customized Individual Assessment Process including
 - Background analysis
 - Personality testing
 - Cognitive testing
 - Interviewing
- Examine the reliability and validity of selection tests/tools/methods.
- Break
- Explore the 12 key dimensions measured by individual assessment including
 - Energy and impact
 - Maturity and self confidence
 - Communication skills
 - Interpersonal skills
 - Planning and organizing
 - Ability to execute for results
 - Initiative and work attitude
 - Responsiveness to guidance and direction
 - Tolerance for stress and frustration
 - Sales orientation and ability
 - Customer service orientation
 - Leadership orientation and ability
- Lunch catered
- Discuss transforming standard questions to probes with advanced insights on areas including
 - Accomplishments and setbacks
 - Likes and dislikes
 - Work habits
 - Attitudes toward coworkers and bosses
 - Approach to managing people
 - Future plans and aspirations
- Break
- Look at some great interview questions and explore in depth possible responses and how to determine when to ask follow up questions for clarification. Learn to heighten sensitivity to certain code words (e.g., “politics,” “no room for advancement” etc.) along with personal descriptions (e.g. “multi-tasker,” “people person,” etc.) that might reveal possible red flags.

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