

# Certified HR Assessor

## Why Attend

- Most companies are nowadays requesting more from their employees. Networking, decision making, working across silos and a high level of engagement have become key ingredients of success. This complex situation is pushing line managers to pressure HR to improve the reliability and validity of assessment methodologies used for the recruitment, development and promotion of employees.
- This course offers HR professionals the opportunity to get a solid understanding of various assessment tools and their effective use in recruitment and selection, talent and succession planning, as well as learning and development. From assessment and selection frameworks to assessment and development centers, this course enriches the knowledge and develops the skills of participants involved in the diversified and specialized world of assessments.

## Course Methodology

- The course is divided into two parts. The first part explores jobs being analyzed while the second focuses on the development and use of assessment methods and techniques. Participants will have the opportunity to experience different assessment methodologies and decide on suitability. Job analysis, assessment framework design, interviewing, assessment evaluations, and fact finding exercises are examples of the activities conducted in this course. The modules are intensive and will be molded according to the nature of participants' activities and their functional learning expectations.

## Course Objectives

By the end of the course, participants will be able to:

- Differentiate between various assessment tools and recommend usage within context of recruitment and selection, talent and succession planning, and learning and development
- Develop assessment frameworks designed for various job levels within the organization intended for assessment and development purposes
- Administer questionnaires and tests and recommend usage of psychometric assessment tools
- Design, conduct and evaluate structured and competency based interviews used for hiring or development purposes
- Participate in, and coordinate activities for, the design and implementation of assessment and development centers

## Target Audience

- HR business partners, recruitment and selection, employee relations, learning and development as well as performance management specialists and managers responsible for the coordination, design or implementation of assessments for internal employees or external candidates.

## Target Competencies

- Job analysis
- Recruitment and selection
- Assessment and development centers
- Competency design and assessment
- Administrations and management
- Analytical skills
- Deciding and initiating action

### Importance, use and reliability of assessment methodologies

- The organizational environment has changed
- Organizational complexity
- Productivity expectations
- Interdependence
- Contextual use of assessments within HR functions
- Recruitment and selection
- Talent and succession management
- Learning and development
- Effectiveness and reliability of assessment tools and methods
- Skills, abilities and certifications for assessors

### Position requirements and assessment frameworks

- Analysis of position requirements
- Job description analysis
- Job analysis interview
- Competency analysis
- Defining, prioritizing and leveling of technical and behavioral competencies
- Aligning assessments criteria with business objectives
- Development of assessment frameworks

### Psychometrics, questionnaires and tests

- Definition and possible uses
- Psychometrics
- 'DISC' model
- Personality versus ability assessments
- Candidate report analysis

- Vendor selection criteria
- Reliability and drawbacks
- Motivation and engagement assessment questionnaires
- Job fit facets
- Organizational fit facets
- Aspiration and engagement questionnaires
- 360 and 180 degrees assessments
- Knowledge and skill assessment tests

## Types and effectiveness of interviews

- Structured interviews
- Definition and possible use
- Development of interview guides and answer evaluation guides
- Reliability and possible drawbacks
- Competency based interviews
- 'STAR' approach for data collection
- Interview guides
- Questioning techniques
- Quantification of results
- Selection methodologies
- Matrix approach
- Gap analysis approach

## Assessment and development centers

- Assessment versus development centers
- Center exercise selection criteria
- In-tray
- Fact finding
- Analysis

