

The Testing Page

This occasional feature looks at some of the issues and innovations in employee testing.

Driver hiring — It doesn't have to be a necessary evil anymore

Does the thought of having to hire another driver cause you anxiety?

In today's tight labor market, and with companies competing for the best available applicants, it's no wonder that hiring is viewed as a necessary evil. That is until now.

Select, Inc., a human resources services company headquartered in Vancouver, WA, and a leading supplier of behaviorally-based pre-employment assessments, has a proven process that can reduce worker's comp claims by half and significantly increase your driver retention results.

Select's instrument consists of three methods of measuring applicants against a behavioral standard and determines who has the right mix of work sense, values, and habits to excel at your company: Together they can dramatically enhance the decisions you will make each time you hire a driver.

1. Work Interest and Willingness Compatibility

This part of the instrument empowers each applicant with clear, detailed information regarding the values, culture, and expectations of your driving position.

Many performance, morale, and turnover problems result from a mismatch of worker values to the expectations created by the work and its culture.

By allowing each applicant the opportunity to assess themselves against these work values you can eliminate many of these problems early in the employment process.

2. Self-Description

Applicants can provide valuable information regarding the critical work behaviors which will predict their performance on the job. They use a simple forced-choice format which allows each applicant to describe themselves with critical work behaviors.

Here, the applicant is forced to choose between two apparently critical work behaviors, and select the one behavior that best describes him or herself.

This method of sampling critical work behaviors allows for the inclusion of work habits, attitudes, and character that affect the day-to-day performance of every worker. Applicants can and will give you this critical information. The key is how you ask.

3. Work Related Judgments

All jobs involve situations that workers can affect either positively or negatively, depending on how they respond.

The *Select* tool can predict applicant's performance on the job by placing them in these critical situations and measuring the effect of their work judgments on the job.

Here, applicant knowledge,

skill, and/or ability is measured in the context of the work and factored into the equation of who is best qualified.

The Bottom Line

Pre-knowledge of an applicant's likely level of success at a job has obvious value — even if you hire everyone who applies.

However, by being selective and restricting hiring decisions to high performing applicants, customers have the power to dramatically improve their workforce productivity and effectiveness.

Select's careful attention to the validity of their instrument ensures meaningful increases in the performance of workers as the employer becomes more selective in who they hire.

One of the greatest impacts a company can have on retention is to make sure they hire the right dispatchers, drivers, and other employees the first time.

Select has assessments available for the positions of delivery truck driver, dispatcher, warehouse order selector and warehouse supervisor. Each of these assessments are very easy to administer and cost between \$15 and \$25. Results are returned via fax or e-mail within the hour.

For more information, please contact *Select, Inc.*, at (800) 377-0554, or e-mail us at info@selectinc.net.