

CALL-ASSESS

CALL CENTRE STAFF ASSESSMENT

Recruitment and development of the best performers, ensuring rapid business growth



Overview:

Psychology at Work's dynamic **Call-Assess** Call Centre Staff Assessment package is based on our proven Diamond Model Series. Successful recruitment and employment can prove to play an important role in the successful running of a Call Centre. It can sometimes take a number of weeks to get through the recruitment process and after training the newly employed call centre agents, it can take an even longer time for them to become proficient in their job. It is therefore essential that the best and most suited individuals are attracted to the position and identified. Individuals that will enjoy the job, do it well and stay in the position long enough for the organisation to recover the expenses from recruitment and training and to minimise the turnover rate of agents.

About our **Call-Assess** Package:

This assessment centre package can form part of a reliable and objective route for allowing Call Centres to assess whether the applicant can demonstrate their skills and experience, and can provide an accurate profile of an individual's skills, abilities and style of working.

To find the ideal call centre agent, the mix of psychometric testing, competency based assessment and interview will provide a clear portrait of every applicant. Furthermore, the same combination of evaluation methods can be used to identify skills gaps and training needs in existing employees and help them to do a more productive job.

Benefits of using **Call-Assess** for your Call Centre:

In the call centre environment, recruiting the right people can mean the difference between success and failure. Therefore, properly designed assessment centres can assist call centres:

- Achieve outstanding returns on investment by delivering effective and motivated people
- Employing the 'right people for the job'
- Recruiting loyal employees
- Reducing costs and induction time
- Recruiting and developing agents that have all the necessary qualities to work efficiently, effectively and profitably in their role
- Not only for recruitment purposes but in developing current employees as well

"The difference between failure and success is doing a thing nearly right and doing a thing exactly right."

A recent international study of nearly 2500 call centres has challenged many assumptions about management and employment practices. The study showed that the staff turnover rates and costs are generally high. For example, annual staff turnover ranged from 25% to over 50%, depending on the sector. Replacing one worker costs the equivalent of between three and four months average pay. (*HRM Guide*)

Proven Diamond Series:

Our proven Diamond series packages, which include Leadership and Psychometric Assessment; Customised Programmes; Organisational surveys etc. have been utilised by company's such: Sanlam, Ministry of Health (Zambia), Safmarine, South African National Biodiversity Institute, Santam and many more.

For more information on these and other services, please contact:

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