

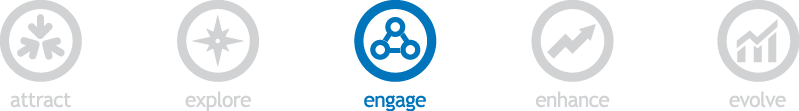
Assessment Report

November, 2018

#### 

Anne Example





© Career Connections Ltd | www.careerconnectionsltd.com

**CONTENTS**

**Page**

[Assessment Centre Competencies 3](#_Toc529340219)

[Assessment Centre Exercise Summary 4](#_Toc529340220)

[The Rating Scale 5](#_Toc529340221)

[Assessment Centre Overall Performance 6](#_Toc529340222)

[Planning and Organizing 7](#_Toc529340223)

[Customer Service 8](#_Toc529340224)

[Leadership 9](#_Toc529340225)

[Commercial Awareness 10](#_Toc529340226)

[Initiative 11](#_Toc529340227)

[Persuasive Oral Communication 12](#_Toc529340228)

# ASSESSMENT CENTRE COMPETENCIES

**Leadership**

Motivates, enables and inspires others to succeed, utilising appropriate styles. Has a clear vision of what is required and acts as a positive role model

**Customer Service**

Exceeding customer expectations by displaying total commitment to identifying and providing solutions of the highest possible standards aimed at addressing customer needs

**Planning & Organising**

Ability to establish efficiently an appropriate course of action for self and/or others to accomplish a goal

**Commercial Awareness**

Ability to understand the key business issues that affect the profitability and growth of an enterprise and take appropriate action to maximise success

**Initiative**

Actively influencing events rather than passively accepting, sees opportunities and acts on them. Originates action

**Persuasive Oral Communication**

Ability to express ideas or facts in a clear and persuasive manner. Convince others to own expressed point of view

# Assessment Centre Exercise Summary

**Group Discussion Exercise**

The participants form a Management Trainee Committee which is asked to review various issues so that senior management can gauge views from the junior management population. The issues to be reviewed by the committee include opportunities for training and career development, the launch of a company-wide customer service award scheme, flexi-time working and a suggestion for cutting costs. Participants must work together to produce appropriate recommendations.

**Oral Presentation Exercise**

Participants assume the role of a Trainee Business Analyst working for a global consultancy, which specializes in providing financial data and market intelligence to their clients. A client has asked for information on five different products to be analysed in order to decide which product to invest in and launch. Participants are presented with comprehensive information about the market, customers, competitors and the five products in question and must make recommendations having analysed all available information.

# The Rating Scale

The following rating scale has been employed for the behavioural feedback:

5 Very high level of Ability = This is likely to be a very clear strength.

4 More than Acceptable = This is likely to be an area of strength.

3 Acceptable = **This is the benchmark.**

**Effective performance at this level.**

2 Less than Acceptable = An area requiring development.

1 Unacceptable = An area requiring significant development.

0 Not Observed = There was no evidence observed

**Split Score**- This is observed when there is a wide disparity between the scores in two (or all three) exercises).

# Assessment Centre Overall Performance