



## PREDICTIVE ASSESSMENTS

CSO Insights research reveals that three out of four world-class sales performers indicate their company assesses all candidates using a standardized assessment tool. Our suite of predictive hiring and placement solutions provide assessment tools ranging from web-based surveys benchmarking your team against profiles of top performers, to interview-based instruments with established external benchmarks for a variety of roles.

### **Predictive Sales Performance<sup>SM</sup> (PSP):**

The PSP measures how well an individual fits specific sales roles in your organization. The “job matching” feature of the PSP is unique, enabling you to evaluate an individual relative to the qualities required to successfully perform in a specific job. It is used throughout the employee life cycle for selection, on-boarding, managing and strategic workforce planning.

This assessment reveals consistent, in-depth, and objective insight into an individual’s thinking and reasoning style, relevant behavioral traits and occupational interests, then matches them to specific jobs in your organization. It helps managers interview and select people who have the highest probability of being successful in a role, and provides practical recommendations for coaching them to maximum performance. It also gives your organization consistent language and metrics to support strategic workforce and succession planning, talent management and reorganization efforts.

### **Insight Family of Assessments:**

Based on more than 30 years of studying top performers in a variety of roles, the Miller Heiman Group™ Insight Assessments can quantify the “talent readiness” of an individual and compare their talent capacity against traits most consistently demonstrated by top performers. Built and validated based on repeated studies of different roles in multiple work settings, this proprietary assessment measures an array of key characteristics by role.

Compared against a spectrum of major themes and characteristics, candidates are taken through a person-to-person assessment and asked a series of open-ended, in-depth, of researched questions. This human-centered approach generates a wide spectrum of data points that result in a predictive developmental profile, giving insight as to an individual’s likely performance, as well as providing great perspective as to their work style, approach and ability.

Just as important, the balance of any team can be measured against the same criteria, enabling a “team talent readiness profile” to be established. Miller Heiman Group analysts can provide perspective as to how a candidate will likely perform and interact amongst the key leaders of an incumbent team, as well as identify strengths and weaknesses of individuals and the group overall.

Both a predictive report and a developmental profile can be created, giving individualized documentation as to the results of the assessment and recommended feedback, so managers and individuals can most effectively maximize their respective talents.

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## Roles Included in the Suite of Assessments:

- Account Managers
- Advertising Director
- Business Development
- Call Center
- Commercial Lender
- Configuration Specialist
- Consultant – Researcher
- Driver
- Editor
- Executive
- Executive Level – Sales
- Financial Executive
- Food Service Executive
- First Line Manager
- Hospitality Guest Service
- Hospitality Manager
- Inside Sales
- Insurance
- Marketing Director
- Marketing Staff
- Media Sales
- Media Sales Manager
- Mid-Level Sales
- Project Manager
- Recruiter
- Reporter
- Restaurant Manager
- Retail Store Location Manager
- Sales Manager
- Sales Representatives
- Senior Level Manager
- Software Engineer
- Staff – Independent Producer
- Staffing Consultant
- Support Staff – Administration
- Technical Support (Help Desk)
- Tier II Help Desk
- Vice President of Sales

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## Predictive Assessments may be the right solution if your company is trying to:

- ▶ Identify key characteristics of top performers.
- ▶ Decrease turnover.
- ▶ Grow the organization quickly with qualified employees.
- ▶ Improve data volume and quality for sales managers to make informed hiring decisions.
- ▶ Improve processes surrounding mergers and acquisitions.
- ▶ Understand leadership capability.
- ▶ Make smarter hiring decisions.
- ▶ Accelerate the new hire ramp-up process.
- ▶ Improve engagement.

## How Your Organization Will Benefit

- ▶ Gain confidence employees are placed in a role for which they have a strong likelihood to succeed
- ▶ Leverage tools and processes to understand future positions employees may want to consider
- ▶ Access a variety of predictive and insight-driven assessment platforms and solutions

Enable sales managers and senior leaders to:

- ▶ Benchmark top-producing talent to assist in hiring more in the future.
- ▶ Understand why some people succeed and others fail.
- ▶ Better focus pre-employment questions and post-hire coaching.
- ▶ Scientifically manage mergers and acquisitions.

## Related Offerings

### *Sales Excellence Assessment<sup>SM</sup>*

180-degree assessment completed by salespeople and managers, providing data on performance of sales skills tied to effective opportunity identification, opportunity management, and relationship management.



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## About Miller Heiman Group

Be Ready Solutions from Miller Heiman Group empowers people across the entire organization to perform at peak potential by bringing game-changing insight to sales performance, customer experience and leadership. Backed by more than 150 years of experience and performance, Miller Heiman Group is built on well-known brands such as Miller Heiman, AchieveGlobal, Huthwaite, Impact Learning Systems and Channel Enablers. Our Be Ready Solutions offer more sales-based and customer service-based solutions than anyone in the industry. This allows you to build and sustain successful, customer-focused organizations that drive profitable revenue and top-line growth on a global scale. To learn more, visit our website. And follow us on LinkedIn, Twitter, Facebook, YouTube or Google+.