MERCER SKILL SIMULATION ASSESSMENT

ONLINE TECHNOLOGY TO MEASURE “SOFT SKILLS” VIA JOB SIMULATION

Mercer’s Skill Simulation Assessment solution (formerly of Censeo), called TalentSIM, is a new, innovative job simulation system that measures skills critical to success in management positions. Using online technology, assessment participants are presented with a series of highly engaging, realistic work situations and then asked to make judgments about how they would address the situation.

THE BUSINESS NEED

Job simulation is the most accurate way of measuring certain leadership competencies. Presenting participants with realistic situations and capturing their reactions provide a great deal of assessment fidelity and depth. This is the concept behind an assessment center – observing an individual’s performance in job-related exercises.

While assessment centers provide greater accuracy than any single skill evaluation method, companies are often challenged by the cost and time commitment required to develop and implement them. As a result, clients are looking for the benefits of an assessment center, without the significant investment.

THE SOLUTION: MERCER’S TALENTSIM

TalentSIM is a competency-based assessment approach using job simulation technology. Participants are presented with a series of scenarios and, at various points, are asked to indicate how they would respond. The scenarios are realistic and engaging, using background information, pictures, sound files, reference documents and video clips. Unlike an assessment center, a very large number of behavioral measures can be collected in a relatively short period of time, and the methodology does not depend on the subjective judgments of assessors.
As with Mercer’s 360-degree Feedback Platform, TalentSIM provides valuable and easy-to-understand individual feedback reports, which are available immediately after the assessment is complete. Each report highlights the total score, competency scores, key strengths and development needs along with suggested actions for further development. TalentSIM also has powerful group reporting functionality to understand aggregate strengths and opportunities for improvement.

**TALENTSIM MEASURES KEY COMPETENCIES AND SKILLS**

**Striving for excellence**
- Setting high standards and motivating others to excel
- Holding people accountable for achieving results

**Performance management**
- Providing feedback and coaching to help others develop
- Dealing effectively with employee performance problems
- Dealing with conflict situations

**Retaining employees**
- Identifying and retaining talent
- Creating the conditions where employees are challenged and engaged

**Analysis and problem solving**
- Setting clear priorities for the unit
- Using financial and quantitative data to make sound business decisions
- Identifying the underlying causes of problems

**Influencing others**
- Asserting own ideas and persuading others
- Exerting influence with internal/external customers

**Organizational savvy**
- Knowing how to get things done in organizations
- Fostering collaboration within the unit and with other units
- Taking charge in tough situations

**Leading/Managing change**
- Initiating change to foster continuous improvement
- Helping employees manage change

“Job simulation provides more accurate measures of ‘soft skill’ areas without the expense and time required to build and manage assessment centers.”
KEY BENEFITS

• Job simulation provides more accurate measures of “soft skill” areas without the expense and time required to build and manage formal assessment centers.

• Validated skill assessments accurately measure the competencies and behaviors critical to success.

• Detailed feedback reports provide participants with specific development suggestions for those areas where the need is greatest.

• Simulation data helps to identify and predict top performers, make more informed hiring decisions and develop your talent pool more effectively.

• Suggested interview questions are provided to probe those areas where the skill assessment reflected lower scores.

“Job simulation is the most accurate method for measuring behavioral skills and other ‘soft’ skills.”

Why Mercer?

When clients choose Mercer for their assessment needs, they benefit from:

• An approach embedded in the current and future leadership requirements of their business

• A blend of multiple assessment tools and techniques

• Assessment outputs linked to development plans

• Global resources and consistency

Businesses now recognize the pivotal role that talent plays in the success of their organizations. They need talent strategies and programs that go beyond the ordinary – to achieve solutions that are fact-based and enable greater business performance.

To learn more about how Mercer’s depth and breadth of talent management solutions and global resources can benefit your organization, please contact your local Mercer office or visit us at www.mercer.com/humancapital.