

INTRODUCTION AND CONCEPT EXPLANATION

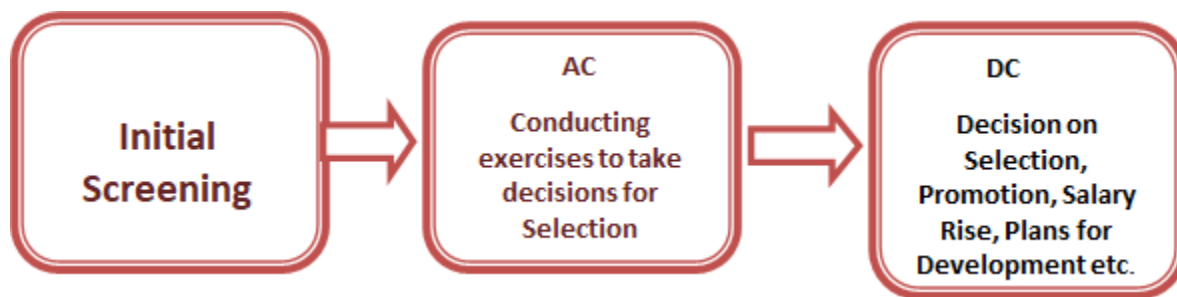
The term 'ASSESSMENT CENTER' (AC), is a process that assesses staff. Daftuar defines the term (AC) as: *"... a method or process of assessing aptitude, skills, personality characteristics and performance; applied to an individual or a group of individuals (participants) by trained assessors using various diagnostic tools (like personality, aptitude or behavioural) and processes in order to obtain information about candidates' abilities for a particular function or position."*

The 'diagnostic tools and processes' referred to in this definition are the exercises and tests that are undertaken during AC exercise.

AC Process

In simplest form, we can understand the AC process by the following diagram (Figure-1):

Figure – 1: Assessment Centre Process



OBJECTIVES

Design Employee Recognition Programs/Matrix which will help the organization in achieving following objectives

- Improve communication between employees and management
- Increased customer loyalty and retention; lower turnover
- Increased motivation level of employees making them more productive as well as will increase chances of them to remain with the organization for a longer period of time

PROPOSED METHODOLOGY

Step-1: Discussion with management representatives to finalize modality and plans to run

Assessment Centers.

Step-2: Conducting Assessment Center exercise:

For the above, as mentioned earlier, we shall conduct a virtual Assessment Center by using a mix of

below mentioned tools* (depending upon the needs).

The exact tools will be decided after the first phase that is, consultation with the management representatives/HR functionaries is completed with due consideration of number and the types of

competencies are in our hands:

1. In-Basket Exercise
2. BEI (Behavioral Event Interview)
3. Case Analysis
4. Psychometric test(1)
5. Psychometric test (2)

These tools will be a mix of especially prepared/adapted/edited/modified versions of psychological

and other behavioral and management instruments/tools. Tools will be considered based on assessment requirements.

DELIVERABLES

- 1) Detailed Individual Reports including gap analysis for each candidate assessed.
- 2) A consolidated summary of each report (with the main report itself).
- 3) Recommendations comprising Individual/Personal Development Plans for each participant.
- 4) A consolidated recommendation for actions to be taken by the management