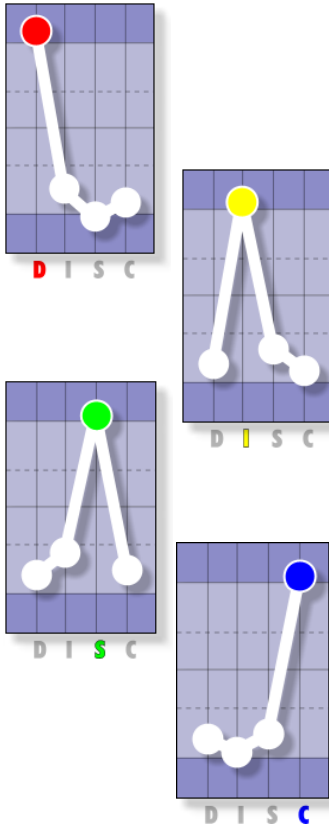


Ensuring The Skilled Candidate Really Will Deliver The Results You Seek, - Before You Hire!

Increasing Objectivity and Reducing Risk in the Recruitment Process



ARS Recruitment adopts **DiSC Workstyle Analysis** to *examine whether those candidates who have the appropriate technical skills and experience, also have the behavioural competencies to enable maximum productivity in the position.*

This is achieved through understanding the candidate's natural behavioural style and establishing the behavioural needs of the position using the following four dimensions;

- D**ominance - How people approach problems and deal with challenges
- I**nfluence - How people interact with and attempt to influence people
- S**teadiness - How people respond to change and levels of activity
- C**ompliance - How people respond to rules and regulations set by others

DiSC systems are used by over 50,000 organisations around the world and operated in over 30 countries. A series of management reports are available to improve the recruitment processes and decision;

Personal Profile Analysis (PPA)

- A clear behavioural picture of the individual (Graph III)
- The motivators, wants, needs and fears of the individual
- How they modify their behaviour to succeed at work (Graph I)
- How they modify their behaviour under extreme pressure (Graph II)

Audits of Behavioural Skills for Performance in Specific Roles

- Management Positions
- Sales Positions
- Customer Service Positions
- Technical and Administrative Positions

How to Manage & Motivate

- How to best manage and motivate the individual for optimum productivity

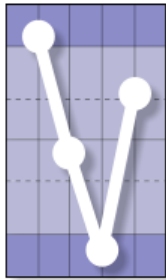
Job Profile Analysis (HJA)

- A clear behavioural picture of the job position
- The degree of compatibility between the individual and the job

Organisations using the system typically experience improved recruitment performance, reduced staff turnover, improved teamwork and managerial/staff relationships and increased productivity.

This is achieved through an understanding of the strengths and limitations that individual behaviour can have in the workplace, impacts that may support or negate the technical skills and experiences which the individual and team may possess.

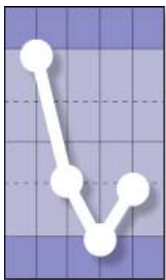
Behavioural Workstyle Analysis Reports



Self Image



Work Mask



Pressure Profile



Job Profile Analysis

Personal Profile Analysis (PPA)

This report provides a full written profile analysis for the individual. It includes all three graphs – Work-Mask Graph I, Pressure Profile II and Self-Image Graph III. **It outlines the person's natural workstyle characteristics**, how the person may modify these for success and how the person is likely to respond in situations of extreme pressure. Topics covered are:

- *Self Image Profile (Graph III)*
- *Self Motivation*
- *Position Emphasis*
- *Describing Words*
- *Work-Mask Profile – Behaviour Modifications*
- *Behaviour Under Pressure*
- *General Comments including Motivators*

Job Profile Analysis (HJA)

Job Evaluation: This is the job analysis that describes the position in behavioural terms. Preparation of the HJA refines the desirable behavioural needs for the job. The report will compare the behavioural requirements and demands of the position with the behavioural style of the individual; the fit between the PPA and HJA.

In compiling a complete Job Description for any position the HJA should be established and added to the skills and experiences traditionally considered.

How To Effectively Manage

This How to Effectively Manage Report is designed to assist you in optimising the induction of the individual into their new position. Our goal is to ensure that maximum benefits are achieved from the new employee as soon as possible. Focus is given to:

- *How to best motivate,*
- *How to best communicate with,*
- *How to best delegate to,*
- *How to best support, develop and control*

...the individual

The report complements the Personal Profile Analysis and the Job Profile Analysis.

Role Analyses & Audits

These reports highlight features of the individual's profile that are particularly relevant to the role under consideration. Other sections in the report look at more general aspects of the individual's style at work, and the ways they are likely to be expressed in a position of this type. Issues that can be addressed in future appraisals and personal or team development programmes are included.

The following Role Analysis reports are available, with topics covered;

- **Leadership & Management Roles**
 - Managing and Motivating
 - Decision Making
 - Planning & Problem Solving
 - Communication
 - Administration
 - Developing Others
- **Sales Roles**
 - Opening & Communication
 - Closing
 - Customer Servicing
 - Presentation
 - Administration
- **Technical & Administrative Roles**
 - Organising Workflow
 - Meeting Deadlines & Time Management
 - Meeting Information Service Needs
 - Ensuring Quality & Accuracy
 - Problem Solving
- **Customer Service Roles**
 - Understanding Client Needs
 - Handling Criticism & Aggression
 - Responsiveness
 - Presentation & Communication
 - Creativity & Problem Solving
 - Goal Orientation

Questionnaires

Based on the individual's profile, these questionnaires provide a battery of questions, which can be used as a guide for management, facilitating more meaningful and in-depth interviews, appraisals and discussions. These are available for three functional areas; **Sales, Management, and Administration & Technical** roles.

Other Reports

Other reports that are available include:

Strengths & Limitations- a quick reference pinpointing the special strengths and possible limitation of the individual

Training Needs – a brief description of an individual's most pronounced strengths & limitations, likely training needs and what training could be given.

Career Guidelines- provides self-image of the individual, covering work strengths, job emphasis and simple career guidelines.

Use Behavioural Workstyle Analysis to explore some of the key questions which will impact on success or failure in the job - before you hire!-

What motivates him to achieve higher performance?

How will she interact with the team?

How will she react to change?

Is he results driven?

What is her natural management style?

What style of management will you need to adopt to gain results from him?

Contribution Of DiSC Behavioural Analysis To Improving The Recruitment Decision

9 STAGE RECRUITMENT PROCESS		IMPROVING THE PROCESS - ELIMINATING THE RISKS	BENEFITS OF BEHAVIOURAL ANALYSIS
1	ASSIGNMENT SPECIFICATION Criteria Developed For Top Performers	Development of a detailed analysis of the position and person requirements providing a template against which you can objectively and promptly consider shortlisted candidates.	CRITICAL 3RD DIMENSION OF BEHAVIOUR IMPROVES POSITION SPECIFICATION AND SELECTION CRITERIA
2	ADVERTISING & SEARCH Reaching & Attracting The Top Performers	A strategy to maximise the quality and depth of the candidate pool is essential. This requires high impact press advertising, widely placed internet ads and/or search techniques.	REFINED SPECIFICATION INCREASES POTENTIAL TO ATTRACT RELEVANT CANDIDATES
3	INITIAL INTERVIEW Identifying Your Potential Top Performers	Skilled interview techniques and resume reviews ensure that good applicants are not passed over and poor applicants are not progressed.	REFINED SPECIFICATION INCREASES EFFICIENCY IN THE SCREENING PROCESSES
4	STRUCTURED BEHAVIOURAL INTERVIEW Isolating The Top Performers	Structured behavioural interviewing techniques will establish who does have the skills and experience required to perform the requirements of the position.	FOCUS ON BEHAVIOUR IMPROVES UNDERSTANDING OF APPLICANTS' REAL ACHIEVEMENTS
5	BEHAVIOURAL & REASONING ASSESSMENTS Understanding Top Performers	Behavioural Analysis and Cognitive Ability Testing will determine whether those candidates with the required skills and experiences are likely to deliver results in your business.	KNOWLEDGE OF BEHAVIOUR INCREASES CONFIDENCE RESULTS WILL BE DELIVERED BY THE INDIVIDUAL
6	COMPLETE SHORTLIST REPORT Selecting From The Top Performers	Complete, consistent information on each candidates' skills, experience, behavioural traits and achievements to allow an objective decision to be made.	SELECTION DECISION WILL BE IMPROVED WITH INCLUSION OF BEHAVIOUR INFO WITH SKILLS & EXPERIENCE
7	REFERENCE CHECKING Validating Your Top Performer	Further validation of the suitability of candidates is achieved through reference checking, including the match with the behavioural needs of the position and team.	OPPORTUNITY TO CONFIRM BEHAVIOURAL QUALITIES AS WELL AS SKILLS AND EXPERIENCE
8	MANAGING THE OFFER Securing Your Preferred Top Performer	It is critically important to project manage the offer stage of the recruitment to ensure that the quality candidate who has been selected will actually accept the offer.	ASSISTS UNDERSTANDING OF KEY MOTIVATIONAL NEEDS OF THE PREFERRED CANDIDATE
9	INDUCTION ADVICE Motivating Your Top Performer In The Job	To ensure that you gain the maximum productivity out of the candidate, behaviourally based advice is provided in terms of employee motivation, communication and management.	ACCELERATES CONTRIBUTION OF NEW EMPLOYEE TO THE RESULTS OF THE BUSINESS

Integrating **Behaviour** into your selection criteria, in addition to **Skills & Experience**, will provide top performers who will deliver the results you seek, stay with you and increase the capability of your business.