

# Aspects

## Fast. Objective. Screening.

Aspects is an online screening questionnaire, particularly effective for high volume recruitment, enabling quick, cost-effective and objective screening of candidates.

### What is Aspects?

Aspects is an online screening questionnaire which, when used in the early stages of recruitment, quickly identifies unsuitable applicants, allowing only those who closely match the requirements of the role to proceed.

At its core, Aspects is a competency-based questionnaire, however its value extends much further; dynamically-generated interview guides help managers conduct better quality, more effective interviews, and an overall suitability score for each candidate provides a clear indication of suitability for the role. As well as bringing consistency to the hiring process and reducing bias, competency-based interviews have been shown to vastly increase the quality of recruitment decisions.

### What challenges does it help address?

- **Handling high volumes of applications** – the task of processing and identifying the best (and worst) applicants is time-consuming, costly and often lacks objectivity and consistency.
- **Reducing time to hire** – with large volumes of applications to process, organisations can be slow to make hiring decisions; talented applicants go elsewhere and employer brands get eroded. Smart technology and assessment in combination can dramatically improve time to hire.
- **Reducing cost of hire** – organisations with complex, multi-stage hiring processes can reduce their cost-per-hire by introducing an objective screen early on in the process.
- **Increasing quality of hire** – an objective and job-relevant screening assessment, early on in the hiring process, quickly identifies those candidates who are most suitable for the role, and those who are not.
- **Reinforcing employer brand** – organisations wishing to enhance or maintain their employer brand can do so by implementing a slick, contemporary and objective hiring process.

### How does it work?

Aspects is based on a well-researched model of 16 competencies designed to reflect a variety of customer facing roles, particularly within call centre, retail and hospitality environments. As each client has unique needs, we don't impose a fixed model; instead we work with the organisation to identify which of the 16 competencies are the best predictors of success in the role.

Taking only eight minutes to complete, Aspects provides an objective screening measure early on in the hiring process. It can be implemented on a standalone basis or integrated with a third party applicant tracking system for a truly seamless candidate experience.

#### Aspects Competency Framework

Teamwork	Planning & Organisation
Influencing & Selling	Efficiency & Reliability
Interpersonal Skills	Stress Tolerance
Customer Orientation	Resilience
Working with Data	Resourcefulness
Commercial Orientation	Adaptability
Complex Thinking	Decisiveness
Creativity	Drive and Motivation

## Reporting

Once candidates have completed Aspects their results are available to view in a number of ways:

- **On-screen** – a list of all candidates displaying their overall suitability score. Suitability scores (and individual competency scores) can also be easily exported to Excel
- **Competency Profile** – an individual report displaying the scores for each competency together with the overall suitability score
- **Dynamic Interview Guide** – a set of competency-based interview questions driven by the candidate's score on each competency.

Competency Profile					
<b>Teamwork</b>	Comfortable working with others, open in their dealings with colleagues. Contributes to team cohesion and calls on others for help when needed.				
	1	2	3	4	5
<b>Influencing and selling</b>	Influences effectively and enjoys situations involving selling. Strong in negotiations with others, assertive in their approach and wins others over to their perspective.				
	1	2	3	4	5
<b>Customer orientation</b>	Focused on providing service to customers and meeting their needs. Enjoys listening and engaging with other people; demonstrates interest in helping them achieve their goals.				
	1	2	3	4	5
<b>Efficiency and reliability</b>	Diligent in their approach to work, following through on tasks until they are completed and seeking to always deliver on their promises. Demonstrates strong attention to detail, observing rules and processes affecting their work.				
	1	2	3	4	5
<b>Resourcefulness</b>	Quickly gathers the technical information or resources needed for a task. Enjoys new challenges even if they mean a change from the status quo, approaches problems proactively and confidently to find a solution.				
	1	2	3	4	5
<b>Adaptability</b>	Adapts comfortably to rapidly changing circumstances, enjoying variety in their work. Changes their perspective as needed when circumstances change, adjusts to ambiguity comfortably rather than needing a clear routine.				
	1	2	3	4	5

### Influencing and selling

Influences effectively and enjoys situations involving selling. Strong in negotiations with others, assertive in their approach and wins others over to their perspective.

1) Give me an example of a time when you have had to persuade and influence another person.

\* How did you go about explaining your point of view?  
\* What did you do to win others over?

Notes

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2) Tell me about a situation where you have had to supervise or manage others.

\* How did you get the others to do what you wanted?  
\* How did you feel about this?

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3) Tell me about a time when you have negotiated over a price or outcome.

\* How did you feel about having to push your position?  
\* How did you know how far to push your position?

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### Customer orientation

Focused on providing service to customers and meeting their needs. Enjoys listening and engaging with other people; demonstrates interest in helping them achieve their goals.

1) Give me an example of a time when you have gone the extra mile to meet the needs of a challenging customer.

\* What did you do to ensure you had understood the customer's needs?  
\* Talk me through how you went about meeting those needs.

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2) Tell me about a time when you have had to develop your understanding about a customer.

\* How did you ensure you really understood their needs and requirements?  
\* As a result what steps did you take to change your approach to that customer?

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3) Give me an example of a time when you have had to remain professional in a particularly emotionally charged situation with a customer.

\* What did you do to keep your emotions in check in the situation?  
\* In general, what else do you do to keep your emotions in check at work or in similar situations?

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## Benefits of using Aspects

Organisations such as Phones 4U, Domestic and General, National Grid and Legal Ombudsmen have all benefitted from a more objective approach to screening decisions using Aspects.

- **Reduce cost-per-hire** – spend less time and money on unsuitable applicants as they are screened out of the process in the early stages.
- **Reduce time-to-hire** – reduce the number of stages and length of the hiring process by using an objective filter at the front end.
- **Improve quality of hire** – Aspects measures the competencies required for success in the role.
- **Improve the candidate experience** – fast, seamless online experience which can be integrated into the client's own ATS.
- **Objective & fair assessments** which do not unfairly discriminate against minority groups.

## Getting started

There are a number of flexible implementation options for Aspects, depending upon budget, timescales and the depth of analysis required. If you would like to discuss in more detail about how Aspects can help streamline and improve screening decisions please contact us **01844 218980**.



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