



# How to Select a Talent Assessment Vendor

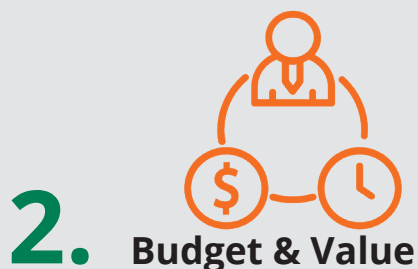
"This is a wonderful tool for us. How on earth did we make hiring decisions without this assessment tool in the first place? Perhaps that is why we had such high turnover?"

-- HR leader, US based packaging company

**TalentClick**  
Predict Strengths AND Risks.

## How to Select a Talent Assessment Vendor

It's time to select an assessment vendor to assist in your employee hiring and development needs. When selecting, consider the following eight steps to evaluate vendors and have assessments integrated seamlessly into your employee hiring and development processes from start to finish.





# 1. Know your Goals & Needs

## Questions to Consider around Organizational Goals:

### How Important is this to you?

*(Write your answers below: 1 = Very Important, 2 = Somewhat Important, 3 = Not Important)*

Need to hire better people who fit with the job?

Need to hire better people who fit with your culture and values?

Need to improve employee engagement and team morale?

Need to reduce employee turnover?

Need to decrease costs for hiring, onboarding and training?

Need to increase productivity and profitability?

Need to improve customer satisfaction?

Need to reduce risk-related incidents and costs (injuries, theft, fraud, violence, harassment, property damage)?

Need to decrease work stoppages, insurance costs, legal costs?

## Questions to Consider around Talent-Management:

### How Important is this to you?

*(1=Very Important, 2=Somewhat Important, 3=Not Important)*

Need to save time screening resumes and selecting job applicants for interviews?

Need help with selecting internal candidates for promotions as part of succession planning?

Need help with employee training, coaching, learning and development?

Need a solution suitable for high volume, high turnover, entry level positions?

Need a solution suitable for mid-level and senior positions?



Before you start researching talent vendors, map out your goals to know what you want to achieve and which activities you will be focusing on to achieve those goals. This exercise will help present a business case to your superiors and help you identify the vendor who can deliver the assessments that align with what success looks like for you and your organization.



## 2. Budget & Value

### Questions to Consider:

### How Important is this to you?

(1=Very Important, 2=Somewhat Important, 3=Not Important)

Does the vendor offer unlimited-use subscriptions, so you can test all applicants at an extremely affordable rate?

Can the results be used not just for hiring but throughout the employee lifecycle to maximize value?

What might be the Return on Investment? (It may be helpful to use TalentClick's ROI calculator to see both the cost of the solution and the value it brings).

What is your budget? Is this tool within reason for you to consider?

### TalentClick Tip:

Unlimited-use subscriptions allow employers to assess as many applicants and employees as desired, all for one flat annual fee. This affordability lets recruiters and hiring managers assess more people earlier in the selection process, before interview bias sets in. Bringing third-party data science to your workflow helps you objectively assess candidates who may interview well but would be a poor fit on the job. It also helps identify future top performers who you may have overlooked; which is especially helpful in a candidate shortage.



**Input Your Cost of New-Hire Turnover: "When a new employee doesn't work out here at our organization, we estimate that it costs us an average of \$\_\_\_\_\_."**

(Estimated total costs for recruitment, training, new-employee onboarding and setup, etc.)



### 3. Ease of Use

#### Questions to Consider:

#### How Important is this to you?

(1=Very Important, 2=Somewhat Important, 3=Not Important)

How long will the assessment take participants to complete?

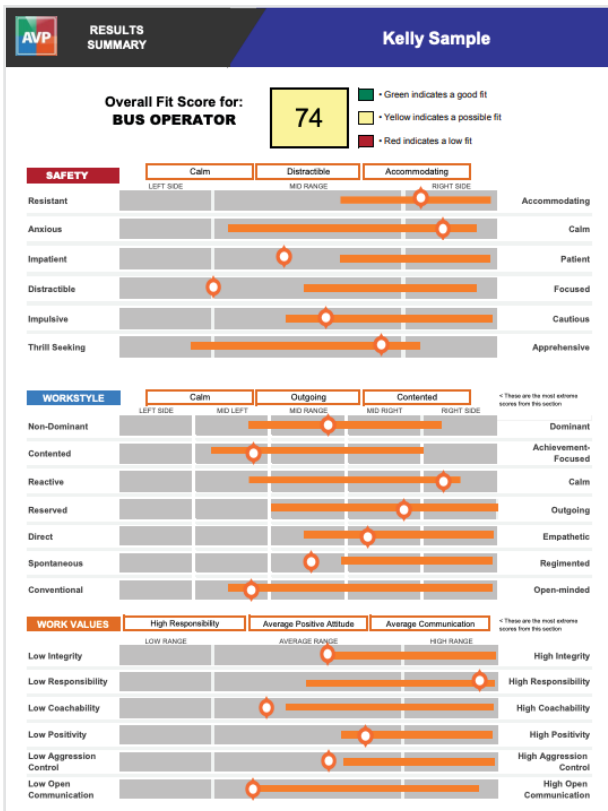
Are the assessments available in different languages? Are the reports?

Are the assessment reports highly visual and written in plain language?

Are the results easy to understand?

Can the reports be easily interpreted just by HR or by hiring managers as well?

How much onboarding and certification is needed to start using the assessments?



Find an employee assessment that is easy for your team to interpret and action. Reading and understanding reports should be straightforward for everyone, including HR professionals and hiring managers. Investigate what the reports look like, and consider how all members of your team will be able to interpret and use the results in a practical, action-oriented way.

“TalentClick has provided us with an excellent tool to assess candidates and deliver the most qualified talent to our organization. We are impressed by their professionalism and responsive customer service acumen.”

-- Career Manager, Transit Company





## 4. Product Validity & Reliability

### Questions to Consider:

### How Important is this to you?

*(1=Very Important, 2=Somewhat Important,  
3=Not Important)*

Is the assessment Normative or Ipsative? (Learn more)

Is it validated for hiring as well as employee development?

Can the assessment vendor provide research and support their results with technical manuals?

Has the assessment passed an adverse-impact analysis?

Is there an indicator on the reports that flag if someone is being dishonest or trying to “game” the test?



There are many types of personality assessments out there, but not all are validated for use in both hiring and employee development. Having a valid and reliable tool that is legally defensible when making hiring decisions will ease your mind and allow you to be confident in the participant’s results.

### Normative Assessments:

Experts recommend **normative** assessments for employee selection, as this type of assessment compares an individual against a broad sample population. High-quality normative tools are proven to predict future job performance, strengths, and risks.

### Ipsative Assessments:

Experts acknowledge that ipsative assessments (Myers Briggs, DiSC, Colors) may be good tools for team building and individual coaching/development but are not suitable for selection, as they compare strength of orientations within a person, not compared to other people. Organizations that rely on ipsative assessments for selection may be more open to legal challenges from unsuccessful applicants.



## 5. Actionable Reports

### Questions to Consider:

### How Important is this to you?

*(1=Very Important, 2=Somewhat Important,  
3=Not Important)*

Are reports automatically generated within minutes?

Are Employer reports available for both hiring AND training?

Are there also Participant versions for self-insight and self-coaching as part of employee learning and development?

Are short and long report options available, depending on the seniority of position and to best suit your needs?

Do the results have practical information and tips that are easy to action?

Do the reports have benchmarked 'ideal fit' scores that allow you to see, at a glance, the predicted likelihood of success?

Are personalized behavioral-interview questions provided?

Can the reports be customized with the organization's own corporate values and internal language?

Can the reports be branded with your logo?



It is important to select an assessment vendor whose results are easy to interpret and to put into action. Ask about special configurations that may be available like longer reports vs. shorter summary reports, benchmarked 'ideal fit' scores, personalized interview questions, and participant workbooks that help you to put the information into action.

"TalentClick's reports have given me a better understanding of the candidates and have provided valuable information to better assess fit."

-- Recruiter



## 6. Technology & Storage

### Questions to Consider:

### How Important is this to you?

*(1=Very Important, 2=Somewhat Important, 3=Not Important)*

Where are the reports and data stored? Are they sent to me by email or can I access them in a cloud-based portal at my convenience?

Is the data storage secure?

Does the vendor have a policy for Privacy and Data Protection?

Does the vendor have Terms of Use for participants completing the assessment?

Can it integrate with your existing platforms? Is an API available?

Can participants complete the assessment survey on any device (computer, tablet or mobile)?

What are the service delivery promises for technical support? Can you talk to a live person?

Make sure the vendor you select easily fits with your current processes and tech requirements, so as not to disrupt your current workflows. Ensure reports are easily accessible and that your data is protected. Ongoing technical support is key, and it's worth asking about response and resolutions times so you know you'll be well looked after.



### TalentClick Tip:

Understanding how your vendor is storing data can save you headaches in the future. Make sure they are meeting the privacy laws that govern your organization and country.



## **7. Analytics & Insights**

### Questions to Consider:

### How Important is this to you?

*(1=Very Important, 2=Somewhat Important,  
3=Not Important)*

Does the vendor take advantage of modern machine learning and AI to ensure benchmark data is as accurate as possible?

What types of analytics does the vendor provide?

Are any self-serve analytics available so you can run your own team reports?

Can you compare and contrast employees easily, for a team or group report?

Are reports useful throughout the employee lifecycle or just for hiring?

Can you easily access benchmarks of “ideal profiles” for jobs in your industry?



Make sure you are getting the most out of your reports. It's great to understand one applicant or employee's personality, but group analytics let you compare and contrast teams, departments, locations, and more. Consider benchmarks with job-fit scores and comprehensive team reports to provide insights into where teams may excel and have potential gaps. Get more out of your assessment reports!

“TalentClick's Group Analytics insights are powerful. One of my clients had conflict on their executive team. We plotted each person's personality traits on one Group page to clearly visualize where people had similarities, differences and to highlight what gaps need to be addressed to help them be a more effective team.

-- HR Consultant



## 8. Customer Support & References

### Questions to Consider:

### How Important is this to you?

(1=Very Important, 2=Somewhat Important,  
3=Not Important)

What hours is Customer Support available?

Can you talk to a live person?

Does the vendor promise a reasonably fast response time?

What resources (video tutorials, fact sheets, quick-reference guides, etc.) are available to help you learn how to get the most out of the tools?

What are the vendor's customer satisfaction scores?

What do the vendor's customers say? Will they provide references and testimonials?

How long has the vendor been in business? Are they old enough to be established and reputable but also young enough to be agile and progressive?

All your research could be for naught if it turns out the vendor has customers who are not "delighted". Testimonials and reviews can provide the most accurate picture of the vendor.



"If you haven't used scientific selection tools within your organization, now is the time to start and TalentClick is the firm to partner with. I cannot say enough wonderful things about this talented team of professionals."

-- Recruitment firm owner

## Take Action & Next Steps

### What goals and outcomes are you trying to achieve with Talent Assessments?

*(For example: Increased quality of hire, Decreased turnover, etc.)*

### What features and considerations stood out as most important to you?

*(For example: Pricing, Support, Validity, etc.)*

### Make a list of the next steps in your Talent Assessment Vendor process:

*(For example: Bring a business case to superiors, Create a short list of vendors, Compete ROI Calculator, Start Trials, etc.)*

Consider your goals and what is important to you when searching for a Talent Assessment Vendor. Now use this checklist to evaluate Talent Assessment vendors to ensure you select a vendor who will offer a solution that is the best fit for your needs, your budget and your team. A good assessment vendor is your trusted partner, helping you save time, money, and management headaches by getting the insights you need to build your best team.

## Vendor Comparison Checklist

FEATURES	BENEFITS	TC	#2	#3
<b>VALUE</b>				
<b>Unlimited-Use</b> Subscription	Many tools available in a bundled package. Use as much as you need whenever you need it. (Like Netflix!)	✓		
<b>Value Pricing</b>	So affordable, you can assess all applicants & employees	✓		
<b>EASE OF USE</b>				
<b>24/7 testing</b> on any device	More efficient “people friendly” process.	✓		
<b>Short</b> 10-15 minute assessment	Assess people faster. Save time.	✓		
<b>Multiple Languages.</b> Basic Reading level	Ensure people are comfortable. Enhance your brand.	✓		
<b>REPORTS</b>				
Results written in <b>plain language</b>	Anyone can interpret results & take action.	✓		
<b>Automated</b> processing	Get fast delivery of reports within minutes.	✓		
<b>Customization</b>	Add your logo. Add your own job titles & benchmarks.	✓		
Personalized <b>interview questions</b>	More meaningful interviews tailored to each person.	✓		
<b>Participant reports</b> for employee development & training	Provide employees with self-insight to learn and grow.	✓		
Highly <b>visual</b> reports with ‘ <b>ideal-fit</b> ’ scores	At a glance, predict performance and fit. Helps prioritize applicants.	✓		
<b>Normative</b> assessments	Legally defensible. Suitable for employee selection.	✓		
<b>Comprehensive</b> content	Understand strengths AND risks (including safety risk)	✓		
<b>ANALYTICS</b>				
Large <b>Benchmark Library</b>	Hundreds of benchmarks you can use right away.	✓		
<b>Customized</b> Benchmarks	Use your own data to benchmark your top performers.	✓		
<b>Comparative Team Reports</b>	Compare people & teams to spot potential conflict or gaps.	✓		
<b>TECHNOLOGY</b>				
<b>Cloud-based</b> portal	Easily access results online -- anytime, anywhere.	✓		
Peer-reviewed <b>technical manual</b>	Ensure no adverse impact with valid & reliable tools.	✓		
<b>API</b> available	Embed assessments simply into your workflow for the application process.	✓		
<b>Secure storage</b> in Canada or USA	Data is fully secured wherever you need.	✓		
<b>SUPPORT</b>				
<b>Live tech</b> support. Web training. Video tutorials	Extensive help when issues arise. We’re here for you!	✓		