

# General Employability

---

**Case Studies**



People are your most important asset. When you use Hogan's assessments to make critical talent decisions, you want to know they work.



# Introduction

## Hogan Background

As an international authority in personality assessment and consulting, Hogan has over 30 years of experience helping businesses reduce turnover and increase productivity by hiring the right people, developing key talent, and evaluating leadership potential.

The success of any organization depends on the people who work in the organization. Therefore, it is crucial for businesses to hire the right people. But who are the right people and how do they contribute to an organization's success? To help organizations find these people, Hogan identified personality characteristics that predict employability across a wide range of jobs.

## Employability Report Overview

The Hogan Employability Report is based on results from the Hogan Personality Inventory (HPI), which is the industry standard for assessing normal personality and predicting job performance among working adults. Thousands of companies, including nearly 60% of Fortune 100 companies, use the HPI as part of their solutions for essential human resource management functions.

## General Employability evaluates applicants on three components of employability:

- **People Skills** – getting along well with others and working well in teams
- **Learning Skills** – learning the essential functions of the job and learning new skills as the job changes over time
- **Work Ethic** – taking instruction, working hard, and producing high-quality results in a timely fashion

# Police Communication Officers

## ► Job Background

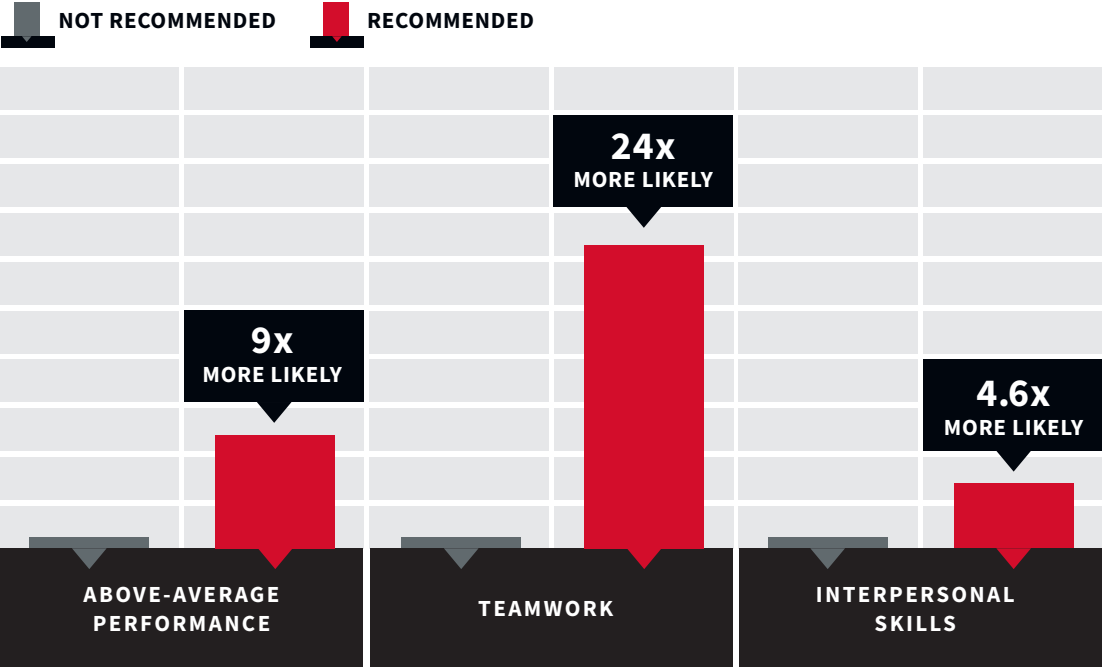
- Police Communications Officers – Service and Support job family
- Provide critical support and communication within emergency dispatch centers
- Effective employees stay calm when talking with callers experiencing extreme stress

## ► Hogan Solution

- Hogan’s Employability model focuses on three ingredients of talent. Employees who are rewarding to deal with, able to do the job successfully, and willing to work hard perform better than those employees who are not.
- For Police Communications Officer jobs, the key ingredient is **People Skills**, or the ability to work well with others, to remain considerate and compassionate when talking to customers, and to handle the stress that comes with working with people in difficult situations.

## ► Client Success Story

- When we applied the Employability Report scoring to the research sample, we found validation evidence suggesting the Employability Report effectively distinguishes low- and high-performing Police Communication Officers.
- High scorers on the Employability Report are also **24 times more likely** to be rated a good team player, **four times more likely** to have good interpersonal skills, and **six times more likely** to communicate well. High scorers also have **45% fewer** disciplinary actions and take **43% less** leave time.



# Bank Tellers

## ► Job Background

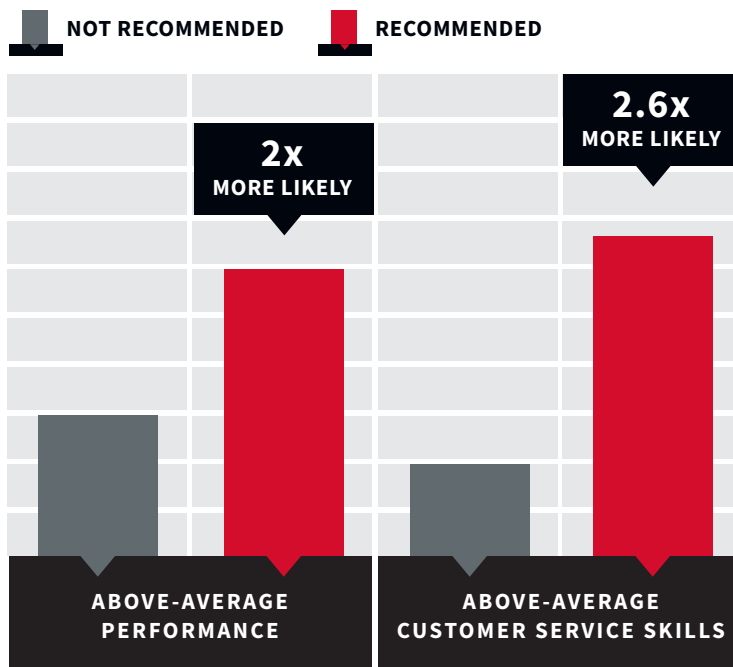
- Bank Tellers – Service and Support job family
- Responsible for receiving checks and cash for deposit, verifying accounts, opening new accounts, and interacting with customers
- Effective Bank Tellers are dependable and focused

## ► Hogan Solution

- Hogan's Employability model focuses on three ingredients of talent. Employees who are rewarding to deal with, able to do the job successfully, and willing to work hard perform better than those employees who are not.
- For Bank Tellers, the key ingredient is **People Skills**, or the ability to work well with others, to remain considerate and compassionate when talking to customers, and to handle the stress that comes with working with people in difficult situations.

## ► Client Success Story

- When we applied the Employability Report scoring to the research sample, we found validation evidence suggesting the Employability Report effectively distinguishes low- and high-performing Bank Tellers.
- High scorers on the Employability Report are also **two times more likely** to be highly rated for their customer service than low scorers.



# Telephone Sales Representatives

## ► Job Background

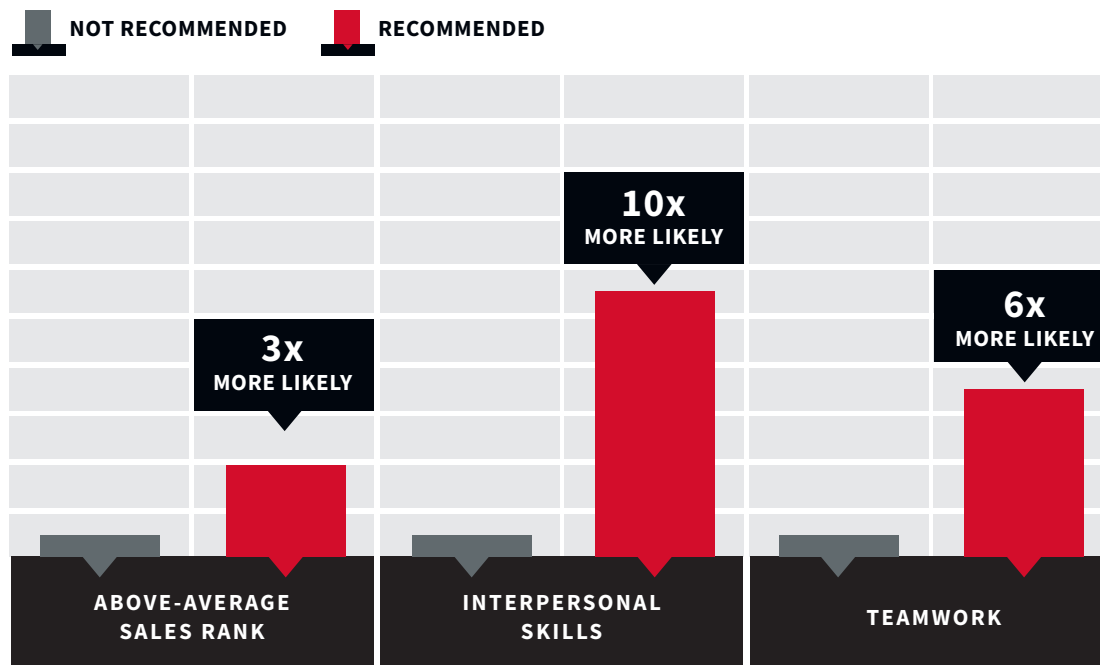
- Telephone Sales Representatives – Sales and Customer Support job family
- Use appropriate communication techniques to sell products or services
- Effective Telephone Sales Representatives are calm, goal-driven, and interested in learning

## ► Hogan Solution

- Hogan's Employability model focuses on three ingredients of talent. Employees who are rewarding to deal with, able to do the job successfully, and willing to work hard perform better than those employees who are not.
- For Telephone Sales Representative jobs, the key ingredient is **People Skills**, or the ability to work well with others, to remain considerate and compassionate when talking to customers, and to handle the stress that comes with working with people in difficult situations.

## ► Client Success Story

- When we applied the Employability Report scoring to the research sample, we found validation evidence suggesting the Employability Report effectively distinguishes low- and high-performing Telephone Sales Representatives. Further, high scorers were **10 times more likely** to be rated as high performers during training and **six times more likely** to be rated as working well in teams.
- High scorers on the Employability Report also make **78% more** sales per hour and have **57% fewer** no-show days than low scorers.



# Entry-Level Clerical Jobs

► **Job Background**

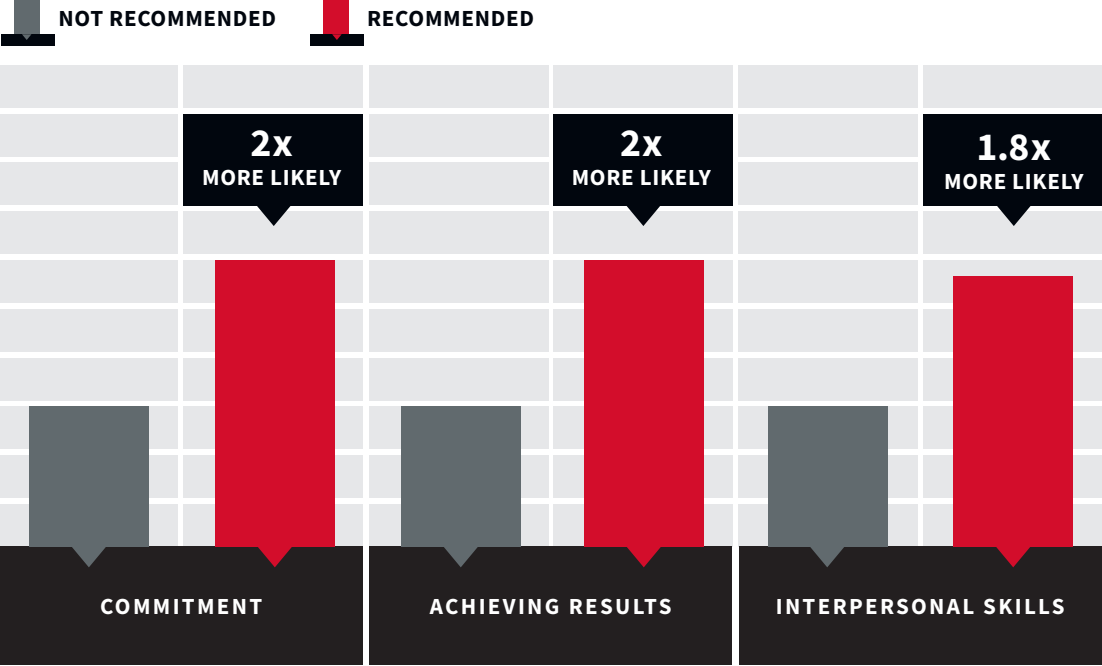
- Entry-Level Clerical jobs – Administrative and Clerical job family
- The organization requires qualified and effective employees who are central to the maintenance and expansion of the organization

► **Hogan Solution**

- Hogan’s Employability model focuses on three ingredients of talent. Employees who are rewarding to deal with, able to do the job successfully, and willing to work hard perform better than those employees who are not.
- For Entry-Level Clerical jobs, the key ingredient is **People Skills**, or the ability to work well with others, to remain considerate and compassionate when talking to customers, and to handle the stress of working with people in difficult situations.

► **Client Success Story**

- When we applied the Employability Report scoring to the research sample, we found validation evidence suggesting the Employability Report effectively distinguishes low- and high-performing employees.
- High scorers on the Employability Report are **two times more likely** to be rated as achieving results and being committed to the job. They were also nearly **two times more likely** to be rated as having good interpersonal skills than people with low scores.



# Transportation/Heavy Truck Drivers

## ► Job Background

- Transportation/Heavy Truck Driver – Operations and Trades job family
- Provide critical transport of materials and products across regions
- Effective drivers are dependable hard-workers who make safety a priority

## ► Hogan Solution

- Hogan's Employability model focuses on three ingredients of talent. Employees who are rewarding to deal with, able to do the job successfully, and willing to work hard perform better than those employees who are not.
- For Transportation/Heavy Truck Driver jobs the key ingredient is **Work Ethic**, or the willingness to work hard, stay organized and efficient, and persevere until the work is completed.

## ► Client Success Story

- When we applied the Employability Report scoring to the research sample, we found high scorers had **40% fewer** accidents and **43% fewer** customer complaints than low scorers.
- High scorers on the Employability Report are **two times more likely** to encourage safety-related behaviors on the job than low scorers.



# Long-Haul Transport Drivers

## ▶ Job Background

- Long-Haul Transport Driver – Operations and Trades family
- Drive tractor-trailer combinations or large-capacity trucks to transport and deliver goods, livestock, or materials over long distances
- Effective drivers are dependable and customer-focused

## ▶ Hogan Solution

- Hogan’s Employability model focuses on three ingredients of talent. Employees who are rewarding to deal with, able to do the job successfully, and willing to work hard perform better than those employees who are not.
- For Long-Haul Transport Driver jobs, the key ingredient is **Work Ethic**, or the willingness to work hard, stay organized and efficient, and persevere until the work is completed.

## ▶ Client Success Story

- When we applied the Employability Report scoring to the research sample, we found high scorers had **53% fewer** preventable accidents and **77% fewer** absences than low scorers.
- High scorers on the Employability Report also are **two times more likely** to be rated as having above-average interpersonal skills.

