

Our New Year's Resolution

This year we will be focusing on strengthening our client relationships and broadening our range of services offered. We will endeavour to be more proactive about communicating with our clients and recommending solutions to your specific recruitment and development issues. We are growing fast and welcome your feedback! We have already begun adding to our library of assessments by finalising our Customer Service and Sales Questionnaire, and adding two more high level ability/strategic reasoning measures to our library – the Raven's Progressive Matrices and the Watson Glaser Critical Thinking Appraisal. **Do take advantage of our free trials!**

Customer Service and Sales Recruitment

Finally! Our very own measure the CSSQ is up and running and ready for general use. The CSSQ is a valid and robust measure specifically designed to assess personality traits which have been shown to relate to Customer Service and Sales.

The traits assessed include (among others):

- ✓ Resilience
- ✓ Drive to Achieve
- ✓ Persuasiveness
- ✓ Patience
- ✓ Initiative
- ✓ Friendliness

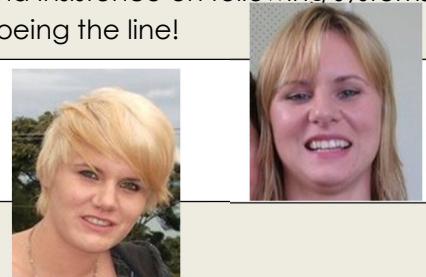
We have had great feedback so far from some of our retail clients, especially when used in conjunction with a measure of organisational fit.

Ask us about the free trials we are offering at the moment to see if this would be useful for you!

Keeping it in the Family

Meet Jenna

Most of you would have had some interaction with Michaela's niece Jenna, who does our invoices. Jenna spends her time keeping the team in line with our processes, hunting down PO numbers and looking after her little boy Jayden. Her tenacity and insistence on following systems has got us all toeing the line!



Meet Rosie

Jenna's little sister Rosie is currently studying Psychology and Statistics, and has been helping us out in the office. Her great eye for detail keeps us in check and if you're not careful your mess will be tidied away in a blink! She's also been a great help with our 360 projects.

Our Two New Aptitude Tests

Robyn's research has recently led us to adopt two new assessments into our library. **The Raven's Progressive Matrices** is a leading global non-verbal measure of mental ability, helping to identify individuals with advanced observation and clear thinking skills who can handle the complexity and ambiguity of the modern workplace. Raven's offers information about a person's capacity for analysing and solving problems, abstract reasoning, as well as their learning potential. Cultural bias is reduced using a nonverbal approach.

The Watson-Glaser Critical Thinking Appraisal is the oldest and among the most widely used and studied critical thinking measure. The WGCTA measures critical and strategic reasoning and is perfect for high level applicants. It has a mixture of both emotionally charged (controversial) topics and more neutral content allowing the assessment of a person's ability to think logically about a topic even when they have strong views or opinions on it.