

Welcome to the June edition of our newsletter. We're having an exciting year so far here at Added Insight and hope that you are too.

Presenting our new Psychological Consultant Anika Harper:

Anika holds a BA, BBS, and MA from Massey University. Her study took her on an exploration of encouraging positive outcomes from stress in the workplace, forming the basis of her Master's Thesis. Anika replaces Mike as our permanent full time consultant and is a welcome addition to the team.



Customer Service and Sales Questionnaire validation complete

After a great deal of research and design, the pilot version of the Customer Service and Sales Questionnaire (CSSQ) was completed over January and February by our retail sample group. Validation analyses have been conducted on the CSSQ for reliability and external validity with fantastic results. The CSSQ measures show significant positive relationships with performance outcomes. Now completed and ready to be released shortly, the CSSQ accurately measures candidates' customer service, sales, and resilience. The CSSQ will be short and easy to complete for candidates while retaining validity and reliability.



Hogan Assessments

Added Insight have introduced the Hogan suite of assessments, which includes the widely renowned Hogan Personality Inventory and Hogan Development Survey.

New Validated 360 Tool

We now have a validated 360 evaluation designed for use with customer-orientated roles. Feel free to check this out at:

<http://addedinsight.co.nz/SampleRetail360>

Getting Technical

Added Insight is now broadcasting their thoughts to the world on Twitter. You can follow us at:

<http://twitter.com/addedinsight>

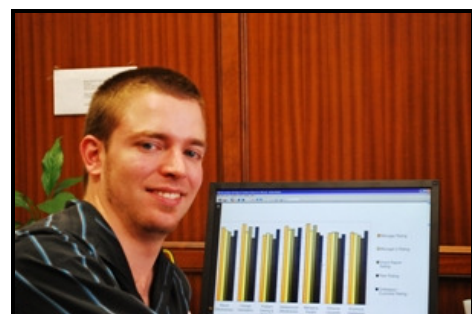


Added Insight is phasing out E-Mailer Newsletters

We are moving to an RSS Feed system where News will be broadcasted at:

<http://addedinsight.co.nz/rss>

To stay updated, subscribe to the feed!



Newsletter by Daniel Spencer