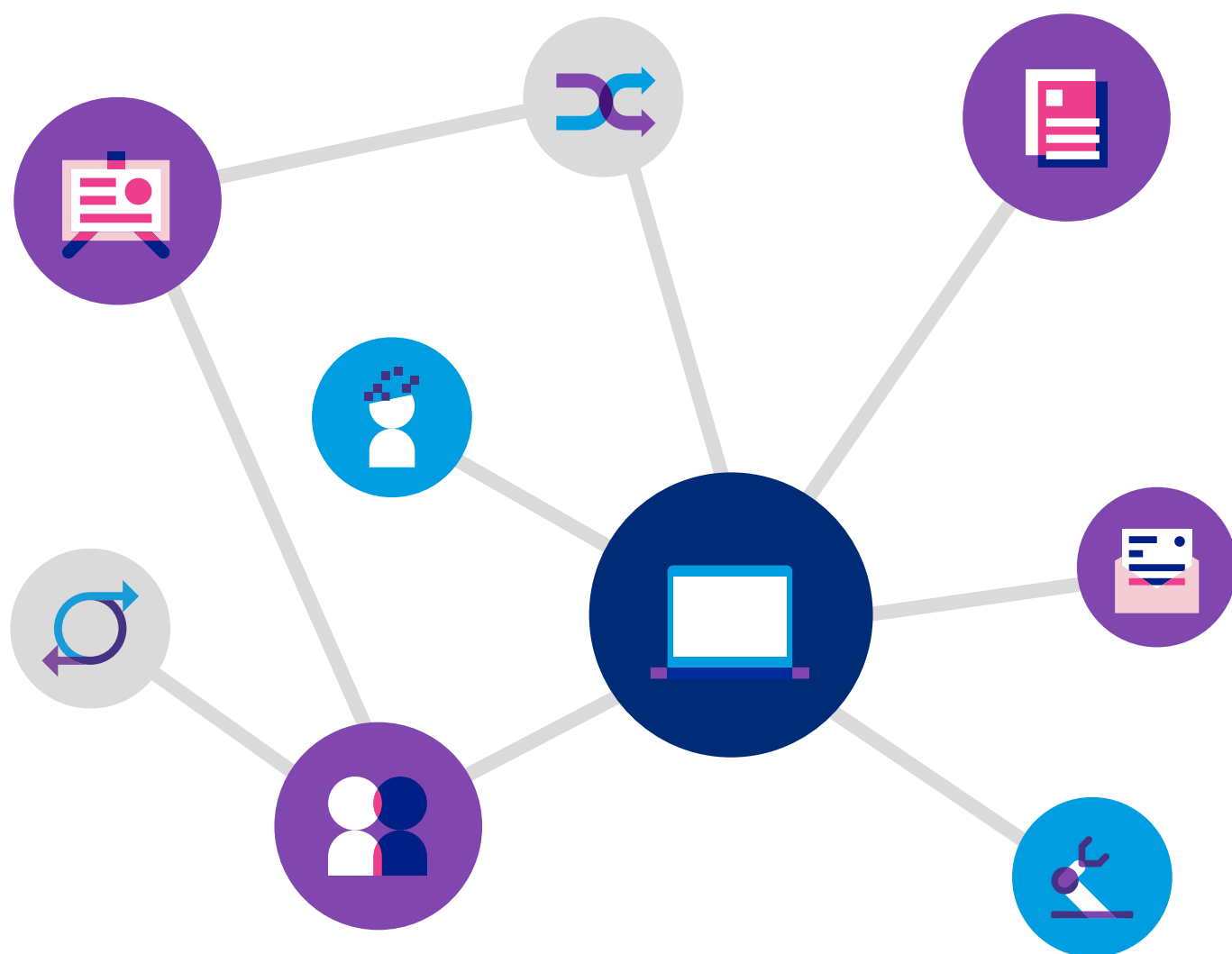


Eleven most useful assessment center exercises in the virtual era



welcome to brighter

Introduction

Assessment center activities, also known as assessment center exercises, are a set of interactive tests that help measure key behavioral skills, role-specific aptitude, domain expertise, professional competencies and subjective areas like critical thinking, decision-making, teamwork, etc. These activities are typically conducted in a few hours or days at brick-and-mortar venues (traditional assessment centers), using digital platforms (virtual assessment centers) or a mix of the two.

The format and type of assessment center activities have also changed with the emergence of virtual assessment and development centers (VADCs). Therefore, it is important to keep up with the most interactive and useful ones in assessing candidates remotely. This eBook is a compilation of eleven such activities that you can plan, design, customize and conduct with the help of a VADC expert.



Assessment center exercises: all you need to know



1- Icebreakers

Icebreakers are fun assessment center activities that help set the ground for interactive and lively evaluation sessions. Employers can use them strategically to observe participants when they are not under pressure because of more intense assessment center exercises.

Competencies assessed

- Confidence
- Social and communication skills
- Professional etiquette
- Public speaking

Examples

- Individual video introductions
- LIVE informal Qs&As
- Interactive virtual games

[Connect with an expert](#)





2- Psychometric assessments

Using psychometrics is a powerful assessment center technique that offers critical insights into participants' cognitive intelligence and personality. Two kinds of psychometric assessments- aptitude and personality tests are critical to a holistic candidate evaluation.

Aptitude tests

An aptitude test is an evaluation of a person's cognitive prowess and mental potential. It uncovers candidates' mental aptitude relevant to job profiles and their ability to succeed in them. It is one of the essential assessment center exercises and can help determine an employee's ability to upskill, cross-skill and assume a leadership role.

Competencies assessed

- Observation
- Memory
- Mental flexibility
- Visual processing
- Logical reasoning
- Numerical ability
- Critical thinking
- Language proficiency
- Data interpretation



Example

Assessment Development Centre for Mid-level Ma...

Section 2 of 5
Critical Thin
1 2 3 4 5 6 7 8 9 10 11 1 of 18

Question # 1
Revisit

The economic stability of a country depends on increase in its GDP every year.

A: It is possible to calculate the GDP of a country every year.
B: Achieving economic stability is a dream come true for a country.
C: GDP of a country changes every year.

Choose the best option

- ☐ Only A
- ☐ A and C
- ☐ Only C
- ☐ A and B
- ☐ B and C

Personality tests


Personality tests or behavioral assessment center exercises help employers identify positive and negative traits present in the workforce. They help determine if an individual is suited for a particular profile. These tests help evaluate individuals on relevant competencies innately present in them that help in shaping their overall personality.

Competencies assessed

- Personal attributes
- Interpersonal skills
- Leadership potential



Example



Assessment Development Centre for Mid-level Ma...

Total 02:04:46

Section 00:24:46

Finish Test

Section 1 of 5

Personality I

1 2 3 4 5 6 7 8 9 10 11

5 of 85

ALL

85

Question # 5

Revisit

Choose the option under the statement which is most applicable to you

I get my work done efficiently even without much planning.		OR	I plan my tasks to work efficiently.	
<input type="radio"/> Most Like Me	<input type="radio"/> Somewhat Like Me		<input type="radio"/> Neutral	<input type="radio"/> Somewhat Like Me
				<input type="radio"/> Most Like Me

Connect with an expert



3- Writing tests

Assessment center activities may also include writing tests, especially in business verticals like marketing, law, health services, etc. Such written tests include writing reports, drafting press releases, letters, emails or even proofreading text.



Competencies assessed

- The ability to follow etiquette and communicate appropriately (to a client, manager or colleagues)
- Grammar and spelling
- Language comprehension
- Writing style and structure
- Adaptability to writing formats
- Email etiquette



4- Role-plays

In an assessment center role-play, candidates enact a mock professional scenario. Their response to the situation determines their suitability for a certain role/industry. This assessment center exercise is also a great way to prepare employees for high-pressure situations.

Competencies assessed

- Quick thinking
- Effective communication
- Empathy and the ability to influence others in job-relevant situations

Example

The screenshot shows a Mettl assessment interface. At the top, the Mettl logo is on the left, and the assessment title 'Assessment Development Centre for Mid-level Ma...' is in the center. On the right, there is a timer showing 'Total 01:15:11' and a 'Finish Test' button. Below the title bar, there is a progress bar with question numbers 8 through 18. The current question is 'Question # 16'. The question text reads: 'Your team was unable to achieve its monthly targets in a timely manner as many of the team members were on leave. Your senior manager, while having a discussion about the same, tells you that this is unacceptable. You explain the situation to him. While he is empathetic and understands that sometimes it can be difficult to manage a team, he feels you could have handled the situation better. In such a situation, you would:'. Below the question text, there are four multiple-choice options: 'Repeat that your team was on leave, and defend yourself as you feel you did your best in dealing with a difficult matter', 'Promise to be stricter with your team to ensure that they achieve their targets', 'Apologise on behalf of your team, accept your mistake, and assure your manager that it will not be repeated again', and 'Ask the senior management to address your team on this issue, as it is their fault'.

Connect with an expert



5- Case studies

As a form of an assessment center activity, case studies simulate strategic problems candidates would likely encounter in their new roles. They present the candidates with a series of fictional documents such as company reports or results extracted from some product research. After studying the documents, candidates present their analysis in the form of a presentation or report. This exercise evaluates various approaches to a specific problem and the ability to derive a fruitful/logical outcome.

Competencies assessed

- Critical thinking skills
- Reasoning and logical thinking
- Analytical ability

Example



Section Instructions for Case Study

In this section, you will be presented with a business case study. Please read it carefully and answer the questions that follow.

NOTE: TO REFER TO THE CASE AGAIN, CLICK ON THE 'I' ICON NEXT TO THE SECTION NAME, ON THE LEFT SIDE OF YOUR SCREEN.

Context

You are a Senior Manager with Rivaldo Beverages Ltd. and have been with them for the past 8 years. You started your career as an Operations Engineer at Rivaldo's bottling plant in Desna, Gujarat and since then have worked in 3 other locations across the country. Given your extensive experience with bottling plants, you have been specially identified to lead a new project of setting up a bottling plant in southern India.

Company context:

Rivaldo Beverages Ltd. is one of the top beverage corporations in India. The company is well-known for its flagship product Winci-Cola, invented in the year 1892 by Gregory da Winci. It is a manufacturer, retailer and marketer of non-alcoholic drinks and syrups. With a vision to be the best manufacturing, package, sale and distribution company in India, Rivaldo is set to be a customer-focused, employee-friendly, profitable and socially responsible organization. Besides, it is an organization working at the highest level of integrity and ethics.

Competition:

The Indian Food & Beverage Industry is marked by several small players and a few large players controlling a Market share of approximately 67%. Your key competitor Topsy controls around 21% of the market share. The large chunk of Market share is controlled by Rivaldo (33%).



6- Group exercises

Group exercise in an assessment center encourages all participants to work toward a common goal. The purpose of such an exercise is to observe candidates and evaluate their abilities to respect, collaborate and engage with other people. Candidates are shared a brief, besides a time limit within which they need to complete the exercise. Participants get the chance to demonstrate vital professional skills and individual qualities.

Assessment center group exercise examples include group discussions and collective problem-solving.

Discussions

In a group discussion, candidates are asked to discuss or debate a topic while the assessors observe the proceedings.

Problem-solving activities

Assessment center group activities present the participants with a set of challenges for which they need to cumulatively arrive at solutions.

Competencies assessed

- Confidence
- Proactive behavior
- Professionalism and influence
- Communication skills
- People skills and flair for social engagement
- Teamwork and collaboration skills
- Problem-solving skills
- Time management
- Creativity
- Public speaking
- Memory
- Reasoning

[Connect with an expert](#)





7- Technical assessments

Technical assessments or domain- skills evaluations are specific to job roles and job levels. They help assessors understand a candidate's likelihood of excelling in a specific industry or discipline. They also help evaluate how updated the candidates are with the changes occurring in their areas of expertise.

Competencies assessed

- Domain expertise
- Technical knowledge
- Industry knowledge
- Efficiency in their specific line of work

Examples

- Retail assessments
- Blue-collar domain tests
- Call center assessments
- Assessments for law professionals
- Engineering domain tests

[Connect with an expert](#)





8- Inbox exercises

Inbox exercises are simulation tests where candidates receive emails, calls and memos, which they must attend to by prioritizing, organizing and scheduling in a limited time. Candidate responses are recorded, evaluated and marked on relevant competencies.

Competencies assessed

- Managerial qualities
- Problem-solving skills
- Time management
- Planning and organization

Example

i Read Instructions

Read Know the scenario

You are Ravi Kumar, an Assistant Vice President (AVP) with the sales arm of Tasty Foods Co., a food manufacturing company. Tasty Foods Co. was established in 1952 and started out as a small biscuit manufacturing company in post-independence Mumbai. Since then it has grown to be a large conglomerate with multiple brands under its belt and with a formidable market share both within India as well in Southeast Asia.

You joined Tasty Foods Co. as a Manager 8 years ago, as part of the Northern region sales team and since then have progressively risen through the ranks. Your sales team is responsible for selling directly to distributors and wholesalers in your region. You now handle a team of 5 Senior Managers who each lead independent sales teams in the Uttar Pradesh area. You report to the VP of Sales who handles Uttar Pradesh and Uttarakhand regions. You also work in close coordination with the managers of several other departments (for e.g. the supply chain team and invoice and bill collection wings of the Finance department). Since you have a large team working under you, you are not only supervising their work, but also handling escalations that require your intervention and work with other departments to sort out issues.

... You have been traveling across your sales territory for the past few days and have been unable to attend to the items...

envelope Inbox(8)

Sat, 15 Oct 2016

OK



9- Interviews

An assessment center interview takes traditional job interviews to the virtual ecosystem. Assessment center interview questions are chosen to understand a candidate's industry knowledge, skill level, experience, etc. Results and selection are based on competency-focused interactions among candidates and interviewers.



10- Situational judgment tests

A situational judgment test, also known as an SJT, primarily involves multiple-choice questions for testing a candidate's ability to deal with real-life work-related situations. SJTs are a cost-effective and powerful assessment center activity for selecting capable professionals who can perform well in specific roles.

Competencies assessed

- Behavioral tendencies
- Decision-making skills
- Problem-solving skills
- Logical thinking ability

Example

mettl Assessment Development Centre for Mid-level Ma... Total 01:19:55 Section 00:19:55 Finish Test

Section 3 of 5 Situational J 1 2 3 4 5 6 7 8 9 10 11 1 of 18 All 18

Question # 1 Revisit

Your customer approaches you seeking products that would need to be shipped out of the US. The standard lead time is generally 3 months, however your customer needs it at the earliest. You coordinate with the supply chain team to expedite delivery. Two days before delivery, you reach out to the Supply Chain Team to get an update, only to find out that the said products did not arrive in the previous shipment. Your...

Choose the best option

- Ask your team for reasons as to why you were not informed about the situation earlier. You call the customer to explain the circumstances and inform him about the option of having the products sent by air at an additional cost. Apologize for the inconvenience caused.
- Ease your temper and express your disappointment at the Supply Chain Team for not having kept you in the loop. Ask them to find a solution and communicate the same directly to the customer.
- Express your anger at the supply chain team. Brainstorm possible solutions for the issue. Do not call or inform the client about the situation, until he reaches out to you seeking his products. In this way, you may be able to buy more time.
- Express your disappointment at the supply chain team for not having informed you of the circumstances until asked. You request for the products to be clubbed with other products being sent by air. Inform the client immediately about the situation and apologize for the delay and inconvenience caused.



11- Presentations

A presentation exercise in a virtual assessment center is a highly interactive session that offers critical insights into participants' expertise, experience and key professional competencies.



There are two major ways of administering a presentation exercise in various types of assessment centers. They are:

Planned presentations

For planned presentations, candidates receive a topic on which they can prepare and present. To simulate real-world scenarios, assessors may sometimes demand last-minute changes or additions in a presentation.

Spot presentations

This twist in a typical presentation exercise is a great way of testing a candidate's spontaneity and ability to cope up with surprises. For spot presentations, assessors provide the candidates with a ready-to-use deck. The candidates are then expected to study and analyze the given information, draw conclusions and present their thoughts in an organized, logical manner.

Alternatively, assessors may also come up with a random topic on which the candidates are required to make a presentation using limited resources within a short timeframe.

Competencies assessed

- Oral communication
- Ability to deal with repeated questioning
- Organization and planning
- Time management
- Creativity
- Professional style
- Patience
- Ability to perform under pressure

Conclusion

Assessment center activities test what candidates can do and not just what they know. Properly designed and administered virtual assessment center exercises are also highly reliable tools for evaluating managerial and administrative potential. These activities are crucial for identifying high-potential candidates and employees with strong leadership and managerial skills with great predictive validity.



[Connect with an expert](#)

About us

At Mercer | Mettl, our mission is to enable organizations to make better people decisions across two key areas: acquisition and development. Since our inception in 2010, we have partnered with more than 4,000 corporates, 31 sector skills councils/government departments and 15+ educational institutions across more than 90 countries.

✉ mettlcontact@mercer.com

🌐 www.mettl.com

Robust Information Security System



Be sure to carefully read and understand all of the disclaimers, limitations and restrictions before using the assessment services, reports, products, psychometric tools or the company systems or website.

Read the complete disclaimer here:
<https://pages.mettl.com/disclaimer>

A business of Marsh McLennan

