Omnia®

Your People. Discover. Engage. Evolve.

Mastering the Art and Science of Identifying Top Talent

The Omnia Group

Established in 1985.

Scientifically valid workforce assessments.

Over 200 specific job benchmarks across a variety of industries.

Tools, resources, and customized services to help organizations hire the best people and develop them to their full potential.

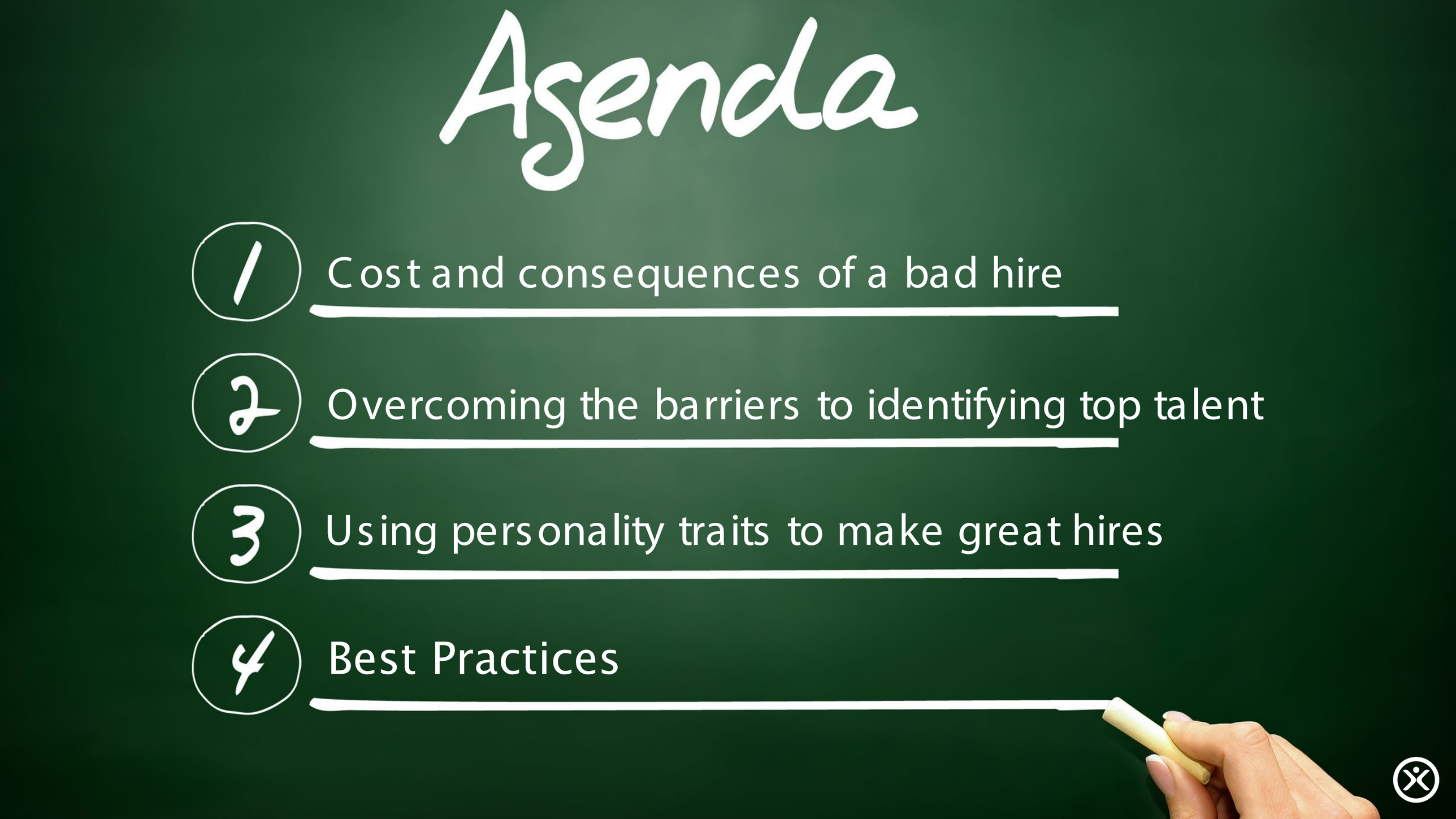
2000+ clients across 5 continents.

Professional experts supporting every stage of the employee lifecycle.

Woman-owned, woman-led business.

Agenda

1. Cost and consequences of a bad hire
2. Overcoming the barriers to identifying top talent
3. Using personality traits to make great hires
4. Best Practices



Cost of Bad Hire

The U.S. Department of Labor estimates the average cost of a bad hiring decision is 30% of the hire's 1st year earnings.

The Harvard Business Review stated that as much as 80% of employee turnover is related to bad hiring decisions.
employee
turnover

Interview Day

3 Months Later

A great hire has . . .

Skills
Desire
Personality Fit
Culture Fit

Barrier 1

Compromising

Is your hiring process objective and well-thought out?

Are you tempted to cut corners? We don't have time for all this interviewing. I NEED someone NOW!

Solution

Know what you need and want

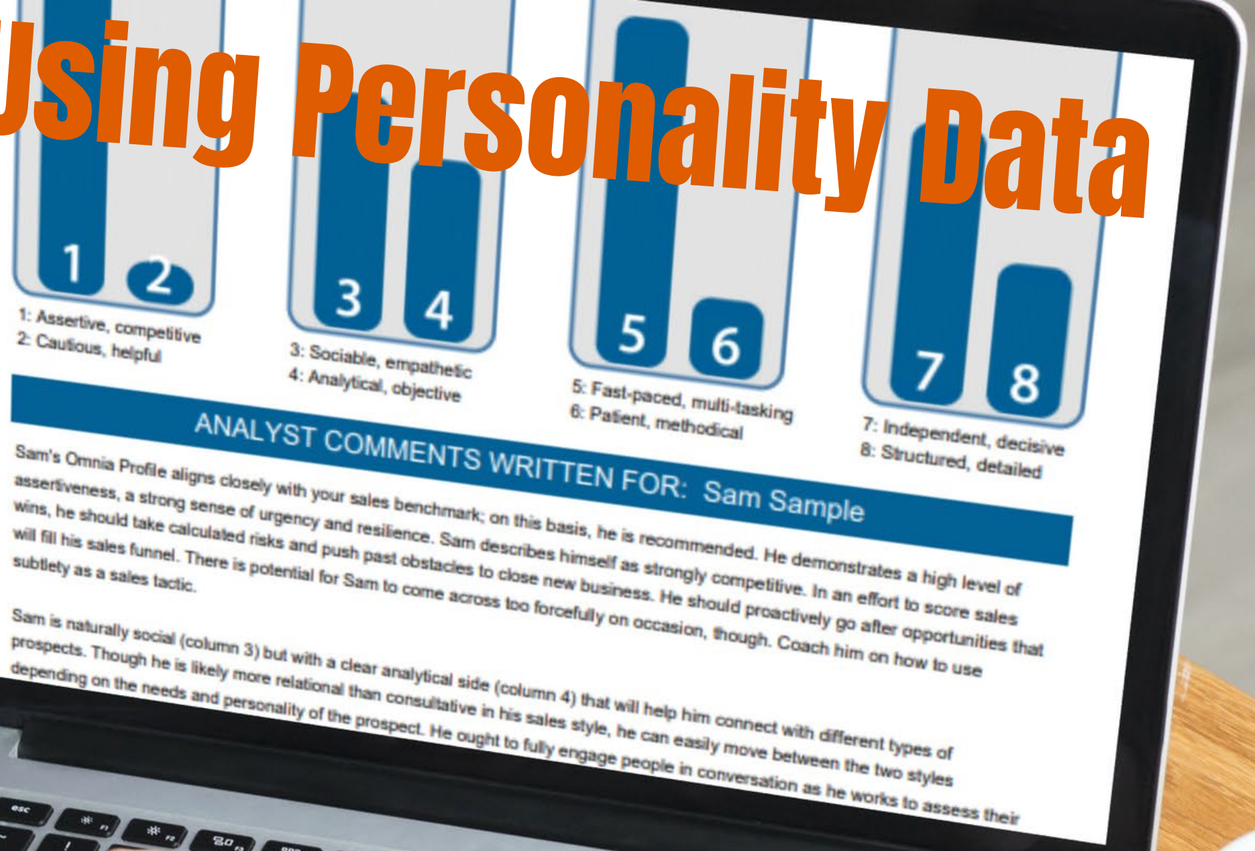
Barrier 2
Relying on your gut

Solution

Use all the data at your disposal

(and don't forget the coffee)

Using Personality Data



Understand who you are hiring

Make hiring decisions more objective

Uncover potential challenges

Assess candidate fit

Assertiveness

Column 1
Assertive

Competitive, driven, confident, takes charge

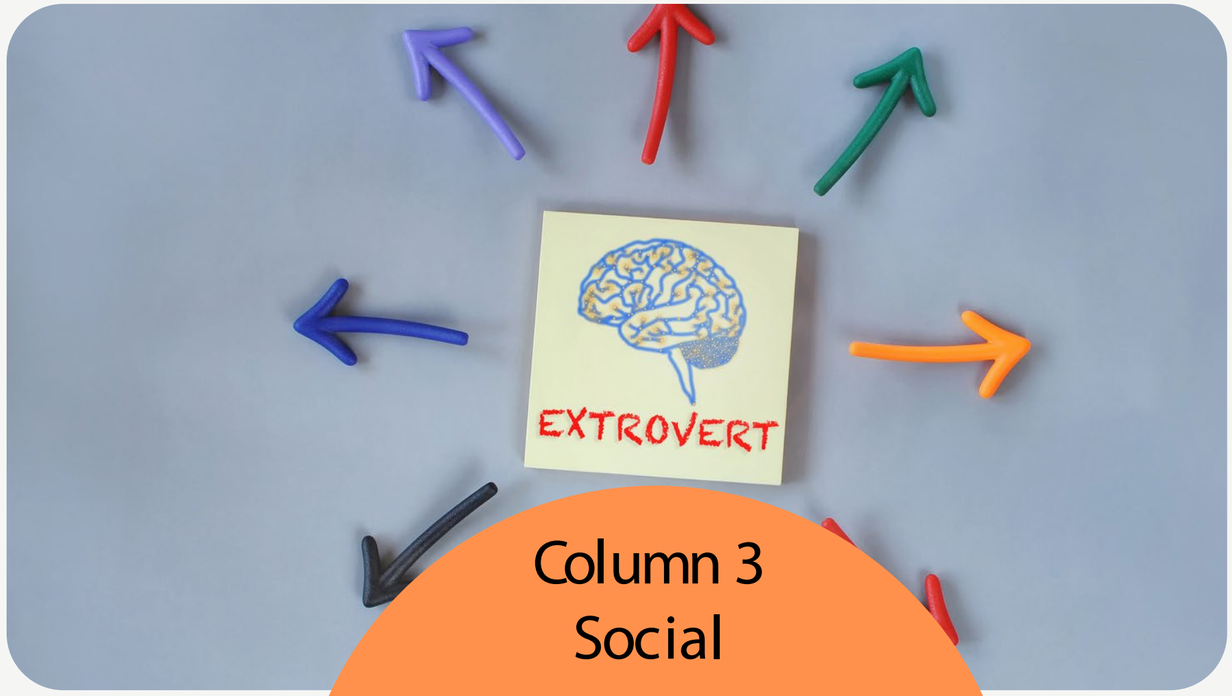
Agency Roles
Producer - sales/revenue generation
Manager - leadership

Column 2
Supportive

Helpful, team-oriented, cautious, avoids risk

Agency Roles
Service
Support
Individual contributors

Communication



Column 3
Social

People-oriented, engaging, persuasive, builds relationships

Agency Roles
Producer, Sales Manager, CSR, Helpdesk Support

Column 4
Analytical

Logical problem solver, looks for proof, gathers facts

Agency Roles
Producer, CSR, Operations Manager, Account Manager, Service Processor

Pace

Column 5
Impatient

Multi-tasking, handles interruptions and change easily, bored by too much predictability, likes variety

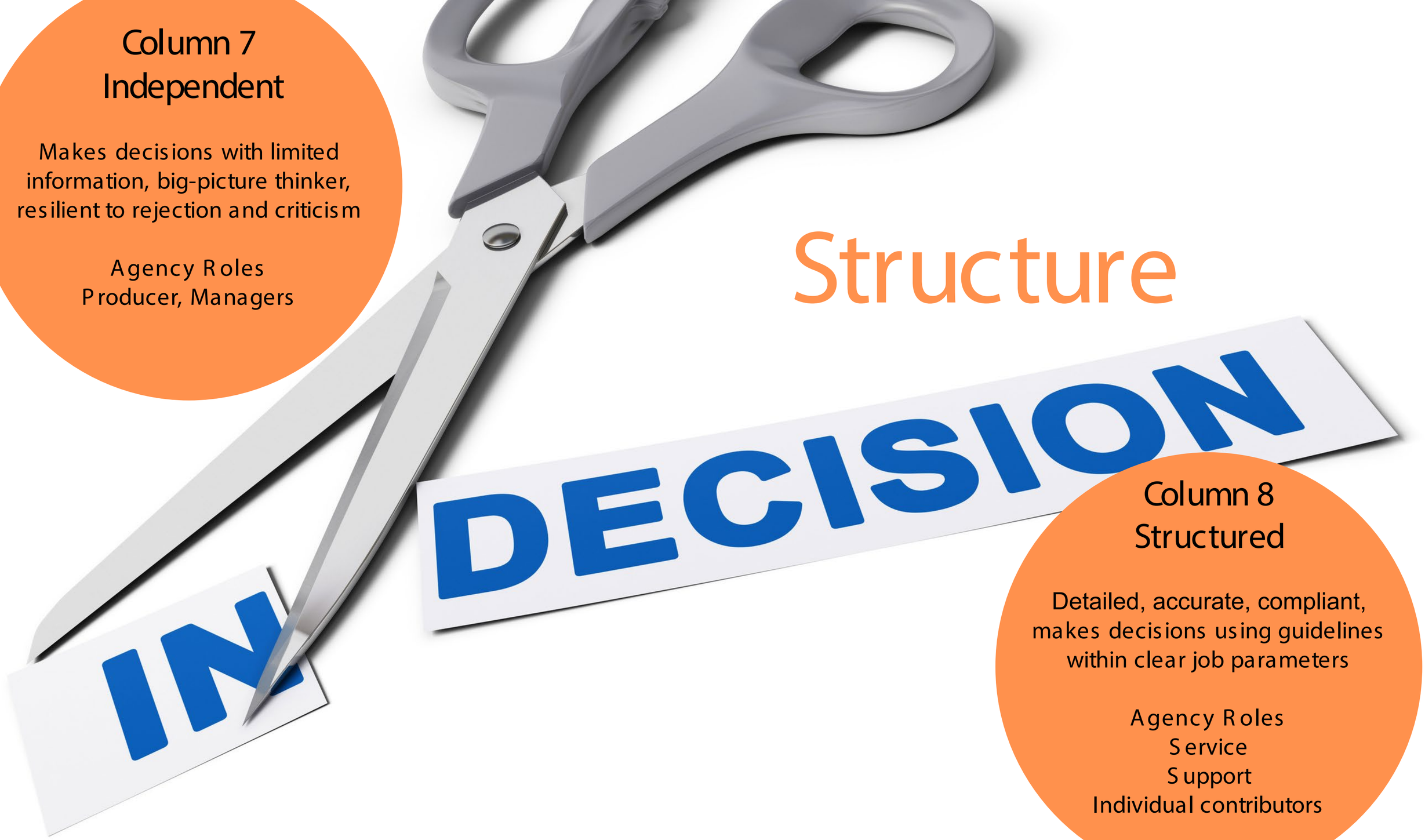
Agency Roles
Producer, Sales Manager, Account Manager

Column 6
Patient

Methodical , focuses on one thing at a time, stressed with last minute changes, prefers routine

Agency Roles
Account Manager, CSR, AP/AR, Service Processor

Structure



Column 7
Independent

Makes decisions with limited information, big-picture thinker, resilient to rejection and criticism

Agency Roles
Producer, Managers

Column 8
Structured

Detailed, accurate, compliant, makes decisions using guidelines within clear job parameters

Agency Roles
Service
Support
Individual contributors

Compare to Top Benchmarks

Choose industry benchmarks or create your own.

See exactly how candidates align to the job.

Job Description

Historical Data

Top Performers

Barrier 3

Inconsistent Interview Process

Establish Job Criteria

Review Resumes and Phone Screen

Assessments and Job Testing

Interviews

References and Job Offer

Solution

Use a consistent, multi-pronged process

- Include pre-screening process
- Pre-planned outline & questions
- 90% of your questions should be job and company related
- Use scoring guides

Determine the number of interviews and the interviewer(s)

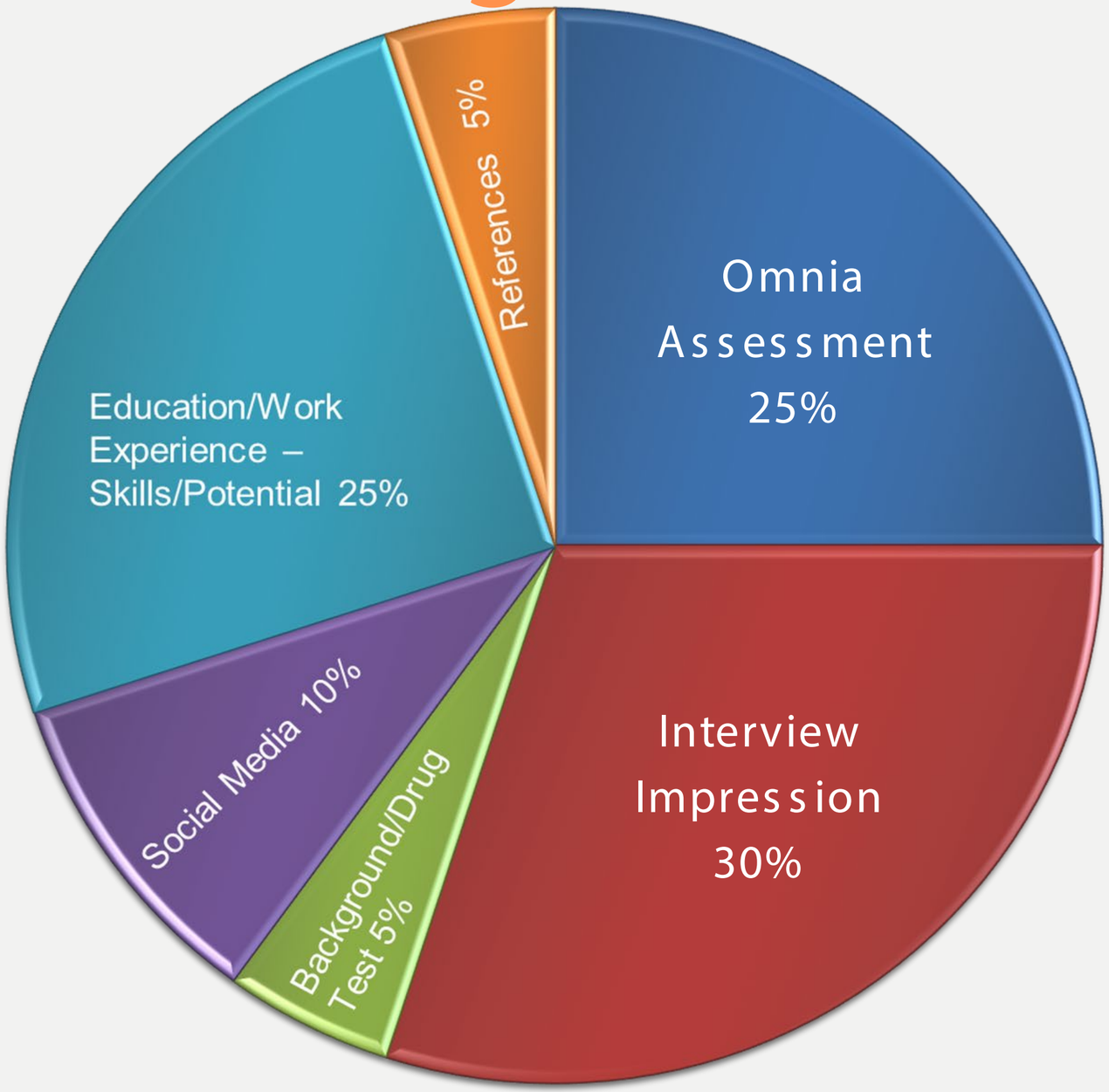
Prep “warm-up” questions

Develop culture/workplace questions

Establish the job-specific, behaviorally-based questions

Consider simulations

Best Hiring Practices



The Selection Process

Questions?

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