

ENTERPRISE DEVELOPMENT TRACK

SCREEN FOR SUCCESS

**BEST PRACTICES FOR SCREENING YOUTH INTO
EMPLOYMENT PROGRAMS AND FORMAL
SECTOR JOBS**



Welcome!

You will leave the session with:

- Insight into the Youth Employment Program Screening Assessment Framework & Maturity Questionnaire
- A practical example of how organizations from South Africa approach the screening of high potential, disadvantaged youth into impact sourcing jobs
- A view on your how your own practices are assessed using the above

Assessment Framework

Assessment
METHODS

Behaviour
Based
Interviewing

Work Sample
Assessments

Questionnaires &
Psychometric
Assessments

Assessment
DIMENSIONS

Motivation
Ambition
Values
Interest

Personal
Attributes

Capability / Ability
Cognitive/EQ/Physical

Knowledge
Skills
Experience
Qualification

Prediction of Competence Potential

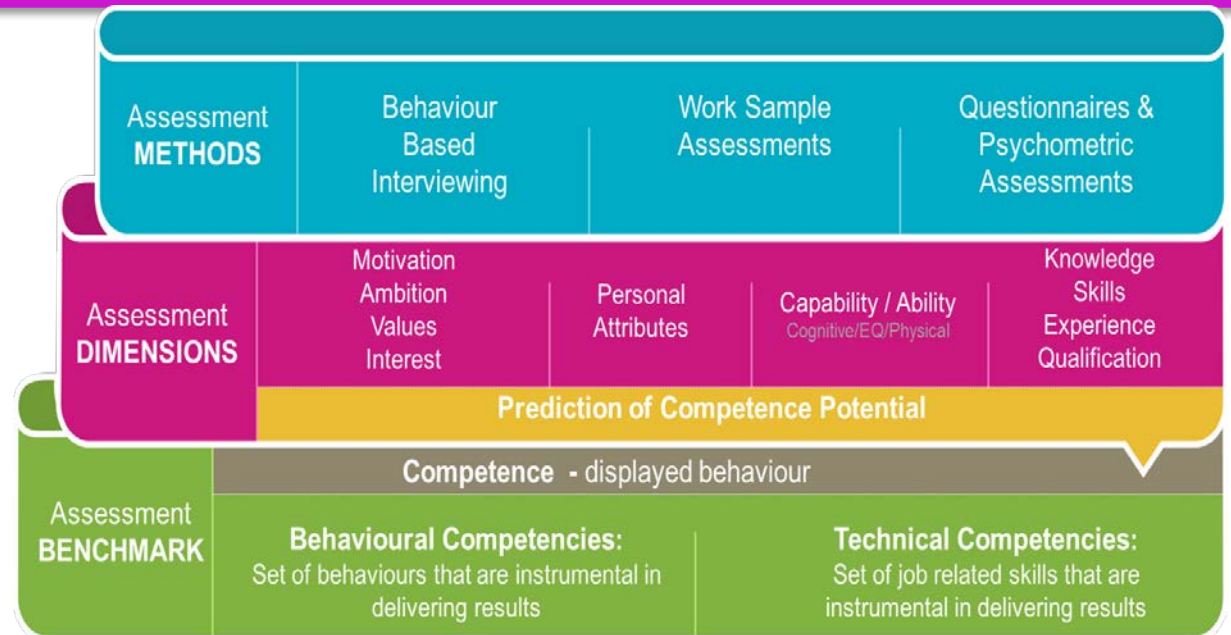
Competence - displayed behaviour

Assessment
BENCHMARK

Behavioural Competencies:
Set of behaviours that are instrumental in
delivering results

Technical Competencies:
Set of job related skills that are
instrumental in delivering results

Assessment Framework



Processes – Consistently applied

Technology - Fit for purpose

Ethical and Legal considerations – appropriate to own country

CareerBox: Case Study for Impact

Actual paying Jobs

Attracted More than 8000

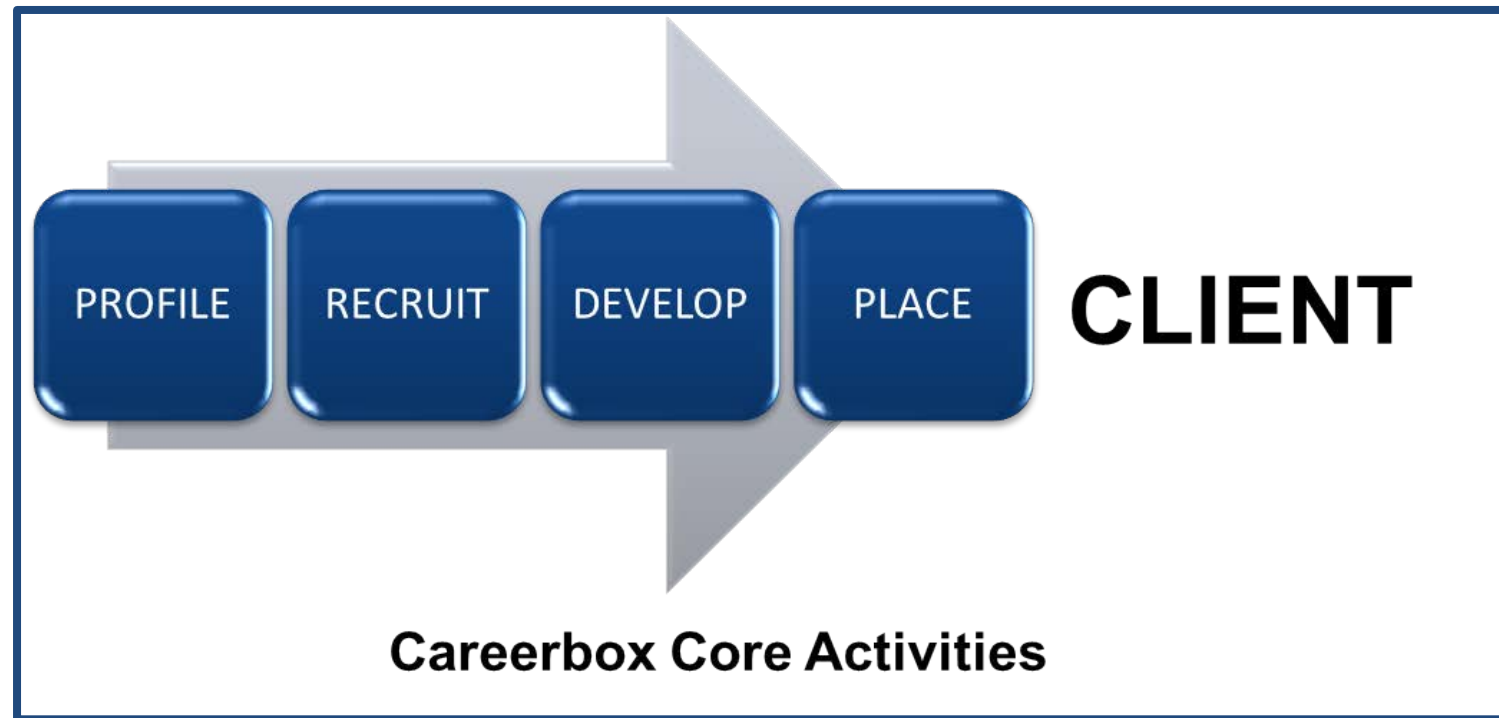
youth Employed 2000 youth into

Digital Economy Positive impact on
poorer communities

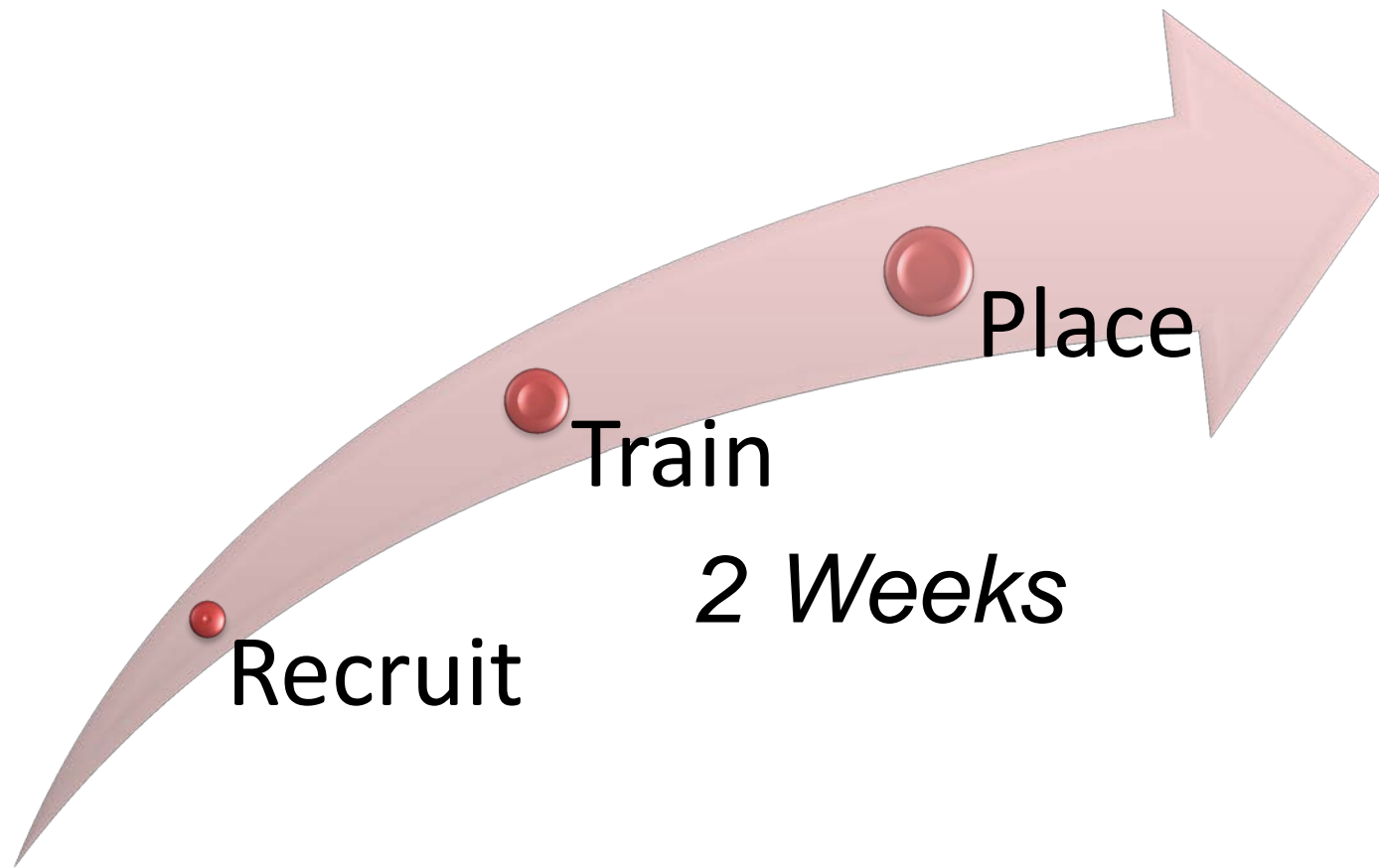
Positive impact on economy & ECONOMIC Impact
on Households



CareerBox: Business Model



Timeframe for Impact



How do we Transform?

Workplace Culture & Etiquette

- Understand the workplace expectations

Contact Centre Industry

- Understand Contact Centres, Multimedia & Digital technologies

Call Handling & Communication Skills

- Understand how to communicate Telephonically & via Web Chat

Negotiation Skills

- Understand and demonstrate telephonic & web chat sales

Personal Management

- Understand how to manage attitude, money, safety, goal setting and dealing with change

2 Week Speed to Competence programme:

- Interactive & intense
- Blend theory & Practical know how
- Assessments: Pre, Post, During
 - Immersion into world of work
 - Manage Expectations: Workplace & Learner
 - Quality

Challenges

Psychometric Testing

Learner Tracking System

Lack of computer Skills

WORLD OF WORK Exposure

Limited opportunities

requires **Screening**

What do we Assess?

- Converse with a Customer telephonically
- “Connect” with the Customer
- Clarify Customer’s request
- Provide relevant information
- Objection handling
- Responding to Customer queries via webchat
- Productive and contributing team player
- Customer resolution
- Maintaining quality and compliance to company standard



What do we Assess?

- Attitude
- Alignment of expectations
- Confidence
- Rapport Building
- Conscientiousness
- Customer Orientation
- Ability to relate to given information
- Basic reasoning and understanding – numeracy, literacy
- Language skills
 - Pronunciation
- Email / Computer Skills
 - Typing, Accuracy
- Previous work experience

Assessment DIMENSIONS

Motivation
Ambition
Values
Interest

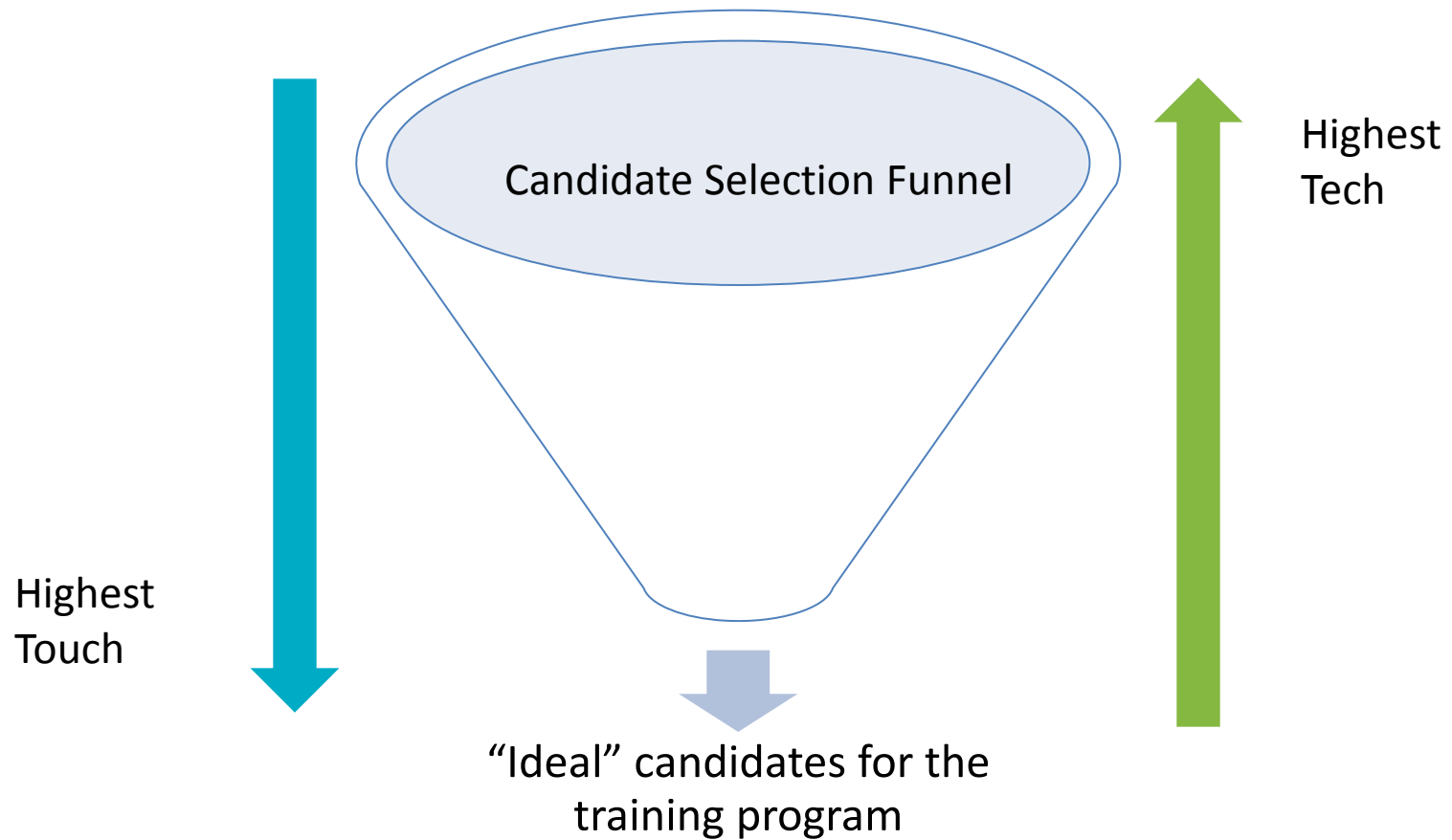
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Prediction of Competence Potential

Scaling Candidate Selection Process



How do we Assess?

Assessment METHODS					
Behaviour Based Interviewing		Work Sample Assessments		Questionnaires & Psychometric Assessments	
1	2	3	4	5	6
Telephonic Interview	Group Presentation	Group Assessment	Individual Assessment	One – One Interview	Client Interview
<ul style="list-style-type: none"> • Ability to Converse • Tone & Pace • Language skills • Pronunciation 	<ul style="list-style-type: none"> • Group Interaction • Flexibility in tone • Ability to relate to given information 	<ul style="list-style-type: none"> • Communication • Attitude • Listening • Confidence 	<ul style="list-style-type: none"> • Basic reasoning and understanding – numeracy, literacy • Email / Computer Skills • Typing, Accuracy 	<ul style="list-style-type: none"> • Previous work experience • Candidate Suitability • Alignment of expectations 	<ul style="list-style-type: none"> • Rapport Building • Objection handling • Listening skills • Compliance • Customer Orientation

Closing Remarks

Making Cents developed a webinar on Assessment Framework

Access webinar and tools online here:

www.youtheosummit.org/youthscreeningassessmentframework



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