

ASSESSMENT PULSE

Insights and Trends in Workforce Assessment!

This Month:

- **Team Leaders: The vital link between the management and the operational workforce**
- **Hiring the right Team leaders**
- **BFIT for Team Leaders**

Share this information with a colleague or friend.

Bad Supervisors cost companies 73% of Employee Productivity!

Does this look familiar?



Hiring the wrong Team Leaders can prove costly than because they are responsible for potentially hundreds of people and millions in costs and revenues and customer satisfaction!

The shift towards flatter organisational structures, where individuals are more empowered, has placed a premium on front-line managers better known as team Leaders. Team Leaders perform very important roles in organisations. They set the conditions for their teams to do their best work, create a climate that is conducive to performance and job satisfaction, manage the organization's resources, and help organisations meet their goals.

Some Team Leaders are often the people who:

- Make the difference between meeting targets and missing them.
- Have the most significant impact on workplace culture because they set the tone of behaviour in their individual work areas.
- Influence the retention of staff because people feel a strong sense of loyalty to their Supervisor
- Provide an incentive for people to join a company because word gets around that people will be treated well and fairly.
- According to a Gallup study, 77% of engaged employees feel that their supervisor focuses on their strengths and positive characteristics.

A good Team leader masters the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them!

Other Team Leaders may cause:

- High levels of absenteeism because people simply don't want to come to work.
- Reduced productivity because people are not motivated to give their best.
- Workplace conflict among employees because there is no team cohesion.
- Resentment toward upper management because the communication conduit is not working well between the various levels in the company.
- According to research done by Gallup, the single most important factor affecting an individual's performance and commitment to stay with an organization is the relationship they have with their immediate manager.
- The Gallup Organization surveyed two million employees from 700 organizations and found that "the length of an employee's stay in an organization is largely determined by his relationship with his immediate supervisor." Basically people tend to join organizations and teams, but they quit bosses, and 46% of employees leaving a company do so because they feel unappreciated.
- Supervisors play a huge role in the recruitment, retention, and satisfaction factor of their team, yet 61% of the employees surveyed said their bosses don't place much importance on them as people, and 88% stated they do not receive acknowledgement for the work they do.

- According to another Gallup study, 84% of people polled stated that they believe business Managers have, at best, mediocre ethical standards.

Hiring the right people to lead teams has become a business imperative. Organisations are investing time and energy in deploying scientific methods to identify, select and nurture effective Team Leaders.

Case Study

In the early 1980's Sony was experiencing a losing streak with its computer products many of them obsolete by the time they hit the market.

Team Leader Toshi T. Doi was put in charge of reversing the trend by creating a new line of small office computers. One of his first acts was to gather a team of 11 engineers and inspire them to design any kind of computer they wanted with a few specifications. Or in Doi's words, "Pick a team from among the company misfits, and give them 100% freedom."

The team decided that instead of creating an office computer, they would create an engineering workstation. Their excitement for the project compelled them to spend nights and weekends working, devoted to making "their dream" a reality. In six months, they created what usually takes two years to develop a market-ready workstation. Within one year the product took over 20 percent of the Japanese workstation market.

Careersindia's Assessment for selection of Team Leaders

BFIT for Team Leaders is an assessment of an individual's behavioural competencies important for Team Leaders. Designed and developed scientifically by experts in assessment science, BFIT has been used to assess thousands of candidates, for companies across various Industry segments, over the last few years with high predictive value.

Features:

- Developed through an extensive empirical study in the Indian context.
- Robust psychometric properties for predicting success.
- Seamless administration and scoring.
- Easy to use report formats for analytics and norm creation.
- Candidate identity and authentication process.
- Deployable in LAN/WAN/WEB environments.
- Specific norms and success profiles.
- Pre-defined user permissions for data access as an optional feature.
- Option for predefined message to candidates on test completion.
- Multi lingual deployment of survey.



BFIT for Team Leaders measures:

- Optimism
- Emotion Management
- Persuasiveness
- Persevering
- Work-pace
- Discipline
- Planning
- Team Leadership



Why use BFIT

- To identify top quality candidates and predict potential success on the job.
- Opportunity to archive and mine data for future reference.
- Validation checks for candidate reappearance.
- Confidentiality of candidate data.
- .Enhanced Candidate Experience.
- Reduction in time spent on Administration and logistics and Improved accuracy.
- Flexibility to source candidates from a wider geographical area.
- Speedier throughput from test to offer.
- Savings in Training Costs.



Our Representative is just a click away.

Client Speak

We use BFIT as a selection tool for Team Leaders in Sales. BFIT has been very useful in giving us a clear picture of candidates' proficiency in competencies specific to the role.

**Manager - HR
Multinational Banking Major**

The results of the situation based BFIT Team Leader assessments are accurate and apt for our requirements. .

**Head - Human Resources
Financial Services Major**

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