

Assessing the Right Decision: Situational Judgment

Situational Judgment by Aon

Situation matters. We know that. In some situations, even great people make the wrong decisions. Designing a good evaluator of situational judgment requires expertise, experience and specialist input. At Aon, we know about these things and we design specific situational judgment assessments that are unique. They also reflect everyday decisions that people in specific roles may need to make, whether they are cabin crew, customer service agents, salespeople, hotel service staff or any other job role for which the assessment has been developed.

Aon SJQs in Practice

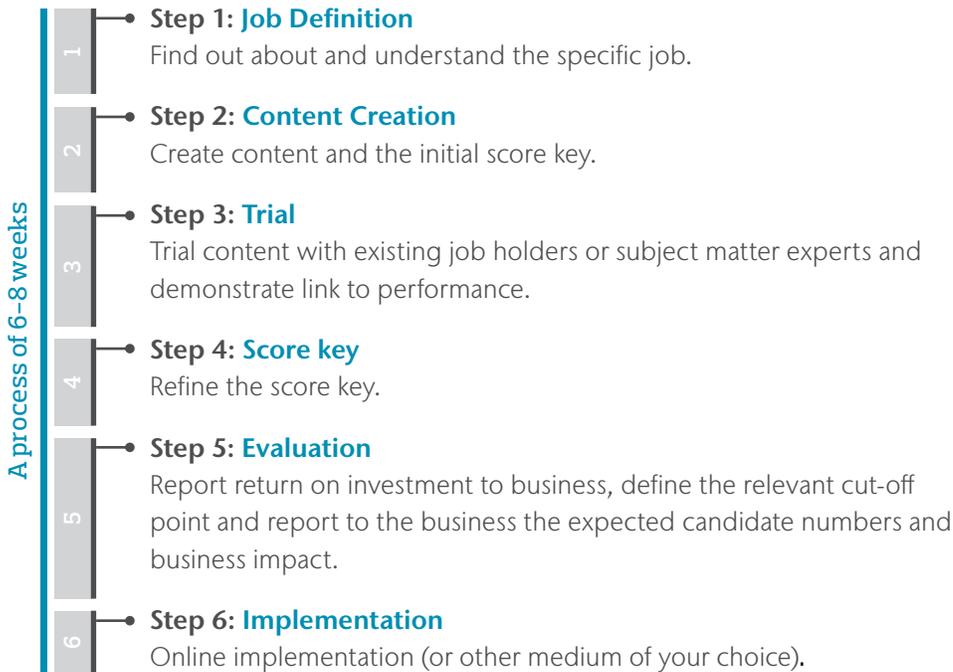
- ▶ SJQs (situational judgment questionnaires) are a context-rich tool used early on in the recruitment process, best suited to high volumes of mid-level jobs
- ▶ Usually job-specific: designed and validated for a specific job in a specific organization
- ▶ Applicants are presented with real-life work situations and asked: what would you do if faced with this situation?
- ▶ Applicants either select or rate appropriateness of proposed possible actions
- ▶ Responses are compared to the answers considered to be the right action by 'subject matter experts' on the role
- ▶ A single overall job-fit score is produced and used by recruiters for sifting out poor-fit candidates (around 30% to 50% of applicants can be screened at this stage)
- ▶ There is strong evidence of validity and fairness of SJQs in wider research literature
- ▶ Candidates like SJQs – SJQs help them to fully understand the job they are applying for



Aon SJQ: Why Use One?

- **Efficiency**
Screen a high volume of candidates at an early stage
- **Quality**
Highly predictive of future performance
- **Engagement**
Manage candidate expectations with realistic job previews
- **Security**
Aon's unique scoring method generates a 'scoring key' that is hard to guess
- **Fairness**
Negligible group differences found for SJQs: those that complete assessments are operating on a level playing field

Aon SJQ Process: How We Design an Assessment



We're here to empower results.

To learn more about SJQ, visit assessment.aon.com or email us at assess@aon.com

- ▶ Aon designs situational judgment assessments that really work

The Aon Difference: We Leave Nothing to Chance!

We combine our psychometric know-how and our unique scoring method with input from subject matter experts to create real-life situations and plausible answer options. We always trial a 'prototype' version, analyze the data and make any questionnaire amendments before we go live. This validation, prior to launch, ensures excellent validity and demonstrable return on investment. Our 'points-sharing' question format, through which candidates decide on the appropriateness of each answer option, gives us more information from each question and allows us to understand the nuances of judgment – and candidates like this format too!



Results

Our technology is flexible and can incorporate videos, graphics, research questions, client-specific scoring models and report outputs, e.g. a combined score and report from SJQ plus personality and/or ability results. We produce a single score for sifting that allows easy and valid ranking lists and decisions. We interface with any IT or HR system you may have.