



Assessment News & Product Updates

Topical articles, insights, and new product showcases for August 2022.

Creative Organizational Design offers thousands of solutions for assessing a vast array of skills, aptitudes and personality traits for all kinds of applications. We have over 40 years of experience and expertise in assessments. Whether you're hiring, promoting, coaching, or developing individuals or teams, we have the solutions that you're looking for.

New Articles

Bad Customer Service Costs You More Than You Think



Millions of people encounter bad service from all kinds of businesses every year. It happens to everyone eventually. Much of it can be blamed upon poorly trained employees, lack of oversight, non-customer-friendly policies, arduous-to-navigate telephone menus, and just plain old human stupidity and/or lack of critical thinking skills.

When people have a terrible service experience, they usually tell their friends, family, and colleagues about it. Research has shown that 72% of customers will share a positive experience with 6 or more people, but 50% of angry customers tell at *least* 15 other people about their experience.

[Read the full article...](#)

Solutions to Your Problems

Do We Have Customer Service Tests? Boy! Do We Ever!



Do you need to know if your applicants have the hard and soft skills required to deliver outstanding service? We have over 60 different assessments to help you do all of that and much more. Have a look at our range of customer service tests which include:

- At Home Agent With Sales
- Banking Services Representative Test
- Becoming A Customer Service Star
- Contact Center Agent
- Customer Care Simulation
- Customer Service 5.5
- Customer Service Aptitude Test
- Customer Service Profile – 3rd Revision
- Customer Service Representative for High Security Positions
- Entry Level Customer Service
- Retail Sales Associate Solution
- Service Skills Survey

[See all our Customer Services tests](#)

Product Showcase

Thrive Cognitive Ability and Personality Assessments

We are excited to be offering this entirely new line-up of unique and flexible assessment products!

The **Thrive assessments** are a suite of unique, flexible and *customizable* pre-screening tools that include powerful predictors of job performance and long-term professional success.

These short, fair, ethical, professional, legally defensible, mobile, and engaging tests can be used early in the hiring process to screen out unsuitable applicants quickly and reliably.

They include **200,000 job-specific Roles** to select from that match the assessment to the exact job that you're screening for.

The Thrive assessments were used by 12 million candidates last year across 90 countries and can be administered in 40 different languages.

They incorporate **both** Ability **and** Personality measures in each administration, and you can pick and choose as many as you want - at no added charge!

[Learn More About The Thrive Tests](#)

New Tests

Professional Employment Test

The Professional Employment Test was designed to represent cognitive abilities that are important for successful performance in professional, administrative, and managerial jobs.

[Learn more...](#)

Sales Career Battery

The Sales Career Battery (SCB) helps quickly identify individuals who possess the profile critical for sales success in today's demanding environment.

[Learn more...](#)

Support Services Career Battery

The Support Service Career Battery is for use in selecting employees for maintenance, facilities, and support positions and include (but are not limited to) Food and Dietary Services, Environmental and Custodial Services, Security, and Patient Transport.

[Learn more...](#)

RoadWorthy

RoadWorthy™ is an assessment designed to evaluate a driver's history and experiences, personality characteristics and motivational fit for a commercial truck driver role.

[Learn more...](#)

Sales Readiness Assessment

The Sales Readiness Assessment assesses the personal attributes and competencies critical to success in sales positions.

[Learn more...](#)

We're adding tests all the time.

[See Our Newest Tests](#)

We Are Your One-Stop Shop For Assessment Solutions

Creative Organizational Design has helped organizations screen, promote and develop employees throughout North America and beyond since 1979.

Creative Organizational Design

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