



Assessment News & Product Updates

Topical articles, insights, and new product showcases for **January 2023**.

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 Article

The Cost of The Toxic Workplace



A toxic work environment is an environment that negatively impacts the viability of an organization.

Almost nothing is more counter productive, more damaging, and more demoralizing to people than having to work with or under unprofessional, inefficient, abrasive people who treat others badly. Toxic work culture is the number one factor that drives resignations.

People who don't use pleasantries, or who don't deal with people civilly or respectfully, make life hell

for those around them. In addition to wreaking havoc on company morale, they cost their businesses untold amounts in wasted time, resources, and expense.

A toxic workplace is no fun for anyone. It contributes to higher turnover, increased expense, inefficiency, low morale and often, a damaged reputation. To do nothing only exacerbates the problem and telegraphs to employees that management either doesn't care or simply isn't minding the store. A proactive approach is required to effect meaningful change, and tools like the ones in this article can help employers target where change is needed and how to address existing problems.

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

Solutions to Your Problems

Do We Have Administrative Skills Tests? Boy! Do We Ever!



Whether you're hiring for an Executive Assistant, Hotel Concierge, Office Manager, or need to ensure that applicants have data-entry, MS Office, filing or even good attention to detail skills, there's a test for that - and we have 'em!

Have a look at our range of clerical and administrative skills tests which include:

- Accounting & Bookkeeper Math
- Aptitude Test
- ACER Select Series
- Administrative Professional
- Cashier Test
- Clerical Aptitude Assessment
- Data Entry 10-Key
- Detail Orientation Test
- Executive Assistant Test
- Medical Terminology Test
- Microsoft Office Tests Suite
- SkillSeries™ Tests For General Pre-Screening
- and more!

[See all our Administrative Skills tests...](#)

Product Showcase

Management Scenarios

The Management Scenarios assessment is a situational judgement test that measures an individual's ability to decide on effective ways of handling real life situations. Candidates rate the effectiveness of each response, using a 6-point scale, from highly undesirable to highly desirable. It can be used for recruitment, selection, training and development, performance management and coaching in a variety of functions and industries. Each administration produces a Candidate, Profile and Narrative Report.

Use it for recruitment, selection, training and development, performance management and coaching in a variety of functions and industries.

Recommended uses:

- Pre-Screening for Interview and Assessment centre
- Recruitment and selection of managers
- Succession planning: identifying managerial potential in individuals and readiness for fastrack promotion.
- Supporting a coaching or mentoring programme
- Providing input into an individual's development plan

- Support with developing the executive thinking skills of top teams

[Learn More About The Management
Scenarios...](#)

New Tests

Data Entry

The Data Entry test is a Simulated data entry test that measures the ability to accurately transcribe data from pre-filled forms and the ability to verify pre-filled data. Relevant Job Roles include: Data Entry Operator, Data Entry Keyer, Customer Service Representative, Chat Executive.

Scores Reported:

- Overall Score,
- Data Entry Speed,
- Data Entry Accuracy,
- Data Verification Speed,
- Data Verification Accuracy

[Learn more...](#)

Financial & Banking Services

The multi-choice Financial & Banking Services test that measures the knowledge of investment products, banking products, taxation and principles of macroeconomics.

It covers the following areas:

- Balance sheet
- Credit cards
- Savings account and fixed deposits
- Loans
- Bonds
- Mutual funds
- Stocks

Front Office Management

Front Office Management is a multi-choice test that measures the knowledge of front office operations such as:

- Basics of front office management
- Hotel Organization
- Reservations
- Room selling techniques
- Tariff structure

[Learn more...](#)

Food & Beverage Services

The Food and Beverage Services Test, that measures the knowledge of meal planning, service preparation, types of service equipment, and types of beverages.

Assess candidates for knowledge of:

- Meals and menu planning
- Food service area preparation
- Food and beverage service equipment
- Table service
- Room service
- Food safety and environmental concerns
- Order taking and receipt of payments
- Dispense bars, alcoholic beverages and cellar
- Cocktails and mixed drinks
- Tobacco

- Derivatives
- Options

- Non-alcoholic beverages

[Learn more...](#)

[Learn more...](#)

We're adding tests all the time.

[See Our Newest Tests](#)

Did you miss a newsletter?

All of our past newsletters may be viewed here:

[See all past newsletters...](#)

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.

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