

CSRSIMULATOR™



The **CSRSIMULATOR™** is a cost effective simulation tool that helps evaluate a candidate's hard skills and competencies. Through this Simulation program, financial institutions make better hiring decisions and select candidates who are more likely to stay, perform and deliver results in the retail banking environment.

The **CSRSIMULATOR™** is a web-based solution, providing real time reporting of the candidate's hard skill ability. The simulation is designed to take 10 – 15 minutes to complete. In that time it provides a real life scenario of the role. Measuring specific hard skills needed in the CSR position.

CSRSIMULATOR™

- Computer Navigation
- Accuracy and Attention to Detail
- Basic Math
- Working Memory
- Procedural Compliance
- Integrity
- Comfort with Sales

The **CSRSIMULATOR™** is designed to help financial institutions screen, select and train top performing Tellers. Simulation testing has proven to be a valuable tool in identifying the types of candidates that have the hard skills needed to succeed in the CSR role.

Proven Simulation benefits:

Attraction:

50% improvement in application to hire ratio

Screening:

Improved new hire retention: 98% new hire 90 day retention

Selection:

Top rated candidates outperformed lower rated candidates by over 150%

Hiring:

Training class scores improved by 43%
Training class time reduced from 4 weeks to 3 weeks

The CSRSIMULATOR™ assesses the following:

- Keyboard efficiency, speed and accuracy
- Computer navigation skills
- Listening and memory skills
- Reading skills
- Mathematical accuracy and competency
- Cognitive problem solving
- Candidate's understanding of customer needs
- Working Memory
- Procedural Compliance
- Integrity
- Comfort with Sales

The CSRSIMULATOR™ report is instantly generated. The complete, detailed reporting system provides the hiring manager with a comprehensive understanding of the candidate's ability to perform a wide range of job related skills.



SELF MANAGEMENT GROUP

The **Self Management Group** is a world leader in screening, selecting, developing, and retaining top performers. For over 30 years, the **Self Management Group** has partnered with leading companies to develop high performance, self managed organizational cultures.

For more information about the CSRSIMULATOR™ and the **Self Management Group's** other profiling and training systems please visit www.selfmgmt.com or call 416.746.0444.

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