

# Performance Skills Index for Contact Centers



## Focus on Candidates

LOMA's Performance Skills Index (PSI) is a recruiting assessment that can help companies identify strong candidates who are likely to pass their licensing requirements. The PSI helps companies:

- Predict the likelihood of passing licensing exams on the first try
- Screen out candidates who are unlikely to succeed with the exams
- Identify candidates who will need extra help preparing for them

Costs for hiring, training, and recruiting can add up fast when candidates leave after a short time or for being unable to perform essential job duties. You can reduce these costs from the start by identifying candidates who have the greatest potential for success using LOMA's PSI.

The PSI allows your company to focus resources on the right candidates and quickly put them on the right track!



## How It Works









- The Performance Skills Index is a multiple-choice test that measures each candidate's ability to learn and remember information, and includes questions on verbal knowledge, verbal logic, reading, and math.
- Available through LOMA's web-based system, the PSI makes candidate selection effective, efficient, and timely, instantly scoring a candidate's responses and generating a report.
- The PSI test can also identify a candidate's primary learning style, which will help companies effectively train their new hires.



## Results that Benefit the Bottom Line

- Individuals receiving the highest PSI ratings are almost five times more likely to pass the Series 7 on the first attempt as are individuals receiving the lowest PSI ratings.
- Individuals receiving a rating of six or higher on PSI are two and one-half times more likely to pass the Life and Health exam on the first attempt than are those with a PSI rating of one or two.
- Ninety-five percent of the individuals receiving the highest PSI rating passed the new Securities Industry Essentials (SIE) exam on the first attempt.

# Performance Skills Index

Features	Benefits
<p><b>Overall performance rating</b></p> 	<ul style="list-style-type: none"> <li>• Learn which candidates are likely to succeed</li> <li>• Helps you redirect unqualified candidates</li> </ul>
<p><b>Life and health insurance, property/ casualty insurance, and FINRA licensing success rating</b></p> 	<ul style="list-style-type: none"> <li>• Identifies candidates who are likely to pass their exams or will need extra help preparing for them</li> <li>• Helps you screen out candidates who are likely to fail their licensing exams</li> <li>• Reduces training costs and retest fees</li> </ul>
<p><b>Candidate training and development guide</b></p> 	<ul style="list-style-type: none"> <li>• Identifies each candidate's primary learning style: Active, Practical, or Theoretical</li> <li>• Explains candidate's preferred training environment and provides "homework" assignments for more effective training</li> <li>• Identifies potential problem areas to address with training</li> </ul>
<p><b>Interview questions for "red flag" areas</b></p> 	<ul style="list-style-type: none"> <li>• Provides questions exploring areas of concern</li> <li>• Includes tips for evaluating responses</li> </ul>
<p><b>Personal feedback report</b></p> 	<ul style="list-style-type: none"> <li>• Helps candidates understand their primary learning style</li> <li>• Helps candidates get the most out of training and development opportunities</li> </ul>
<p><b>Additional features and benefits</b></p> 	<ul style="list-style-type: none"> <li>• Proven to predict on-the-job performance and licensing success</li> <li>• Instantly scores test results and makes individual reports readily available</li> <li>• Easily track and analyze recruiting and hiring patterns</li> </ul> 
<p><b>Questions to Consider</b></p>  <ul style="list-style-type: none"> <li>• Does your company use training or licensing exams as a very expensive step in your recruiting and selection process?</li> <li>• Does your company know who needs extra help preparing for licensing exams?</li> </ul>	<p>If you'd like to learn more, we'd be happy to provide the following:</p> <ul style="list-style-type: none"> <li>• A guided tour of the testing website</li> <li>• Sample candidate reports</li> <li>• Test validity information</li> <li>• References and testimonials</li> </ul>