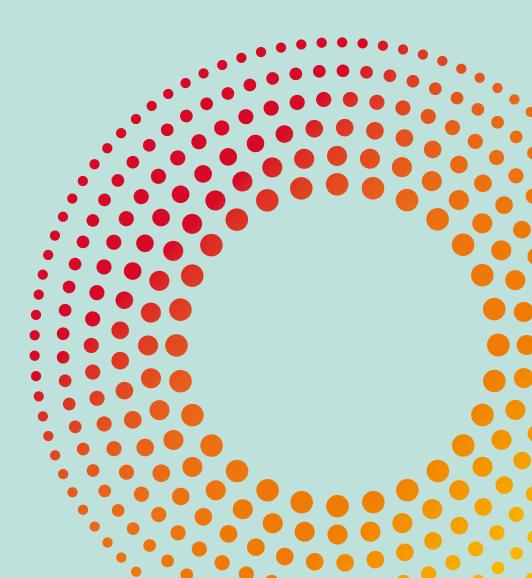# IRIS Situational Judgement Tests

Sift applicants quickly, effectively and fairly

MORE INSIGHT
MORE IMPACT™

IRIS Situational Judgement Tests
Sift applicants quickly, effectively and fairly

Applicants to sales or customer service roles | Untimed

Zoom in on:

- **Cost-effective online sifting**
- **Realistic scenarios and situations**
- **Enhance employer brand**

"I felt the (customer service) test included some interesting questions that capture the complexities of customer service roles. I think the situations used also were realistic, got progressively more interesting - and would definitely pick up some 'no go' candidates, judging by some of the statements"

Melanie Leaning, Team Leader,
"RDL. People. Development. Change"

Two IRIS SJT's are available, each with relevant norms

The IRIS Sales online SJT has been designed to test those applying for roles in sales focusing on:

- new business
- handling and prioritisation of enquiries and sales leads
- cross and up-selling to existing clients

The content of the Sales SJT has been developed and refined to ensure it covers a variety of challenging scenarios routinely faced by those in sales. In the development and standardisation stages of the test 98% of respondents who took the test said the content was relevant to a sales role, whilst 96% of those in sales management said the scenarios accurately reflected those typically undertaken in a sales role.

The IRIS SJT for administrative and customer service roles focusing on:

- Working on a process
- Supporting staff
- Client interaction

Candidates are placed in engaging work scenarios and required to deal with a number of situations by rating a number of possible responses. Each scenario is task-driven and so provides realistic content for these roles, whilst being relevant across organisations.

The tests are completed online and unsupervised (or under supervision at assessment centres)

Uses include: Recruitment – sifting, assessment centre tests and to develop existing teams

Example of IRIS Sales Question

Situation 8:

It is the end of a very busy week and today you have a number of tasks to attend to in addition to a list of people to contact given to you by your manager. You were out of the office yesterday, and you have a number of sales meetings today.

It is likely to be an extremely busy day and it is unlikely that you will have enough time to complete all of your tasks.

Please label each of these actions with the appropriate level of priority:

Note: You must only use a category once in each group, for example, **'High Priority'** cannot be applied to more than one action in this group.

	High Priority	Reasonable	Low Priority
8A.1 Call Kasey Keller. He owns a medium sized business and is well known in his industry	☐	☐	☐
8A.2 Start calling those contacts that have never purchased from you	☐	☐	☐
8A.3 Contact Joe at SS Autos, he has left a message containing some detailed questions about his possible purchase that he is negotiating with you	☐	☐	☐