

HIRE.DEVELOP.PERFORM.

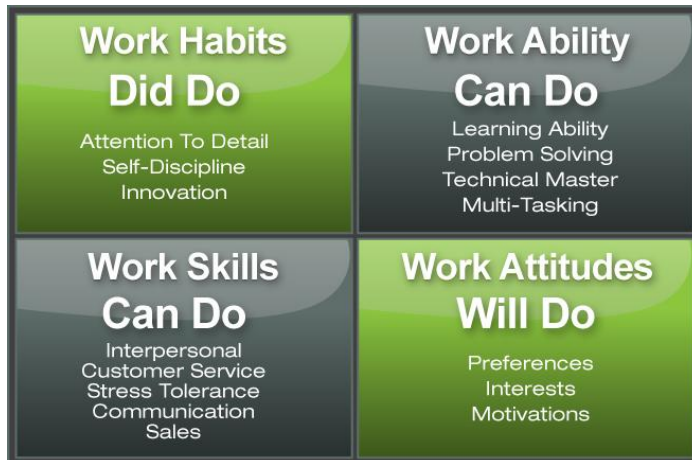
SUPERVISORHIRE

FACT SHEET

The abilities and behaviors to be a successful supervisor differ from those of a front line agent. Research shows that an effective supervisor has a strong impact on the success of agent retention. The SupervisorHire solution provides you with a way to measure a job candidate's ability and potential effectiveness in interpersonal and performance-related relationships with agents.

What is SupervisorHire?

The SupervisorHire system has two main web-based modules that evaluate the job candidate against FurstPerson's proprietary 4-Quadrant model:



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The SupervisorHire Assessment:

- Module 1: Work habits and work attitudes multiple choice section
 - Module 2: Work ability assessment that focuses on problem solving, decision making, and attention to task items
 - Module 3: Structured Interview Guide. FurstPerson recommends a structured interview guide that complements the assessments
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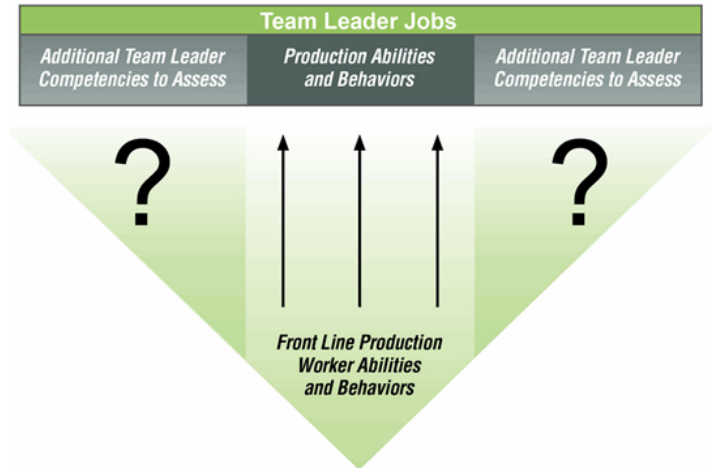
Why Supervisor Hire?

Your retention strategy is highly dependent on the front line leadership that manages the agent population. Job analysis work on supervisor hiring has shown that key competencies are important to successful job performance in the supervisor role. Some of these competencies include:

- Personal credibility
- Adaptability and flexibility
- Problem solving and decision making
- Learning
- Providing motivational support
- Multi-tasking
- Fostering teamwork
- Managing performance

However, not all strong performing agents will perform well in a supervisor role. Evaluating the agents beyond basic agent competencies is critical. SupervisorHire enables you to turn the supervisor hiring process into accurately measurable and repeatable processes. The results are lower cost, reduced hiring risk, and increased performance at the supervisor and agent levels.

Team Leader Selection Model



To learn more about the SupervisorHire tool, contact us via info@furstperson.com or call 1-888-626-3412.