

# THE ASSESSMENT & DEVELOPMENT ENTRE

# **ABOUT BIBF**

The Bahrain Institute of Banking and Finance (BIBF) is a semi-government training institute affiliated with the Central Bank of Bahrain, established in 1981. The Institute plays a vital role in the training and development of human capital in Bahrain, the wider Middle East, North Africa and beyond.

The BIBF's commitment to excellence has strengthened its position as the leading educational provider across all major business disciplines. The Institute serves as a partner to numerous worldclass institutions; delivering Thought Leadership, Assessment and Training in the areas of Banking & Finance, Islamic Finance, Executive Development, Academic Studies, Leadership and Management, Insurance, Digital Transformation, Project Management and Supply Chain Management; resulting in a complete business solution.



"With ever growing technological advancement comes the potential for many organizations to grow as well as expect and anticipate change. We've brought in the best experts to BIBF to deliver an exciting wide range of topics from Bahrain and abroad to benefit and enrich the human capital."



# GLOBAL REACH



The BIBF qualifies over 20,000 learners a year across all major business disciplines and economic sectors.

Since its establishment, it has provided training and development opportunities in 64 countries giving the institute a global footprint.

The BIBF has delivered training to over

# 360,000

students in 64 countries since its inception in 1981

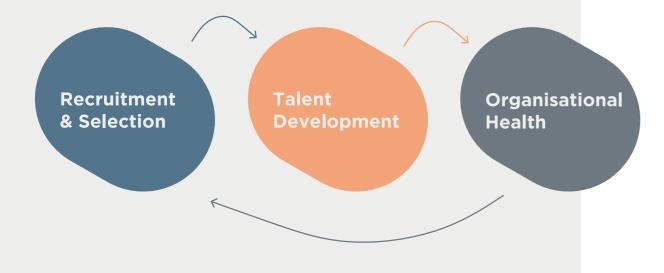
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# THF ASSESSME <u>ት በተለተጠ</u>

An assessment centre employs multiple diagnostic assessment methods to evaluate a range of competencies used to make a variety of employment and development decisions. The Centre provides organizations with a one-stopshop solution whereby training and development programmes are tied with pre-enrolment assessments.

Through the Centre, more customized courses are developed on the basis of the needs of employees members and the organization, rather than what is assumed to be needed.

The BIBF has an extensive range of competencybased assessment tools in the Assessment and **Development Centre. The services offered evolve** around three main themes:



## **USES OF ASSESSMENTS**



**Mitigating Risk** of Recruitment



**Promotion & Succession Planning** 



Employee Satisfaction



Individual **Development Plan** 













Change Management



Talent Management

## **BENEFITS OF ASSESSMENTS**

## **BENEFITS FOR** ORGANIZATIONS:

- Precise investment in training and development planning
- Unbiased approach to decision making
- Increased employee engagement and job satisfaction
- Streamlined recruitment and other organizational processes
- Increased alignment of behaviour to values and organizational competencies



- Gain insights into their own strengths and areas of development
- Feedback supports developmental changes to assist career progression
- Confidence in a fairer selection process
- Reduced negative effects associated with candidates' mismatch in roles





Validity refers to the extent to which an assessment measures what it is meant to. In this case, an assessment's predictive validity refers to the extent to which it predicts future job performance. Whilst there isn't a perfect predictor of performance, an assessment centre (meaning the use of a combination of valid assessment tools) is the highest predictor available.

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## **USING ASSESSMENTS AS A PREDICTOR OF** PERFORMANCE

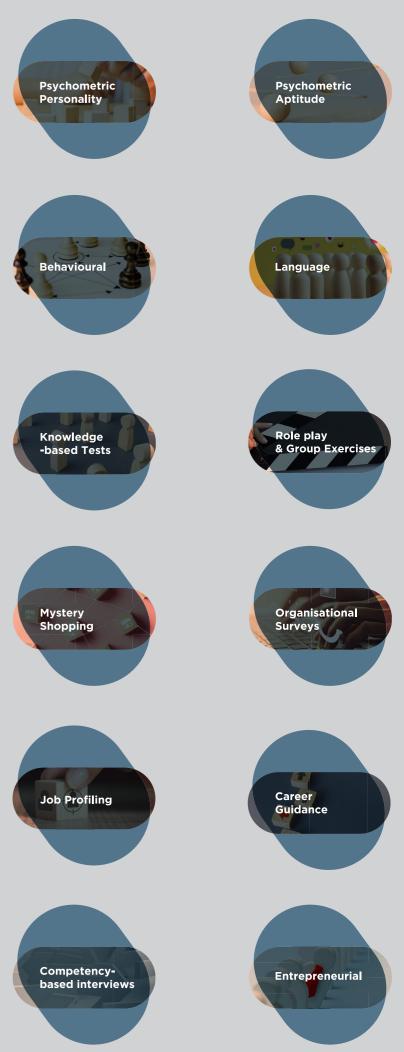


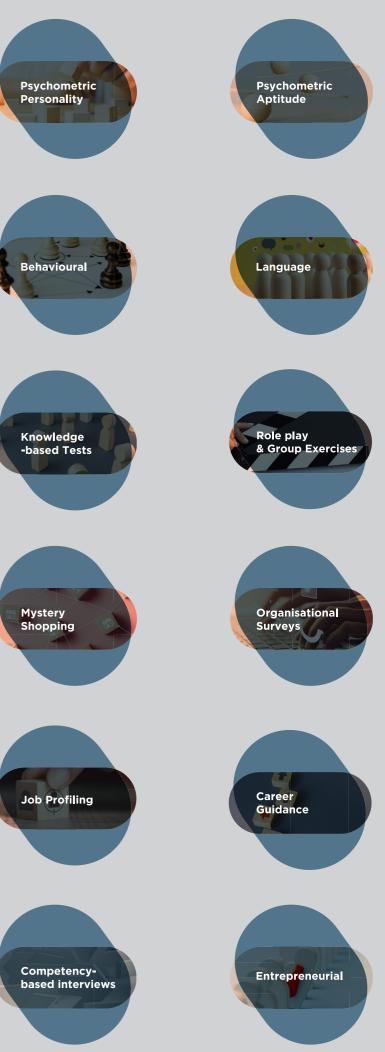
Graphology/Astrology/Phrenology

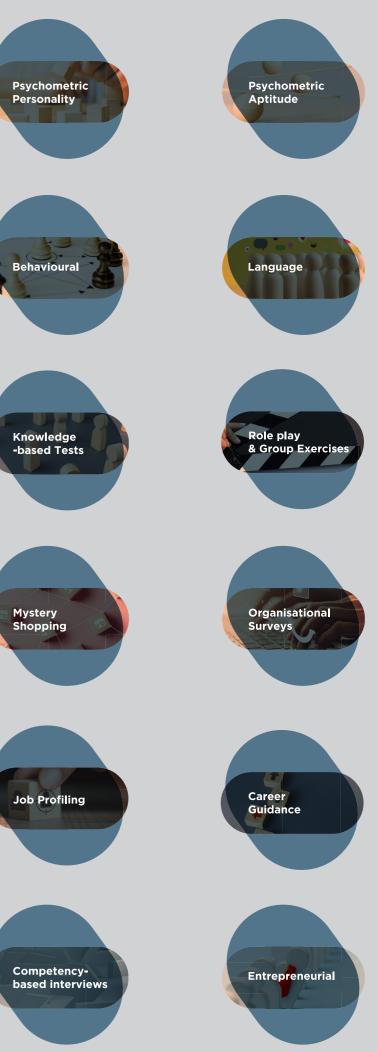
# **ASSESSMENT TOOLS & THEIR PURPOSES**

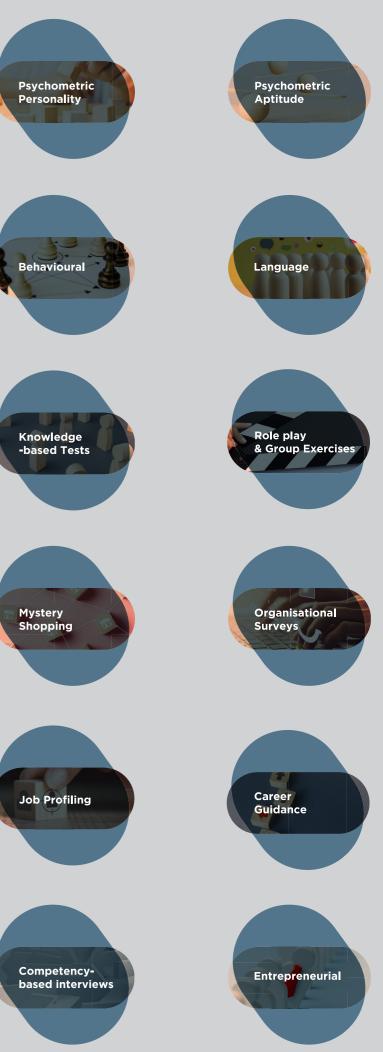
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	Personal	ity	Behaviou		Role Pla & Group Exercise	>	Mystery Shoppin		Job Profiling		ompeten Based Interview	
Recruitment & Selection												
Employee Development												
Graduate Development												
Succession Planning												
Training Needs Analysis												
Customer Service/ Sales Development												
Employee Engagement												
Leadership & Managerial Development												
Organisational Culture & Development												
Career Guidance for Students												
Career Planning												



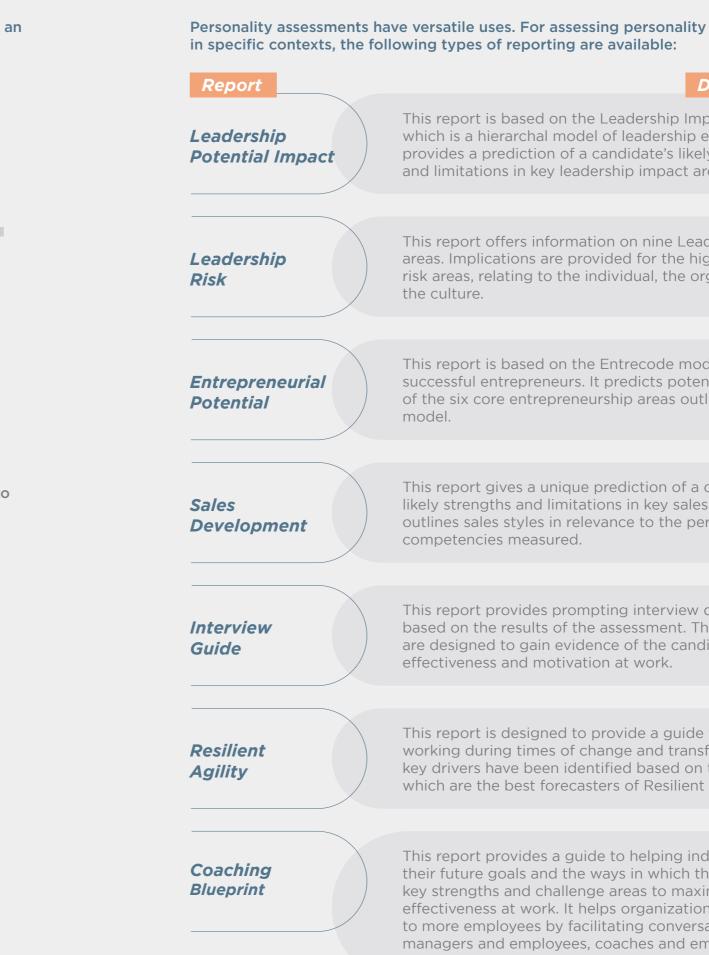












Description

This report is based on the Leadership Impact model which is a hierarchal model of leadership effectiveness. It provides a prediction of a candidate's likely strengths and limitations in key leadership impact areas.

This report offers information on nine Leadership Risk areas. Implications are provided for the highest potential risk areas, relating to the individual, the organisation and

This report is based on the Entrecode model of successful entrepreneurs. It predicts potential for each of the six core entrepreneurship areas outlined in the

This report gives a unique prediction of a candidate's likely strengths and limitations in key sales areas, and outlines sales styles in relevance to the personality

This report provides prompting interview questions based on the results of the assessment. The questions are designed to gain evidence of the candidate's effectiveness and motivation at work.

This report is designed to provide a guide for individuals working during times of change and transformation. Four key drivers have been identified based on the behaviours which are the best forecasters of Resilient Agility.

This report provides a guide to helping individuals consider their future goals and the ways in which they can use their key strengths and challenge areas to maximize their effectiveness at work. It helps organizations bring coaching to more employees by facilitating conversations between managers and employees, coaches and employees, or individuals wishing to develop themselves.



Behavioural Assessments

Language Assessments

Knowledge-Based Assessments

Role Play & Group Exercise

Mystery Shopping

Organizational Surveys

Job Profiling

Career Guidance

Competency-Based Interviews

Entrepreneurial

## "Cognitive ability tests are the most powerful predictor of overall job performance."

Aptitude tests assess the individual's reasoning or cognitive ability, determining whether they've got the right skillset and mental agility for a role. These aptitude tests can be chosen to be conducted individually for a more in-depth assessment of a certain aptitude area, or it can be done as a combined aptitude assessment as per the following:

Swift Analysis Aptitude Range Verbal Numerical Diagrammatic Abstract Swift Comprehension Aptitude Range

Verbal Numerical Error checking

Swift Technical Aptitude Range

Spatial Mechanical Diagrammatic

Swift Apprentice Aptitude Range

Verbal Numerical Error checking Spatial Mechanical Diagrammatic

Swift Global Aptitude Range

Numerical Abstract Memory recall

Swift Executive Aptitude Range

Numerical Verbal Abstract

## **ROLE SPECIFIC APTITUDES**

For recruitment and development into specific roles, the following aptitude assessment options are available. These tests are based off the original aptitudes, but the questions are tailored more towards the specific role.



Commercial Aptitudes

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Customer Aptitudes



Administrative Aptitudes



Practical Aptitudes



Aptitude (Ability) Assessments

BEHAVIOURAL ASSESSMENTS

> Language Assessments

Knowledge-Based Assessments

Role Play & Group Exercise

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Organizational Surveys

Job Profiling

Career Guidance

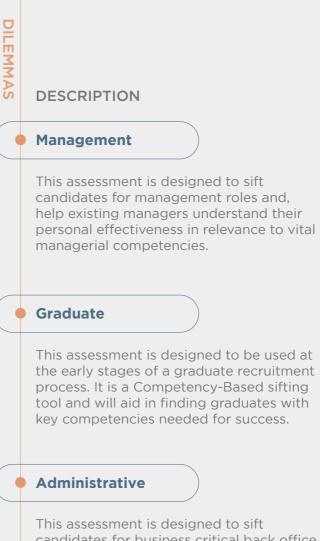
Competency-Based Interviews

Entrepreneurial

Behavioural assessments measure key competencies that are associated with workplace behaviour. These key behavioural drivers provide a framework for understanding candidates capabilities in those areas.

### SITUATIONAL JUDGEMENT TESTS

Ready-to-use situational judgement tests assess job-relevant judgement and behaviour through scenario-based dilemmas for different role types.



This assessment is designed to sift candidates for business critical back office roles. It identifies a participant's judgement and decision-making skills in common administrative scenarios.

## **Customer Service**

This assessment is designed to sift candidates for customer facing roles. It identifies a participant's judgement and decision-making skills in common customer facing service scenarios.

## **Call Centre**

This assessment measures an individual's judgement and decision-making skills in relation to typical situations that customer service employees in an inbound Call Centre or Contact Centre might face.

## COMPETENCIES MEASURED

- Leading others
- Planning & co-ordinating
- Managing performance
- al Managing relationships
- t Planning and organising
- t Analytical thinking
- Achieving results
- Relationship building
  - Communicating and influencing
- Planning and organising
  - Service orientation
  - Effective communication
  - Achieving results
  - Teamwork
  - Understanding customer needs
  - Delivering quality services
  - Convincing others
  - Dealing with challenging situations
- Understanding customer needs
  Delivering quality service
  - Convincing others
  - Dealing with challenging customers

Aptitude (Ability)

BEHAVIOURAL ASSESSMENTS

> Knowledge-Based Assessments

Assessments

Role Play & Group Exercise

Mystery

Organizational Surveys

Job Profiling

Career Guidance

**Competency-Based** 

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## **INBOX EXERCISE**

## An online business simulation that measures practical work competencies.

This assessment simulates an online desktop environment, where candidates are presented with a variety of information and business issues. It is scenario-based and evaluates the individual's responses to the tasks based on selected work competencies.

## **Competencies**

(these differ depending on scenario chosen from a set selection)

Attention to Detail Strategic Perspect	ive
Organisational Sensitivity Decisivene	SS
Commercial Awareness Numerical Analy	/sis
Initiative Delegation Judgem	ent
Written Communication Leadershi	p
Problem Analysis Interpersonal Sensit	ivity
Planning & Organizing Customer Serv	vice
Diversity Awareness Management Cont	trol

## Levels available:



## **Benefits of using virtual simulations:**

- They present realistic working challenges.
- They require the participants to demonstrate key behaviours important for success in the job.
- They provide an engaging and immersive assessment experience for the participant as well as a realistic job preview, presenting a positive image of your employer brand.

Aptitude (Ability) Assessments

Behavioural Assessments



Knowledge-Based Assessments

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## **OXFORD ENGLISH PROFICIENCY TEST**

The Oxford Online Placement Test is an adaptive computer-based test of English language proficiency.

The results are provided with the level descriptor for each proficiency category within the scale based on the **Common European Framework.** 

The Oxford Placement Test is designed to measure:

- The test takers' knowledge of the second or foreign language (i.e their grammatical and pragmatic knowledge)
- 2. Their ability to use this knowledge to communicate a range of meanings while listening



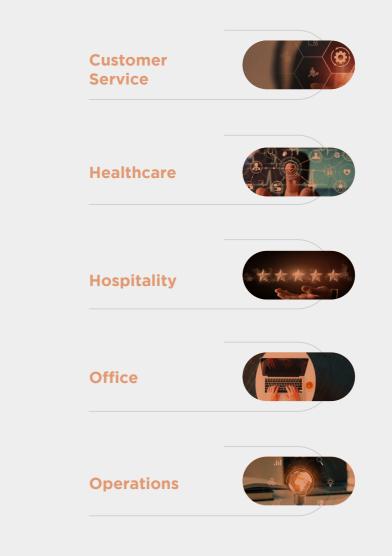
Vocabulary

- Grammar
- Reading
- Listening



The Workplace English tests asses an individual's understanding and use of the English language in the workplace. These tests are helpful as a screening tool for organizations recruiting individuals who need a good comprehension of the English language.

Different tests are available for the following industry sectors:



## CUSTOMIZABLE

To test speaking and writing abilities, customized assessments may be curated based on client needs.

Aptitude (Ability)

KNOWLEDGE-BASED ASSESSMENTS

Role Play & Group Exercise

Mystery

Organizational Surveys

Job Profiling

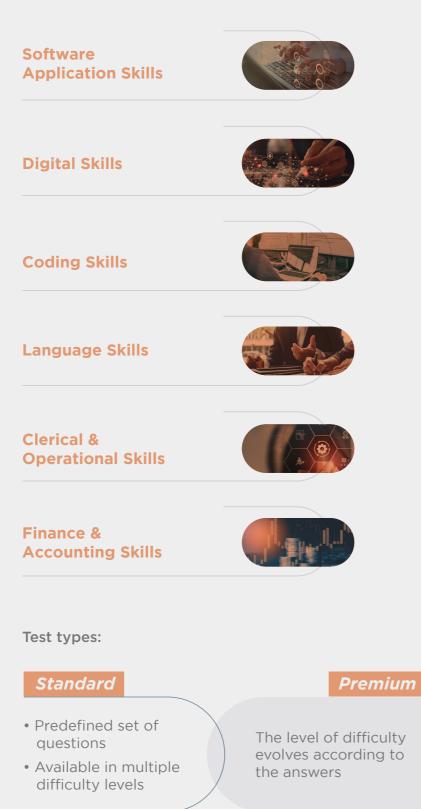
Career Guidance

**Competency-Based** 

Entrepreneurial

<b>OFF THE SHELF KNOWLEDGE-BASED TI</b>	ESTS
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These assessments identify a candidate's skills level through a knowledge-based test. Tests are available in the following areas:



### **CUSTOMIZED KNOWLEDGE-BASED TESTS**

For a more tailored approach, knowledge-based tests can be designed as per the requirements of clients to test specific knowledge areas and skills.

## Our specializations include:

- Banking & Finance
- Digital Transformation
- Insurance
- Islamic Finance
- Leadership & Management
- Project Management
- Sustainability
- Human Resources
- Marketing, Sale & PR
- Assessment & Development
- Real Estate
- Board of Directors

• Test specific knowledge relevant to job role Benefits of • Better appraisal of practical skills knowledgebased tests: • Insight into candidate expertise

Aptitude (Ability) Assessments

Behavioural Assessments

Language Assessments

Knowledge-Based Assessments

## ROLE PLAY & GROUP EXERCISE

Mystery Shopping

Organizational Surveys

Job Profiling

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## **CUSTOMIZABLE SCENARIO BASED ASSESSMENTS**

## **ROLE PLAY**

Role play exercises are designed to assess how individuals deal with difficult situations in a simulated reality. The scenario and competencies measured can be customized as per client requirements.

Simulated learning environments provide a safe setting where candidates can develop their skills, competency and agency. They are also flexible and controllable, as suitable and varied scenarios are designed and implemented.

Effectiveness of role play exercises:



They are particularly useful to individuals who operate in a tense professional environment.

The scenarios can be scaffolded, gradually increasing in complexity to ensure that candidates reach a sufficient level of competence.

They help evaluate the candidates' ability to work under pressure and with others, including providing opportunities for inter-professional learning.

## **GROUP EXERCISE**

Group exercises at assessment centres measure a candidate's ability to work in a team, contribute, delegate, and solve problems. During the exercise, candidates are presented with a scenario or a business problem to resolve, and are evaluated based on a set of selected competencies.

The scenario in which the group exercise is built on, and the competencies which the candidates are assessed on are both customizable based on client requirements.

Typical competencies measured in the group exercise are:



Aptitude (Ability) Assessments

Assessments

Assessments

Knowledge-Based Assessments

Role Play & Group Exercise



Organizational Surveys

Job Profiling

Career Guidance

Competency-Based

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Mystery shopping is an observational assessment which involves obtaining evaluative information through direct work observation. It helps organizations identify, confirm, and acquire an in-depth knowledge and understanding of consumer experience.

Benefits of mystery shopping

- **Evaluate employees performance**
- Measure customer service quality
- Enable the prediction of customer satisfaction
- Identify gaps and weaknesses and set action plans for improvement

## **METHODS OF MYSTERY SHOPPING:**

- Competency-based evaluation
- General customer experience evaluation

Personality

Aptitude (Ability)

Behavioural

Assessments

Knowledge-Based Assessments

Role Play & Group Exercise

Mystery

# ORGANIZATIONAL SURVEYS

Job Profiling

Career Guidance

Competency-Based

Entrepreneurial

Organizational surveys are designed for multiple purposes but are mainly used to obtain a better understanding of the thoughts, feelings, and behaviours of employees. These can be in the form of employee opinion or engagement surveys.



and gauge



strategic plans accordingly



> Aptitude (Ability) Assessments

Behavioural Assessments

Language Assessments

Knowledge-Based Assessments

Role Play & Group Exercise

Mystery Shopping

Organizational Surveys



Career Guidance

Competency-Based Interviews

Entrepreneurial

Psychometric job profiling aims to ascertain a person's suitability for a job/role based on the required characteristics, i.e., personality traits, aptitude, motivation, etc. Psychometric profiling lends a data-driven approach to screening by providing a comparative view of all applicants.

## FOR CRITICAL JOB ROLES:

## Job Analysis & Matching Service

## Job Analysis Assessment

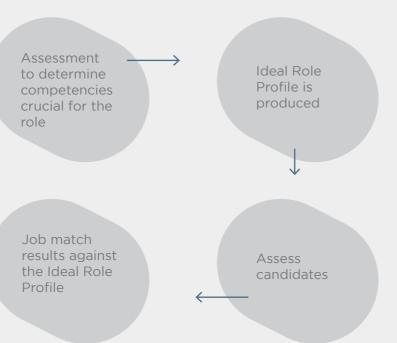
The job analysis tool allows you to identify the key requirements of a particular role by generating an Ideal Role Profile. The crucial scales necessary for performance in a role can be automatically identified with the Job Analysis questionnaire.

## Job Match Assessment

The job match tool allows you to sift through candidates during the recruitment process by matching them against the key requirements of an Ideal Role Profile.

Results of the job match show which candidates measure up the most closely to the competencies of the role and what development needs there may be.

## **Assessment Procedure**



## FOR SIFTING AND MASS RECRUITMENT:

## **Job Profiling Service**

## HIRE Assessment (Personality & Aptitude)

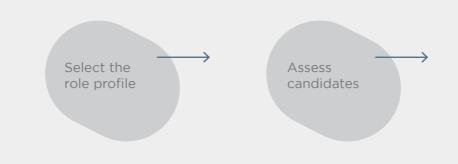
This option offers a selection of job profiles with pre-set competencies that are identified based on research to be the most crucial for success in the specific role.

## **Available Profiles:**

- Administrative
- Customer Service
- Finance
- General Performance
- Human Resources
- Management
- Marketing
- Production
- Research Development
- Sales
- Technology

Candidates are assessed on Personality and Aptitude tests, and the results are produced with an apt match to the selected role.

## **Assessment Procedure**



Job match results against selected role profile

Aptitude (Ability) Assessments

Behavioural Assessments

Assessments

Knowledge-Based Assessments

Role Play & Group Exercise

Mystery

Organizational Surveys

Job Profiling



Competency-Based Interviews

Entrepreneurial

Career guidance assessments help assess candidates' potential based on their personality, interest and aptitude. The assessment can suggest the best career option for a person to excel in, thus providing a suitable career match for the candidate.

## FOR STUDENTS

## Morrisby Career Guidance Assessment

The Morrisby Profile assessment is one of the most commonly used career aptitude tests for young people and adults. This career-matching tool is used to discover strengths, ambitions and goals.

The assessment looks into:

- Aptitudes
- Interests
- Work style
- Organizational role
- **Preferred workplace**
- Personality
- Career suggestions
- Favorite careers, subjects and courses

## The assessment is used for:

Identifying strengths and ambitions

- Education planning
- Career fit insights

## FOR WORKING PROFESSIONALS

## **Saville Career Guidance Assessment**

Powered by Saville's personality assessment, the career guidance report is a straightforward and effective tool for career planning. The personality assessment results are matched against the behavioural areas within it for detailed insight into the type of career and roles an individual is best suitable for.



Aptitude (Ability) Assessments

Behavioural

Assessments

Knowledge-Based Assessments

Mystery

Organizational Surveys

Job Profiling

**Career Guidance** 

**COMPETENCY-**BASED **INTERVIEWS** 

Entrepreneurial

Competency-Based interviews are structured behavioural interviews designed to test one or more skills or competencies. The interview relies on identifying key competencies directly related to business outcomes. These are dependent on the purpose of the interview.

"Structured Interviews are 3 times more efficient at predicting future success at work than unstructured interviews."



**Objective decision making** 

Prevent unconscious bias

Streamlined interview process

Standardization allows effective comparison



Aptitude (Ability) Assessments

Behavioural Assessments

Assessments

Knowledge-Based Assessments

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Organizational Surveys

Job Profiling

Career Guidance

Competency-Based

## Assessing entrepreneurial potential allows organisations to:

- •
- - •



Interviews

Based on the Saville Wave Personality assessment, the Entrepreneurial Potential Report is powered by Entrecode<sup>®</sup> - a model of how successful entrepreneurs create and lead high value businesses often starting with virtually nothing.

The assessment explores an individual's approach to work in a number of relevant areas and indicates their entrepreneurial potential.

For Individual

For **Organisations** 



business incubators

Driving corporate entrepreneurship & innovation

Present realistic working challenges.

Require the participants to demonstrate key behaviours important for success in the job.

Provide an engaging and immersive assessment experience for the participant as well as a realistic job preview, presenting a positive image of your employer brand.

For further information please contact us on



🖂 assessment@bibf.com

For more information please scan the QR Code

