

## Assessment center organized for a call center recruitment activity

For the Call Center's recruitment purposes, we used 3 combined methods:

1. individual interviews with the candidates
2. role play
3. group discussions and debate

The Assessment Center was created for 10 participants and 3 assessors, for the duration of 5 hours. The role play and the group discussion results counted for the hiring decision.

The core competences followed by the assessors were:

- ease in interaction with strangers
- speech fluidity
- good coping skills for specific actions

### 1. The role play

Consisted in pairing participants and following their enactment of an operator-client discussion on any given problem. It is important for any call center operator to solve issues in the shortest time possible and to offer the client all the necessary information, so that the call is not returned. Each participant in a pair played both roles. In order to make enactments as close to the real situation as possible, the 2 participants had to sit back to back, so that they have minimal contact, without nonverbal interaction.

### 2. Group interaction consisted in mixed assignments:

- assessment of ability to present a given subject as clearly and fluently as possible
- assessment of success in finding out necessary information from strangers on given assignments; capacity to interact with as many strangers as possible



### 3. The individual interviews

Focused on HR questions, concerning candidates' motivation, interests and, last but not least, the likelihood of them liking this activity.