![The Predictive Index logo]

CASE STUDY

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Scholars at Your Service

The Company

For over a decade, Scholars at Your Service (SYS) has been teaching college students how to create and manage their own small businesses. The program gives students a real-life opportunity to learn about entrepreneurship, not by sitting in a classroom, but rather by running a professional interior and exterior painting service. SYS has partnered with organizations across Canada, with these entrepreneurs-in-training providing valuable services to organizations like The Salvation Army and McGill University Health Centre.

The Challenge

Because positions within the program are not long-term, students with SYS stay with the organization anywhere between one to four years.

"We have a lot of turnover," says Nick Hamm, President of SYS. "We recruit through an interview screening process where we'll start with somewhere around 8,000 to 10,000 initial applicants into our program for a year," he says. "Then through a number of interviews and different steps in our recruitment process, we'll screen that down and select about 70 students that are going to be a part of the program."

The Solution

To address this turnover issue and complicated hiring process, SYS turned to PI Certified Partner Rob Friday of Predictive Success. Predictive Success empowers leaders with the data and skills to maximize their investments in their people, enabling individuals and organizations to optimize their performance.

> " PI gave us that deeper understanding of how our people, how our management tick "

To help SYS reduce turnover and select and hire the right candidates effectively, Predictive Success recommended The Predictive Index Behavioral, an effective, simple, and easy-to-use science-based assessment that provides an accurate depiction, or pattern, of a person's core drives, and therefore insight into their needs and behaviors. The PI Behavioral Assessment objectifies workplace behaviors, giving organizations the power to predict the drives and motivations of job candidates or current employees.

SYS started their PI journey with the Behavioral Assessment, and continue to use it as a critical tool in their hiring and selection process. More recently, SYS has implemented the PI Cognitive Assessment, a general cognitive ability assessment measuring an individual's capacity to learn, adapt, and grasp new concepts, which SYS has been utilizing as an additional step for discovering top talent.

"Predictive Success has been great. Whenever I have questions or I'm uncertain about stuff, it's not like I'm just a client and they just forgets about me. They've helped me solve issues revolving around things like managing people or leadership. I view Predictive Success and PI not as a vendor, but more like a partner in my business."

The Results

"When I first took the assessment I remember saying, 'I can't believe it. How does it know so much about me from just a 6-minute test?'" says Nick. "The accuracy and the insight PI had into our working dynamic was spot on."

Nick explained that SYS not only get the most value out of PI during the recruitment process but also with continual operation and management of teams.

"We're using it as a much stronger tool of understanding the dynamics of different levels of management," he says. "PI gave us that deeper understanding of how our people, how our management tick, their reaction to certain workplace situations, their behavioral needs and drives. We got much better results in resolving conflicts, having more satisfaction of different types of personalities working together, and I'd say that's really the biggest lift that PI's brought us."

Nick says it was only when he truly started to trust PI's assessments, did the results start to show. "Before PI, I hired on gut feeling," he says. "I've been doing this for years so I thought I had a good grasp on what the organization was looking for and who we needed to be successful in a position. "Now that PI is implemented deep within the organization, my thought process with hiring has changed," he says. "I may be 100% about a candidate and then I look at their Behavioral Assessment and it's showing caution areas about the person that I would have never recognized and provided me with a deeper understanding of how this person would act in the workplace."

SYS has used various assessment providers before finding success with PI, like DISC. Nick explained that although these other assessments are simple and may be free, they never gave the insight that PI has been able give. "There is a level of complexity and accuracy to PI," he says. "And that detail is everything. It tells me I can trust this assessment and add it to my tool belt for building a stronger organization."

Looking for more resources? Learn more about The Predictive Index and our assessments, and how you can understand the drives, needs, and behaviors of your employees here.