Best Practice Brief: BPB 23-0222-01

Workforce Challenge Category: Retaining Talent

**Best Practice:** Employee Retention Tools and Techniques

#### **Summary**

### Ensure Culture Fit, Structure Effective Teams, and Upskill Employees Using Assessments

Assessment tools enable employers to understand their employees' strengths, skills, and growth opportunities and inform effective talent optimization strategies to improve employee retention.

# What It Is

Assessments enable employers to evaluate employees for important knowledge, skills, abilities, and even personality traits. This could include assessing for job-specific skills, soft skills, and culture fit and includes tools such as competency tests, cognitive ability and problem-solving tests, personality tests, and work samples and simulations.

The first step in implementing an effective assessment strategy is the job analysis, which entails identifying critical knowledge, skills, and abilities for effective job performance. Once this information is known about each job, then assessment tools can be selected that measure whether employees' have these critical skills and attributes. It is important for employers to verify that the assessment tools are valid and reliable to ensure that they consistently measure the critical skills and characteristics and meet legal requirements of equal opportunity laws.

#### What It Does

Assessments allow employers to verify employees' skills and competencies. This can help employers identify skills gaps and create training and development plans to upskill employees. It can also be used to structure more effective and productive teams based on a strong understanding of behavioral and personality traits. This can increase employee satisfaction and provide more opportunities for advancement for employees, which, in turn, improves employee retention.

### Who Uses It

Civitas Amazon
VMWare WalMart
Delta Airlines TriNet

## Where to Find Out More

thetalentboard.com www.shrm.org www.linkedin.com www.businessnewsdaily.com www.forbes.com