



This suite is designed to help you hire the best employees throughout your organization, including several levels of sales, account management, financial service, leadership, and customer support roles.

### Making Connections

SHL's assessment content has been repeatedly shown to predict job performance. Our solutions scientifically measure the effect improved hiring has on key performance indicators such as productivity, attendance, turnover, and customer satisfaction. In fact, SHL has demonstrated direct ROI for our clients' talent initiatives, showing strong and compelling business results such as:

- Insurance Agents who scored the highest on SHL's solution sold \$20,000 more per year than those who scored lower.
- Financial Services Representatives who scored highest on the SHL solution were 43% more likely to pass the Series 6 certification exam.
- Healthcare Insurance Call Center Representatives who scored the highest on SHL's solution, remained on the job 51% more than those who scored lower, saving approximately \$1.5 million in recruitment and training expenses.
- Insurance Claims Agents who performed well on the SHL solution were rated as 18% more effective and are 29% more likely to be hired again by their managers than those who scored lower.
- Insurance Customer Service Representatives who scored the highest on the SHL solution, remained on the job 31% more than those who scored lower, saving approximately 2.5 times the annual salary for each job.

### Whatever You Need, We Have the Solution

With a vast assessment catalog, decades of ongoing research, and the latest technology in testing, SHL's solutions accurately measure critical competencies at every level within an organization. To understand the landscape of your current workforce, the results from SHL's solutions can be used to promote talent into leadership roles, identify future leaders for succession planning, and effectively reorganize current workforce into a new structure and new roles.



For more information on SHL's Insurance Suite, please [contact your local representative](#).

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Supporting  
more than  
*10,000*  
*customers*  
every year

Organizations that understand and maximize their people's potential achieve outstanding results. SHL gives you the insights to make better decisions about your people.

**We call this People Intelligence,  
Business Results.**