

Demonstrate Business Impact

Used to evaluate millions of job applicants, SHL's assessment content has repeatedly demonstrated its ability to predict performance. SHL scientifically measures the effect that improved hiring has on key performance indicators such as productivity, attendance, turnover, customer satisfaction and sales. In fact, SHL has demonstrated direct ROI for our clients' talent initiatives showing strong and compelling business results, such as:

- Increased loans sold by 14%
- High-scoring tellers averaged over \$100 less in drawer balance outages
- Phone Bankers who scored in the top 30% collected a higher number of referrals than those who scored lower
- Collection agents were 44% more effective in getting outstanding debt paid off

Get Insight into Your Talent Landscape

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 within the bank
- Identify up and coming bank leaders for succession planning
- Effectively reorganize current workforce into a new structure and new roles

SHL's Banking Suite offers Solutions for a Broad Range of Jobs and Levels

HQ/Regional Banking Centers

- Administrative Assistant
- Bank Operations Manager
- Call Center Representative
- Collections Agent
- Phone Banker
- Proof Operator / Processing Specialist

Branch/Retail Banking

- Branch Manager
- Financial Professional
- Personal Banker / Loan Officer
- Teller
- Teller with Sales

For more information on SHL's Banking Suite, please contact your account manager at 800-367-2509.



Supporting
more than
10,000
customers
every year

Organisations 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.**