



Vervoe's Guide To Skills: Skills First Since 2016

Everything You Need to Know About Skills Based Hiring & Testing

WHAT:

A skill is the ability to perform a task effectively. How often do you wish you could really know candidates' skills versus guessing when you interview? Have candidates 'show, not tell' you about their abilities, so you can make the best hiring decisions.

Vervoe by design, simulates a true day-in-the-life of a role and tests candidates application of their skills and knowledge through tasks, rather than answering standalone text based, multiple choice or 'Tell me about a time' questions that test their recall knowledge. Test skills in action and doing rather than thinking and talking alone to turn candidate potential into clarity, at scale.



Role Based

The mark of a Vervoe skills test is our deep acknowledgment of skills in the context of a role. We understand that the skill of Communication, for example, will be different when hiring a Salesperson versus when hiring a Nurse. Or Resilience, for example, will be different when hiring a Customer Service Representative versus hiring a Cybersecurity Analyst.



Day-in-the-life Approach

A Vervoe skill test highlights how candidates will actually execute in the role. This involves performing real tasks and responding to challenges in the context of the organisation and role. This includes hard skills like proficiency with tools, systems, processes, and best practices of the role. This also includes soft skills like communicating with stakeholders, performing key job duties, and interacting with team members.



Skills-First Approach

Vervoe's mission is to uncover skills at scale. Every part of the platform from our skills tests, job simulations, AI engine, candidate insights, and reporting is based on specialising in and continuing to iterate on validating skills, rather than inferring skills. Practically, this means knowing versus guessing, showing versus telling, and hiring based on merit, not background.

WHO:

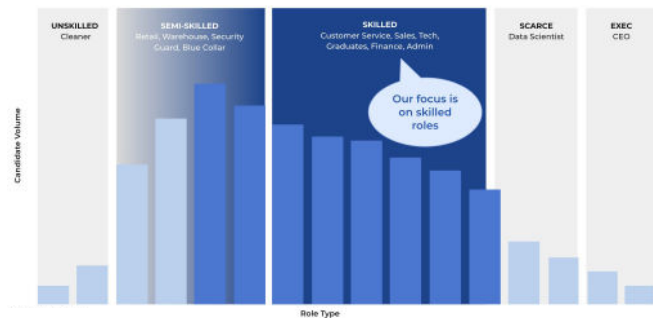
Vervoe specialises in most skilled roles with particular success in Customer Service, Sales, Finance, Marketing, Admin and Graduate Roles.

WHEN:

Get an instant, bias-free shortlist of top performers. Save thousands of hours screening and validating skills and go from potential to insight, at scale - for one or thousands of candidates at a time.

WHERE:

Condense interview stages and save valuable internal resources, without compromising on candidate experience or quality.



HOW:

The Vervoe Way

Resumes, interviews, and grades don't predict someone's success in a job. Vervoe has been uncovering skills at scale and changing the game since 2016. From this, we've built up a proprietary skills taxonomy which tells you the ideal skills needed for each role.

Immersive Question Types

Watch an Enterprise Sales Associate give a live pitch from a deck they've just created, or a Marketing Analyst pull game changing insights from data in a spreadsheet or a UX designer optimize your onboarding flow. The possibilities are endless.

WHY:

See People Do The Job Before They Get The Job

Questions are generated from actual work, tasks, challenges, and scenarios that candidates would come across and do on the job. If someone was doing a working trial, what would you get them to do to see if they would perform in the role? Using Vervoe will help you get the most predictive way to hire.

EXAMPLE 1

When presented with a large amount of information, how do you work through the information to find the important details?

The Vervoe Way

Working in a call centre environment you are often presented with large amounts of information, such as call scripts, help articles, policies, and procedures for each call.

A customer calls and they want to apply for a credit card. They have a home loan with the bank already and a savings account.

In the document provided, find the relevant script and write what questions you need to ask the customer.

EXAMPLE 2

Tell me about a time where you had to solve a problem where the answer wasn't initially obvious to you? What was the problem and what steps did you take to resolve it?

The Vervoe Way

Imagine this scenario:

A customer calls and their account isn't loading. You have taken them through the troubleshooting steps but it's not working.

Please review the screenshot below of their account details and explain what you think is wrong with their account.

EXAMPLE 3

How do you maintain accuracy when completing tasks that require high attention to detail?

The Vervoe Way

Please download the document provided and input the correct information in the spreadsheet.