

CASE STUDY

Mediclinic

What was the purpose of the work?

In order to assess the competence and developmental areas of their Human Resource Business Partners (HRBPs), Mediclinic engaged with us to develop a totally customised 360 assessment, linked to their internally derived HRBP Competency Model. We co-created the survey with the client through a process of ongoing engagement and feedback, which informed the complete design of the survey. This included the items selected to be assessed, the definitions of each competency area, as well as the definitions of the rating scale. The report template was also customised to the client's requirements.

Once all candidates and raters completed the 360 assessment, we were tasked to analyse the results and compare these with the candidate's OPQ profile. Thus, our team of experts not only analysed the 360 responses in isolation, but integrated the raters' responses with the candidate's personality profiles. We thus developed detailed reports explaining why candidates' key stakeholders had perceived their performance to be effective or not. We also highlighted which group of stakeholders were satisfied or unsatisfied with the candidates' behaviour on the job.

Finally, where 360 results contradicted the candidate behavioural profile, this was highlighted and hypotheses made as to what the cause of this discrepancy may be.

Location: Cape Town and Johannesburg, South Africa

Date completed: October 2014

The design and scope of the project

- ❖ 360 degree assessments on 50 candidates, including 187 respondees
- ❖ 360 degree assessments and OPQ profiles per candidate analysed
- ❖ Integrated individual reports provided.
- ❖ Overall group report provided

What tools and processes were used?

- ❖ Bespoke 360 assessment tool developed specifically for this project
- ❖ Occupational Personality Questionnaire (OPQ)

What were the benefits to the client?

- ❖ 50 unique developmental reports, tailored to each candidate
- ❖ Overall group trend report
- ❖ Independent, objective expert analyses of each candidate's results

Follow-up

Ongoing work with organisation in terms of assessment and talent management.



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Would the client be happy to be referenced?

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