



SHL Release notes

23 December 2024

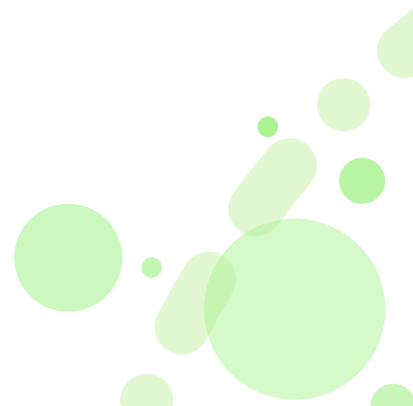
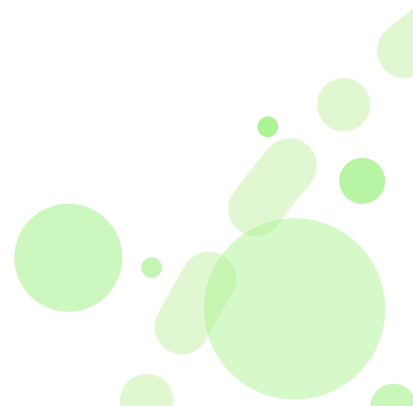


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Advanced Participant Experience (“SHLE”) Email Update

Recently, we identified a disparity in email behaviour between TalentCentral essential experience projects and advanced “SHLE” projects when a hurdle between assessments is configured.

- Essential project emails only provide information regarding assessments that must be completed before a hurdle.
- Advanced project emails include all assessments, both before and after a hurdle.

Our research indicates that participants prefer to receive only information about the next steps necessary to complete an assessment process. If there are conditional further steps, such as additional tests after a hurdle criteria is met, participants only want to be notified about these when they meet the criteria.

In response to these findings, we have implemented a change in the Advanced project workflow to align with the email behaviour of Essential projects.

All participant invitation emails will now only reference the assessments the participant is currently required to complete. Upon meeting the hurdle criteria, participants will be informed in the workflow and within the hurdle complete email of the assessments they are next required to complete.

The sole functional modification is the reference to assessments in the emails. Workflows, email volumes, configuration, and email content remain unchanged.

Platform:		Availability: 20 December 2024	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

Enhanced Universal Reporting Experience

We have made several improvements to enhance the reporting experience. These changes aim to improve clarity, reduce redundancy, and offer more flexibility.

Enhanced download functionality

We have significantly improved the report download feature. Now, when you download a report with multiple chapters, the downloaded file name will accurately reflect the report name for easier identification.

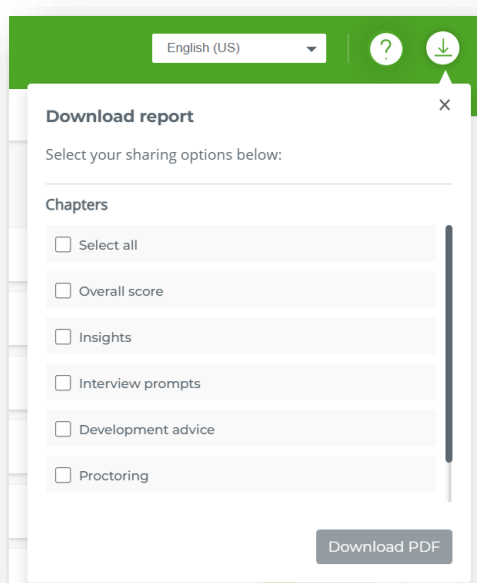
Specific Changes:

- **Single Chapter Downloads:**

- Insights Chapter: Downloaded as "(JFA name) Detailed Report".
- Interview Guide Chapter: Downloaded as "(JFA name) Interview Report".
- Development Advice Chapter: Downloaded as "(JFA name) Candidate Report".
- Any chapter other than Insights, Interview Guide, and Development Advice: Downloaded as "(JFA name) Report".

- **Multiple Chapter Downloads:**


- Any two chapters: Downloaded as "(JFA name) Report".
- All chapters: Downloaded as "(JFA name) Report".
- Combination of chapters (Insights, Interview Guide, and Development Advice): Downloaded as "Assessment Report".





Terminology update

- 'Score band' label change: Replacing the term 'Band' with 'Zone' in our report.
- Using "Score Zone" mitigates potential legal concerns associated with categorizing candidates by "bands."

Personal details											
	<table><tr><td>Name</td><td>Report Builder</td></tr><tr><td>Score zone</td><td>Low</td></tr><tr><td>Email</td><td>reportbuilder@abc.com</td></tr><tr><td>Participant id</td><td>370290371510492</td></tr><tr><td>Client</td><td>GRQATest</td></tr></table>	Name	Report Builder	Score zone	Low	Email	reportbuilder@abc.com	Participant id	370290371510492	Client	GRQATest
Name	Report Builder										
Score zone	Low										
Email	reportbuilder@abc.com										
Participant id	370290371510492										
Client	GRQATest										

Streamlined heading and sub-heading

We have removed repetitive information from headings and subheadings, making reports easier to read and understand.

John Doe
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SHL

Insights

Competency insights

Puts the Team First	37 th Percentile
This candidate is likely to balance one's own personal success with the success of the team. They are likely to value team success and being part of a team.	
Offers Help	67 th Percentile
This candidate is likely to share information and offer guidance to others.	
Writes with Clarity	62 nd Percentile
This candidate is likely to produce written communications that are understood by others.	
Applies Functional Expertise	66 th Percentile
This candidate is likely to have sufficient job knowledge and will apply that knowledge in most situations.	
Offers Practical Solutions	71 st Percentile
This candidate is likely to consider the practical issues involved in a problem and think of solutions that are simple, effective and meet the demands of the situation.	
Maintains Documentation	76 th Percentile
This candidate is likely to take care in documenting their work. Their records will be structured systematically such that others have no difficulty in understanding or finding information.	
Attends to Multiple Tasks	16 th Percentile
This candidate may be challenged by handling multiple tasks, which may affect the quality of their work when multiple tasks are worked on at once.	
Copes with Uncertainty	79 th Percentile
This candidate is likely to deal confidently with ambiguity and maintain productivity when clear direction is not available.	

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Report Builder
reportbuilder@abc.com

SHL

Interview prompts

Overall **Low**
23rd Percentile

Interview Guidance

This guide provides interviewers with a standard set of questions that can be used to further evaluate the interviewee on important competencies. Along with the interview questions, you will find instructions for how to best carry out the interview, question probes to help facilitate conversations, and a rating guide to help you score each response.

Prepare for the interview:
In order to conduct an effective interview, appropriate preparation needs to take place. It is important to complete the following before the interview:

- Become familiar with the competencies associated with the job and choose one or two questions from each competency to ask the interviewee.
- Review the interviewee's application or resume and make note of any issues that you need to follow up on. Some examples of potential issues are gaps in employment or working at a job for less than a year.
- Be prepared to take notes during the interview. It will make it easier to evaluate the interviewees afterward without forgetting the specific details.

Greeting and Introduction:
Now you are ready to meet the interviewee. When greeting the interviewee, introduce yourself and provide some background information about yourself. Explain the purpose of the interview, for example, "The purpose of the interview is to determine if there is a match between your interests and qualifications and the position." Provide the interviewee with a brief overview of the interview structure so that they know what to expect. Tell the interviewee that there will be time at the end of the interview for any questions they may have.

Ask Introductory and Competency-Based Interview Questions:
Now you are ready to begin asking questions. Begin with questions that you have about the interviewee's application or resume. Ask questions about their previous work history or any potential issues that you noticed from the resume. When these are complete, transition into the structured part of the interview by asking questions associated with competencies for the job. Probe the interviewee to give you a complete answer by asking the provided Situation, Behavior, and Outcome probes. Remember to take notes on the interviewee's responses.

Bring the Interview to a Close:
When you have asked all of the questions, you need to close the interview. Give the interviewee specific details including the job duties, hours worked, compensation, and information about the company. Sell the position and company to the interviewee by emphasizing job fit, sources for job satisfaction, and opportunity for growth. Finally, close the interview by thanking the interviewee for their time and by giving them a timeline for the application process.

Rate the Interviewee:
The last step is to evaluate the interviewee. Some tips to help you complete a good evaluation are:

- Review your notes.
- Determine ratings for the interviewee on each competency as well as an overall rating by using the anchor scales.
- Determine your final recommendation.

Makes quick decisions 42nd Percentile

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Report Builder
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Insights

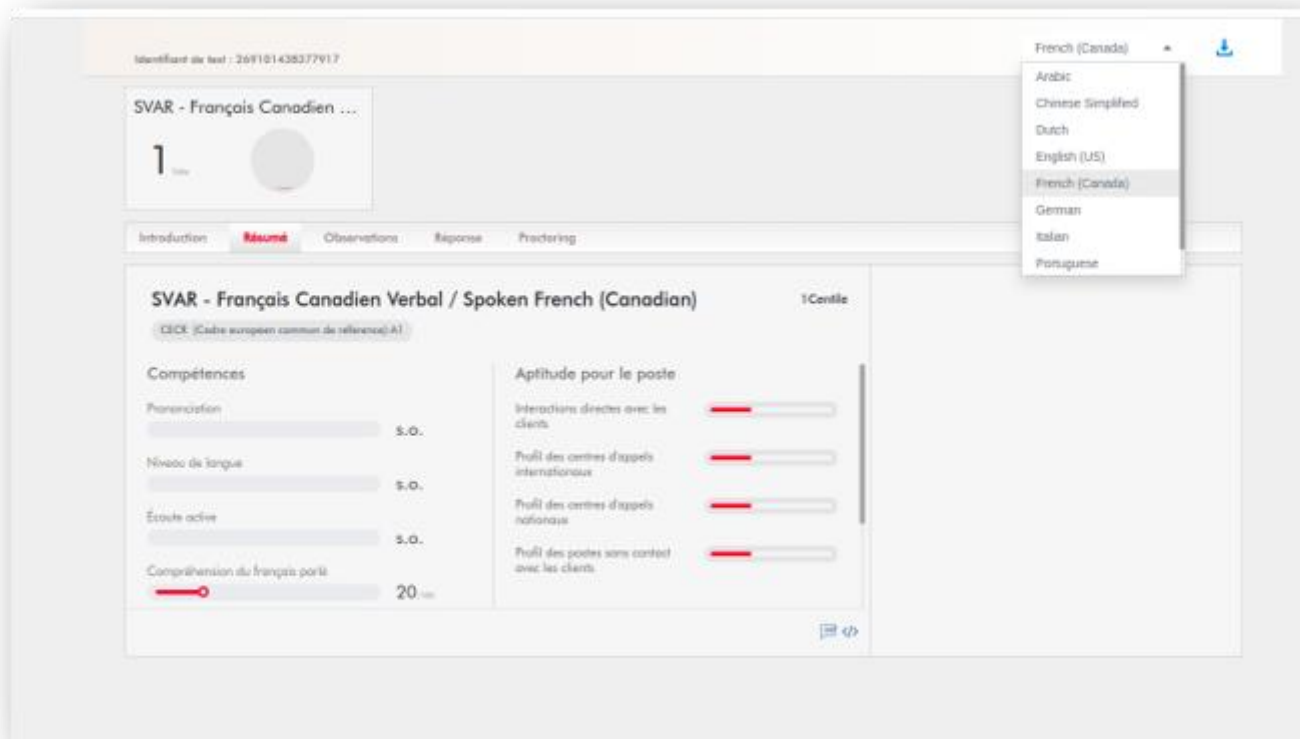
Overall **Low**
23rd Percentile

Makes quick decisions	42 nd Percentile
This participant is likely to make decisions quickly, but may occasionally request additional time before deciding.	
Maintains good working relationships	39 th Percentile
This participant is likely to put effort into developing good work relationships and act in ways that will strengthen work relationships.	
Analyzes information	16 th Percentile
This participant may avoid tasks that involve analyzing information, find it challenging to do so, or are slow to make progress while doing so.	
Critically evaluates	44 th Percentile
This participant is likely to be successful when reviewing work. For the most part, they will be able to identify problems, limitations, or weaknesses in a plan.	
Learns quickly	23 rd Percentile
This participant may have difficulty absorbing new information, and need time for contemplation before fully understanding it.	
Generates new ideas	40 th Percentile
This participant is likely to suggest some novel and imaginative ideas when presented the opportunity to do so.	
Uses time efficiently	16 th Percentile
This participant is likely to struggle managing their own time, often procrastinating and wasting time to the point of missing deadlines.	
Works to high quality standards	76 th Percentile

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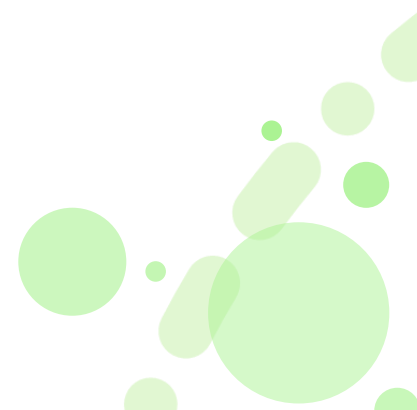
Language selection drop-down in Reportica reports:

Users can now select their preferred language within the reporting interface, improving accessibility and user experience.



These enhancements are designed to streamline the report experience and empower users to make informed decisions faster.

Platform:		Availability: 20 November 2024	
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		



Product Availability

OPQ Reports

Product	Language
Universal Competency Report 2.0	Dutch

JFA

Product	Language
Integrity	French
Contact Center 8.0+ Sales and Service	Hungarian

Platform:		Availability: 10 December 2024	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

