



Ready to use Situational Judgment Tests



Working alone



Ready-to-use



Custom

Administrative Dilemmas™ will help you identify administrative staff with the key competencies needed for success.

The ready-to-use **Situational Judgement Tests (SJT)** are designed to sift candidates for business critical back office roles and can be combined with a competency based interview to form a quick, reliable selection process.

The test is 30 minutes and identifies a participant's judgement and decision making skills in common administrative scenarios. It then generates a comprehensive feedback report against five key competencies:

- Planning and organising
- Service orientation
- Effective communication
- Achieving results
- Teamwork



Why Administrative Dilemmas?

- **Saving you time and money** - Marking is fully automated, making it 100% error free and quicker than traditional competency based assessments
- **Mapped to your needs** - Results are competency based and can be easily mapped to your competencies
- **Experience on the job** - It contains a range of typical work situations and has been trialled extensively across a range of industry sectors
- **One size fits all** - It is suitable for any organisation of any size, single site or multi-site, for a handful of candidates or thousands
- **A range of levels** - It is applicable to all administrative, clerical and secretarial roles at non-management levels
- **Versatile** - There are multiple tests available to reduce chances of content familiarity and the order of answers is randomised.

Contact us for more information

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Administrative **Dilemmas** in action

- Choose to administer assessments yourself, or with help from us
- Participants are issued with login details to complete the tests online
- Participant scores relate to each competency, as well as an overall score for the tests
- Reports can support decision making and candidate feedback.

Using Administrative **Dilemmas**

You can invite candidates to complete their tests through our online platform Apollo™ or we can set-up and manage the administration process on your behalf, and provide you with reports according to an agreed timescale.

We can customise Administrative Dilemmas to suit your needs, including corporate branding.

Browser requirements

Please visit psionline.com/browser-support for more information on browser requirements.

Plug in predictive power

Administrative Dilemmas can be combined with our other tools to build an effective and efficient assessment process:

VirtualAC™ – An online virtual desktop enabling you to deliver highly immersive and interactive simulation exercises to select and develop your talent.

The Smart Aptitude® Series – Online aptitude tests measuring verbal, numerical and abstract reasoning.



Administrative **Dilemmas™**
from PSI Talent Measurement

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