

WSP Helps California Furniture Company Hire Top Talent

Client: **Jerome's Furniture is a third-generation family-owned business that has been serving Southern California's furniture buying needs for more than 60 years. The company has 11 stores, with a 12th store scheduled to open in May 2016.**

Challenge: **As Jerome's Furniture expanded its reach, the company recognized the value of adding some additional rigor to its hiring strategies. It decided to tackle the task for trying to put in processes that would help it hire top talent with the passion, dedication and energy needed to succeed at the company.**

Solution: **Jerome's Furniture turned to E·A·S·I-Consult® for help. Rebekah Cardenas, Ph.D., E·A·S·I-Consult's vice president of business development and assessment solutions, met with key leaders and human resource executives at Jerome's Furniture to discuss the company's current hiring strategies, and needs and goals for the future. A three-part strategy was set in motion to ensure that Jerome's hiring strategies produced solid performers.**

Here is the strategy in detail:

Step 1: First, following E·A·S·I-Consult's process for developing and validating pre-employment tests called the *Work Styles Predictor™*, four unique tests were developed to **assist Jerome's in hiring individuals into customer service, sales, warehouse and office/other positions.** According to Cardenas, it was important to include competencies that were critical to successful performance across the organization; however, it was equally important to assess competencies unique to specific positions, such as safety for warehouse employees or influence for sales employees.

Step 2: Second, a culture-fit structured behavioral interview was developed and validated so that hiring managers could better assess whether or not employees would likely display key values of passion, dedication and energy on the job.

Step 3: Finally, to ensure that the new streamlined hiring process was consistently implemented across functions and locations, Cardenas facilitated half-day training sessions with more than 30 **Jerome's managers to ensure that the hiring tools and processes were clearly understood and used effectively.** Training also included hands-on, structured behavioral interview practice sessions that gave hiring opportunities to practice what they had learned about conducting interviews and evaluating responses consistently. This training is critical to increasing the reliability of the instruments, Cardenas said.

Results: The Work Styles Predictor assessments are being used to screen applicants across the company each month. According to Irma Uriate, director of Human Resources for **Jerome's Furniture**, **“The interviewing process is definitely flowing much better.”** Following the in-person training on the new hiring procedures, Uriate noted that she received a lot of **positive feedback and concluded that, “The picture is much clearer now.”**

About the Author

E•A•S•I-Consult® works with Fortune 500 companies, government agencies, and mid-sized corporations to provide customized Talent Management solutions. E•A•S•I-Consult specialties include individual assessment, online employment testing, survey research, competency modeling, leadership development, executive coaching, 360-degree feedback, online structured interviews, and EEO hiring compliance. The company is a leader in the field of providing accurate information about people through professional assessment. To learn more about E•A•S•I-Consult, visit <https://easiconsult.com> or email ContactUs@easiconsult.com or call 800.922.EASI.