



Situational Judgement test: Instructions

SHL Talent Measurement

The following example will serve to demonstrate how to use the rating scale and how to select a rating.

Your organisation's main brand is under threat due to a production crisis. The brand has a reputation for high quality and safety, but it has come to your attention as director of operations that the latest batch from one of your four sites is faulty.

The batch has left the manufacturing site and is on its way to customers. It will cost a lot of money and effort to stop the delivery and return it to site, but it can be done. However, customers will be without supplies and there is a risk of the story getting into the newspapers.

Unfortunately the mix-up occurred during a shift supervised by a relatively inexperienced production manager. The site general manager had been unsure about leaving this manager in overall charge of the site feeling he was not yet ready for the role, but you strongly believed he was ready and encouraged the general manager to take the risk in order to promote the young manager's development.

Please rate the following responses:

	Undesirable			Desirable		
	Highly undesirable	Undesirable	Slightly undesirable	Slightly desirable	Desirable	Highly desirable
1. Tell other sites that this is top priority and that they must immediately increase production to cover for this site until it has sorted itself out.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
2. Immediately have a one to one discussion with the general manager of the site and apologise asking him to support the inexperienced manager through this incident.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3. Ask the junior manager involved to write a detailed report on the incident for the organisation to learn from.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

In this example you will see that response 1 "Tell other sites that this is top priority and that they must immediately increase production to cover for this site until it has sorted itself out" has been given a Highly Desirable rating. This means that the person felt that the course of action was considered to be a Highly Desirable response i.e. a major positive action in this situation. Likewise, ratings of Desirable and Slightly Desirable have been selected for responses 2 and 3 respectively.

Note that these examples only serve to demonstrate how to use the rating scale and how the answer sheet should be completed. You should not assume that the ratings are the best answers to these three examples.

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