

**INDUSTRY:**  
Healthcare Services

**SOLUTION:**  
Leadership Assessment

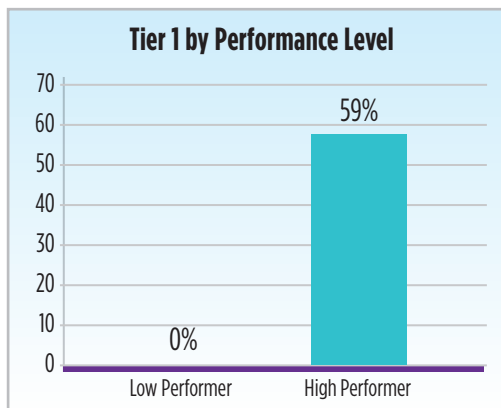
## Predicting Performance and Turnover with Leadership Level Assessment

### THE SITUATION

A Fortune 500 healthcare services company engaged Select International to implement, and subsequently prove the effectiveness of, an assessment process to help hire and develop leaders at the director, vice president, and c-level.

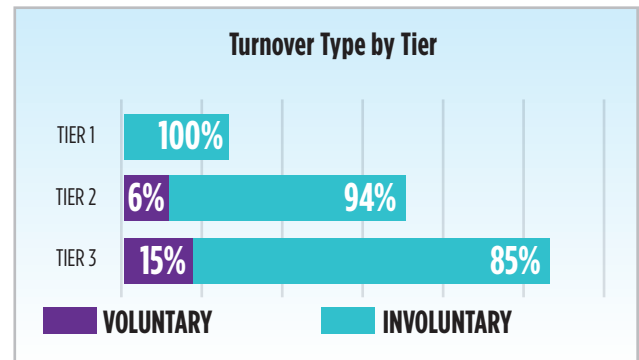
### PREDICTING PERFORMANCE

To examine the leadership assessment's effectiveness at identifying strong leaders, a group of internal leaders was assigned to three categories (low, average, and high performer). These same leaders also completed the leadership assessment and were then assigned to one of three categories based on assessment results (Tier 1 [highest scorers], Tier 2, and Tier 3 [lowest scorers]). When the categories were compared, no low performers were found in Tier 1 and almost 60% of the leaders who scored well on the assessment were labeled high performers. These results show that the assessment process was very accurate at identifying the mid- to top-level performers.



### PREDICTING TURNOVER

The same data were used to examine the relationship with turnover. An analysis was done looking at those who exited the organization. Over half of the turnover (both voluntary and involuntary) was in Tier 3 as found by the assessment results. This means that those participants who scored lowest on the assessments were 4 times more likely to turnover than those who scored in the mid to higher end of the assessment.



### CONCLUSION

The leadership assessment process was found to be predictive of several indicators of success throughout this organization. The assessment was very accurate at identifying high performers in the organization and was able to predict turnover by showing that individuals with low assessment scores were 4 times more likely to turnover than those with higher scores.