

# PPEARL

## Training Catalogue

PPEARL's in-house training and workshops are developed and presented by experienced Consultants.

Our training services are a natural extension of our work, hence clients benefit from the transfer in knowledge from learning best practices from our experience in occupational psychology and organisational development.

Each training approach is unique and individual, as we believe in working together with our clients to understand the requirements to provide customised solutions for the particular situation and the organisational goals.

We believe in going beyond transfer of knowledge by focusing on how to apply learning in simulated practical sessions. Our approach allows interactive, hands-on sessions in a relaxing and motivating learning environment.

# PPEARL

**Uncovering the Talent Within**

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# 1

# Test Administration



## Course Objectives

This one day Test Administration course is designed for those who are responsible to conduct and administer occupational tests. The training combines theory and practical application to ensure delegates are familiar with the best practice testing principles to ensure that the best outcome from tests use are gained.

## Successful Completion

Upon successful completion of the Test Administration course, you will be registered with PPEARL as a competent Test Administrator.

Delegates who complete the course successfully will:

- Gain a thorough appreciation of the principles of test administration and scoring.
- Conduct a proficient test administration session.
- Appreciate the various forms of assessment tools available.

You will be trained to be administer and score various occupational tests, however, the responsibility of selection and ordering of tests, interpretation and feedback of test results remained with certified Test User.

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# PPEARL

# Test Administration

# 1

## Course Outline

### **Introduction to Test Administration**

- Overview of Occupational Assessment
- What are tests and why are they used?
- How do they fit in with other methods of assessment?
- The role of a test administrator.

### ● **Principles of Test Administration**

- Guidelines on conducting a test session.

### ● **Sample Test Administration**

- Observe a standard test administration.

### ● **Test Administration Workshop Practical**

- Practice administration of test in groups

### ● **Workshop in Test Scoring and Norming**

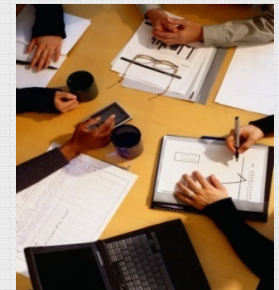
- Practical aspects of scoring.
- Procedures for getting norms.

### ● **Types of Assessment Tools**

- Review different forms of assessment tools available in the market.

### ● **Additional TA Points and Course Review**

- Maintaining security and confidentiality of the test materials and test data.
- Question & Answer session.



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# PPEARL

# 2

# Occupational Assessment



## Course Objectives

Attendance at this 2 day Occupational Assessment course will enable you to become a self-sufficient user of tests that will enhance your predictions of how individuals may perform at work. You will become a Registered User for a full range of ability tests that PPEARL carries through our partners, Harcourt Assessment and Saville Consulting.

When professionally applied, occupational tests can significantly improve staff selection decisions. The Occupational Assessment Course provides training in the use of occupational tests, giving participants a thorough grounding in theory and application of psychometric tests.

## Successful Completion

You will be equipped to make fairer and more accurate decisions which will benefit both your organisation and the individuals concerned. Human resources managers or specialists, career counsellors and consultants should all attend this course. In fact, it will benefit anyone involved in assessing people for selection or development.

Delegates who complete the course successfully will:

- Have a good understanding of the concept of Occupational Assessment and the various forms of assessment tools available.
- Implement reliable and valid testing procedures to ensure fair selection and equal opportunities.
- Learn how to look at different job requirements and select an appropriate Occupational Tests for the job / position.
- Have gained a thorough appreciation of the principles of Test Administration and Scoring for ability tests.
- Differentiate between 'good' and 'bad' tests.
- Have a heightened knowledge in order to make better HR-related decisions.

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# Occupational Assessment

# 2

## Course Outline

### Day 1 - Introduction to Occupational Assessment

- **What Is An Occupational Assessment?**
- **The Different Types of Tests**
  - Ability, Personality & Motivation, Interest
  - Types of Ability – Verbal, Numerical, Clerical, Diagrammatic
  - Types of Personality – MBTI, DISC, 16PF
- **Choosing Appropriate Tests**
  - Job Analysis Process
  - Choosing the right test
- **Test Norms**
  - Principles in Norm Group selection
- **Feedback of Results**
  - Basics of Giving Feedback
  - Types of reports; AC Reports and Spreadsheets
- **Correlation, Test Reliability & Test Validity**
  - Uses of ability tests
  - Reliability and Validity of tests

### Day 2 - Introduction to Test Administration Principles

- **Principles of Test Administration**
  - The Role of a Test Administrator
  - Guidelines on conducting a test administration

#### **Test Administration Practical Workshop**

- Test administration in groups

#### **Workshop in Test Scoring and Norming**

- The practical aspects of scoring
- Procedures for getting norms

#### **Additional TA Points and Course Review**

- Maintaining security and confidentiality of test materials and test data



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# 3

## Saville Consulting Wave® Accreditation Training

### Course Objectives

**Saville Consulting Wave®** is not just another personality questionnaire. It efficiently assesses an Individual's motives, talent and fit to organisational culture all from a single questionnaire, and offers sophisticated individual and corporate diagnostics. It measures more critical information for the enhanced assessment and development of talent, more accurately, more comprehensively and with greater validity. All in less time. In short, it provides consultants and organisations with the means to transform the way they assess, recruit, develop and manage individuals, teams and work culture.



### Successful Completion

You will have an increased appreciation of personality theories, and in particular, the Saville Consulting **Wave®** Personality Questionnaire. You will be equipped to interpret **Wave®** data and pick out key personality attributes and behaviors required for greater job success. Human resources managers, training specialists, career counsellors and consultants should all attend this course.



Delegates who complete the course successfully will:

- Have a good understanding of the 21<sup>st</sup> Century issues regarding Talent Management and the use of objective assessment.
- Have a thorough appreciation of how the multi-dimensional **Wave®** can revolutionise assessment in their own organisation.
- Have learnt how to interpret the **Wave®** and provide feedback on reports to Individuals and Line Managers.
- Have an in-depth understanding of how **Wave®** can be used to identify talent and development needs, assist with counselling and coaching initiatives, and enhance selection decisions.



### What you will receive?

- Copies of your very own **Wave®** Expert, Personal and Types Report.
- A Technical Manual and Exercises to assist with use and interpretation.
- A Registered Certificate of Accreditation for Saville Consulting **Wave®**.

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# Saville Consulting Wave® Accreditation Training

# 3

## Course Outline

### Day 1 - Introduction to Personality Profiling and Wave®

#### ● *Overview of Personality Theories*

- *Assessment in the 20<sup>th</sup> Century*
- *New Developments in the 21<sup>st</sup> Century*
- *What is meant by 'styles'*

#### *Introduction to the Wave® Personality Questionnaire*

- *The Saville Consulting Wave® Model*
- *Development of Saville Consulting Wave® Styles*
- *The Talent – Motive Concept*
- *The Wave® Questionnaire and Reports*
- *Understanding and Interpretation Stens*

#### ● *Measures of Distortion*

- *Normative - Ipsative*
- *Interpreting Facets*
- *Response Summary*

#### ● *Technical Data*

- *Validity and Reliability*

### Day 2 - Interpretation of the Wave®

#### *Linking Wave® Scales*

#### *Mapping Wave® to Competencies and Job*

#### *Wave® Case Study*

#### *Feedback Principles*

- *The Structure and Feedback Process*
- *Preparation for Feedback*

### Day 3 - Applications of the Wave®

#### *Feedback Workshop*

- *Conducting a Wave® Feedback*

#### *Wave® Case Studies*

#### *Various Applications of the Wave®*



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# 4

## Saville Consulting Wave® Conversion Training



### Course Objective

This 2 day course is designed to introduce Saville Consulting **Wave®** to delegates who are already qualified to the standard of British Psychological Society (BPS) Intermediate Level B.

The Conversion Training assumes an acceptable knowledge of the theory and practice of psychological assessment, and previous usage of one or more recognized instruments. It is a qualifying and registering training that allows users who were previously accredited on tools such as Hogan, OPQ, 16-PF, MBTI, NEO, HDS, etc to become accredited on the Wave within a day.

### Successful Completion

Delegates who complete the course successfully will:

- Have a thorough appreciation of how the multi-dimensional **Wave®** can revolutionise assessment in their own organisation.
- Have learnt how to interpret the **Wave®** and provide feedback on reports to Individuals and Line Managers.
- Have an in-depth understanding of how **Wave®** can be used to identify talent and development needs, assist with counselling and coaching initiatives, and enhance selection decisions.

### What you will receive?

- Copies of your very own **Wave®** Expert, Personal and Types Report.
- A Technical Manual and Exercises to assist with use and interpretation.
- A Registered Certificate of Accreditation for Saville Consulting **Wave®**.

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# Saville Consulting Wave® Conversion Training

# 4

## Course Outline

### Day 1 – Introduction and Interpretation of the Wave®

#### *Introduction to the Wave® Personality Questionnaire*

- *Assessment in the 20<sup>th</sup> Century*
- *New Developments in the 21<sup>st</sup> Century*
- *The Saville Consulting Wave® Model*
- *Development of Saville Consulting Wave®*
- *Interpreting Saville Consulting Wave® Styles*
- *The Wave® Questionnaire and Administration*
- *New model integrating personality, motivation, competency and culture*

#### *Factors Response style and Controlling Distortion*

- *Motive – Talent*
- *Ipsative - Normative*
- *Interpreting Facets*
- *Response Summary*

#### *Technical Data*

- *Validity and Reliability*

#### *Interpretation of the Wave®*

- *Feedback of Saville Consulting Wave®*
- *Applications of the new Saville Consulting Wave® Model*
- *Ethics and equal opportunities*
- *The Wave® Report Formats*

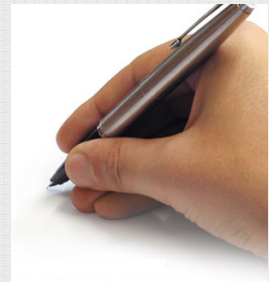
### Day 2 – Applications of the Wave®

#### *Feedback Workshop*

- *Conducting a Wave® Feedback*

#### *Wave® Case Studies*

#### *Various Applications of the Wave®*



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# 5

# Competency Based Interviewing

## Competency Based Interviewing (CBI)

The CBI approach is commonly used to standardize and reduce subjectivity in the interview process, which in turn allows a more accurate assessment of the interviewee. It focuses on critical competencies (or specific job related criteria) and seeks to obtain objective information from candidates through specific past examples.

By using past experience a potential employer can predict future behavior and job performance by:

- Eliminating misunderstandings
- Preventing personal impressions
- Reducing the candidate's ability to "fake"

Research into recruitment and selection methodology suggests that structured, competency based interviews can be one of the most reliable and accurate forms of assessing an individual.

## The PPEARL Approach to CBI Training

Our delivery method combines a variety of techniques including discussions, role-plays, theoretical learning and practical exercises. These learning activities are critical to reinforce the following key skills:

- Identifying appropriate competency for specific jobs
- Developing behavioural questions related to a job
- Conducting a competency based interview
- Systematic and consistent evaluation and rating

## Successful Completion

Delegates who complete the course successfully will:

- Have a good understanding of the importance in setting standards and requirements in structured interviews.
- Ensure all interviewers have a common understanding of competencies required for effective performance in different roles within an organisation.
- Be familiar with the core skills for interviewing.
- Have learnt to systematically evaluate and use information generated from the CBI.
- Have learnt how to make decisions on ratings for different skill areas and overall selection decisions.



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# Competency Based Interviewing

# 5

## Course Outline

### Day 1 - Introduction to Competency-based Interviews (CBI)

#### ● Overview of the CBI

- Introductions to structured interviews and the CBI
- CBI as an assessment technique and the assessment process
- How the CBI fits into the selection process
- The objectives of conducting a CBI
- The overall CBI Process

#### Structure of a CBI

- The stages of a CBI
- The structure of a CBI; the Introduction, Opening Questions and Competency Probing
- Introducing the STARE Method

#### Designing CBI Questions

- Effective competency-based questioning techniques
- Examples of 'good' and 'bad' CBI questions

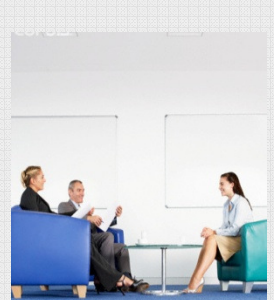
### Day 2 - The CBI Process

#### Assessing and Evaluating Candidates

- Techniques and documentation to record CBI information
- Score up CBI results and evaluate candidates
- Integrate CBI with other structured assessment techniques

#### CBI Practical Workshop

- Conducting a competency-based interview



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# 6

# Assessor Training

## Course Objectives

Attendance at this 4 day Assessor Training will enable you to become a competent Assessor and to prepare you to conduct and facilitate Assessment Centres for various levels of assessments within your organisation. You will be equipped with the skills, knowledge and techniques required to assess and evaluate Candidates in a range of assessment exercises in a fair, objective and consistent manner. The ensuing results, when professionally applied, will significantly improve your recruitment, selection, training and development, coaching and talent management decisions.



## Successful Completion

You will be equipped to make fairer and more accurate decisions which will benefit both your organisation and the candidates concerned. HR managers, line managers, recruitment specialists, career counsellors and HR consultants involved in assessments should attend this course.



Delegates who complete the course successfully will:

- Have a keen appreciation for the concept and importance of objective assessment within an Assessment Centre methodology.
- Have a thorough understanding of how Competencies act as a basis for objective behavioral assessments across customized assessment exercises.
- Have acquired and internalised the core Assessor skills required for objective assessment.
- Systematically evaluate and assess Candidates using information generated from the assessment exercises against Competencies.
- Learn how to integrate results from the various exercises to derive an overall assessment.
- Learn how to give feedback to Candidates based on overall performance at an Assessment Centre.



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# Assessor Training

# 6

## Course Outline

### Day 1 - Introduction to Assessment Centres and Process

#### • *The Assessment Centre Approach*

- *History and definition of Assessment Centres*
- *The validity and driving principles*
- *Assessment Centre vs Development Centre*
- *The Assessor's role and responsibilities*
- *Competencies as a basis of Assessment Centres*

#### *Overview of Assessment Process*

- *The roles and responsibilities of an Assessor*
- *The Behavioral Assessment Process*
- *Potential sources of error when evaluating*
- *Guidelines for Assessors*
- *The various types of assessment tools*

### Day 2 & 3 - Introduction to Assessment Tools

#### *Group Exercise / Written / Presentation / Role-play*

- *What the exercise involves*
- *Background usage of the exercise*
- *The Assessor's role in the exercise*
- *Practical Workshop – case study and mock sessions*
- *Assessing and evaluating the exercise*

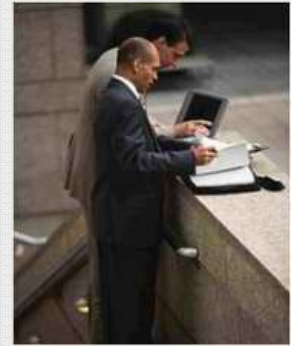
### Day 4 - Integration and Feedback Sessions

#### *Overview of Integration Process*

- *Purpose of the integration session*
- *The Assessor's role in the integration*
- *The rigors and best practices for an effective integration*

#### *Overview of Feedback Process*

- *Purpose of the feedback session*
- *The structure and stages of an effective feedback*
- *Practical Workshop*

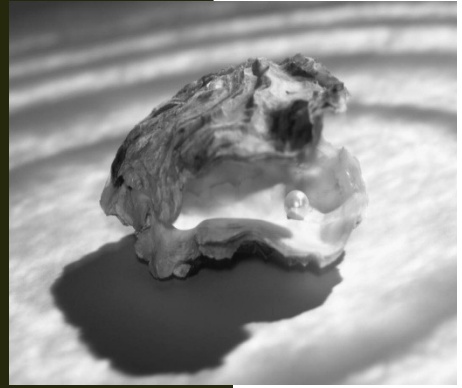


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## The PPEARL Story

For many centuries, humans have gone to extraordinary measures to gather pearls. Pearl divers outmaneuver sharks and other marine dangers to locate the oysters they hope would contain natural pearls. The most sought after pearls are extremely prized and valued for their form, luster and iridescence. At the same time, no two pearls are the same and each one is unique in its own way.

In the same spirit, PPEARL believes an organisation's most important assets - its people, are like pearls. Each individual possess an underlying reserve of talent within themselves, waiting to be discovered and unlocked. PPEARL helps organisations find and affirm talent in their own people, working towards each individual's personal growth, and ultimately, the needs of the organisation.

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## Uncovering the Talent Within