



smart. valid. preferred.

## chatAssess: a gamified new approach to situational judgement

*Dr Achim Preuss explains the thinking behind cut-e's new instant messaging communications game.*



**cut-e Group**

[www.cut-e.com](http://www.cut-e.com)

E-mail: [info@cut-e.com](mailto:info@cut-e.com)

*Version 1.0 January 2017*

[www.cut-e.com](http://www.cut-e.com)

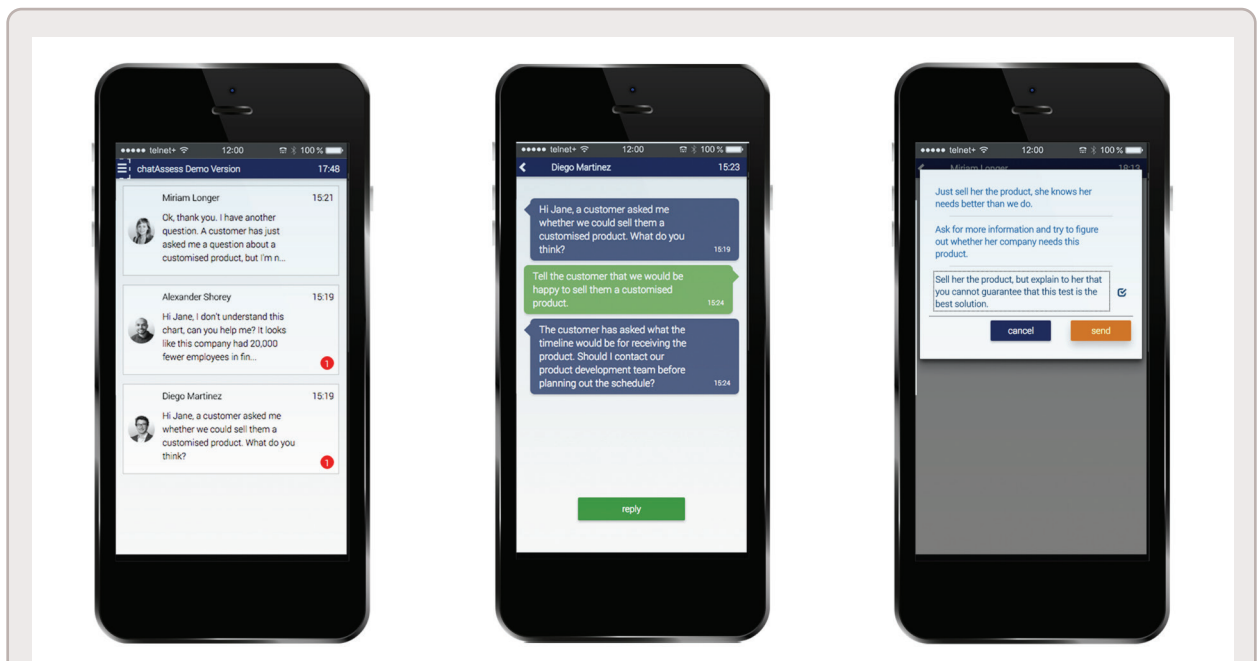
## Introducing chatAssess: cut-e's new communications game

cut-e has launched a new customisable, psychometric communications game called *chatAssess*, a powerful situational judgement instant messaging tool, lasting 6–15 minutes. Here, Dr Achim Preuss – Co-Founder and Chief Technology Officer of the cut-e Group – explains what *chatAssess* is, what it does and what makes it different.

### Why has cut-e introduced chatAssess?

In many Situational Judgement Tests (SJT), the situations encountered do not feel 'real' to candidates. This has a negative impact on the face, construct and criterion validity of those assessments. Also, many SJTs are not fun to complete; the available responses may not feel natural and candidates can become confused about whether to answer 'what they *would* do' or 'what they *think* is the right thing to do'. So, at cut-e, we set out to create a brand new, valid and immersive SJT that would be both realistic and engaging to complete.

When we were researching possible styles of SJT, we uncovered a study revealing that young people (aged 18–24) love to read if the text comes in small chunks. They receive 128 text messages per day. This gave us the idea of creating a real-time instant-messaging simulation. So we developed *chatAssess* which is a customisable situational judgement assessment in the style of WhatsApp or Facebook Messenger. It is the world's first psychometric communication game and it can assess a candidate's strengths, personality and abilities.



### chatAssess in action

chatAssess allows companies to integrate reliable and robust psychometric tests and situational judgement elements into an engaging and real-feel environment. chatAssess, the communication game, give instant feedback, provides a range of answer options, engages the user in multiple conversations, all optimised for mobile devices. Content and look and feel can be branded.

## What happens in chatAssess and what makes it different?

A standard SJT will typically measure a candidate's work-related disposition and interests but not their cognitive abilities. *chatAssess* can be customised to measure both and it features game-style elements. It is optimised for use in portrait mode, the preferred format of younger people, on a smartphone. However, it can actually be used on any device (phone, tablet, laptop or desktop).

Candidates receive incoming messages from different 'colleagues', with specific questions or requests for advice. In real time, the candidates choose which messages they want to respond to. The context of the situations, the questions, challenges and tasks involved and the number and content of the messages can all be customised to suit any specific role in any organisation.

The candidate selects a text message response to each colleague, from predefined replies. *chatAssess* then reacts to this and, in answer to the candidate, it sends back another message from that colleague. The different colleagues will usually be facing different issues or challenges that they'd like the candidate's help or advice with. The candidate has to prioritise the tasks and manage their different commitments. They can also find out further details about each colleague by clicking on that person's name or picture.

In each new incoming message, the candidate receives more information about that colleague's issue or challenge. This results in a natural communication flow, which helps to make the assessment acceptable, engaging and realistic to candidates.

## How will chatAssess be used?

*chatAssess* is not designed to replace personality or ability tests. Instead, it can be used before or alongside these assessments to enrich the selection process, by providing an additional insight into a candidate's behaviour and how they're likely to react when they're faced with job-relevant scenarios. Like a Realistic Job Preview, this can also help to inform the candidate about the issues and challenges that can arise in the role.

As an instant-messaging simulation, it will particularly appeal to young people, so it is perfectly suited as a tool for early screening and attraction in graduate and apprentice recruitment. However, *chatAssess* is highly flexible and the content can be customised to suit any role, at any level. It has been comprehensively tested in a number of client organisations, including a global engineering and power systems provider which uses *chatAssess* to select graduates for its engineering and management roles.

## How easy is it to configure chatAssess?

*chatAssess* can be easily customised and configured to create a new situational judgement assessment from scratch. Alternatively, you could transform an existing SJT into this format. Visual material, such as graphs or charts, can be easily integrated. Details of the 'colleagues' involved – and the content of their messages, the answer options and when messages are triggered – can all be tailored to suit the role or the client's needs. *chatAssess* can be developed in any of 40 languages, making it highly suitable for multinational recruitment.

A range of reporting options can be configured and the assessment results can be easily integrated into an Applicant Tracking System. Alternatively, if you want to use *chatAssess* to attract and inform applicants, like a Realistic Job Preview, you can easily add it to your careers site.

## What are the overall benefits of chatAssess?

*chatAssess* provides a very effective form of situational judgement, with the appeal of an interactive communications game. It can be customised to assess the strengths, personality, interests and cognitive abilities required in any role, as well as a candidate's social skills, their conscientiousness and their ability to organise themselves and manage pressure.

As well as assessing a candidate's individual responses, *chatAssess* captures their behaviour and 'how' they interact with the assessment. For example, it tracks how much time they spend on specific messages, who they reply to and how often they change their mind. All of these 'data points' enable us to create a 'psychometric fingerprint' of each candidate. This not only helps to prevent cheating, it paints a fuller picture of each individual and improves the quality of the measurement.

Ultimately, *chatAssess* is a highly engaging, realistic and valid communications game that can add value to any attraction campaign or recruitment process. We have demo versions available, so if you're interested in finding out more about *chatAssess*, please get in touch with us to see it for yourself.

**Further information about situational judgement is available at:  
[www.cut-e.com/situational-judgement](http://www.cut-e.com/situational-judgement)**



### About the author Dr Achim Preuss

Dr Achim Preuss has a degree in psychology and a doctorate in applied computing science. Over the years, he has published a number of articles on knowledge engineering, prediction methodologies and psychometrics in talent management. Achim Preuss is Chief Technology Officer of international assessment specialist *cut-e*. He can be contacted via [achim.preuss@cut-e.com](mailto:achim.preuss@cut-e.com)

Founded in 2002, *cut-e* is a world leader in the design and implementation of innovative online tests, questionnaires and gamified assessments for attraction, recruitment, selection and development. We help employers to identify which candidates have the right capabilities, potential and cultural fit to benefit their business. We undertake 12 million assessments each year in over 70 countries and 40 languages.