

Using *DiSC*[®] *PPSS* and *RBA* to Understand Roles

Client

- “Dan,” a Human Resources consultant who services companies of all sizes in a variety of industries

Products Used

- *DiSC*[®] *PPSS*
- *DiSC Role Behavior Analysis (RBA)*
- *DiSC PPSS to RBA Comparison Report*

Company and Challenge

One of Dan’s banking clients hired him to help interview and select a candidate for a credit analyst position. This client had always relied on one-on-one and group interviews for deciding which candidate to hire for a position. They were looking for a way to find out more about candidates during the interviewing process to be sure the person was a good fit.

Solution

Dan decided that before the interviewing process began, the hiring manager should complete a *Role Behavior Analysis* to define what behaviors the organization sought in the Credit Analyst position. After the final two candidates had been selected, they were given the *DiSC PPSS* to gain insights on their behavioral styles.

Results

After the two finalists were given the *DiSC PPSS*, Dan ran the *DiSC PPSS to RBA Comparison Report*, allowing his client to see how the candidates’ behavioral styles compared to the behaviors they were seeking for the Credit Analyst position. One of the candidates matched the desired behaviors very well, the other did not. Dan felt that the tools had given his client a good picture of the behavioral tendencies of both candidates.

After seeing the results, Dan’s client started to rethink things a bit. While he thought it was really good information, what it showed him was surprising: the behaviors he thought the bank needed for the position were not as good of a fit for what his team or board needed. He told Dan, “This discovery process made me take a step back and analyze the whole person –skills, resume, expertise, interview, and fit to our organization – not just what we found from the comparison.”

In the end, what Dan and his client learned through the process was that the *RBA* helped to clarify what they were really looking for and brought a higher level of awareness to their interview process. But the most important thing is to find candidates who are going to be a great fit in the organization. “Even if they find that the behavioral style doesn’t match what they originally thought it should be, they can have a change of mind as to what behaviors will work best,” says Dan.