

Situational judgement tests assess your ability to choose the most appropriate action in workplace situations. These assessments are designed to assess how you would handle situations that you could encounter in the job you are applying for.

The following example shows how to use the rating scale and select a rating.

You manage an extremely busy team of six people who operate as an office-based customer service department. The peak business period for the year is approaching and your department is undoubtedly beginning to feel the strain. Matters are reaching the breaking point, with staff morale dropping and errors increasing. Your staff are openly questioning what is expected of them and are confused about their department's overall objectives. However, the situation is not irretrievable if you act now: your major customers remain happy. Urgent action is required.

Please rate the following responses:

	Undesirable			Desirable		
	Highly Undesirable	Undesirable	Slightly Undesirable	Slightly Desirable	Desirable	Highly Desirable
1. Set up weekly meetings with your team to review progress and set up short-term objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Inform the team that there is too much careless work and announce the introduction of a formal record of errors. Stress the fact that individuals making repeated errors will be dealt with.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Establish formal target setting and review arrangements for each member of the team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

In this example, you will see that response 1, "Set up weekly meetings with your team to review progress and set short-term objectives," has been given a **Desirable** rating. This means that the person felt that the course of action was considered to be a desirable response – that is, a reasonably positive action in this situation. Likewise, ratings of **Undesirable** and **Highly Desirable** have been selected for responses 2 and 3 respectively.