

How the Shared Service Centre (SSC) ensured a consistent and up-to-date knowledge on sifting processes for their staff

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→ The challenge

Since early 2006, we have been helping set up the Department for Transport's SSC, providing recruitment and assessment support. More recently we were asked to provide some staff development in the area of applicant sifting as large element of the Employee Services role involves supporting the DfT agencies such as DVLA to sift job applications prior to assessment and interviews.

→ The solution

Those involved had varying experience in sifting and so it was recognised that developing and delivering a training event would help standardise their knowledge and expertise, so that all were sifting consistently by making use of well-established principles and up-to-date knowledge.

A team of two Mendas psychologists worked with the SSC team to deepen the understanding of the need for sifting (i.e. who they would be sifting for, and at what level) as well as designing a training programme that was pitched at the right level, and which engaged with those attending.

We recognised early on that the delegates would benefit from practical exercises, skills practice and exposure to a wide array of sifting techniques that could be made use of in the future for a number of different roles.

Two, one-day courses were delivered, to groups of 6. The day involved:

- Group discussions around the need for sifting

- Relevant theory and knowledge of human biases in assessing
- Employment law
- Practical sifting exercises
- Critical analysis of range of sifting tools available
- Action plan session

At the end of the training, delegates were provided with handouts to be used as reference in their future role and a summary of the agreed Action Points.

→ The achievements

The feedback received from delegates was very positive and highlighted their confidence to work effectively, as a sifting team and their ability to advise on tools and techniques as necessary. As this knowledge was based on the 'principles' of good sifting, so they could apply it to a wide range of sifting scenarios and challenges.

In addition to being available for further advice or queries, Mendas will be following up with the delegates in 2 months to see if these Action Points have been implemented.

