





"She didn't have the financial experience we were looking for," Pinkham said. "But her assessment had her in the range for the position. We brought her in as intern for six months. She's been very successful in that role. I know a lot of our hiring managers for the entry level are looking at attitude. You can train people on the technical side to learn the skills that are necessary, but it's the attitude you need to be successful here at A+ Federal Credit Union."

## ENGAGEMENT INCREASES WITH WIDER ADOPTION

PXT Select has also helped the Recruiting Team deliver candidates that can easily be motivated internally and find fulfillment in their jobs. As a result, the internal engagement numbers show that PXT Select is working, particularly among new employees. Over a three year period, A+ saw a marked reduction year over year in turnover. The first six months of employment are important because historical data shows that employees decide early whether they're going to stay at new job, sometimes as early as the first week. And about a third of new employees leave a new job after six months, often citing a lack of engagement.

While a position's attributes will vary among organizations, Pinkham has found that benchmarking and creating performance models with the PXT Select assessment has been the most predictive of successful long-term placement and delivers a scalable process to bring in great candidates consistently across A+ Federal Credit Union's multiple locations.

"We've found that if a candidate is on the outside of the performance model range, it's

an important indicator they might have trouble in the role," she said. "Especially at our entry level roles, there is a lot of material they have to learn. It's not hard; it's just a lot in a short period of time from numbers to regulations in which accuracy is key. New hires need to be able to adapt really quick. Problem solving is a critical skillset, so we look more closely at Thinking Style to make sure they are set up for success in the role."

## AN EYE TOWARD THE FUTURE

It's a fast-paced environment and those that meet the performance model onboard quickly in their new roles and thrive for years to come.

On a personal note, Pinkham shared she experienced the power of benchmarking first hand. In Alice's many different roles she came to realize that while the company was challenging her—and she was challenging herself—with each new role she was able to stay engaged, learn and grow with A+ Federal Credit Union.

It's one of the reasons she's stayed at A+.

"Culture is critical," Pinkam expressed. "And looking for employees that can be intrinsically motivated is the key to A+'s success and impressive growth. I'm a big believer in PXT Select to help us do that."