



## Taking the Guesswork Out of Hiring And Developing the Right Talent

BCRA, a multi-disciplinary design firm, was preparing for the first of several strategic new hires. With a growing team based in Seattle and Tacoma, the company wanted to be absolutely certain it found the perfect individuals for these critical roles. As a result, BCRA decided to use an assessment tool during the recruiting process.

"We researched a number of assessments," noted Jeni Enslin, BCRA's Director of Staff Resources. "But I was pretty familiar with many of them and knew they weren't suited to our needs."

On the recommendation of a trusted BCRA consultant, Enslin reached out to Harrison Assessments. After taking the assessment herself, she knew she'd found the ideal solution. And in the months that followed, BCRA used Harrison's tools to find the ideal candidates for its strategic hires.

### ———— The Power of Job Suitability Testing ————

"We loved the Harrison tools because of the science behind them," Enslin said. BCRA was particularly impressed with the comprehensive data Harrison provides and its high level of accuracy and reliability.

"One of the greatest tools Harrison offers is its job suitability testing. It gives us a great indication of exactly which candidates or employees are most suited to particular roles based on their personal traits and behaviours," Enslin said. These are insights you can't necessarily get by looking at someone's resume, talking to candidates during an interview, or even judging them based on past performance, she noted.

After making its strategic new hires, BCRA began using the Harrison tools for a variety of purposes including strengthening the company's basic recruiting, interviewing and selection processes. "Using Harrison enables us to do a better job of identifying people who are aligned with our culture and our core values," said Enslin.

BCRA also began using Harrison's insights and data to better engage and retain its talent, identify top performers, and assemble high-performance teams.

#### The Organization:

BCRA

#### The Challenge:

To hire talent more strategically ... strengthen the company's basic recruiting, interviewing and selection processes ... and develop and promote individuals more effectively.

#### The Solution:

Harrison Assessments' Smart Questionnaire and Job Suitability Testing

#### The Outcomes:

Accurately identify candidates who are aligned to BCRA's culture and core values.

Ability to identify top performers and assemble high-performance teams.

Retention rate has risen significantly two years in a row.

For more information email: [shubhakar.g@harrisonassessments.com](mailto:shubhakar.g@harrisonassessments.com) or call: +9140-6640-5040

Today, BCRA is using Harrison data to improve teamwork and employee development. In fact, Enslin is in the process of having everyone at the company take the Harrison assessment. "We work a lot in teams here and we have a very collaborative work environment, so we all have to be able to function effectively within our various teams. Harrison gives us the ability to see our performance objectively," said Enslin.

BCRA also uses Harrison Assessments during the interviewing and selection process for all of its new talent. The company recently filled five open positions with candidates who had just graduated from college and all of them took the Harrison assessment before BCRA extended formal job offers. Enslin said that using the Harrison tools has significantly reduced the number of applicants BCRA has to interview before it finds the right individuals to fill its open positions.

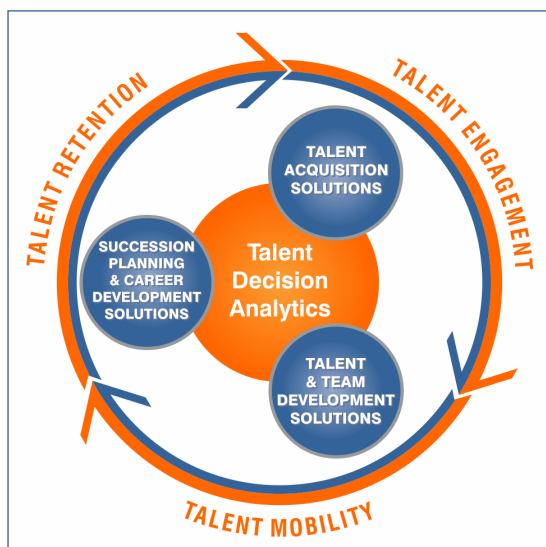
After 90 days on the job, each new hire sits down with Enslin for a performance review. As part of this process, she discusses their Harrison data with them. "We talk about how their positive and negative behaviours are actually manifesting on the job and how they can take action to make improvements," Enslin said. "It's really about helping them become more self-aware and achieve personal success."

BCRA's turnover rate has dropped for the past two years in a row. While Enslin believes a number of factors have contributed to this drop, she gives part of the credit to using Harrison's tools during the recruiting and selection process. "We've gotten so much better at hiring people who truly fit our culture and core values."

For this tight-knit architecture and engineering firm, that's the foundation for a whole new level of success.

### About BCRA

BCRA is an 85-person architecture and engineering firm specializing in education, government, healthcare, hospitality, parks and recreation, residential, and retail projects. With offices in Seattle and Tacoma, BCRA offers Architecture, Interior Spaces, Civil Engineering, Structural Engineering, Land Use Planning, and Landscape Architecture. For more information visit [bcradesign.com](http://bcradesign.com).



Contact Harrison Assessments India to learn more about Talent Solutions.

Phone: +9140-6640-5040

Email Address:

[shubhakar.g@harrisonassessments.com](mailto:shubhakar.g@harrisonassessments.com)

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