

After years of working together using Talent Plus' person-to-person interviews, a scalable, affordable solution for all dealers with a focus on improving their dealer performance with people - an online assessment tool. Talent Plus began benchmarking the automotive Talent Online[®] Assessments (TOASM) with a luxury automotive dealer, ensuring the online assessments were as accurate as the person-to-person interviews. What they found was that The Science of Talent[®] in an online instrument was as accurate as it has always been, mirroring the performance of both top and contrast performers just as the managers described them.

Talent Plus TOAs are able to accurately assess the behaviors witnessed by the managers of specific technicians. The best performer displayed a graph reflective of the top performer Talent Benchmark[®] and the contrast performer showed well below the benchmarked contrast performer on their graphs. There is indeed a direct relationship, when using the automotive TOAs, to the results of the assessment and the performance of the team members. When automotive teams use the TOAs, they will reliably predict a strong performing team that will directly impact their dealership.

Top Performer

One technician, identified as a top performer, was recently promoted to shop foreman because of his high work ethic. He was given a key to the building because he was the first one to arrive and the last one the leave. *"This graph is exactly him. If only they had more top performers, they would be happier."*

+ Dealer General Manager

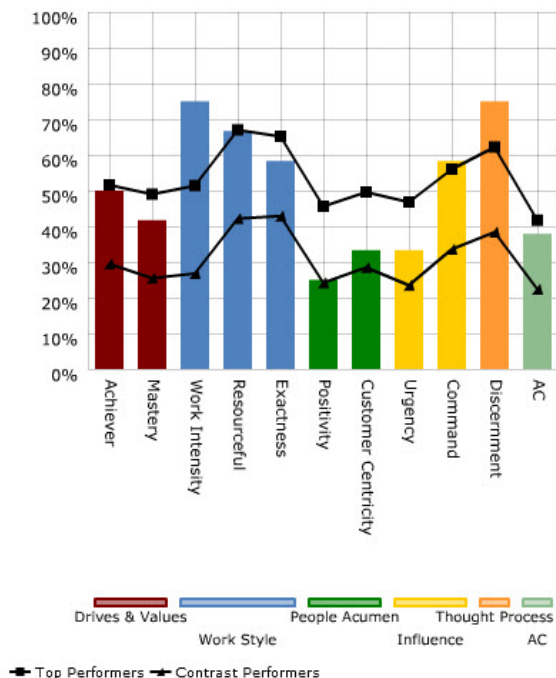
Contrast Performer

One technician, identified as a contrast performer, had been moved to another dealership because of his poor interactions with customers, opinionated attitude and laid back approach to work performance. *"His graph is no surprise. He would not have been selected."*

+ Dealer General Manager

Talent Intensity Index[®] - An Understanding, Not a Score

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Talent Benchmark[®]: Technician © 2013 Talent Plus[®]



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