

**Managing personnel**

## **Call center recruitment**

### **Module six - the selection decision**

**By John Wright**

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#### **Synopsis**

This module is guaranteed to ensure reliable candidate selection decisions based on performance and facts. The module provides you with scoring methods for different call centre roles, fully calibrated with threshold scores to support the decision and guidelines for making the final decision. The total resource has seven modules. This title uses United Kingdom data but the principles are usable and appropriate in all countries.

#### **How to ...**

How to use candidate scoring methods for selection decisions.

How to avoid the pitfalls of using candidate scoring methods.

How to make a selection decision based on facts.

#### **John Wright**

Over twenty-five years of experience in corporate life and consulting has provided John with a wide range of experiences that have contributed to this extensive resource. He brings a refreshingly practical approach to the design and avoids the clutter of professional jargon. The end result is an extremely accessible process that delivers quantifiable business results. John provides his consultancy services to a wide range of international private and public organizations.