

## *Introducing...* *Profiles International New Zealand*

### How much can an unproductive staff member cost your organisation?

Whether you are hiring or firing, promoting or reassigning, coaching or counselling...it pays to know more about the person you are dealing with.

To understand their behaviours under stress, their strengths, weaknesses, characteristics, personality traits and styles will help you to identify the best people for the right jobs and the best ways to enhance their performance, whether it is for an internal or external appointment.

At Profiles International New Zealand (PINZ) we are specialists in helping you make better decisions with your staff selections and training requirements. We can show you how to reduce staff turnover, build team cultures and make your coaching more focused and effective. We can therefore assist you in effectively reducing your overall Human Relations expenses through the use of assessments.

PINZ provides organisations with internal staff assessment systems, employee benchmarking, recruiting, training needs analyses and HR On Demand systems.

If you would like to know more about the PINZ assessments and how they can help your business, please call:

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# Where Profiling Helps Your Business....

## Recruitment

- Understanding exactly what each of our positions demand in the way of personal qualities.
- Precisely identifying if a candidate has those required characteristics.
- Comparing one candidate against the next to make the right choice.

## Training & Development

- Determining which behaviours are essential for maximum performance in a role.
- Measurement of whether our people possess those traits or if gaps exist.
- Identifying specific forms of training which would be of most benefit for each individual.

## Communication

- Assessing different styles to aid interpersonal compatibility.
- Measuring learning speed which affects information absorption rates.
- Checking whether someone is overly extroverted or introverted.

## Customer Service

- Assessing whether someone understands the principles involved in good customer service.
- Determining the correct personality fit for a job in the service industry.
- Benchmarking behaviour against industry standards.

## 360° Feedback

- Make your coaching more focused and effective.
- Provide appraisals that go beyond your personal perspective.
- Have your people more involved in initiating constructive changes in the workplace.

## Team Building

- Isolating and identifying the cultures of existing teams and the total staff population.
- Examining whether the current styles of people interact in a way that produces high performance.
- Identifying potential sources of conflict and roadblocks in teams.

## Succession Planning

- Identifying potential and latent talent in your organisation.
- Mapping out which jobs would be most suitable for future leaders.
- Determining required characteristics for the senior positions to begin role modelling.

## Staff Turnover

- Ensuring people have the right motivational fit for their roles.
- Examining whether the intellectual challenge is too much, too little or just right.
- Making sure the right amount of recognition is given to each employee.

## Call Centre

- Quantifying a person's understanding of the proactive customer service and sales functions.
- Determining if their personality suits those roles.
- Benchmarking results against industry inbound and outbound standards.

## Online Employment System

- Accelerate the hiring process by simplifying your organisation's job application process.
- Improve the effectiveness and quality of recruiting and screening.
- Facilitate consistency for every application processed.