ZERORISK Hiring System®

Answers to Your Questions About Assessment Score Changes

Sometimes we are asked why an individual's assessment scores change after they have retaken the assessment. Although this is not a common occurrence, it's important to understand why this *could* happen.

1. Do assessment scores change over time?

It's important to remember that we do not recommend re-assessing an individual but if you decide to have them take the assessment a second time, in most cases their **scores will not change**. There are a few instances when you might see a score change but these are very rare because the ZERORISK assessment measures an individual's thinking and value structure which generally does not change over time. If you *do* notice a change, you need to identify the reason why the scores may have changed.

2. Is there any reason to retake the ZERORISK Assessment?

There is only one reason to have an individual retake the assessment: if the original assessment comes back as "unreliable," they need to retake the assessment. An unreliable assessment is identified by a moderate or marginal reliability score. You can find this score on the cover of the candidate profile and interview guide.

3. What are some reasons the scores *could* change?

- **Major Life Event.**

  An individual's self-thinking scores *could* change due to major life events like marriage, children, health, job loss, etc. However, this does not mean *all* scores will automatically change. **Where to Look for Differences: Self-Thinking Scores,** (*Self-View, Self-Awareness, and Self-Expectations.)*

- **Unconventional *Types of Reasoning Score* on Original Assessment Results.**

  An individual's self-thinking and world thinking scores could change if they scored a G, H, I, J, or K in *Types of Reasoning* on their *original assessment*. This individual has unconventional types of reasoning which means they process and communicate information in a non-linear way or "outside the box." When taking the assessment a second time they may utilize a different viewpoint, causing the scores to change. You should still refer to their first assessment results as those will always be the most accurate. **Where to Look for Differences: Self-Thinking Scores,** (*Self-View, Self-Awareness, and Self-Expectations,)* **& World Thinking Scores,** *(Intuition & Empathy, Results Orientation & Decisiveness, Adherence & Organization.)*

4. What happens to the validity of the scores when an individual retakes the assessment?

Transposing of Ranking the Statements. When an individual takes the assessment a second time, they are in a different thinking condition compared to when they took the assessment the first time. When taking the assessment the **first time**, an individual is in the condition known as "responding" or "automatic thinking." This produces a true assessment of their thinking.

When taking the assessment a **second time**, the individual will shift to the thinking condition of "reflective" or "deliberate thinking," which causes them to transpose their initial answers, changing the results. Because an individual will shift to deliberate thinking when re-taking the assessment, we recommend you rely on the first set of assessment results. **Where to Look for Differences: World Thinking Scores,** *(Intuition & Empathy, Results Orientation & Decisiveness, Adherence & Organization.)*

5. Even though the best practice is not to re-assess, what are some common reasons people assume they need to re-assess the individual?

Consider your motivation if you are thinking about asking your candidate or employees to retake the assessment.

- **The assessment results didn't match the desired benchmark.**

  You should **not** have the candidate re-take the assessment because you are trying to have them attain a certain score. Instead, you should incorporate the misaligned areas into your behavioral interview with the candidate. Target these areas to determine whether or not the candidate is a risky hire.

- **Role change, promotion, or team change.**

  You should **not** have your employees retake the assessment due to a promotion, role change, or manager change. It is a common misconception that when an individual is put in a new role or on a new team, they should retake the assessment. This is not recommended. The best way to handle a role or team change is to compare the employee's original assessment results to the new role's benchmark and use that comparison to identify training and development needs.

6. What should my team do if we notice a score change in the assessment?

If you do re-assess an individual, we recommend that you contact the HR Services Team. What may seem like a change in scores to you may not be any significant change in thinking or behavior. The HR Services Team can walk you through the scores and consult with you on the best next steps to take.

You may contact them at (800) 827-5991 or Service@ZERORISKHR.com.