



# Retaking the ZERORISK Assessment

## **When Should You Retake the ZERORISK Assessment?**

The answer in almost every case is **not to retake** the assessment. The only time the assessment should be retaken is if the results come back as unreliable.

## **How do you know when the results are unreliable?**

The ZERORISK Hiring System has a built-in reliability indicator that notifies if the candidate results are unreliable. This signals the person may not have understood the instructions, they were interrupted while taking the assessment, their electronic device malfunctioned, or they may have tried to manipulate the assessment in some way.

In the event of an unreliable result, the assigner of the assessment will receive an email explaining the results have come back unreliable and will be prompted to resend the assessment to the candidate. The 'Retake the Assessment' email communicates to the candidate why they need to complete the assessment again. If the assessment comes back a second time with unreliable results, it is not recommended for the candidate to retake the assessment a third time. In this case, move forward in the interview process without the ZERORISK results and use your other hiring practices to guide your hire.

## **What if the individual falls into one of the following scenarios?**

1. The candidate does not agree with their score.
2. The assessment did not produce a desirable result.
3. The individual was under stress when they took the assessment.
4. The employee is being promoted to a new role.

The answer to all of these questions is **no** -- the person should not retake the assessment. These situations highlight areas where training and development can be implemented, but they are not reasons for an individual to retake the assessment.

## **Why is this important?**

Retaking the assessment skews the results because the brain shifts from responding thinking to reflective thinking.

- Responding thinking: This is thinking on your own, using little or no energy and time when considering alternatives. This is our most normal, daily thinking and the thinking that shows up in the day-to-day of your company's work setting.
- Reflective thinking: This is thinking on your own where time and energy are used, as well as input from others. We often use this to make careful, thought-out decisions. This is the thinking that shows up during an interview.

**You want the individual to be in responding thinking when taking the assessment because this type of thinking is automatic and the thinking most likely to show up at your company.** If the individual retakes the assessment, they will be in reflective thinking -- also known as deliberate thinking.

The brain has already seen the assessment and has had time to think about the answers, reducing the reliability of the results because the thinking condition has shifted. That is why we recommend an individual only take the assessment once to generate a true measurement of their emotional intelligence.

The assessment is designed to expose blind spots and highlight risk to help you make objective hiring decisions. Let it be a guide in your hiring and selection process.

**Still have questions? The HR Services Team is available to help. Contact them at [Service@zeroriskhr.com](mailto:Service@zeroriskhr.com) or (800)-827-5991.**