

How PredictiveHire identifies soft skills

Soft skills, also called life skills or human skills, are the skills that enable you to fit in at a workplace. They include your personality, attitude, flexibility, motivation, and manners. Soft skills are fast becoming the most important factor many hiring managers take into consideration when it comes to hiring decisions. They are the reason employers decide whether to hire or promote an employee. They are also the reason many new hires don't work out.

In contrast hard skills, or technical skills refer to specific technical knowledge, training and education.

LinkedIn's Global Talent Trends Report has consistently revealed that 92% of TA professionals think soft skills are "equally or more important" to hire for than hard skills. Even more revealing, 89% admitted that when new hires don't work out, it's typically an issue with someone's soft skills.

Traditionally, hiring practices have tended to focus on past experience (hard skills) extracted from CVs at the top of the funnel because we had no other way of really assessing a candidate. How do we know if someone really is self-motivated, or that they are an empathetic team member? That they're creative and can work in any environment?

Certainly not from CVs.

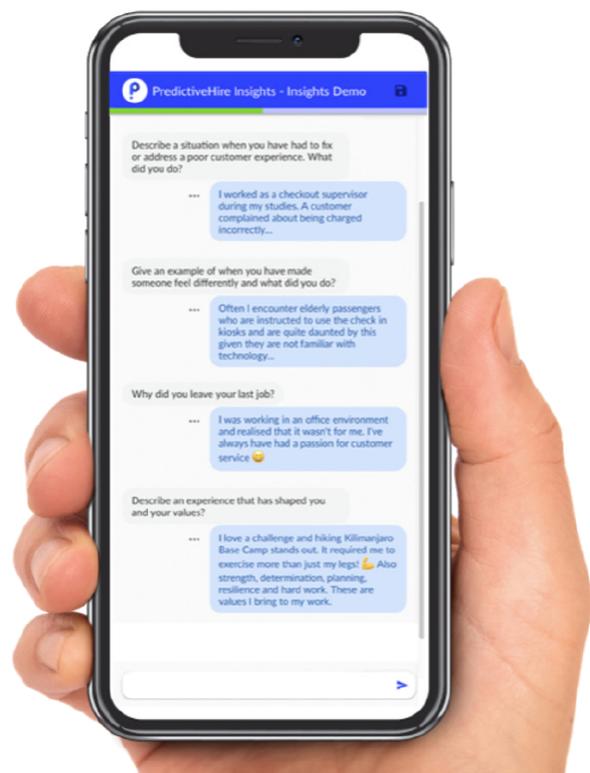
The truth is, until recently soft skills were almost impossible to assess. Advances in Natural Language Processing have now made that possible.

Written language is the most accurate way to determine soft skills, in the shortest time possible and with the least bias. It's why our text-based conversations with candidates accurately reflect their soft skills 90% of the time - we know, because they tell us.

We are able to send feedback to every candidate who does an interview with us about what we learnt about them, with regards to their soft skills. This gives them invaluable insight they can use to improve on - whether they get the job or not.

The ability to accurately measure soft skills is the most powerful technology a hiring manager can possess.

To truly understand soft skills, PredictiveHire uses a blend of People Science and Data Science, and advanced Natural Language Processing (NLP), to turn simple text conversations into unprecedented talent intelligence.



How it works

Personality Science & Data Science

Using our proprietary text-to-trait technology, PredictiveHire is able to infer soft skills and personality traits from text answers to 5-6 questions related to the job role.

Questions used in the interview are validated with data for their effectiveness in eliciting soft skills and rotated to increase predictive validity and to avoid gaming. In other words, we can assess which questions are more effective using data, as opposed to people's subjective opinion on what makes good interview questions.

The conversational interview is customizable to reflect company values or mission and any additional multiple choice questions requested for further filtering. Bias testing is built into the model building process.

Our proprietary technology works like this:

1. PredictiveHire's personality classifier, powered by NLP and machine learning, extracts attributes from text answers to standard interview questions. Backed by published research and rapidly advancing NLP technology, these attributes include personality traits, soft skills, communication skills and more.
2. Using advanced NLP models, we build scoring algorithms that are able to assess text responses to structured interviews in a consistent and unbiased way. Structured interviews are proven to be predictive and our algorithmic scoring rubric gives every candidate the opportunity to do an interview and score without any unconscious biases.
3. PredictiveHire's FirstInterview (Fi), a Natural Language Processing (NLP) and Machine Learning (ML) based assessment, improves over time as it learns from hiring outcomes and post-hire performance. This is not a simple chat bot.
4. We test for bias throughout the process, at individual trait level and the final outcome score. Refer to our FAIR™ Framework for how we have standardised this process.

What we can discover...

Personality and beyond

- **Soft skills** that will enable the individual to fit in at the workplace and thrive in the role.
- **Personality traits** of the individual and other **indicators of success**.
- Being a written assessment tool that allows for free text (opposed to Situational Judgment Test for example) also allows us to assess for communication skills based on:
 - Fluency (Basic Language)
 - Proficiency (Language Complexity).

