



# MERCER VIRTUAL ASSESSMENT CENTER FOR REAL LEADERSHIP DEVELOPMENT

## REAL-LIFE ASSESSMENT. REAL PEOPLE. REAL RESULTS.

At a time when organizations are rapidly expanding — or at least rapidly changing — quality leadership pipelines are contracting. And without gifted and properly trained leaders guiding the way, organizations cannot advance.

But let's face it, budgets are tight and traditional leadership assessment centers can be expensive and time-intensive. They can also simply be the wrong fit, particularly when there is a globally dispersed set of participants and a desire for a consistent assessment approach.

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## REAL-LIFE ASSESSMENT

We have a better way: The Mercer Virtual Assessment Center is a rapidly deployable, cost-effective assessment program designed to gauge the capabilities of high-level managers or directors in a virtual yet realistic simulated work environment.

Although our Virtual Assessment Center is easy to set up and inviting to users, it is a serious simulation of a day in the life of a director of a global organization. The realistic, fast, and steady pace and variety of activities, along with the simulation's attention to detail (all emails are personalized and attached documents stamped with current dates) mean that participants are quickly immersed.

Using Mercer's Essential Leadership Competencies lens, the program observes — depending on the assessment option — participants drafting a business case, prioritizing a range of issues introduced via incoming emails, and interacting over the phone with a direct report, peer, customer, and boss.

## REAL PEOPLE

In the real world, leadership decisions and interactions succeed or fail based on real dialogue, real personalities, and personal idiosyncrasies. Decision-making is highly contextual and often occurs across geographical and cultural boundaries where personal contact can make all the difference.

That's why our Virtual Assessment Center employs actual Mercer consultants trained in leadership assessment to conduct the simulations — it is not simply a multiple-choice, computerized role-play.

## MERCER VIRTUAL ASSESSMENT CENTER: HIGH-TECH AND HIGH-TOUCH

- The simulation requires no special equipment — all that is needed is a phone and an internet connection to a virtual inbox, which is similar to Microsoft Outlook or Lotus Notes.
- All role-plays are conducted over the phone by Mercer consultants trained in leadership assessment.
- Its flexible, modular design allows clients to choose a delivery language and duration (2.5 hours, 4 hours, 6 hours, or 12 hours) based on assessment needs.
- An internet-enabled platform for participants and assessors ensures a consistent approach and a level playing field.
- The simulation is mapped to Mercer's Essential Leadership Competencies, ensuring a thorough, contemporary, and proven set of evaluation assets.
- The organization receives a detailed, quality report of each participant within a few days of completion.

## REAL RESULTS

The Mercer program is ideally suited for evaluating current leaders, especially during rapid expansion into new markets or in an M&A situation; identifying candidates for succession planning or new openings; and developing individuals who will take your organization to new heights.

Through the Mercer Virtual Assessment Center, we can evaluate performance, readiness, potential, and job fit to help your organization:

- Maximize the value of mergers and acquisitions.
- Attract and retain the best leadership talent.
- Minimize disruptions during changes in organizational structure or client situations.
- Select the best candidates for a new position.
- Identify individuals who are ready for promotion.
- Provide targeted development and coaching to individuals considered high-potential employees.

## MERCER ESSENTIAL LEADERSHIP COMPETENCIES

Mercer's distinct leadership pipeline framework focuses on assessing (and later developing, if necessary) the right behaviors and mindset to match the needs of each leadership stage. The framework takes into consideration the specific leadership challenges faced by organizations in rapidly growing, emerging markets.

Each of the following components of Mercer's Essential Leadership Competencies is measured along a well-defined, five-point behavior summary scale:

- Creates strategy.
- Drives innovation.
- Develops market insights/business intelligence.
- Drives results.
- Has a customer focus.
- Influences and networks.
- Drives performance.
- Is culturally sensitive.



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## AN END-TO-END SOLUTION

From leadership strategy development and delivery to a full suite of services, including competencies, assessment, development, and succession planning, Mercer can provide end-to-end solutions to help you achieve organizational objectives and lasting impact.

**Strategy:** Aligning leadership talent with dynamic business needs for a best-fit strategy.

**Assessment:** Evaluating leadership bench strength through individual assessment; and performing risk and gap analysis on the size, performance, engagement, and capability of the pipeline. Other assessment tools include Mercer 360, a customized, online model offering traditional 360-degree or multirater surveys; and Mercer TalentSIM, a realistic and engaging online manager assessment.

**Development:** Building leadership capability through leadership skills, knowledge, and behavior; development roadmaps and interventions; and custom and/or “plug and play” learning options.

**Performance and succession:** Delivering effective leadership performance and succession planning from standard solutions to a fully integrated rewards and talent management solution.

### CONTACT US TODAY

To learn more about the Mercer Virtual Assessment Center and our full suite of leadership solutions, please contact your local Mercer representative or:

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