Using Situational Judgement Tests (SJTs) to assess for NHS Values

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Partners and prevailing need

»» LSBU, Great Ormond Street Hospital and NHS London

»» Selecting pre-reg. students

»» Selecting for values

»» Making better use of existing resources

»» Providing insights into the world of nursing

»» Integrating seamlessly into existing recruitment processes

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Understanding what you're looking for

>> Pros and cons of competency frameworks

>> Development of role profiles

>> Methodology

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Selecting an appropriate tool

- ⟫ Bespoke vs. off-the-shelf
- ⟫ On-line vs. off-line
- ⟫ Situational Judgement Tests
    - ⟫ Job preview

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Tool development

>> Role profiles

>> Expert panels

>> Nature of scenarios

>> Piloting and diversity analysis

>> Outcomes

>> Predictive value

>> Applicant experience

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Applicant comments

"I think that this test is a good idea as it gives the opportunity to think of scenarios which may arise as a child nurse."

"I think the questions asked have given me a real insight into the possible scenarios I may one day face as a student."

"The test was a insight of how the profession involves us in dealing with both parents and the children during both in profession and when not in work. These small decisions makes a big difference and helps to build up further confidence."

"The scenarios were very realistic and engaging which helped to prepare for some of the situations you may be faced with while on the wards during the duration of the course."

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Current and future work

>> NHS London

>> Adult and mental health versions

>> Role profiles

>> Scenario development

>> Piloting

>> Applying same principles to recruitment of newly qualified nurses

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Barriers to Effective Assessment

>>> Expectancy Effect & Confirmatory Bias

>>> First Impressions

>>> Physical Distractions

>>> Mental Distractions

>>> Boredom

>>> Stereotyping & prototyping

>>> The contrast/quota effect

>>> Negative information bias

>>> Similar-to-me effect

>>> Information overload

>>> Halo/Horns effect

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Assessment model

OBSERVE and LISTEN

↓

RECORD

↓

EVALUATE

↓

RATE

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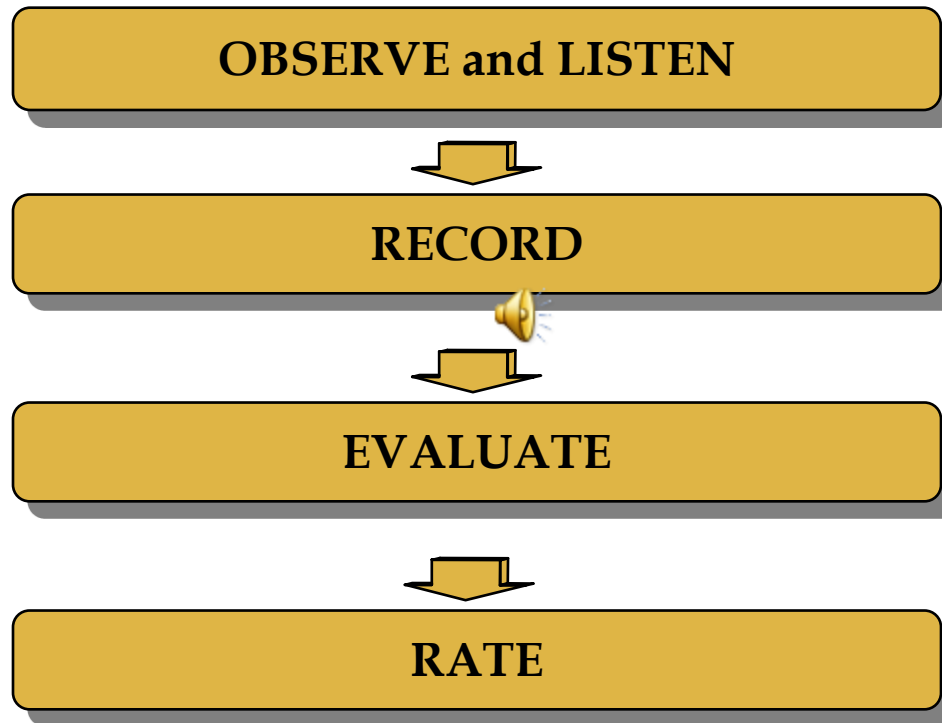
What are your blocks to listening?

- **Lack of experience -** Takes more effort to concentrate
- **High attention seeker** – Easily bored
- **Comparing** - Too busy comparing yourself to the talker.
- **Mind Reading** –Trying to figure out what the person really means.
- **Rehearsing -** You focus your attention on preparing what you are going to say.
- **Dreaming** – You drift about in your own thoughts.
- **Identifying** – You take everything people tell you and refer it back to your own experience.
- **Filtering** - For example, you will monitor a conversation to determine if someone is angry, unhappy and ignore other information.
- **Judging –** You do not listen as you have already judged them.
- **Derailing -** When you are bored or uncomfortable with a topic, you will derail the train of concentration.

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