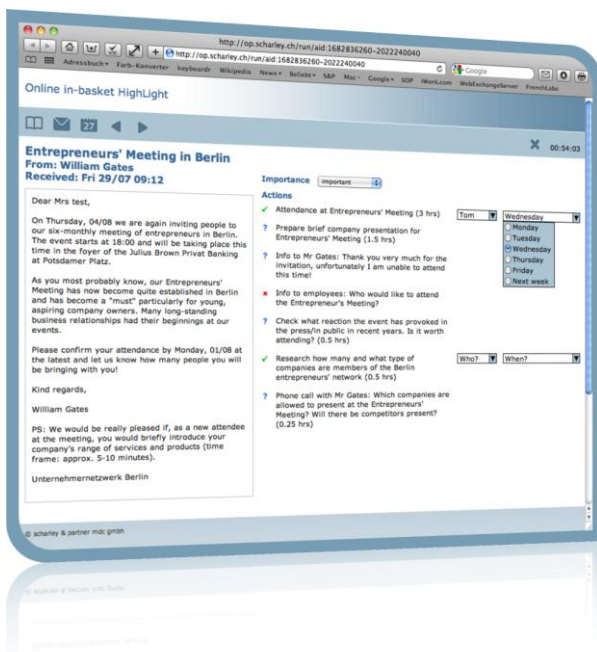


ONLINE INBOX HIGHLIGHT

Information Sheet

The **Online Inbox HighLight** is a challenging management task where the aim is to absorb and process a large amount of information in a short time.

As an **Internet application**, it is a **state-of-the-art, efficient and intuitive assessment tool** which enjoys a high level of acceptance among observers and participants.



Applications

The Online Inbox HighLight is used by a large number of companies from different sectors within the scope of assessment and development processes for the pre-selection of candidates.

Target Group

The test was designed as a challenging task for young talents, junior managers, project managers and middle management.

Task

Participants must deal with 28 e-mails within a time limit of 60 minutes in their role as the manager of an event management agency with four employees. While doing this, they must select from a series of predefined optional actions those which are suitable and necessary for solving each of the problems presented. The processes described are typical everyday situations involving problems that occur across all sectors (e.g. enquiries and complaints by customers, suppliers and employees, conflicts with colleagues or superiors).

The activities selected may be delegated to employees or to a team and coordinated along the timeline according to their urgency.

An analytical test follows when the processing time for the incoming mail has ended. This requires simple mathematical calculations to draw correct conclusions from the data and facts provided. Time limit: 20 minutes

Solving the inbox task requires the participant to work quickly and with concentration, to absorb and process information rapidly, make judgments, set priorities and be target-oriented.

Analysis

Many different opportunities for observation and analysis and accurate logging of the processes are opened up due to the wide range of actions and decisions offered. Analysis takes into consideration not only the speed at which information is processed but also the setting of personal priorities, work style and problem solving behaviour. The results are analyzed based on an extensive standard reference sample.

Evaluation

The automatic evaluation is based on the selected actions and compares the performance with the results of a normgroup. The following criteria are assessed:

- ▶ Achieving overall objectives
- ▶ Solving the problems presented
- ▶ Information processing speed
- ▶ Efficiency of approach
- ▶ Research and monitoring behaviour
- ▶ Quality assurance
- ▶ Assertiveness
- ▶ Pro-active management
- ▶ Marketing
- ▶ Networking
- ▶ Prioritizing
- ▶ Scheduling
- ▶ Managing resources
- ▶ Quality of delegation
- ▶ Degree of delegation
- ▶ Analytical thinking

Further Information

Participants receive their access link to the online inbox by e-mail and can carry out the task on any computer with Internet access.

On request, our senior consultants will prepare an individually formulated report as a detailed interpretation of the values from the automatic evaluation.

Languages

The inbox task is currently available in German, English, French, Italian, Dutch, Spanish and Portuguese.

Want to know more?

Further information may be obtained from:

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