

Leadership & Management Development



4.2 Designing & Developing an Assessment Centre

The programmes within this Business Development pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect how your organisation actually creates value, wins work and sustains client relationships. What appears to be a requirement for “sales training” often points to something deeper – commercial confidence, consultative thinking, internal collaboration or the ability to articulate value with credibility.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how opportunity is identified, pursued and converted and what kind of development will genuinely shift commercial behaviour. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Personal Development, Management and Leadership and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Assessment centres provide a rigorous and objective way of evaluating capability, potential and readiness for progression. When designed well, they enable organisations to make confident, evidence-based decisions about recruitment, promotion and development.

This practical one-day programme equips participants with the skills required to design and deliver assessment centres that are fair, role-relevant and aligned to organisational priorities. Participants learn how to translate role requirements into meaningful exercises, apply consistent evaluation methods and generate credible insight that supports high-quality talent decisions.

Delegates leave with the confidence and practical tools to design assessment centres that strengthen selection outcomes and build trust in organisational decision-making.

Who Should Attend

HR and Learning & Development professionals, talent specialists and managers who want to:

- Improve the quality and consistency of selection decisions
- Design fair and role-relevant assessment processes
- Strengthen confidence in promotion and progression decisions
- Reduce bias and subjectivity in talent evaluation
- Build credible evidence to support hiring and development

Applicable across all sectors where accurate and fair talent decisions are critical.

Context

Assessment centres play a pivotal role in shaping organisational capability and future leadership. Yet poorly designed processes can generate inconsistent data, reinforce bias and undermine confidence in decisions.

At Expleo we help organisations design assessment approaches that are objective, consistent and commercially relevant. This programme enables participants to align assessment activity with real performance expectations, ensuring that decisions about people are fair, defensible and aligned to future needs.

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How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

Course Objectives

By the end of this programme participants will be able to:

- Explain when and why assessment centres add value
- Align centre design to role requirements and organisational priorities
- Create valid and role-relevant assessment exercises
- Apply structured observation and scoring methods
- Reduce bias and support fair decision-making
- Use outcomes to inform selection and development

Course Outline

1. Introduction to Assessment Centres

- Purpose and benefits of structured assessment
- When assessment centres add most value

2. Designing the Assessment Framework

- Translating role requirements into assessment criteria
- Aligning design with organisational priorities

3. Creating Effective Assessment Exercises

- Simulations, interviews and behavioural activities
- Ensuring validity and reliability

4. Observation and Scoring

- Structured approaches to evidence gathering
- Applying consistent evaluation methods

5. Fairness and Bias Reduction

- Recognising common sources of bias
- Supporting inclusive and objective outcomes

6. Using Assessment Outcomes

- Interpreting data with confidence
- Informing selection and development decisions

Training Methodology

Interactive and practical learning including:

- Case studies and real assessment examples
- Group-based design activities
- Scoring practice and calibration exercises
- Facilitator guidance and peer discussion

Participants will leave with practical tools and confidence to design and deliver assessment centres that support fair, accurate and strategic talent decisions.

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