

ROLE-FOCUSED ASSESSMENTS

Retail – Hiring

Help Your Organization Adapt, Evolve, and Lead Through Change

Future-proof your organization with our new Role Specific Assessment Tool:
Retail – Hiring

The retail industry is rapidly being reshaped by AI and automation. Self-checkouts, inventory algorithms, and personalized recommendation engines are handling tasks that once defined the shop floor but they're also raising the bar for how human staff need to perform. Roles are shifting away from transaction and towards experience, with the emphasis falling on product knowledge, customer connection, and in-the-moment problem-solving. Retail professionals who thrive will be those who use these tools to their advantage, while bringing the warmth, judgement, and personal touch that keeps customers coming back.

Pearson's research program has identified the core skills that predict success in today's dynamic, technology-driven retail environments. The Retail – Hiring solution helps you understand and measure these essential capabilities, enabling



your organization to recognize potential and support professional growth.

Retail – Hiring Benefits



- Short – takes approximately 15 minutes to complete
- Measures skills critical to success today
- Reliable, predictive scores
- Sophisticated technology mitigates faking and cheating behaviors
- Enables informed talent acquisition decisions

Our innovative Retail – Hiring assessment measures the following:



- 1 Achieves Goals** – Setting and achieving challenging goals; working hard; persisting in the face of significant obstacles; striving to produce high quality work.
- 2 Complies with Rules and Regulations** – Demonstrating honesty and trustworthiness; trying to do what is right and ethical; following rules, laws, regulations, policies, and procedures; accepting authority.
- 3 Cooperates with Others** – Valuing agreement, consensus, and cohesiveness in interpersonal interactions; being responsive to others' needs, providing information and assistance to meet those needs.
- 4 Leads Others** – Demonstrating willingness to lead; being confident, forceful and decisive; being able to mobilize others to act.
- 5 Pays Attention to Detail** – Being thorough, precise, and organized while working; establishing and tracking details; spotting minor imperfections or errors and taking action to correct them.
- 6 Takes Responsibility for Actions** – Being reliable, well organized, orderly, and planful; holding self accountable for results and deadlines, accepting responsibility for mistakes.
- 7 Understands Others** – Recognizing and understanding others' states of mind or emotions; demonstrating compassion toward others; taking care of others in need.



Languages

US English

Norms

General Population



Contact us to explore how Pearson's suite of assessments can future-proof your workforce.

Take the next step

Pearson helps enterprises build future-ready workforces through integrated talent planning, talent sourcing, and talent development solutions. With global reach and expertise in AI and learning sciences, Pearson enables organizations to identify strengths today and develop the talent they need for what's next.

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