

Situational judgement tests

A type of test that is becoming more common is the situational judgement test or situational judgement questionnaire which assesses a candidate's judgement in solving work related problems. Sometimes these tests are in the form of an online interactive game. Designed specifically for the recruiter concerned, they simulate typical situations that might occur in the job you are applying to. They then offer several possible actions to deal with the problem. Your task is to either select the most effective response, or in some cases the most and the least effective responses.

To deal with situational judgement tests, you need to do your research so that you understand the skills, knowledge and experience required for the job and also the values, culture and ethics of the organisation.

Here is an example of a situational judgement question where you are asked to prioritise what you would do.

You are working at the BestEverFoods supermarket, stocking the freezer cabinets with ice cream. A number of colleagues have rung in ill today so there is a shortage of staff. You are due to take your lunch break when a colleague comes to tell you that two delivery lorries have arrived together at the back of the store and are queuing up to unload their produce before travelling on to their next city. At the same time, a customer approaches you to ask for help in locating an item. Do you:

1. Carry on stocking the freezer cabinets, otherwise the ice cream will melt
2. Go for lunch
3. Help the lorry drivers to unload their produce
4. Take the customer to the shelves where they can locate the item

We would order the tasks as **4, 1, 3, 2**

Customers always come first, and it should only take you a few minutes to locate the item that they are looking for. Your next priority is to finish stocking the freezer cabinets with ice cream before they start to melt. Hopefully, other colleagues will help the lorry drivers to unload, but if there is time, you could also volunteer before taking lunch.