

Achieving a 90% success rate in hiring with The Predictive Index® at Wiseworth Canada

The Company

Wiseworth Canada Industries Inc. is the master distributor for Ingersoll-Rand industrial air compressors in Alberta, British Columbia, Northwest Territories, and the Yukon. With over 50 years of experience and multiple branch locations, Wiseworth is tightly connected to the community and well known for client service success. They are a Consumer Choice Award winner for the Top Service Provider in the Vancouver area, a distinguished and rigorously selected award for Business Excellence in Canada.

INDUSTRY

Industrial

EMPLOYEES

50

OPPORTUNITY

Over the past year, Wiseworth Canada Industries Inc. has rapidly expanded into new parts of the Canadian market, doubling their headcount. Through this rapid growth, the organization maintained a strong reputation with exceptional people and processes in place by leveraging their talent data strategy with The Predictive Index® delivered by Elite Partner Predictive Success. When General Manager, Karl Schwendeman, moved into his role at Wiseworth, he was really looking for an opportunity to augment the existing culture. Karl explains, "Bringing the PI Software to the table took something [that was] already good and made it better.

Implementing the Predictive Index System® helped me get to know the new team and put leadership training in place to ensure departmental success."

SOLUTIONS

As General Manager, Schwendeman is involved in each department and every part of the company. Being able to utilize tools like PI, and supporting guides (including the 1:1 relationship guide) has allowed Schwendeman to reach a new level of self-awareness and emotional intelligence that allows him to find innovative and effective leadership approaches. When it comes to his team, he has jumped on the opportunity to get a better understanding of generational divides and how he might support employees who are wired differently. Karl explains, "If somebody brings a challenge to my attention, I start by listening to all sides, then I brush up on their PIs. This way, going into a conflict or mediation, I know what my approach should be and am able to navigate the conversation."

After using The Predictive Index System® delivered by Elite Partner Predictive Success for several years, Wiseworth has been able to restructure the organization and make some valuable internal changes. They have seen the highest degree of success in their sales and technical roles, where Schwendeman says **The Predictive Index® tools have been a "game changer."** Thinking back to when Karl hired people without the use of The Predictive Index System®, he pegs his success rate at about 40% or 50%. Fast forward to regularly using The Predictive Index® tools delivered by Elite Partner Predictive Success, he believes the number to be much closer to 80% or 90%.

Since implementing The Predictive Index Cognitive Assessment® and Behavioural Assessment®, delivered by Predictive Success, Wiseworth has **doubled their retention rate in the same roles.** He maintains that the software is something he has been using for so long, it has become part of his everyday routine.



80-90% hiring success rate



As soon as we tapped into The Predictive Index System® delivered by Elite Partner Predictive Success, we were able to find people who were technical and accurate, but also with customer service skills. We started hiring people who were actually thrilled with the work. When you find that fit and people who like coming to work everyday, they stick around.



Karl Schwendeman
General Manager
Wiseworth Industries

