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CLIENT TESTIMONIAL

Hiring for the right fit at a regional bank in Maine

"If we are hiring a teller there is a certain band of things we measure. Tellers need to be good with customers, able to do repetitive transactions over a long period, be strong on detail and adept at working in a rule-bound environment," said Marsha Sawyer, senior vice president of human resources at Bar Harbor Bank & Trust in Maine.

To get someone who really fits this profile the bank doesn't just rely on interviews, they use Drake P3 as an assessment tool. It's a tool they find "incredibly accurate" and it helps them navigate the subtleties of getting the right person for a job.

"WE'VE BEEN USING DRAKE P3 FOR TEN YEARS NOW. IT'S PROVEN ITS VALUE."

Sawyer explains, "A teller needs to be people oriented, but if you get someone too extroverted they spend too much time talking and are slow in getting onto the next transaction. We look for people who fall into a particular range of extroversion."

Bar Harbor Bank & Trust has an admirable turnover rate of 12% but it wasn't always this way. A number of years ago turnover was running at 85%.

"The high turnover occurred for a variety of reasons and it was awful. Everyone worked hard at fixing that. I can't give Drake P3 all the credit but it certainly helped."

Of course, adding an assessment tool to the hiring process involves some extra effort but Sawyer doesn't hesitate in waving that concern aside.

"When I think of the amount of time it takes to exit someone, go through the hiring process to find a replacement and then wait while they go through the learning curve—well the time and money we spend on using the assessment tool is small in comparison."

Drake P3 isn't the only method the bank uses to assess people; they consider experience, education, and what they hear in the interview. But the Drake P3 helps improve the probability of selecting someone who will be successful in the job.

"You need to understand that just because someone doesn't match the profile, it doesn't necessarily mean they can't do the job. But if it's not a fit it's unlikely they'll be happy in the long run. We don't want to invest in someone who discovers after six months that the job isn't right for them. It helps us and the candidate avoid a mismatch."

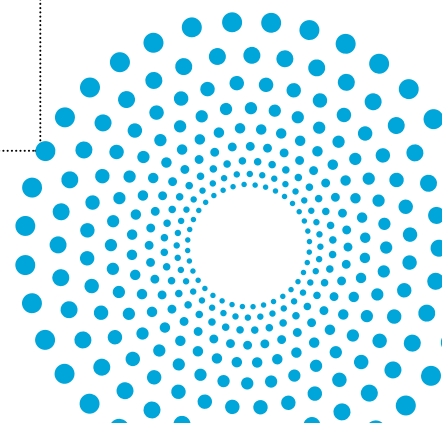
"WE DON'T WANT TO INVEST IN SOMEONE WHO DISCOVERS AFTER SIX MONTHS THAT THE JOB ISN'T RIGHT FOR THEM."

Sawyer has looked at competitive products but says "I just couldn't find a reason why I would want to change. We've been using Drake P3 for ten years now. It's proven its value."

DRAKE P3 IS AN advanced behavioral and personality profiling instrument that helps companies achieve a good fit between personality and job. Clients are delighted with how it has helped them; here is one company's story.

To learn more about how P3 can be integrated into your hiring process, please contact:

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About The Bar Harbor Bank & Trust

The Bar Harbor Bank & Trust is regional bank with 12 branches up and down the coast of Maine. It's the kind of place where they know the names of their customers, their customers' kids and the dog's name too. They have just under 200 employees and serve the tourist business, commercial lending, real estate and of course the lobster industry.

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