

Identify & Assess the Dark Personality Traits

Hire Better to Boost your
Organisation's Profitability by 16%



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DARK PERSONALITY ASSESSMENT FOR HIRING

Organizations these days are suffering from a decrease in productivity, rise in attrition and distressing incidences at the workplace. With revenues falling and cost of hiring increasing, there is a dire need for a new hiring framework to filter out undesirable elements from an organization's talent pool, in order to create an enriching and productive work culture.

Its common for organizations to use personality assessments and cognitive assessments in the hiring process. These assessments help in streamlining of the candidate pool and presenting the HR with a quality pool of shortlisted candidates, whose skills and personality type suit the job role they are being hired for. Assessments also help in differentiating one candidate from another in terms of their potential to perform in a given job role.



The missing piece: In spite of using modern assessment tools for hiring, companies are not able to substantially improve their retention and productivity rate. The missing element that is hindering organizations from being completely in control of their work culture and productivity is dark personality assessments.

Personality assessments such as Myers Briggs Type Indicator and Big Five Personality Type usually focus on identification and analysis of good/bright personality traits. However dark personality traits also need to be assessed. Dark personality assessments are used to assess the dark traits that are inherently present in all of us such as opportunism, self-obsession, impulsiveness etc.

Importance of dark personality assessments: The dark traits present in all of us, if triggered, are responsible for showcasing of counterproductive work behavior, which has a catastrophic impact on the productivity of coworkers.

Showcasing of counterproductive work behavior creates stress for coworkers in a workplace. Stress, in turn, brings down their productivity and motivation leading to loss of organizational revenue, increased attrition, bad work culture and rise in distressing incidences at workplace.



STRESS TRIGGERS DARK BEHAVIOUR/ TRAITS

Workplace behavior has been identified as the chief source of stress in a workplace. Stress has been identified as the principal trigger of dark traits.

Stress: most common trigger of dark traits in employees



possess high enough level of Dark traits to put their career at risk



Those dark traits are triggered by stress in



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Stress: Biggest Workplace Hazard

The world's 3.2 billion workers are incredibly stressed

\$ 850 Billion: Cost of work-related stress and disengagement

24%

Are actively disengaged

18% lower productivity

16% lower profitability

313 million

Annual work-related accidents

37% lower job growth

65% lower share price over time

2.3 million

Annual work-related deaths



An increase of 50% in Voluntary turnover due to stress



DISASTER IN MAKING: IMPACT OF DARK TRAITS



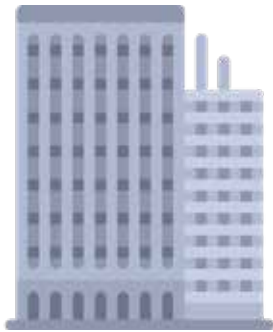
On Self

Poor overall wellbeing

>80% of doctor visits are due to stress. Workplace stress has been found responsible for health ailments ranging from metabolic dysfunction to heart disease and death.

Decreased life expectancy

Stress has a more adverse impact on health than smoking, obesity, and alcoholism. The chances of getting life expectancy reduced are 70% higher (than normal population) for people who have poor social relationships. Stress filled environment at workplaces adversely impact our social relationships and hence life expectancy.



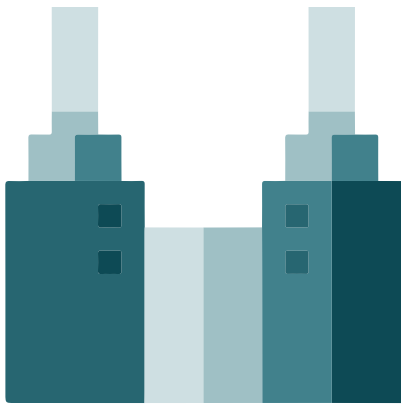
Organization

Increased Attrition

Stress leads to increase in voluntary turnover by ~50%. Attrition, apart from causing loss of organizational productivity, also costs a lot to the company. As per the Center for American Progress, the cost of replacing an employee is approximately 20% of that employee's salary.

Employee Disengagement

According to HBR, Disengaged workers have 37% higher absenteeism, 49% more accidents, and 60% more errors and defects. Organizations with low employee engagement scores, experience 18% lower productivity, 16% lower profitability, 37% lower job growth, and 65% lower share price over time. Importantly, businesses with highly engaged employees enjoy 100% more job applications.



Others

Distressing Incidences

Dark personalities are prone to causing distressing incidences based on the predominant dark trait that they possess. These distressing incidences could range from being rude to customers and plagiarism, to putting others life and company image in jeopardy.

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DARK PERSONALITY ASSESSMENT: A TOOL FOR DISASTER MANAGEMENT

The damage that dark traits can cause differs from job role to job role.

There are certain job roles that are disaster proof in a way that they cannot endanger a coworkers life or company's reputation, such as research, admin and clerical job roles. However positions of power such as management and leadership job roles have the capability to put a major dent in the organizational culture, productivity and image, as employment in these roles represent the company on external platforms. In addition to being the face of the company, the company management and leadership teams are also in charge for establishing the working norms and culture, and hence are in a strong position to use the power of their position to distort the work culture, which almost always leads to loss of employee and hence company productivity.

We have identified the job roles that provide a conducive environment for the outpouring of dark behavior, owing to the presence of higher density of dark personalities and trigger factors. We have further segregated these job roles into low, medium and high-risk places, based on the level of damage that showcasing of dark behavior can cause in these places.

**A study shows that
40% of managers
and executives show
high levels of dark
traits.**

Risk Area			
EXTERNAL (COMPANY IMAGE)	SERVICE & SUPPORT	SALES & CUSTOMER SUPPORT	MANAGERS & EXECUTIVES
INTERNAL (WORK CULTURE)	ADMINISTRATIVE & CLERICAL	PROFESSIONALS	TECHNICIANS & SPECIALISTS
GOODS (COMPANY ASSETS)	ADMINISTRATIVE & CLERICAL	PROFESSIONALS	OPERATIONS & TRADES
	LOW	MEDIUM	HIGH
	Risk Level		

Professionals: All other employees apart from managers, CXO's, sales, marketing, procurement, supply chain, IT, HR and administrative employees (Management, Support, administration, operations)

Professionals include: consultants, analyst, knowledge management profiles and many more.

Zones	Need of dark assessment during hiring	Example
Red zone	High	<p>Employees working in these job roles have the power to damage a company's reputation</p> <p>E.g. Sales and marketing employees represent the company on external platforms and hence can have access to opportunities to portray a demeaning image the company, if they possess high level of dark personality traits.</p>
Yellow zone	Moderate	<p>Employees in these roles hold power over people and work culture.</p> <p>E.g. HR's are in charge of performance management and appraisals. Narcissistic HR's can distort the work culture by practicing favoritism</p>
Green zone	Low	<p>Employees in these roles do not have the power to adversely impact a company's image or work culture. Their dark personality traits can mostly impact their own performance in the organization</p>

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THE NEED OF THE HOUR: STITCH IN TIME SAVES NINE



Dark personality assessments play a much more pivotal role than simply ensuring organizational success as they help in identification of potential antisocial elements, thereby ensuring the safety of employees, customers as well as organizational reputation.

They help in significantly reducing the chances of distressing incidences happening at workplaces.

Very often we come across news that a passenger's safety was jeopardized by a reckless or dangerous driver of ride-sharing companies such as OLA and UBER. Cases of female passengers getting sexually harassed or assaulted in cabs have become a daily news.

Crimes happening in educational institutions have become commonplace.

Houses getting robbed by maintenance and repair professionals, who conduct house visits, has become a mere statistic.

Rude and intimidating behavior showcased by cab drivers and food service places have become a norm.

All these distressing incidences can be avoided if the hiring company assess the candidates for dark traits before hiring them.

DISTRESSING INCIDENTS AT THE WORKPLACE OR IN DAY-TO-DAY LIFE



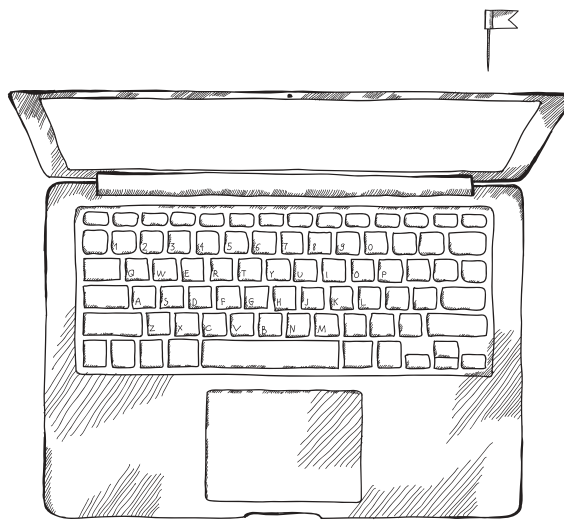
Safety of children in school: The infamous case of a top school in Delhi/NCR led us to understand how unsafe our current school environments are for our kids.

Safety of passengers taking ride in cabs: On a regular basis we hear the disturbing news about several high-profile reports of drivers attacking passengers of ridesharing services. Despite all background checks, these incidents are happening now and often.

Safety of customers ordering food online: One customer review on Zomato highlights the gravity of the issue "I ordered dinner that night which was delivered by this delivery guy. Right after that, he started messaging and harassing me on WhatsApp. I was so spooked! This has happened to me multiple times."

Compromising Sensitive information (personal & financial): A frustrated customer wrote on the complaint website "I got a call at 8 AM today to tell me that I made an online payment to them last night. Before that this person wants to know my date of birth and address!!

Incidents of stealing and profiteering while handling valuable assets by Tellers or Cashiers in stores or by stealing of personal valuables by support staff in the hospitality industry is also increasing.



BENEFITS OF DARK ASSESSMENTS

Dark personality assessments help the HR in recognizing the dark traits that a job candidate possess but most probably does not showcase during the interview.

People who possess a high level of dark traits such as self-obsession and Opportunism are very good at hiding their dark traits behind a façade of confidence and charisma. These dark traits play well for their own success while proving to be highly detrimental to the productivity of coworkers and organization as a whole.

Awareness about the kind and intensity of dark traits that a person possesses, helps the HR in making hiring decisions such as deciding which job roles are not suited for them and which job roles can help them use their dark traits to deliver better results and higher productivity (e.g. an opportunistic and self-obsessed person may probably perform better in sales than a person who is docile and introverted).

Moreover, in blue collar jobs, where the employees are in charge of life and asset safety, identification and addressing of dark traits is of critical importance as overlooking them can result in loss of life and property.

Dark assessments-Cure for catastrophic hiring: Overall, dark assessments provide valuable insights about the potential trouble causing side of a candidate and helps organizations improve their productivity and work culture by hiring functional, productive and socially desirable employees.



What is Mettl?

Mettl is a SaaS based assessment platform that enables organizations to create customized assessments for use across the entire employee lifecycle, beginning with pre-hiring screening and candidate skills assessment, training and development programs for employees/students, certification exams, contests and more.

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