Get a clear and accurate picture of whether your new and existing managers possess the key competencies needed for success in the role.

Management Dilemmas™ is a cost effective and versatile Situational Judgement Test (SJT), which can be used during the initial sifting stage of a recruitment campaign or as part of an assessment event to select external and internal candidates into critical people management roles. It can also be used as a diagnostic tool in high potential leadership development programmes and help managers to improve their self-awareness and personal effectiveness through feedback and coaching.

Why Management Dilemmas?

- Marking is fully automated, making it 100% error free and quicker than traditional competency based assessments
- Results are competency based and can be easily mapped to the requirements of a specific management position
- It has high job relevance as it contains a range of typical situations that a manager might experience at work and has been trialled extensively across a range of industry sectors
- It is suitable for any organisation of any size, single site or multi-site – use the test with a handful of participants or thousands
- It is applicable to all jobs that require effective people management
- It is cost effective, quick and easy to access online
- The assessment is delivered via a&dc’s Apollo™ platform, allowing you to easily invite participants to take tests, track their progress, and view or export participant scores at any point in a recruitment, selection or development project
- It can support multiple talent management processes, including candidate sifting, Assessment Centres, Development Centres and high potential leadership development

What does it Measure?

Management Dilemmas is suitable for assessing first line and middle manager roles and takes 45 minutes to complete. The test measures an individual’s judgement and decision making skills in typical managerial scenarios, and then generates a comprehensive feedback report against four key competencies, each comprising two sub-categories.
Management Dilemmas in Action

- Choose to administer assessments yourself, or with help from a&dc
- Participants are issued with login details and complete the test online
- Participant scores relating to each competency, as well as an overall score for the test, can then be viewed online
- Reports can be accessed (free of charge) to support decision making and candidate feedback

Using Management Dilemmas

Management Dilemmas can be made available to participants by a&dc or through your own authorised practitioners. If you are running a programme in-house, our simple registration process and user training allow your practitioners to set up and invite participants via our Apollo™ online platform. Alternatively, a&dc can set up and manage the administration process on your behalf and then provide your registered users with reports according to the agreed timescale.

Once your Apollo account is all set up, you’ll be able to purchase additional administrations quickly and easily via our online store.

We can customise Management Dilemmas to suit your needs, including corporate branding and bespoke content for added job relevance.

Whole Person Assessment

Effectiveness at any level is linked to four aspects of a person’s capability: Character, Know-how, Experience and Competencies. Selecting and developing the right people calls for relevant measurement and feedback across all aspects – ie a ‘whole person’ approach.

The a&dc offer a number of tools to support whole person assessment:

- **Dilemmas Series™** - Management, Graduate, Customer Service, Call Centre and Administrative
- **AC-EXS®** - Over 30 ready to use behavioural simulation exercises at non-management level, including a number that focus specifically on customer service delivery
- **CBI-Smart™** - Online Competency Based Interview Builder
- **The Smart Aptitude® Series** - Online Aptitude Tests measuring Verbal, Numerical and Abstract reasoning

Management Dilemmas from a&dc

Telephone: +44 (0)1483 752 900
Email: info@adc.uk.com
Web: www.adc.uk.com/management-dilemmas