The Evolving Role of Technology in Assessment: A Panel Discussion of Leading Practitioners of New Technology

Panelists: Lynn Collins, Ph.D., Jessica Osedach, Ph.D., Stephanie Butler, Ph.D., Sandra Schlebusch, and Janis Ward, Ph.D.
Panel Chair: Sandra Hartog, Ph.D.

Expert practitioners will discuss how Assessment Center technology has changed their experiences as assessors. While initially computers were used mainly to compile and analyze ratings from assessors, technological advances in ACs permit the use of computers for the sharing of schedules, presentation of exercises, capturing of behavior, and writing of reports. Today’s ACs can also accommodate simultaneous assessments, multiple time zones, multiple geographies, immediate data capturing, “on the spot” analyses, and more. Despite the changes in AC methods with the growing emphasis on technology, the impact of on the critical assessor role remains unexplored.

The panel discussion will explore assessor perspectives on the impact of technology. The panel is comprised of practitioners, inside and outside client organizations, with international and national experience using traditional and technology enhanced ACs. The panel will address how repositioning the assessment center into a technology environment and augmenting traditional techniques with technology-enhanced methods expectedly and unexpectedly impact the role of the assessor.

Stephanie Butler, Ph.D.
Senior Director, Leadership Solutions, Assess Systems

Stephanie is the Senior Director of Leadership Solutions at Assess Systems. She brings over 25 years of experience in designing, delivering, and implementing assessment centers across multiple industries and leadership levels. She has designed over 20 custom assessment centers, certified hundreds of assessors, assessed thousands of leaders, and implemented both in person and technology based assessment centers.

Stephanie is passionate about streamlining assessment centers while also preserving their integrity to ensure long term sustainability and added value. She has first-hand experience with the evolution of technology based assessment centers and has seen them transition from use with lower to senior leadership levels; from a cost saving approach to a reflection of the way work is done in a global, multi-generational, multi-cultural business environment; and from a “push to overcome resistance” to a “pull to embrace the future” from her clients.

Through executive coaching, Stephanie also helps leaders achieve personal and professional fulfillment throughout their career. She received an M.A. and Ph.D. in Industrial/Organizational Psychology from Rice University and a B.A. in Psychology from Clemson University. Prior to joining Assess Systems she spent 17 years with PDI/Ninth House (now Korn Ferry International) and 8 years with Wilson Learning Worldwide.
Lynn Collins, Ph.D.
EVP, Chief Scientist, SH&A Fenestra, Inc.

Lynn is Chief Scientist and Executive Vice President for Fenestra. For over 25 years, she has helped companies address a variety of organizational issues in talent management.

As a scientist-practitioner, Lynn designs new practices that are high impact, realistic and based on sound science. She is actively involved in spurring on scientific research based on business practices. Recently she has developed a global leadership assessment center which received honorable mention for the innovative product award at IPMAAC; and a groundbreaking leadership program that combines interactive learning, web-based “day in the life” simulations, role playing, and coach feedback into a development tool that won a 2010 Brandon Hall award.

Prior to joining Fenestra, Lynn was a Project Manager at HRStrategies and was associated with the startup of Applied Psychological Techniques (APT). Lynn has held corporate positions at Citibank, Avon, and AT&T and a faculty position at University of Georgia. Lynn holds a Ph.D. in Industrial and Organizational Psychology from the Graduate Center of the City of New York. She is a member of the American Psychological Association, Society for Industrial and Organizational Psychology, the Metropolitan New York Association for Applied Psychology (METRO) and the Organizational Development Network of Long Island (ODNLI).

Sandra B. Hartog, Ph.D.
President and CEO, SH&A Fenestra, Inc.

Sandra is the President and founder of Fenestra, Inc. Sandra has more than 25 years of experience as a consultant to Fortune 500 companies and other organizations including Merck, Edward Jones, MetLife, Bank of America, Interpublic Group of Companies, Kellogg’s, Merrill Lynch, UBS, General Electric, and others.

Sandra has extensive experience in succession management, individual and group assessment for development and selection, leadership competency studies, enhanced 360° feedback design, assessment and feedback delivery, and executive coaching and developmental action-planning.

Her recent projects include creation of a technology-enhanced virtual assessment center for financial services sales consultants, the design and implementation of a global succession management program for an international bank, and the development of an individualized assessment battery for high potential individuals.

Sandra holds a Ph.D. in Industrial and Organizational Psychology from the City University of New York Graduate Center. She is an Adjunct Professor at New York University where she teaches graduate courses in Industrial/Organizational Psychology, Training and Development, Motivation and Leadership, and a Management Consulting Skills Practicum. Sandra is a member of the American Psychological Association, The Society for Industrial and Organizational Psychology, the Metropolitan New York Association of Applied Psychologists, and the Brooklyn Chamber of Commerce. Sandra is also the co-
Jessica Osedach, Ph.D.
Executive Assessments, Enterprise Leadership Development, Bank of America

Jessica Osedach is a member of the Executive Assessments Team, part of the Enterprise Leadership Development group, at Bank of America. Jessica’s responsibilities include defining and managing the company’s approach to executive coaching and on-boarding, as well as applying her expertise in assessments to enterprise leadership development programs. Jessica is based in New York, NY.

Jessica joined Bank of America in 2012 as a Consultant for the Selection Assessment Team, part of the staffing organization. She supported clients in GWIM and GBAM. Prior to joining Bank of America, Jessica was a Senior Consultant at TD Ameritrade, a financial services firm, where she was responsible for Organizational Design and Competency Modeling. Prior to joining TD Ameritrade, Jessica served as a Senior Consultant at Verizon Communications, on an assessment and survey team.

Jessica holds a B.A. in Psychology from University of Maryland, and a M.A. and Ph.D. in Industrial Organizational Psychology from City University of New York.

Sandra Schlebusch
Managing Director, LEMASA | Select Talent – Develop Talent – Nurture Talent

Sandra Schlebusch obtained a BCom Honours degree in Industrial Psychology at the Potchefstroom University for Christian Higher Education. She continued her studies in business and management-leadership and obtained an MBA during May 2004 at the University of the Northwest, Potchefstroom Campus. Her current studies include compiling her doctoral proposal on a comparison of the learning effectiveness of Diagnostic Assessment Centres with Collaborative Development Centres.

She is a registered psychometrist at the Health Professions Council of South Africa. She is a practising life, business and executive coach. She is also a member of Toastmasters International. She has extensive work experience in the chemical industry, the transport industry, the broadcasting industry and the telecommunication industry. Her experience covers the whole spectrum of human and organisational development. Her passion is using simulations and Assessment Centres for developmental purposes. Her active involvement in Assessment Centre design, implementation and evaluation started at the end of 1987 and continues till today.

She received an Award of Recognition for Continuous Contribution to the field of Assessment Centres in South Africa for the year 2007 from the Assessment Centre Study Group (ACSG). She is co-editor of the book Assessment Centres: Unlocking Potential for Growth (2008), and a previous chairman of the ACSG. She was also awarded Honorary Membership of the ACSG in 2012.
Janis Ward, Ph.D.
Principal, J.M. Ward Consulting

Janis has a Ph.D. in Industrial/Organizational Psychology and has been working as a management consultant for over 20 years. Her areas of expertise span a broad range of skill sets and experience including: Executive, management and leadership development, performance management and improvement, employee empowerment and motivation, organizational analysis of human resource systems, employee satisfaction, organizational culture, and team building. Janis’s assessment experience has spanned over 20 years and the full range of leadership levels.

Her assessment experience involves a broad level of companies and industry sectors including, but not limited to, airlines, automotive, banking and financial services, chain restaurant management, consumer goods, food and beverage manufacture and distribution, health care, manufacturing, marketing, newsprint and other media, pharmaceuticals, risk management, telecommunications firms, and governmental agencies. Janis has recently co-authored a chapter in the 2011 SIOP Professional Practice Series on Executive Coaching. Janis served for 4 years in all officer positions of the Metropolitan New York Association for Applied Psychology (METRO) and previously served as the Director or Professional Development for 5 years prior to joining the officer ranks. She has also presented at several meetings of national professional conferences, specifically the Society of Industrial and Organizational Psychologists (SIOP). She received her PhD in Industrial-Organizational Psychology from Baruch College, CUNY.