

Certifications

Use Rehearsal to certify your teams, ensuring they have mastered the skills necessary to perform.

Challenge

Too often, certifications focus all their attention on knowledge versus the actual application or delivery. This results in people who can't effectively perform. Historically, knowledge has been easier to assess than skill.

Approach

Create certification scenarios to test outcomes. Use Hotseat scenarios to provide a one-shot attempt that can then be evaluated, or a Screen Recording scenario for certifying usage of applications or digital assets. Rehearsal can also be used to conduct baseline assessment and showcase effectiveness post-certification.

Benefits

- Provides visual and auditory confirmation that the skill can be effectively demonstrated
- Gain the ability to efficiently assess demonstration of skill
- Improves knowledge retention by requiring that it be put to use in an authentic scenario
- Elevates the value of certification by adding an additional dimension of skill testing

Applications

- Solutions, Services, or Product Certifications
- Sales Methodology Certifications
- Process Change Certifications
- New Hire Certifications
- Call Center Certifications
- System Certifications

Industry Example

A leading insurance company utilizes Rehearsal to certify that agents are ready to perform. They must pass a series of video role-play scenarios in order to sell insurance policies.