



Baker & Hostetler LLP Identifies Targeted Training for New Secretaries, Reduces the Risk of an Unqualified Secretarial Hire

Case Study

Given limited new hire training time, Baker & Hostetler LLP desired an automated, easy-to-use method to assess the Word skills of prospective secretarial hires and identify areas of focus for the new hire training. As a Microsystems Knowledge Partnership client, Baker & Hostetler combined the Skills Assessment Module with a Microsystems Consulting engagement to help with the firm's development of a Skills Assessment based on their document environment and best practices. Because the Skills Assessment Module can accurately measure document production skills, Baker & Hostetler is able to minimize the risk of making an unqualified secretarial hire and target individual weak spots for their trainers to address with secretaries who are hired.

Firm Overview

Based in Cleveland, Ohio, Baker & Hostetler LLP is a Top 100 US law firm with more than 600 lawyers and a total user population of more than 1,300 operating from ten offices coast to coast. The firm has seven practice areas, including litigation, business and employment & labor.

Situation

Carol Creagan, Baker & Hostetler's PC Applications/Training Manager, needed a process to determine a new hire's strengths and weaknesses in order to individualize the new hire training. The specialized training would provide the new hire with the ability to quickly and efficiently become productive. After seeing Microsystems' Webinar about its Skills Assessment Module, Kathryn Ingram, one of the firm's PC Applications Specialists, contacted Microsystems Consulting. Together, they customized the Skills Assessment Module to faithfully reflect the firm's document environment, accurately measure the Word skills of prospective secretarial hires, and provide the firm's Trainers with a targeted training plan for each newly-hired secretary.

Solution Overview

Company

Baker & Hostetler LLP

Company Profile

Baker & Hostetler is a Top 100 US law firm with more than 600 lawyers operating from ten offices, with headquarters based in Cleveland, OH.

Business Situation

Baker & Hostetler desired to accurately measure the Word skills of prospective new secretaries in order to execute targeted new hire training.

Solution Description

Baker & Hostetler turned to the report generated by the Microsystems Skills Assessment Module and Microsystems Consulting to develop a customized skills assessment test.

Benefits

- Baker & Hostetler Trainers use the skills assessment report as a detailed training roadmap for each new secretary, maximizing the efficiency of the new hire training.
- Baker & Hostetler Human Resource Managers validate the professed Word skills of prospective new hires, minimizing the risk of an unqualified hire.
- The Baker & Hostetler Skills Assessment is easy to administer, which ensures Human Resources buy-in and usage.

Software

- Microsystems Skills Assessment Module for the automated grading and reporting of the skills assessment test.
- The Skills Assessment Module "before" and "after" test documents and its user and administrator instruction sheets served as a starting point for the firm's development of a customized Baker & Hostetler skills assessment.

Services

- Microsystems Consulting to build and test custom Skills Assessment rules and to develop a custom report that details the scoring of each skills assessment within four categories.

Solution

Microsystems Consulting and Baker & Hostetler customized the Skills Assessment Module based on the firm's document best practices. In approximately three days of consulting, Microsystems:

- Led the joint development of five Skills Assessment rules and transferred knowledge on rules development so that the firm was self-sufficient going forward.
- Comprehensively tested all custom Skills Assessment rules to ensure that they accurately tested the four document categories (Clean-up; Page Formatting; Styles; Tables) detailed in the test instructions.
- Developed a customized Skills Assessment report showing an overall score and detailed scoring tied to each document category for each test taker.

Ingram rounded out the firm's test by creating the "before" and "after" test documents, the corresponding instruction sheet used by the prospective new secretary, and a document for the HR Manager listing steps for administering and scoring the assessment.

"With the Baker & Hostetler skills assessment, our Human Resources and Training professionals now have a complete picture of each prospective new secretary's Word skills and opportunity areas as they relate to our own document environment. The entire process went very smoothly," said Ingram.

Business Benefits

Accurate Identification of New Hire Skills Improves Training Efficiency: "Because it's based on the Baker & Hostetler Word environment and objectively evaluates adherence to the firm's document best practices, our skills assessment test produces a detailed training roadmap for each new secretary," said Creagan. "As a result, our Trainers can now deliver the required training in order to properly prepare each new secretary."

Comprehensive Measurement of Advanced Word Skills Reduces the Likelihood and Associated Costs of a Bad Hire: "With the Microsystems Skills Assessment Module, our Human Resources Managers are now armed with the facts that validate a new hire's potential and professed Word skills. In several instances, a low test score was a factor in the decision not to hire a candidate," said Creagan.

Ease of Administering the Test Ensures Human Resources' Buy-In: Due to the Skills Assessment Module's document analysis capabilities, HR Managers receive a scored test in minutes. "Since launching the skills assessment test, the firm has been averaging five assessments per month," said Creagan. "Our HR Managers have embraced it as a valued step in our new hire process."

About Microsystems

Microsystems is the leader in providing complete, "first draft to final delivery" document lifecycle solutions to the legal and life sciences markets and other document-intensive businesses. The company provides more than 650 clients with an innovative combination of software products, consulting services, and training designed to improve the total document creation, quality control, and delivery processes. Microsystems is headquartered in Downers Grove, IL.

To see a demonstration of how the Microsystems Skills Assessment Module can reduce your firm's risk of making a bad hire, call Microsystems Sales at 630.598.1100 or e-mail sales.inquiry@microsystems.com