

HireReach Case Studies Series



STEELCASE

How a global company persisted in its skills-based hiring efforts and continues working with the HireReach team to update assessment tools and use data to track progress and refine its practices.



HireReach has been a great partner. ... I think one of the greatest benefits is being able to understand the science of performance and how you really predict performance. Our Talent Acquisition team is delving into the role that noise and bias play, and how that impacts our ability to predict performance.

— SETH CLAYTON, Global Talent Acquisition Manager



Discover why 98.2% of HireReach graduates report that the program prepared them to design a skills-based hiring process at their organization:



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Scan this code to learn more. (<https://www.hirereach.org/contact-us>)

The Employer

Steelcase is a global design and thought leader in the world of work. Along with our expansive community of brands, we design and manufacture innovative furnishings and solutions to help people do their best work in the many places where work happens.

The Challenge: Reduce Bias in Hiring; Uphold Core Value Of Excellence

The company sought an equitable, scientific approach to predict performance in its talent acquisition worldwide, and it wanted data to track the effectiveness of its process.

The Solution

After enrolling in one of the earliest cohorts of HireReach, the company began standardizing processes with a systemic approach to evaluating candidates. When JOFI® assessment tools became available, Steelcase reevaluated its approach and stayed engaged with HireReach to relaunch its efforts using JOFI for all salaried roles in the Americas starting in 2024.

The Results

- Better data to compare assessments to six-month performance
- Ability to integrate data into decision-making
- Rethinking the role of talent acquisition



West Michigan Works!, the region's Workforce Investment Board, was a founding partner of HireReach and served as its initial parent agency. HireReach now operates under the auspices of Strategic Workforce Solutions, a 501(c)3 created by West Michigan Works! to advance workforce innovation. JOFI®, a registered trademark of Metrics Reporting Inc., is the technological partner of HireReach, providing expertise in industrial psychology, assessments, compensatory scoring and legal defensibility.