

CLIENT SUCCESS STORY

Isabelle Gessler, Deputy Director & Erwann Duros, HR Specialist



Isabelle Gessler, Deputy Director at the Clinique romande de réadaptation (CRR) of Suva and Erwann Duros, HR specialist with Brevet Federal, are sharing with us how the CRR uses PersProfile to select talents who can adapt to the environment and participate in the CRR's mission. Caring for people who have suffered severe trauma requires empathy, courage and a strong mindset.

About SUVA

Suva is the largest player in Switzerland in the field of prevention, insurance and rehabilitation of injured patients. About half of Switzerland's workforce are insured with Suva. With risk-based premiums and its sustainable investment policy, Suva supports Switzerland as a workplace. Suva's holistic claims management contributes to people having better chances of healing and returning quickly to everyday life and daily work.

About CRR – The Clinic

The Suva inaugurated the CRR in Sion in 1999. It has 145 beds to accommodate 1,300 patients per year, with the aim of reducing the consequences of accident as much as possible through medical, technical, psychological, social, and professional measures. Thanks to the contribution of 320 employees, the Clinic has some 50,000 days of hospitalization and treats approximately 8,500 outpatients per year.

“We systematically integrate Versus PersProfile during the recruitment process. PersProfile helps us to understand the candidates' motivation and assess whether the person will be able to adapt to the environment knowing that the patients treated at the Clinic have suffered serious accidents and need clinical and moral support. Specific behavioural characteristics, such as empathy, courage, and strong mindset, are required to be able to adapt and accomplish the mission of the Clinic: the patients' rehabilitation to facilitate the reintegration of patients in all areas of life.”

– Isabelle Gessler, Deputy Director –

Q&A with Isabelle & Erwann

Tell us about yourself and what inspires you and your role at The Clinic

Isabelle

I am from Sion and aware of how lucky I am to live in the beautiful region of Valais. I graduated in political science at University of Lausanne. I quickly became interested in human resources (HR) and completed an HR certificate at University of Geneva, then studied in occupational psychology at University of Strasbourg and finally in philosophy at University of Fribourg.

Suva's decision to build its second rehabilitation clinic in Sion is an asset for the entire canton as it sustains the strategic development of a health center. The direct proximity of the regional hospital of Sion had been decisive in the choice of the location of the new clinic. The rehabilitation phase frequently follows a journey in an acute care hospital; the proximity eases the development of a coherent clinical path for the patient.

I joined the Clinic at the end of 1998 as the Human Resources Lead. One of my first challenge was the recruitment of the Clinic's 150 employees in less than six months. There are now nearly 400 employees working at the Clinic.

I am delighted to see the evolution of the CRR and the impact it has on the physical and mental well-being of the patients treated.

Erwann

I grew up in Brittany and worked in France and then in England, before temporarily settling in the south of France. I had the chance to discover the Valais at the end of 2014 and settled there soon after. Active in recruitment for many years, I had the opportunity to perfect my training in Switzerland by getting the certificate in personnel management in 2018, then the federal brevet of specialist in human resources in 2021.

I had the opportunity to join Isabelle as part of the Human Resources team almost 7 years ago. I spend a lot of my time recruiting and onboarding new colleagues. I am thrilled to practice in the health sector, especially at the CRR. The Clinic has an excellent reputation and with modern HR policies in line with my values.

Would you tell us more about Suva, the Clinic in Sion & the importance of its employees?

With its unique offer – prevention, insurance and rehabilitation of injured persons- Suva, the Swiss National Accident Insurance Fund, proposes a global health protection. A key priority for Suva is the rehabilitation of injured people in its clinics, including the CRR in Sion.

The Sion Clinic makes every effort to ensure that its patients rehabilitate and re-educate themselves as best as possible. The CRR practitioners exercise a global interdisciplinary approach to obtain the best result for the patient. Professional ethics is a fundamental value of the Clinic, this competence is linked as much to the development of scientific knowledge as to empathy. It tends to offer therapeutic measures in the best interest of the patient.



The Sculpture Bringing Hope

The Practitioners are always looking for innovative and participatory methods of rehabilitation. For example, they integrate animal-assisted therapy into some of their rehabilitation programs and have St. Bernard breed dogs assisting patients in re-education.

As a reference clinic in the field of rehabilitation, the CRR is particularly active in the field of training and continuous development. The CRR is committed to this role of developing skills in rehabilitation.

It is essential that all CRR' employees share the Clinic' Values and accomplish our common mission. Thus, we systematically integrate Versus PersProfile during the screening process. PersProfile helps us to understand the candidates' motivation and assess whether the person will be able to adapt to the CRR environment knowing that the patients treated at the Clinic have suffered serious accidents and need clinical and moral support. Specific behavioural characteristics, such as empathy, courage, and strong mindset, are required to be able to adapt and accomplish the mission of the Clinic: the patients' rehabilitation to facilitate the reintegration of patients in all areas of life.

Would you explain how you present PersProfile results to the candidates?

We ask all applicants to complete Versus PersProfile. The information contained in the Versus PersProfile report is extremely insightful and easy to understand even for people who are not certified. Thus, we send a copy of the report to all candidates for the sake of transparency and to give them the opportunity to use the information contained in the report for their professional or even personal development. PersProfile provide important insights to the candidates which help them achieve their goals:

"It is essential to us that all candidates keep a positive memory of the recruitment process. The restitution of Versus PersProfile contributes to this positive experience. "

- Know themselves better and leverage their strengths
- Understand their behaviour drivers
- Identify areas needing more development
- Enhance their emotional intelligence
- Make more informed career choices
- Be more prepared for job interviews
- Increase awareness of the image a person projects

It is essential to us that all candidates keep a positive memory of the recruitment process. The restitution of Versus PersProfile contributes to this positive experience according to the feedback we receive.

Would you share with us the feedback you receive when presenting Versus PersProfile results?

Candidates are very interested in discovering the information they get from Versus PersProfile and appreciate this feedback. Here are few examples of comments received from candidates:

- "I did not know what to expect at the end of the questionnaire, but I am amazed by the restitution, in which I recognise myself."
- "I am pleasantly surprised by the level of precision provided in the report, and I appreciated both the goodwill and the proposals for improvement."
- "Our exchange during the restitution was a trigger for me. I used it as a personal tool to work on the causes of my stress."
- "Regardless of the outcome of this interview, what emerges from this questionnaire points precisely to traits of my personality that I have at heart to work on....»



Whatever your aspirations,
get there faster with Versus

