

ABSTRACT

The dissertation is focused on personnel diagnostics. It understands it as an instrument, which helps the company to choose the best employees, to compare an actual profile of personality of a candidate or an employee with an ideal profile of position, which is needed to fill, and to assess the potential of employees. It concentrates on methods of personnel diagnostics. It describes two of three groups of diagnostic methods, which can be used in human resources management. They are clinical methods and testing. There are characteristics of all subsets of this classification. There are described other methods, which are used in HR management most frequently.

The dissertation describes the diagnostic methods, which can be used in practice by personnel clerks without university degree in psychology or without practice. For these purposes there are described methods like interview, Thematic Apperception Cards after Evangelu, Myers-Briggs Type Indicator (MBTI) and technique of Pack of Personnel Cards after Evangelu. Besides from description of these methods there are recommendations for using them in practice. Separate chapter occupies with the proposal of selection procedure for real job position by using of chosen methods of diagnostics. It's about position of phone agent for outbound telemarketing.