

The Talent Card captures your strongest talents for this type of role and provides a pathway to help you understand your potential and assist in leveraging these strengths toward enhanced productivity and satisfaction.



Team

People Acumen

Cooperative, supportive and altruistic in thought and action - Naturally altruistic, you search for ways to support your team through good times and bad. Your team is likely to feel highly engaged, thanks in part to your ability to enhance satisfaction.

Service

People Acumen

A natural desire to help and serve others with delight - Serving others is one of your key aptitudes and something you rather enjoy. When people express a need, you immediately search for ways to meet those needs.

Responsibility

Drives & Values

Conscientiousness, reliability and trustworthiness - Meeting or exceeding goals and deadlines is the norm for you and your team. You take great pride in being someone who others can trust and depend on.

Problem Solver

Thought Process

Understands and can effectively solve complex problems - The more complex the problem, the better you are. With an open-mind, you easily spot areas for improvement or change that can significantly impact the likelihood of attaining positive outcomes.

Common Sense

Thought Process

Intuition and wisdom enable good, quick decisions - As a wise and intuitive person, you seem to know the right thing to do without much deliberation. People are likely to trust your judgment because you are not easily led astray.



Team: Cooperative, supportive and altruistic in thought and action

People Acumen

Naturally altruistic, you search for ways to support your team through good times and bad. Your team is likely to feel highly engaged, thanks in part to your ability to enhance satisfaction.

How you express this talent

- + Highly cooperative, you always seek the path of least resistance
- + You are deeply committed to doing right by your team
- + You feel compelled to support your team

How to strengthen this talent

- + Make a point to plan frequent team events and outings as a way to build camaraderie and trust
- + The more time you spend getting to know your team on a personal level, the more they will trust you, which will increase their loyalty to you and the organization
- + You often put your team's needs above your own; leverage this preference by offering individualized coaching, guidance or investment



Service: A natural desire to help and serve others with delight

People Acumen

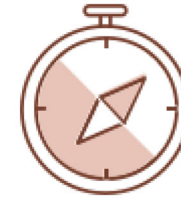
Serving others is one of your key aptitudes and something you rather enjoy. When people express a need, you immediately search for ways to meet those needs.

How you express this talent

- + With true customer panic, you jump into action to help those in need
- + You are always willing to take the time to listen
- + You find immense enjoyment from serving others

How to strengthen this talent

- + Advise your team members on what to look for in interactions that may indicate a need for service
- + Aim to resolve problems proactively; if you can anticipate the need and deliver just the right service, your customers will be beyond pleased
- + When you see a person in distress, make it a teachable moment for team members who may not naturally see ways to help



Responsibility: Conscientiousness, reliability and trustworthiness

Drives & Values

Meeting or exceeding goals and deadlines is the norm for you and your team. You take great pride in being someone who others can trust and depend on.

How you express this talent

- + Exceeding expectations is usually your ultimate goal
- + Timeliness with high quality are your default settings
- + You always feel the need to fulfill your commitments

How to strengthen this talent

- + Manage the expectations of your team and customers by setting clear standards of excellence
- + Share with your team what you need to see from them in terms of performance, accountability and respect
- + When the going gets tough, identify ways you can provide encouragement and insight to prevent unnecessary delays in project or task completion



Problem Solver:

Understands and can effectively solve complex problems

Thought Process

The more complex the problem, the better you are. With an open-mind, you easily spot areas for improvement or change that can significantly impact the likelihood of attaining positive outcomes.

How you express this talent

- + An open-minded approach enables you to see solutions others miss
- + You quickly isolate the source of problems and an ideal solution
- + You recognize there is always more than one way to succeed

How to strengthen this talent

- + Build a network of experts who will enable your continuous development on a personal and professional level
- + When the team is at a standstill, offer encouragement, ask questions to generate new ways of thinking, and if necessary, suggest solutions
- + You see solutions quickly, so know you will likely need to help others see how you arrived at your answers, as this will help them grow



Common Sense:

Intuition and wisdom enable good, quick decisions

Thought Process

As a wise and intuitive person, you seem to know the right thing to do without much deliberation. People are likely to trust your judgment because you are not easily led astray.

How you express this talent

- + Astute and aware, you pick things up easily
- + Identifying the source of the problem is one of your talents
- + Your sharp instincts give you confidence in ambiguous situations

How to strengthen this talent

- + Creativity is your forte, so identify processes that are inefficient or antiquated and apply your unique perspective to find creative ways forward
- + Use your street smarts to help your team navigate complexity and the unknown; guide them to answers
- + When change is necessary or inevitable, trust your instincts to identify the best way to deal with the situation

What is a Talent Category?

- + Themes that define specific behaviors, thoughts and feelings are grouped into Talent Categories – Drives and Values, Work Style, People Acumen, Influence and Thought Process. (Defined to the right)
- + Your top 5 themes are aligned with one or more Talent Categories. How you accomplish work is, at the outset, driven through your top themes.
- + Remember – You will not have every theme in your top 5 and you may not have a top 5 theme in every Talent Category. This does not mean you don't have strength in those other themes and categories.
- + The Talent Card begins your strength development journey, encouraging you to focus on your talents – those areas where you can develop the most and truly enjoy the process.



Drives and Values

Describes a person's motivation to develop their potential and set high expectations for themselves. This group also reflects the personal principles by which they live and work.



Influence

Defines the manner in which a person gets others to do something, buy something or work toward a common goal.



Work Style

Addresses how a person carries out their job responsibilities. Factors considered include their energy level, their ability to set priorities and their capacity to plan what needs to be achieved in order to meet expectations.



Thought Process

Describes how an individual learns through new experiences and applies the knowledge gained in different situations. This group also explains a person's talent for developing innovative ideas and creative solutions to problems.



People Acumen

Explains how a person builds relationships with others and how others feel about their relationships with that person.