



Handle a rapidly changing work environment with resilience, confidence, purpose, clarity and certainty. Develop the soft skills necessary to survive and thrive in a volatile marketplace.

As new job types, market conditions and constant change becomes normative, prepare to excel! Learn which behavioral skill strengths you need to develop and which soft skills are currently a strength for you.



5700 Executives now point to behavioral skills as the most critical for members of the workforce today.¹ Our behavioral assessment and development tools – validated on a database of 10,000 top performers – will profile your current volatility soft skills and recommend a development pathway to develop your capacity to handle this volatility exceptionally well. With this agility comes vocational opportunities that might not otherwise be available to you!



Sources: "The Enterprise Guide to Closing the Skills Gap" IBM Institute for Business Value, 2019



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Behavioral Skills Prioritized by 5700 Executives as Most Critical to Thrive in an Increasingly Volatile Workplace ¹	Resiliency Soft Skills Competency Assessment (Benchmarked against 10,000 top performers) ²
Willingness to be flexible, agile, and adaptable to change	<ul style="list-style-type: none"> • Maximizing profitability • Reflecting creatively and intuitively • Facilitating change • Thrives in chaos • Maximizing effort through hard work • Pursuing competitive challenges
Time management skills and ability to prioritize	<ul style="list-style-type: none"> • Thriving in chaos • Establishing order
Ability to work effectively in team environments	<ul style="list-style-type: none"> • Facilitating consensus • Facilitating change • Maximizing effort through hard work • Initiating action independently • Inspires others • Leads decisively • Pursuing personally compelling goals • Reflecting creatively and intuitively • Sustains profitability
Ability to communicate effectively in a business context	<ul style="list-style-type: none"> • Communicating with clarity • Inspiring others • Facilitating change
Analytics skills and business acumen	<ul style="list-style-type: none"> • Reasoning with logic and data • Thinking conceptually • Reflecting creatively and intuitively • Communicating with clarity
Capacity for innovation and creativity	<ul style="list-style-type: none"> • Facilitating change • Reflecting creatively and intuitively • Inspiring others • Pursuing competitive challenges
Ethics and integrity	<ul style="list-style-type: none"> • Demonstrates character

Sources: ¹2016 IBM Institute for Business Value Global Skills Survey; 2018 IBM Institute for Business Value Global Country Survey, ²SuccessFinder.com.





How do your agility, adaptability and responsiveness compare with top performers?

Our **Soft Skills Volatility Report** compares your current capacity to hand volatility with a random sample of top performers extracted from the SuccessFinder database of 10,000 top performers.

- Know your current strengths
- Know which behavior you need to develop
- Learn of performance support tips and development resources to strengthen a specific behavioral skill.

Talk to us about the coaching and online development resources designed to help you strengthen your capacity to survive and thrive amidst career uncertainty and workplace volatility.



Behavioral Skill: Facilitating Change

CHALLENGE (0-29%)	BASIC (30-40%)	GOOD (41-59%)	HIGH (60-70%)	HIGHEST (71-100%)
Prefers to keep change to a minimum. General priority is a safe life and secure job with minimal change or uncertainty. Rarely needs to do things differently and may be stubborn about altering his/her fixed views.	Wants to know exactly what is expected of him/her and seeks more certainty. May not stretch his/her mind for alternative ways of doing things and is cautious of most change, preferring to adhere to custom and tradition. May be slow to alter his/her views and reluctant to accept opportunities that involve change.	Is judiciously cautious and does not question his/her familiar opinions unless challenged. Keeps his/her need for change under control, maintaining a middle ground of economic security and uncertainty.	Prefers to be open-minded and seeks an interesting life that includes risk and adventure. Needs a career that does not tie him/her down to predictable routine assignments. Looks for opportunities that offer something different, and modifies his/her opinions according to changing circumstances.	Enjoys uncertainty and purposely seeks fresh and challenging experiences. Needs a lifestyle that provides change, excitement and never-ending adventure. Quite open-minded, readily embraces new views. Challenges his/her own opinions to embrace new ones that have true merit.



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