



Create a culture that is agile, adaptive, and resilient; one that handles a rapidly changing work environment with confidence, purpose, clarity and creativity.

Prepare to excel! Learn how best to help your employees develop and leverage the soft skills they need to succeed as new job types, market conditions and constant change becomes normative.



5700 executives now point to behavioral skills as the most critical for employees to excel.¹ Our behavioral assessment and development tools-validated on a database of 10,000 top performers, will help each employee profile their volatility strengths and develop their capacity to handle volatility well. With this agility and resilience comes growth opportunities for your employees and for your organization.



Sources: ¹"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 ²	Resiliency Soft Skills Competency Assessment (Benchmarked against 10,000 top performers) ³
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: ¹2019 IBM Institute for Business Value Global Skills Survey; 2018 IBM Institute for Business Value Global Country Survey and ²SuccessFinder.com





How do your behavioral skill scores 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.



Example of One 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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