



Global Skills Development Report



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You have recently completed the Global Skills Assessment which measures 96 universal skills that underpin workplace behaviours and competencies. The purpose of this report is to provide you with insight on your skill strengths and development areas based on your assessment results.

The SHL Universal Skills Taxonomy encompasses 96 global workplace skills. The 96 skills are organised into 8 broad domains. Within the 8 domains, you will see your two top skills, and the two skills where you have the most opportunity for growth. The report provides valuable on-the-job tips and suggestions to help you excel in the workplace.

About Your Results

The score you get from the assessment shows how your responses compared with others who have taken the Global Skills Assessment. The assessment has been validated through multiple years of research. This research shows that people who score higher on a particular skill tend to perform better in the work behaviours associated with that skill.

The development tips generated in this report are meant to help you improve specific job-related skills. Everyone, no matter their score, can improve by focusing on opportunity areas for growth. Demonstrating a proactive approach to your own development not only highlights your commitment to personal and professional advancement, but also showcases your readiness to embrace challenges and excel in your role.

The feedback in this report can help create development plans that align with your professional goals. It is essential to recognize that personal growth is a gradual process, and attempting to address all areas for improvement simultaneously may be overwhelming. We strongly advise adopting an effective goal setting approach, one of which has been outlined for you below.

Specific
The goal is concrete and tangible.

Measurable
The goal has an objective measure of success.

Achievable
The goal is challenging, but achievable.

Relevant
The goal contributes to larger objectives.

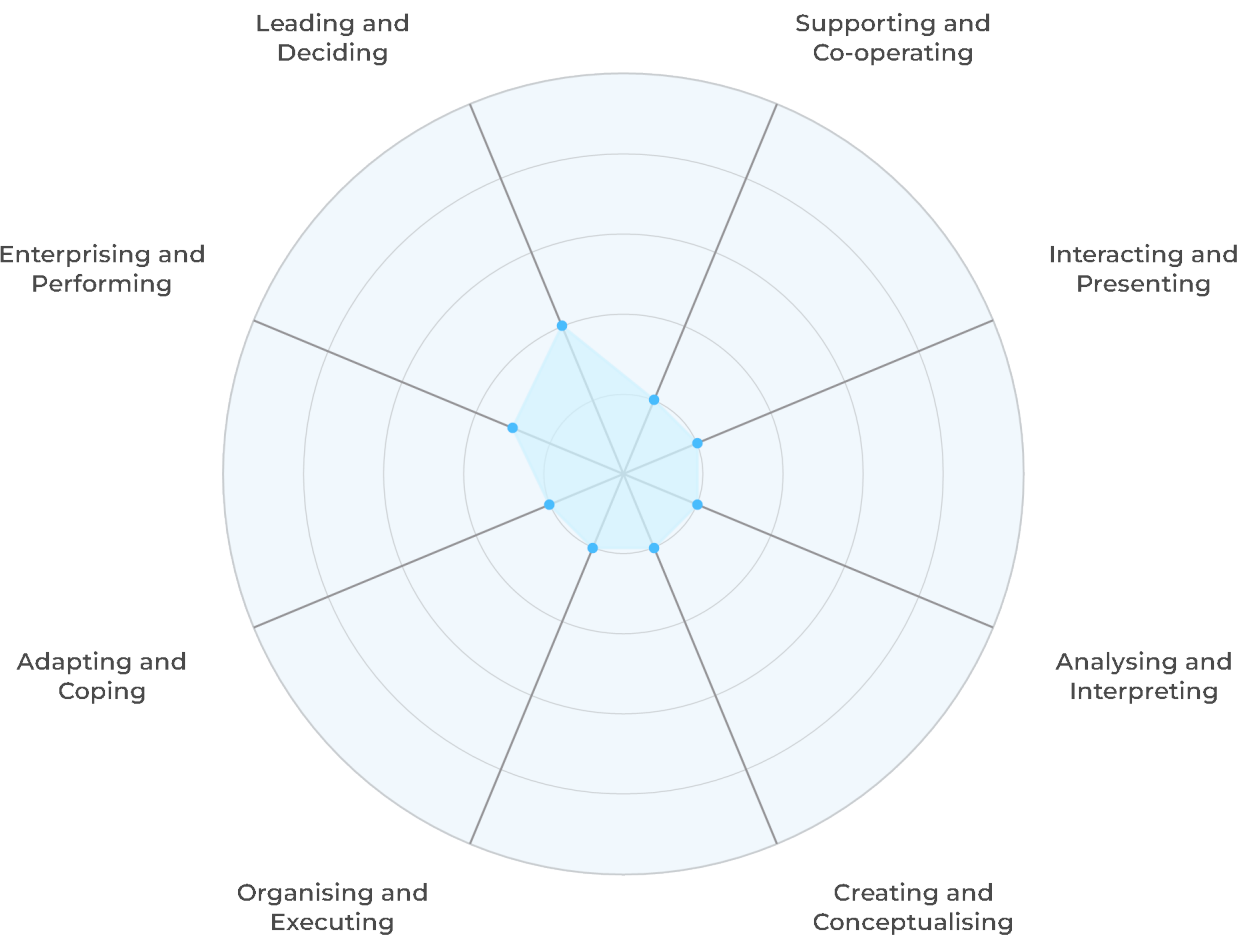
Time Bound
The goal has a deadline or timeline of milestones.

2. Summary of Skill Domains



The visual below provides a general overview of your skill areas, and highlights where your strengths and opportunities lie. Within each of the eight areas outlined below, you may have specific skills that are strong as well as areas for growth. This overview provides a clear indication of the areas where your strengths predominantly lie in terms of skill proficiency.

The proportion of colour under each skill domain shows where your strengths are. A large proportion of colour demonstrates a strength, while a smaller proportion indicates an area for potential growth.

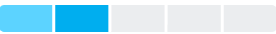




Reskilling Potential





Reskilling Potential is an optional measure that sits outside of SHL’s 8 Skill Domains but is important to all 8 domains. Reskilling Potential measures the tendency to learn from experience in ways that support professional success. This includes being open to new experiences, learning from the past, and finding patterns and order in complex information.

Summary



Your score suggests that you may have challenges with some aspects of reskilling, such as noticing patterns, reflecting on your experiences in order to learn from them, and being open to experiencing and learning new things. Below are some tips to help you think about how you could develop in these areas.

Development tips:

-  When a co-worker demonstrates a novel procedure or method, write down the key points to help you remember and apply what you’ve learned. ☐
-  If something isn't clear to you, ask for an explanation. Seeking clarification will help you stay on track, so don't be afraid to pose questions. ☐
-  When faced with an overwhelming amount of information to learn, consider dividing it into smaller, more manageable sections. Concentrate on one section at a time. ☐
-  When working with complex information, actively train yourself to seek out patterns that might lead to insights or solutions. ☐

3. Detailed Skills Section



This section will offer a comprehensive overview of your skill strengths across the 8 domains, alongside opportunity areas for improvement. You will receive tailored development tips and feedback specific to your opportunities for growth. This will enable you to pinpoint which skills you would like to prioritise as you create your Personal Development Plan.

It is useful to reflect on these outcomes and to consider the following:

To what extent am I actively leveraging these skills in the job that I do?

How important are these skills in the role/activities that I do or would like to do?

To what extent do I have/have I had opportunities to demonstrate these skills?

Which of these skill areas would I really like to utilise further?

Which of these skill areas would I like to develop further?



Leading and Deciding

Takes control and exercises leadership, initiates action, gives direction and takes responsibility.

Strengths

Makes Quick Decisions



You are likely to make decisions quickly, but may occasionally need additional time before deciding.

Makes Difficult Decisions



You may prefer to make decisions that appease others or may prefer to shift the responsibility for difficult decisions to other colleagues.

Opportunities

Makes Considered Decisions







You are likely to exercise some caution when making decisions, but may occasionally overlook key information when making a decision.

Defines Roles and Responsibilities



You may be uncomfortable setting direction for team members and avoid situations that require clarifying roles and responsibilities for others.

Development tips:

-  The next time you must consider multiple options when making a decision, list all the options out and reduce your list to only a few of the best alternatives. Next, dedicate your attention to critically evaluate and consider each one. When there are too many options, you may find it difficult to put in the time and effort to adequately evaluate all alternatives, which will ultimately make it harder for you to reach a decision. ☐
-  Identify a mentor within your industry and ask if they will serve as an independent resource to provide constructive feedback on your major decisions. ☐
-  Review the job descriptions of your team members to ensure that you are properly delegating responsibilities. Consider reviewing the descriptions with your employees or colleagues on a quarterly basis to gain consensus agreement on appropriate division of responsibilities. ☐
-  Set up a regular meeting with your team members to review your priorities and ensure they are properly aligned. Adjust the responsibilities and priorities as necessary for any discrepancies in each meeting. ☐



Supporting and Co-operating

Supports others and shows respect and positive regard for them in social situations. Puts people first, working effectively with individuals and teams, clients and staff. Behaves consistently with clear personal values that complement those of the organisation.

Strengths

Earns Trust



You may occasionally have lapses in keeping confidential information completely secure or prioritising other work tasks over fulfilling a promise.

Understands Others



You may not actively seek to understand the behaviour, reactions, or perspectives of others.

Opportunities

Puts the Team First







You may have the tendency to prioritise individual goals over the success of the team.

Fosters Team Cohesion



You might not place a high priority on team cohesion and may not actively contribute to energising the team.

Development tips:

-  If you say you are going to do something, then do it. If your team is relying on you to do your part on something, then make sure you get it done on time and in a quality fashion. No one, especially your team, appreciates half-done or late work. ☐
-  Work to speak positively on issues within the team even when you personally disagree with them. Try to convey a sense of unity and common purpose if you must disagree. ☐
-  Carry out some independent research to come up with a list of team building activities. Help to build interest with other team members by asking them to vote on the activities they would like to participate in. Work with others in the team to organise and schedule these activities. ☐
-  Think about a time when you felt a genuine sense of belonging to a team. What was it about the team culture that made you feel this way? What actions of others inspired collaboration and team spirit? Identify three specific actions you can take to foster cohesion on a team you belong to. ☐

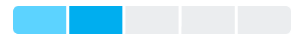


Interacting and Presenting

Communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.

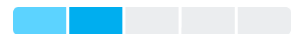
Strengths

Builds Rapport



You might appear reserved or less confident in interactions, which could influence how comfortable others feel around you.

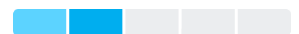
Creates a Positive Impression



You may not be concerned about how you appear to others, preferring to present yourself just as you are.

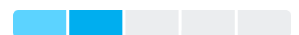
Opportunities

Adapts Interpersonal Style







You may struggle to modify your communication style to best fit the person or situation at hand.

Maintains Good Working Relationships



You may not place a high value on your work relationships and may be less likely to act in ways that strengthen these relationships over time.

Development tips:

-  Watch someone who is good with people interact with others. What verbal and nonverbal styles do they use? Are there things they do that you could try doing in your own interactions? Make it a point to use some of these in your own interactions and pay close attention to how others react. ☐
-  Think about a person you know who seems to get along with everyone. Watch them in social or work situations and note how they behave. What do they change about their behaviour when interacting with different people? What behaviours do you see them engage in regardless of who they are interacting with? ☐
-  Try to establish a more personal relationship with your colleagues. Take time to discuss non-work topics. Make note of what helped you establish these relationships and continue using those behaviours when creating new connections. ☐
-  Seek opportunities to assist your colleagues even if they are small tasks. Allow others to return the favour and assist you even if you don't need it. Continue to offer your assistance to different colleagues both inside and outside your team and leverage these relationships when appropriate. ☐



Analysing and Interpreting

Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicates well in writing.

Strengths

Understands Written Information



You may sometimes misunderstand or incorrectly interpret written information.

Writes in an Engaging Style



You may write in a way that conveys facts but does not capture the reader's interest.

Opportunities

Writes with Clarity







Your written communications might sometimes be challenging for others to fully understand.

Applies Functional Expertise



You may lack sufficient job knowledge or struggle to apply your knowledge in certain situations.

Development tips:

-  Before sending electronic communications or sharing documents with others, use available tools to check for spelling and grammar mistakes. If you find that you are consistently making the same type of mistake, review the spelling or grammar rules relevant to that error. ☐
-  After typing a document, read it aloud or use a document reader application to listen to what you have written. If a phrase or sentence does not sound correct to you, double check it to make sure the wording, punctuation, and grammar are correct. Once you're done, ask a colleague to read through the document and note any errors. ☐
-  If you are unsure how to complete a task required by your job, ask an experienced co-worker or supervisor to explain and demonstrate the task. Then complete the task yourself with the co-worker or supervisor watching to ensure you are doing it correctly. ☐
-  If you must perform a familiar task under unfamiliar circumstances, consider how the different situation may require you to approach the task differently than you normally would. ☐



Creating and Conceptualising

Open to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Support and drives organisational change.

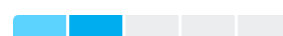
Strengths

Learns Quickly



You may have difficulty absorbing new information, and need time for contemplation before fully understanding it.

Embraces New Ideas



You are likely to prefer established ideas even when presented with new ideas that could bring greater value in the long term.

Opportunities

Considers Strategic Vision







You may focus too much on immediate tasks and what needs to be achieved today, which could make it challenging for you to see the big picture or anticipate future trends.

Drives Improvement



You might be hesitant to initiate organisational change and may prefer to rely on existing methods.

Development tips:

-  Learn more about your organisation's strategic thinking by understanding the strategic plan itself, the philosophy behind it, and major policies. Try to align your work activities with these goals. ☐
-  To practise your strategic thinking, picture yourself in five years. Where do you want to be in your career? Identify three actions you can take to help you work towards your goals. ☐
-  Think about a change which you decided not to make and now regret. What would the advantages and benefits have been of making this change? What have been the consequences of not changing? ☐
-  The next time someone suggests a new approach, make sure that you are not resistant to it. Remain open minded about ways to improve your systems and approaches at work to ensure that you don't miss the opportunity to benefit from change. ☐

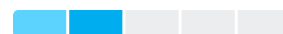


Organising and Executing

Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.

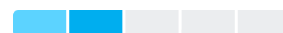
Strengths

Sets Objectives



You may sometimes avoid setting objectives, or set objectives that are too loosely defined, tending to prefer a more flexible approach to work.

Plans Ahead



You are unlikely to create detailed work plans before starting a project and may struggle to follow a set plan.

Opportunities

Shows Commitment to the Organisation







You may not place a high priority on committing to an organisation or its long-term goals.

Works Systematically



You are less likely to spend time breaking work down into manageable parts or tracking progress towards objectives.

Development tips:

-  When discussing your work with other people, make an effort not to say anything negative about the organisation. Try to say positive things about your organisation to co-workers and customers. ☐
-  Read through the mission statement for your organisation so that you are familiar with the organisation's goals. Try to represent these to customers in your discussions with them. You don't necessarily have to agree 100% with the organisation's goals, but it is important to convey the impression that you do. ☐
-  Create a step-by-step action plan for your professional development goals. Detail exactly what you have to do/develop and the difficulties you will have to overcome to achieve these goals. Aim to implement these plans and review your progress against them. ☐
-  Think about a project that you just started working on. Identify the milestones and make a list of actions against each of them. Make sure that you allocate enough time to complete each action - if you are unsure, check with resources and stakeholders. Set up regular reminders to yourself to check progress against milestones, and attach a checklist to help you monitor progress. ☐



Adapting and Coping

Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.

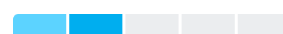
Strengths

Adapts to Change



You may be uncomfortable with changes and need to work harder to adapt to new changes.

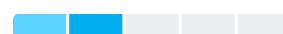
Adapts to Cultural Differences



You are likely to feel more comfortable working with people who are similar to you in terms of background and culture and may not function as well when working with those who are dissimilar to you.

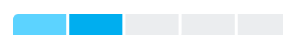
Opportunities

Copes with Uncertainty







You may feel uncomfortable and insecure without definite information and clear direction, and your productivity might suffer as a result.

Thrives Under Pressure



You may be challenged to stay productive when work pressures increase.

Development tips:

-  When things are uncertain in your work environment, seek clarity from your manager. They may be able to clear up confusion or explain why things are uncertain. ☐
-  If you feel stressed about uncertainty in your work environment, think about your close friendships, things you do for fun, your physical health, nutrition, relaxation and well-being. Take action in any areas you need to improve. ☐
-  Get some advice from the internet. Search for "stress reduction techniques" and see what advice is offered. Tailor the advice to what would seem to work best for you. Look for advice that you can follow each day when you aren't feeling stressed as well as advice when you are in the moment of stress. Write it down so you remember to do it. ☐
-  When you feel under pressure, try not to focus so much on yourself. Instead, focus on the issue and the other people involved. Look to others for guidance and support as needed. This will help you maintain productivity during times of stress. ☐



Enterprising and Performing

Focuses on results and achieving personal work objectives. Works best when work is related closely to results and the impact of personal efforts is obvious. Shows an understanding of business, commerce and finance. Seeks opportunity for self-development and career advancement.

Strengths

Considers Financial Impact



You may not prioritise the financial or business impacts of your activities when making decisions.

Strives to Achieve



You are likely to set goals that are easier to achieve rather than challenging yourself with more demanding goals.

Opportunities

Develops New Business Opportunities







You may not actively seek and develop new business and may overlook potential business opportunities.

Uses Resources Efficiently



You may not use resources in a cost effective manner or limit unnecessary waste.

Development tips:

-  One way to improve your ability to spot new business opportunities is to work on your listening skills. For example, you could ask an experienced colleague to listen in to your client calls regularly and give you feedback on what you did well, what you could do better next time, and what questions you could have asked in order to gather more insights on certain areas of needs or capture additional information on past leads. ☐
-  Keep up-to-date with what is happening in the market; try to identify future trends and see what sort of gaps in the market or potential for future business opportunities they might bring. ☐
-  Think of a particularly costly process within your team. Do some research and find out how other teams within your organisation or other companies that apply similar processes have managed to create cost efficiencies. Use your learnings to implement at least one change that will better control costs. ☐
-  Make a list of the resources you used at work in the past 6 months. Ask yourself how you could have saved costs (e.g., use of cheaper alternatives, costs that could have been avoided altogether by using in-house vs. external resources or tools, etc.). ☐

4. Personal Development Plan



#	Skills	Development Objective	Development Activity	Support Required	Timescale	Review Process
1						
2						
3						
4						
5						
6						