

A black and white photograph of a woman with blonde hair and glasses, wearing a white blouse and a light-colored skirt. She is standing in a modern office environment, gesturing with her right hand as if presenting. The background shows office furniture and large windows. Two horizontal green bars are positioned above and below the title text.

# 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.

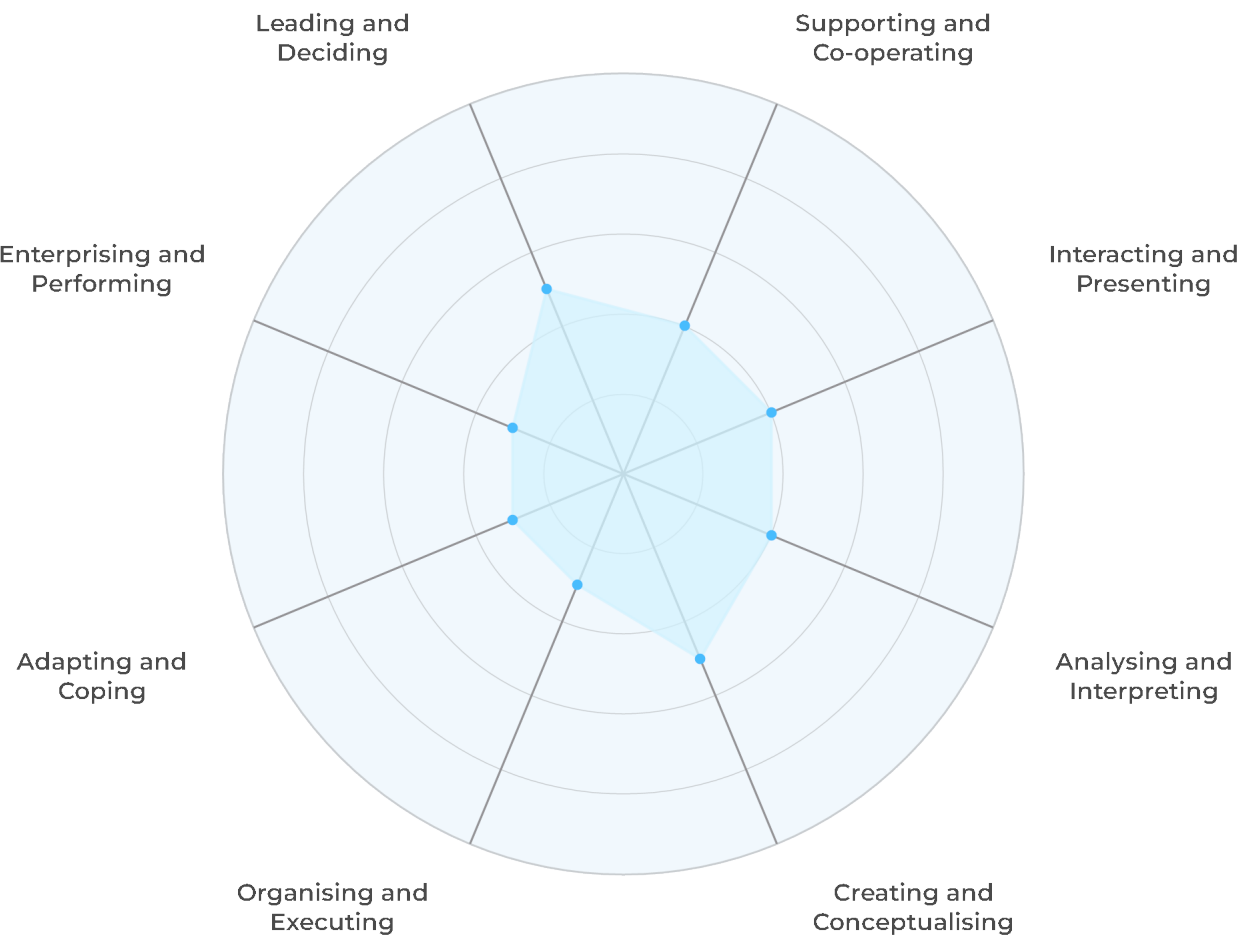
**Time Bound**  
The goal has a deadline or timeline of milestones.

## 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.



### 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 Considered Decisions



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

##### Monitors Performance



You are likely to remain aware of how others are performing, and address performance issues when necessary.

#### Opportunities

##### Makes Quick Decisions







You may hesitate to make decisions and prefer more time to make a final decision.

##### Takes Responsibility



You might tend to attribute mistakes to others and rely on others to take responsibility for actions and decisions.

#### Development tips:

-  Focus on a decision that you have avoided. What are the advantages and benefits of making that decision? Now think of an upcoming decision that you know you will have to make. Review the consequences of not taking the decision. What can you do to speed up the process of getting to the decision while still feeling reasonably comfortable? ☐
-  Keep a 'decision making' diary for one week, recording how long it took to make them. are you pondering too long over fairly minor decisions? Do you revisit a decision you made earlier? Identify someone whom you view to be extremely decisive and talk to them about your decision making diary, What suggestions do they have? ☐
-  Think about whether you have a tendency to blame others when things go wrong. If so, practise accepting responsibility for your own actions. Resist blaming others or coming up with excuses for why you did not meet what was expected of you. ☐
-  Volunteer for a role in a local group or organisation where you have the opportunity to take responsibility for an important project. See it through to the end or until the project meets or exceeds the goals that had been set. ☐



### 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

##### Fosters Team Cohesion



You are likely to consider team cohesion as important and are likely to contribute to most team goals.

##### Consults Others



You are likely to seek group input for some decisions, and show appreciation for the opinions of other people.

#### Opportunities

##### Understands Others







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

##### Recognises Others



You might overlook acknowledging your colleague's achievements and miss the opportunity to tell them you appreciate their efforts.

#### Development tips:

-  Try to put yourself in another person's shoes if they raise a point or an issue; think about it from their perspective. Consider why they see things from a particular perspective, and try to understand their motivation. ☐
-  Pay attention to the interactions among other people so that you are better able to understand the relationships between your co-workers. Think about their different backgrounds and how those backgrounds impact their relationships. ☐
-  Think about the last time someone helped you complete a project or task. Make sure you thank this person, and make a habit of recognising those types of efforts in your future work. ☐
-  Think about times others have recognised your work and made you feel valued. Try to emulate their approach yourself. ☐



### 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 are likely to be friendly and approachable, and make others feel comfortable in your presence.

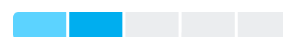
##### Maintains Good Working Relationships



You are likely to put effort into developing good work relationships and act in ways that will strengthen work relationships.

#### Opportunities

##### Creates a Positive Impression







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

##### Offers Help



You may not notice when others need information or guidance.

#### Development tips:

-  Dress the part. Notice how others around you dress and aim to maintain a dress style and appearance that matches or exceeds that of your organisation's image. ☐
-  Be nice to everyone. Be careful not to treat others differently because you think they are less important than you. Part of managing the impression you leave on others is being consistently polite and sincere in your interactions. ☐
-  If someone approaches you to ask for help with a task, be aware of your response to them. Make an effort to appear friendly, open, and willing to share your knowledge and guidance to help them. ☐
-  Think about your areas of expertise and the experiences of others in the team. Identify three specific opportunities where you know you could offer help to your team members and make an effort to share your knowledge and guidance in these areas. ☐





### 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 are likely to understand and correctly interpret most written information.

##### Applies Functional Expertise



You are likely to have sufficient job knowledge and will apply that knowledge in most situations.

#### Opportunities

##### Writes with Clarity







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

##### Communicates Using Technology



You may not always effectively use technology systems available to you to communicate and access information.

#### 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. ☐
-  Explore the help menu on the email system that you use most frequently. Look for features you might not be familiar with but that could be helpful. If tutorials are available, set time aside to work through them to become familiar with features you might not be aware of (e.g. spell check, how to blind copy someone, how to convert a message to a to-do list item). ☐
-  Pay attention to the different forms of electronic communication others use to contact you (e.g. emails, instant messages, text messages). Consider if the different forms are more effective in communicating different types of information. Before sending electronic communications decide which form would be most effective in getting your message across. ☐



### 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

##### Generates New Ideas



You are likely to suggest some novel and imaginative ideas when presented the opportunity to do so.

##### Considers Strategic Vision



You can be expected to have a clear vision of the future and to develop strategies for achieving long-term goals.

#### Opportunities

##### 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.

#### Development tips:

-  Take notes when you are learning something new. If you don't understand something, ask for it to be explained so that you don't get lost. Keep referring back to your notes, ensuring that your notes are clear and concise. ☐
-  After learning new work procedures and processes, try writing a bulleted summary of what you have learned. Learn how to skim documents quickly to extract the key information. ☐
-  When a new idea is introduced, withhold making a judgment until you have examined the idea closely. Keep an open mind about new methods of doing things, or to new approaches to problems. ☐
-  The next time you are faced with a new idea, take care to make sure you do not display a negative reaction. Even if you do not feel enthusiastic about the new idea, try to remain positive and recognise the value of a fresh perspective. ☐



### 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

##### Plans Ahead



You are likely to spend a reasonable amount of time creating detailed work plans in order to complete major tasks and drive projects to completion.

##### Maintains Documentation



You are likely to document your work, recording your knowledge for others most of the time. Your records are likely to be tidy with a systematic filing structure.

#### Opportunities

##### Uses Time Efficiently







You might find it challenging to manage your time effectively and may occasionally procrastinate, which could cause you to miss deadlines.

##### Puts Customers First



You may not always place the customer's needs ahead of other priorities and thus may miss opportunities to provide top-notch service.

#### Development tips:

-  Examine your time management carefully. Ask your manager to help prioritise tasks that are both meaningful and can be completed quickly. If you become overwhelmed, work towards bringing your current tasks to completion before taking on any new ones. ☐
-  Next time you are given a task with a specific deadline, get started on it straight away. Set a personal deadline to finish the project a couple of days early. If you find you are struggling with the task, ask your manager or a co-worker how they would complete it. ☐
-  Take the perspective of the customer. When you are a customer at other businesses, try to understand and analyse your own experiences as a customer and use this information to improve your customer service skills. ☐
-  Show the customer you care about their needs. Take the extra time to help customers find products or information that is not readily available. ☐



### Adapting and Coping

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

#### Strengths

##### Adapts to Change



You are likely to adapt your approach in light of changing demands, but may hesitate when faced with a bigger change.

##### Thrives Under Pressure



You are able to stay productive when work pressures increase.

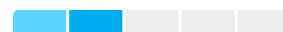
#### Opportunities

##### Copes with Uncertainty







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

##### Controls Emotions



You may become frustrated in challenging situations and find it difficult to hide these feelings from others at times.

#### 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. ☐
-  Take an internal time-out. If someone has said something which has made you angry, internally count to 10 before you respond. Take time to gather your thoughts and express yourself without displaying your emotions. ☐
-  Develop a more positive mindset. How you view a situation often determines how you approach it. Instead of believing that troubling things just happen to you, think of what you can do to respond positively. ☐



### 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

##### Strives to Achieve



You are likely to set goals that are somewhat demanding but still achievable and you put in good effort to complete them.

##### Works Autonomously



You are likely to work independently with limited supervision, and ask others for help only after trying to resolve the situation on your own.

#### Opportunities

##### Takes Action







You may prefer a workload or schedule that is lighter than others, and are likely to be less interested in keeping busy just for the sake of being busy.

##### Thrives on Competition



You may prefer a collaborative as opposed to a competitive atmosphere and are not motivated by trying to outperform others.

#### Development tips:

-  Turn work into a game with mini rewards/badges for work achieved. Reward yourself with a snack, a short walk, or other guilty pleasure for achieving a certain amount of work. Try to build this into your work day, and keep the rewards interesting to keep yourself motivated. ☐
-  Rather than waiting to be told what to do, proactively seek out tasks or ask colleagues or your manager what you can do to help them. Show that you have initiative and are striving to work energetically. Both are key elements that will help you to progress your career. ☐
-  Look at the extent to which you feel emotionally invested in your work. People who are naturally less inclined towards competitiveness find a certain type of competitive spirit when doing work they care deeply about. If you are more casual about your work, it's less likely your competitive spirit will be triggered. ☐
-  Attempt a small task each day in which you aim to win. It could be being the first person in the office in the morning or being the fastest walker to the car park. Celebrate your win with something you enjoy. ☐

## 4. Personal Development Plan



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