THE TALENT ENTERPRISE

Thriving Index®

Career

Pro Series

This is a sample report. Actual report may look completely different

SECTION 1: UNDERSTAND YOUR WORK STYLES

THE TALENT ENTERPRISE

Each of the 8 Work Styles was built as a combination of your score amongst 27 subfactors (strengths) of the Thriving Index®. Strengths relate to enjoyable patterns of thought and behaviours that can be productively applied. When these are refined with practice and combined with skills and knowledge that you acquire, they give you a powerful means of moving your career forward.

Relational — 2

Individuals with a Relational Style tend to work better with and around people and value teamwork and cooperation. They are usually energetic, able to easily understand others' needs and empathise with them and display enthusiasm towards their work.

Possible Roles
- Customer Service
- Education
- Human Resources and Training
- Leisure, Sports and Tourism
- Social Care and the Third sector

Expected Work Environments
- Relational Work Styles value teamwork and cooperation.
- They enjoy dynamic environments and like to focus on the big picture.

Thriving Index sub-factors that have been considered to provide your final score for the Relational work environment

Teamwork (3)	Flexibility (2)	Empathy (2)
A high need for collaboration and being part of a team	A positive orientation towards change	The degree to which one is aware of and focused on the thoughts, feelings and preferences of others

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Enterprising — 2

Those with an Enterprising outlook tend to identify needed opportunities and have the confidence to take actions and persevere through challenges. People with Enterprising attributes enjoy leading others.

Possible Roles
- Armed Forces and Security
- Healthcare and Allied services
- Public Policy, Politics and Law
- Social Sciences
- Social Care and Third sector

Expected Work Environments
- Enterprising Work Styles tend to deal better with ambiguity, do well under pressure, in a fast-paced environment and are more resilient in times of change.

Thriving Index sub-factors that have been considered to provide your final score for the Enterprising work environment

Ambiguity (3)	Resilience (2)	Confidence (2)
The level of comfort in dealing with uncertainty	Bounce back from setbacks and missed opportunities with a fresh appetite to try again	A positive self-evaluation of oneself and in one's abilities to deal with any situation at work

Practical — 2

Those who tend to have a Practical style are usually more hands-on, task-oriented and highly organised. Individuals with a Practical Style are often able to bring structure to more ambiguous work environments or situations.

Possible Roles
- Administration, Contracting and Procurement
- Leisure, Tourism and Sport
- Operations, Logistics, Distribution and Transportation

Expected Work Environments
- Practical Work Styles prefer a more structured work environment.
- They enjoy set processes and procedures.

Thriving Index sub-factors that have been considered to provide your final score for the Practical work environment

Responsibility (2)	Confidence (2)	Flexibility (2)
The sense of ownership and willingness to be held responsible	A positive self-evaluation of oneself and in one's abilities to deal with any situation at work	A positive orientation towards change

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Specialist — 1

Specialist roles often involve building specialism, problem-solving and completing tasks with accuracy and precision. Individuals that enjoy Specialist roles become an expert on a specific aspect of a job, rather than working more generally in the field.

Possible Roles
- Armed Forces and Security • Engineering and Technical
- Environmental and Life Sciences • Healthcare and Allied services
- Industrial Design and Architecture • Public Policy, Politics and Law
- Computer and Information Technology
- Quality Control and Data Processing

Expected Work Environments
- Specialist Work Styles prefer to work more independently, enjoy processes and structured environments.
- They tend to be more risk averse at work.

Thriving Index sub-factors that have been considered to provide your final score for the Specialist work environment

Absorption (3)	Control (3)	Mastery (1)
Being fully engrossed in a task or activity	Driven by a strong desire of wanting to be in command	A high need to achieve excellence

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Community — 1

Those who have a Community outlook usually enjoy roles which involve helping others and bettering their conditions. Community roles often involve working towards a greater goal, require high levels of empathy, cooperation, resilience and an internal drive to help others.

Possible Roles
- Armed Forces and Security
- Healthcare and Allied Services
- Public Policy, Politics and Law
- Social Sciences
- Social Care and Third Sector

Expected Work Environments
- Community Work Styles prefer to work in a team and in a dynamic environment.
- They like to focus on the big picture rather than focusing on the details.

Thriving Index sub-factors that have been considered to provide your final score for the Community work environment

Intrinsic (3)	Empathy (2)	Grit (1)
Being motivated from an internal sense of passion, purpose and meaning	The degree to which one is aware of and focused on the thoughts, feelings and preferences of others	The capacity to persevere with a difficult task, person or situation at work

Creative — 1

Those with a dominant Creative style are often curious, innovative, flexible individuals who work through various mediums (artistic, visual, written) to represent and express their ideas.

Possible Roles
- Creative Art and Design
- Media and Broadcasting
- Marketing, Advertising and Public Relations
- Social Sciences
- Industrial Design and Architecture

Expected Work Environments
- Creative Work Styles prefer a more dynamic work environment. They prefer working with ideas and where they can express their creativity or beliefs.
- They enjoy working independently and are more inclined to take calculated risks and change plans.

Thriving Index sub-factors that have been considered to provide your final score for the Creative work environment

Creativity (2)	Curiosity (2)	Flexibility (2)
The desire and orientation to innovate, generate new ideas and concepts	A strong orientation and interest in discovering more about your area of interest	A positive orientation towards change

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1 Persuasive

Those with a Persuasive tendency are driven by success and require a high degree of enthusiasm and drive. Persuasive individuals work better in customer-facing roles that require confidence, negotiation and diplomacy.

Possible Roles
- Marketing, Advertising and Public Relations
- Public Policy, Politics and Law
- Sales and Business Development

Expected Work Environments
- Persuasive Work Styles enjoy working with others and prefer dynamic environments.
- They tend to take more calculated risks in the work space.

Thriving Index sub-factors that have been considered to provide your final score for the Persuasive work environment

Ambition (2)	Conviction (1)	Energy (1)
A high need to achieve and attain success in one's work	A strong belief in one's opinions and point of view	An approach to life and work with anticipation, enthusiasm and excitement

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1 Analytical

Those with an Analytical tendency work better in roles which require problem-solving, analysis and interpretation of figures or data. Individuals with an Analytical Style are highly curious, logical and tend to follow structure or procedure.

Possible Roles
- Finance, Accounting and Audit
- Computers and Information Technology
- Quality Control and Data Processing
- Research and Development

Expected Work Environments
- Analytical Work Styles prefer fixed processes and structured environments.
- They like to work independently and prefer to take less risks by planning ahead.

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Thriving Index sub-factors that have been considered to provide your final score for the Analytical work environment

Curiosity (2)	Analytical (1)	Mastery (1)
A strong orientation and interest in discovering more about your area of interest	The capacity to fully understand the nature of the task, issue or project at work	A high need to achieve excellence

SECTION 2: YOUR SUITABILITY RANKING IN THE 24 OCCUPATIONAL CLUSTERS

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Based on the answers you provided to the Thriving Index® assesment, your potential suitability to the outlined occupations is as follows:

ADMINISTRATION, CONTRACTING & PROCUREMENT	★★★★★
ARMED FORCES & SECURITY	★★★☆☆
COMPUTERS & INFORMATION TECHNOLOGY	★★★★☆
CONSULTING, BUSINESS MANAGEMENT & PROFESSIONAL SERVICES	★★☆☆☆
CREATIVE ARTS & DESIGN	★★★★☆
CUSTOMER SERVICE	★★★★★
EDUCATION	★☆☆☆☆
ENGINEERING / TECHNICAL	★★★☆☆
ENTREPRENEURSHIP	★★★☆☆
ENVIRONMENT & LIFE SCIENCES	★★☆☆☆
FINANCE, ACCOUNTING & AUDIT	★★★★★
HEALTHCARE & ALLIED SERVICES	★★☆☆☆
HUMAN RESOURCES & TRAINING	★★★★★
INDUSTRIAL DESIGN & ARCHITECTURE	★★★★★
LEISURE, SPORTS & TOURISM	☆☆☆☆☆
MARKETING, ADVERTISING & PUBLIC RELATIONS	★★★★☆
MEDIA & BROADCASTING	★★☆☆☆
OPERATIONS, LOGISTICS, DISTRIBUTION & TRANSPORTATION	★★★☆☆
PUBLIC POLICY, POLITICS & LAW	☆☆☆☆☆
QUALITY CONTROL & DATA PROCESSING	★★★☆☆
RESEARCH & DEVELOPMENT	★★★★☆
SALES & BUSINESS DEVELOPMENT	★★☆☆☆
SOCIAL CARE & THIRD SECTOR	★★☆☆☆
SOCIAL SCIENCE	★★☆☆☆

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SECTION 3: YOUR TOP 5 POTENTIAL OCCUPATIONAL CLUSTERS

Based on the answers you provided to the Thriving Index® assesment, your top 5 Potential Occupational clusters is as follows:

1

ADMINISTRATION, CONTRACTING & PROCUREMENT

Administration, Contracting and Procurement roles involve helping companies organise, and plan activities and source materials. Administration roles specifically involve planning, coordinating or undertaking administrative activities of an organisation, such as records and information management, mail distribution, planning, and other office support services

2

CUSTOMER SERVICE

Customer Service careers involve working directly with customers to meet their needs, including responding to queries related to products and services. The role requires strong communication and interpersonal skills to be able to effectively communicate with different people and to handle difficult situations with composure and tact.

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3

FINANCE, ACCOUNTING & AUDIT

Finance, Accounting and Audit professionals are engaged in the analysis and management of financial information for organisations or individuals. They involve the preparation, review and analysis of various financial statements and reports to ensure that the statements are accurate, complete and aligned to required standards and ethics.

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4

HUMAN RESOURCES & TRAINING

Human Resources professionals help organisations manage their workforce. They often work with people across all levels of a company, including managers and employees, to provide advice and solve problems to do with managing people.

5

INDUSTRIAL DESIGN & ARCHITECTURE

Careers in Industrial Design and Architecture comprise of designing, developing and creating detailed plans for buildings, structures and equipment. Professionals in this field are responsible for designing buildings or equipment, with a focus on the client's requirements and the user's perspective.

SECTION 4: DETAILED OVERVIEW OF YOUR TOP 5 OCCUPATIONAL CLUSTERS

THE TALENT ENTERPRISE

For each of the top 5 Occupational Clusters you will find below a detailed definition, potential areas of study, work environment, key career tracks and indicative roles / jobs within the occupational cluster for entry and experienced level.

ADMINISTRATION, CONTRACTING & PROCUREMENT

YOUR SUITABILITY ★★★★★

Administration, Contracting and Procurement roles involve helping companies organise, and plan activities and source materials. Administration roles specifically involve planning, coordinating or undertaking administrative activities of an organisation, such as records and information management, mail distribution, planning, and other office support services

Contracts and Procurement professionals work with vendors and other companies to source products and services for the company, proactively identifying opportunities to reduce costs. They put in place processes to ensure that product providers are identified, assessed and selected effectively. Following selection of a provider, they may be involved in setting and negotiating contract terms and conditions and maintaining relationships with vendors to monitor product and service delivery.

Work activities include dealing with conflicts and issues, tracking progress against agreed timelines and reviewing the quality of services and products purchased.

Work Styles : Practical

Potential Areas of Study

• Management Supply Chain • Business Administration • Accounting

Work Environment

• Fixed Working Hours • Process Driven • Structured Environment • High Communication (emails & calls) • Office-based • Coordination • On-going Work

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KEY CAREER TRACKS WITHIN ADMINISTRATION, CONTRACTING & PROCUREMENT

1

CONTRACT MANAGEMENT
Manage the legal contracts and terms and conditions between an organisation and other organisations providing services or goods. Manage the contract negotiation, record keeping and maintenance to ensure all contract terms continue to be met.

2

PROCUREMENT
Arrange the purchase of equipment, machinery, tools, parts, or necessary materials for operation in an organisation, or for refinement into other products or services sold by the company. Seek the high-quality goods providers at the best terms to ensure companies get the best return on investment.

3

ADMINISTRATIVE SERVICE
Conducting various administrative tasks across different settings to ensure the effective operation of the organisation. May involve coordinating, planning and supporting other staff with different business activities.

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ADMINISTRATION, CONTRACTING & PROCUREMENT

YOUR SUITABILITY ★★★★★

KEY CAREER TRACKS WITHIN ADMINISTRATION, CONTRACTING & PROCUREMENT

	Contract Management	Procurement	Administrative Service
ENTRY LEVEL	Contracts Administrator	Procurement Clerks	Receptionist
	Contracts Coordinator	Material Recording Clerks	Administrative Assistant
	Development Project Coordinator	Bill and Accounts Collector	Office Administrator
	Administrative Assistant – Contracts	Assistant Buyer	Personal Assistant
PRIOR EXPERIENCE / ADVANCED EDUCATION	Assistant Contracts Manager	Contracts and Procurement Executive	General Office Clerk
	Contract Manager	Procurement Buyer/Procurement Manager	Administrative Service Manager
	Contract Specialist	Procurement Specialist/Purchasing Manager	Office Manager
	Senior Contracts Manager	Director of Strategic Sourcing	Materials Manager

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CUSTOMER SERVICE

YOUR SUITABILITY ★★★★★

Customer Service careers involve working directly with customers to meet their needs, including responding to queries related to products and services. The role requires strong communication and interpersonal skills to be able to effectively communicate with different people and to handle difficult situations with composure and tact. A role in customer service also involves being a good listener, being able to think quickly in order to effectively resolve problems, proposing and recommending satisfactory solutions to customer issues.

In these roles, dealing with varied issues and queries is common. Customer Service professionals are required to interact directly with customers for varied reasons like taking requests, answering and giving suggestions, providing information and resolving their queries, either in person, on the phone or by other means.

Professionals are often required to follow up with the customers in order to ensure that necessary actions were taken on the requests of the customers.

Work Styles : Relational

Potential Areas of Study

• Customer Relationship Management • Business Administration • Hospitality and Management • Marketing and Communications • Market Research and Analysis

Work Environment

• Fixed Working Hours and Shift-Work • Process Driven • Dynamic Environment • High Pressure • High Communication (face to face, email, calls) • Office-based/On-site • Coordinate and Lead Others • On-going Work

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KEY CAREER TRACKS WITHIN CUSTOMER SERVICE

1

CUSTOMER RELATIONSHIP* AND AFTER-SALES MANAGEMENT**

*Manage the relationship between the company and its current or future customers by interacting and engaging with them directly and ensuring their needs are understood and met.

**Focuses on providing services to customers after a sale in order to ensure customer satisfaction and retention.

2

ACCOUNT MANAGEMENT

Involves being the key point of contact for a significant contract or existing client of a company. Key Account Managers often work with customer service and sales staff to ensure the account needs are met, and opportunities for further sales are identified.

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CUSTOMER SERVICE

YOUR SUITABILITY ★★★★★

KEY CAREER TRACKS WITHIN CUSTOMER SERVICE

	Customer Relationship and After-Sales Management	Account Management
ENTRY LEVEL	Customer Service Coordinator/Front Office Agent/Flight Attendant	Real-estate Agent/Insurance Broker
	Sales Rep/Call Centre Representative	Call Centre Representative
	Waiters and Baristas	Customer Relationship Officer
	Customer Support Assistant	Claims Handler
PRIOR EXPERIENCE / ADVANCED EDUCATION	Customer Relationship Manager/Quality Control Associate	Property Manager/Service Advisor
	Customer Relationships Manager	Key Accounts Executive
	Contact Centre Team Leader/Quality Control Manager	After Sales Service Manager

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