

The Talent Card captures your strongest talents for this type of role and provides a pathway to help you understand your potential and assist in leveraging these strengths toward enhanced productivity and satisfaction.



## Resourceful

Work Style

**Creative energy and a willingness to adapt** - You love change and are not afraid to be the first one to try something new. When there is much to do, you figure out creative ways to ensure the work gets done.

## Discernment

Thought Process

**Highly attuned to the dynamics of the situation** - You have an uncanny ability to process information quickly and competently. Your judgment is strong and this aptitude helps you size up complex situations with ease.

## Positivity

People Acumen

**Practical optimism and solution focused** - You focus on the positive aspects of situations and people, moving forward with answers, not complaints. Unexpected situations and changes are handled with a good attitude and performance.

## Command

Influence

**Confidence to take charge or take action** - Your persistence enables you to influence others and overcome obstacles. You use both logical and emotional tactics to address customer needs, but always stand strong in your own convictions.

## Work Intensity

Work Style

**Magnitude of work effort and persistence** - Being productive and willing to work hard is gratifying to you. You take full ownership of your work, plan ahead, meet deadlines and can be counted on to follow through on your commitments.



**Resourceful:** *Creative energy and a willingness to adapt*

## Work Style

You love change and are not afraid to be the first one to try something new. When there is much to do, you figure out creative ways to ensure the work gets done.

### How you express this talent

- + Able to adapt to almost any situation, people appreciate your flexibility
- + Creativity comes naturally to you
- + To you, there is no problem too complex to solve

### How to strengthen this talent

- + Ask your leader if you can be involved in finding solutions to new or difficult problems facing the team
- + If people seem stumped or stuck on a problem, offer your insights and guide them through your thought process that enabled you to get there
- + When a significant change is about to happen, help team members understand why the change is good or important



**Discernment:** *Highly attuned to the dynamics of the situation*

## Thought Process

You have an uncanny ability to process information quickly and competently. Your judgment is strong and this aptitude helps you size up complex situations with ease.

### How you express this talent

- + Making accurate inferences quickly allows you to read a situation easily
- + You are never without a clear understanding of the optimal way forward
- + You easily see the cause and effect for most problems

### How to strengthen this talent

- + People trust your judgment so use their confidence in you to take the lead in situations that require in-depth problem solving
- + When simplistic or one-sided solutions are proposed, especially when the situation is complex, offer a more robust solution
- + Without being passive-aggressive or demeaning, help people see alternative methods to solve tough problems by revealing the hidden nuances



**Positivity:** *Practical optimism and solution focused*

## People Acumen

You focus on the positive aspects of situations and people, moving forward with answers, not complaints. Unexpected situations and changes are handled with a good attitude and performance.

### How you express this talent

- + In difficult situations, you help others find the “light at the end of the tunnel”
- + Shutting down negativity in the workplace is your forte
- + Your positive and optimistic attitude is contagious

### How to strengthen this talent

- + If and/or when you experience conflict, promote positive discussions about the root cause of the problem and note the difference your encouragement has on the other person's attitude
- + Volunteer to guide problem-resolution teams on ways to solve conflict and tough problems more quickly or effectively
- + When under pressure, identify how to channel your optimistic outlook to create better morale and improvements to the environment that could enhance care quality



**Command:** *Confidence to take charge or take action*

**Influence**

Your persistence enables you to influence others and overcome obstacles. You use both logical and emotional tactics to address customer needs, but always stand strong in your own convictions.

### How you express this talent

- + Initiating action to make improvements is just what you do
- + You are confident, calm under pressure and comfortable expressing yourself
- + You take the lead and influence action in many different situations

### How to strengthen this talent

- + Being proactive is almost always better than being reactive; identify the times when you can utilize a more proactive approach
- + When moving people to action, ensure information is complete, accurate, relevant and expressed in an easily understandable way
- + When you need to inspire people with a new idea, focus on if-then statements like: if you do this, then the outcome is likely to be this



**Work Intensity:**  
*Magnitude of work effort and persistence*

**Work Style**

Being productive and willing to work hard is gratifying to you. You take full ownership of your work, plan ahead, meet deadlines and can be counted on to follow through on your commitments.

### How you express this talent

- + Commitment is your “middle name”
- + Supervisors and leaders value your reliability
- + You are always ready to shoulder extra work

### How to strengthen this talent

- + Align yourself with high-performing teams and high-demand opportunities and see if you can push yourself to be the top performer amongst this exceptional group
- + Ask to take on added responsibility in areas in which you enjoy the work and can do it with excellence
- + Volunteer for extra shifts whenever you can because you want to, not because you have to

# What is a Talent Category?

- + Themes that define specific behaviors, thoughts and feelings are grouped into Talent Categories – Drives and Values, Work Style, People Acumen, Influence and Thought Process. (Defined to the right)
- + Your top 5 themes are aligned with one or more Talent Categories. How you accomplish work is, at the outset, driven through your top themes.
- + Remember – You will not have every theme in your top 5 and you may not have a top 5 theme in every Talent Category. This does not mean you don't have strength in those other themes and categories.
- + The Talent Card begins your strength development journey, encouraging you to focus on your talents – those areas where you can develop the most and truly enjoy the process.



## Drives and Values

Describes a person's motivation to develop their potential and set high expectations for themselves. This group also reflects the personal principles by which they live and work.



## Influence

Defines the manner in which a person gets others to do something, buy something or work toward a common goal.



## Work Style

Addresses how a person carries out their job responsibilities. Factors considered include their energy level, their ability to set priorities and their capacity to plan what needs to be achieved in order to meet expectations.



## Thought Process

Describes how an individual learns through new experiences and applies the knowledge gained in different situations. This group also explains a person's talent for developing innovative ideas and creative solutions to problems.



## People Acumen

Explains how a person builds relationships with others and how others feel about their relationships with that person.