

Facet5 SuperSkills

Super-Skills Report Tommy Test

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Company t-three - marketing

Project



Introduction

Most of us spend a lot of time having conversations of one form or another, but some people are clearly much more effective than others at ensuring the conversations they have strengthen relationships and are productive, rather than waste time and destroy trust.

The good news is that conversations are based on a number of distinct skills - the 5 Super Skills - which means we can all become better. But that is not the whole story. Our ability to use these Super-Skills also depends on our personality.

This report looks at the main facets of your personality using the Facet5 personality instrument and provides a unique insight into how this determines how you are likely to 'show up' in conversation against the 5 Super-Skills and where you can focus to drive improvements.



The 5 Super-Skills

Research shows there are 5 'Super-Skills' that underpin all conversations we have. They are as follows:

	Presence	Maintaining undivided attention, really "being there" for the other person - by remaining focused on the conversation and able to ignore distractions
	Hyper-awareness	Self-awareness of your biases, beliefs and emotional triggers, meaning you know what is going on for you during a conversation and how to control your emotions
	De-coding	Drawing out what the other person is really saying by getting to the meaning behind the words so that the other person really feels understood by you
	Voicing	Expressing your views with courage and conviction in a way that is constructive and helpful for the conversation - even when you have to give tough message
	Flow control	Managing conversations - the beginning, middle and end - so that it flows well and results in clear outcomes that everyone agrees with

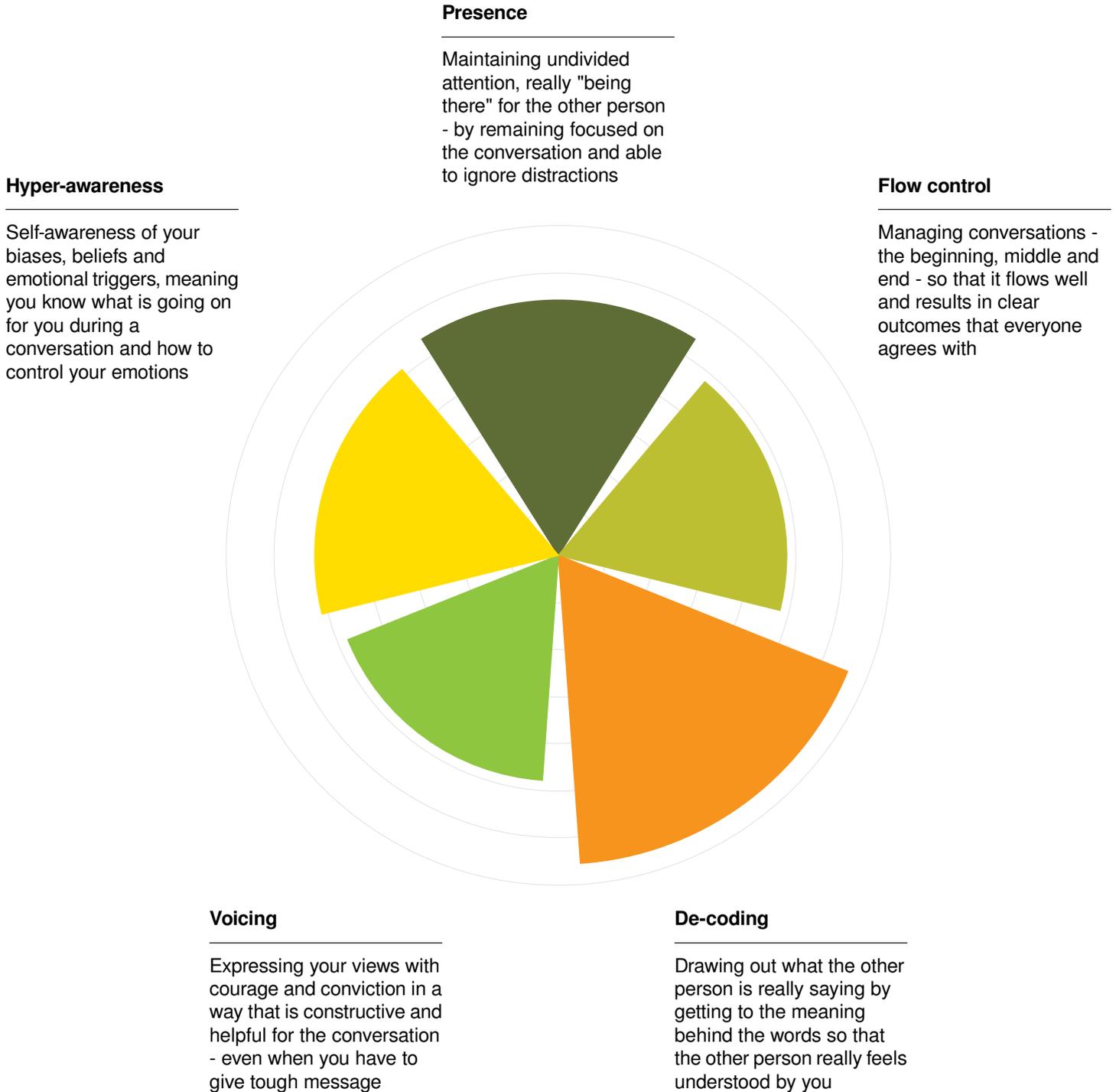
What does the report show?

People differ in how they present these Super-Skills based on natural tendencies that are driven by our individual personalities. These personality elements can be identified by Facet5 and from this your "natural" Super-Skills profile has been identified. It is important to note that your ability to use the Super-Skills is not set in stone. It can be developed through self awareness, feedback, training and practice. This report is the first step in the journey to having more productive conversations.

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| 1. Your overall score compared to other people | 2. Your natural strengths and how to leverage them | 3. Development areas and how to address these | 4. Potential unhelpful habits to watch out for and how to avoid them |
|--|--|---|--|

The following page shows an overview of your profile against each of the 5 Super-Skills.

The following diagram outlines your overall natural strength against each of the 5 Super-Skills, based on your personality. The bigger a particular segment, the stronger your natural ability to use this Super-Skill.



The following pages focus on each of the Super-Skill in turn, highlighting where your personality suggests you are likely to have strengths, which are possible developments areas and finally some possible unhelpful habits to watch out for.



Presence

Maintaining undivided attention, really "being there" for the other person - by remaining focused on the conversation and able to ignore distractions

Someone who uses this skill well will come across as highly attentive and focused on the other person. They create what is known as a 'human moment' where distractions from technology and interruptions by other people do not interfere with the conversation. They will make the other person feel valued because they give their undivided attention.

Leverage your strengths

- show interest and enthusiasm in the conversation without dominating
- have an openness to understanding what is being said without suspecting a personal agenda

Develop your ability to ...

- stick with tough conversations and offer challenge

Manage your ...

- tendency to become consumed by other peoples needs
- tendency to loose attention quickly when you have assumed you've understood and everything is OK



Hyper-awareness

Self-awareness of your biases, beliefs and emotional triggers, meaning you know what is going on for you during a conversation and how to control your emotions

Someone who uses this skill well will come across as calm and self aware. They control their emotions appropriately, even when challenged, and will understand when their own biases, opinions and agendas are getting in the way of the conversation.

Leverage your strengths

- have a willingness to listen and accommodate others viewpoints
- are able to engage and show an appropriate level of interest and enthusiasm in what is being said
- have a balanced need to interact with others

Develop your ability to ...

- recognise when a more formal or structured style is needed
- accept you have personal biases and learn to tune into them

Manage your ...

- inclination to prioritise other people's needs ahead of your own



Voicing

Expressing your views with courage and conviction in a way that is constructive and helpful for the conversation - even when you have to give tough message

Someone who uses this skill well will express their views clearly, calmly and confidently and will not be afraid to challenge others. They are comfortable giving people difficult feedback but will always do so with sensitivity and respect for the feelings of others.

Leverage your strengths

- state your opinions with clarity and purpose
- are able to share ideas and comments that are well thought through
- share your ideas and thinking easily with others

Develop your ability to ...

- speak up and address difficult issues assertively without giving in too quickly if others disagree

Manage your ...

- tendency to avoid talking about subjects that may upset others
- inclination to share too much information and over-complicate



De-coding

Drawing out what the other person is really saying by getting to the meaning behind the words so that the other person really feels understood by you

Someone who uses this skill well will listen attentively, allow the other person plenty of time to speak and not rush in with their own views. They will ask lots of questions to deepen their understanding and avoid judging what others say too quickly. Above all they will come across as genuinely interested in what the other person has to say.

Leverage your strengths

- can draw people out with your curiosity and enthusiasm
- are able to easily engage with others to enquire when you don't understand

Develop your ability to ...

- see beyond the detail of what people are saying before reaching conclusions
- show that you take the other persons perspective seriously

Manage your ...

- inclination to take what people say at face value. Learn to recognise personal agendas
- tendency to assume what people need and therefore miss what's really going on



Flow control

Managing conversations - the beginning, middle and end - so that it flows well and results in clear outcomes that everyone agrees with

Someone who uses this skill well will be clear on the purpose of a conversation at the outset and ensure they maintain focus on the desired outcome. They will give plenty of time for others to speak and will allow the conversation to digress where necessary but have the ability to bring it back on track. They end conversations with agreed next steps.

Leverage your strengths

Develop your ability to ...

- describe the purpose of conversations more clearly to maintain focus
- instigate conversations and participate more frequently
- stay on track and not become too diverted by interesting and new ideas

Manage your ...

- willingness to allow people to talk at length unchecked
- tendency to allow discussions to end without clear outcomes
- tendency to allow the conversation to roam unchallenged