

Welcome to your Workplace Insights report. You were asked to take assessments powered by Criteria Corp, and this report provides an overview of your personalised results. All of your responses were combined to create a unique profile for you. Within the report, it's important to know that there are no "good" or "bad" qualities. The results are designed to help you heighten your self-awareness and to understand how to relate better to others in the workplace.



Problem Solving

People can vary in the skills they rely on to solve problems. Some may be better at solving written and verbal problems, some may be better with numerical and number-based problems, while others are better at problems that are abstract, spatial or conceptual in nature. Knowing which of these areas is stronger for you can help you to apply your strengths when solving problems at work.

Your strengths are likely to be in the area of verbal or written problems and in the area of abstract, conceptual or spatial problems. You may be more comfortable thinking about problems in these forms.

Common problem solving situations involving the use of verbal or abstract and spatial information include:

- Drawing conclusions from written passages.
- Identifying errors or mistakes in documents.
- Drawing conclusions about conceptual rules or categories.
- Interpreting diagrammatic spatial information.



Emotional Intelligence

People vary in the skills they can rely on to interpret emotional information and respond to emotions at work. Some people are more skilled in perceiving emotional information, for example, correctly identifying the emotions represented in faces, voices and other objects. Other people are more skilled in understanding how different events and situations influence emotions, while others are more skilled in managing their own emotions and the emotions of others. Understanding where your strengths lie can be useful in helping you to apply your strengths and to form priorities for development.

When considering these three areas, your strengths are likely to be in the areas of perceiving and understanding emotions, relative to the other area. These skills are useful when you need to identify how others are feeling, and then understand the causes and consequences of those emotions.

Common workplace situations that require skills and abilities in emotional intelligence include:

- Forming quality relationships with stakeholders
- Demonstrating effective leadership
- Inspiring and influencing others
- Responding to change or stressful events
- Identifying and responding to emotional cues from others

Development Suggestions

Problem Solving

You are likely to be most effective at solving verbal, written, abstract or spatial problems. One way to develop your effectiveness in problem solving may be to approach problems from a verbal, written, abstract or spatial perspective where possible. For example, problems could be framed verbally by describing the problem in a written form and using that information as a basis for problem solving. Problems could be framed in an abstract or spatial manner by expressing them in terms of conceptual rules, categories or diagrams.

Emotional Intelligence

The abilities to perceive, understand and manage emotions are all important skills. Indeed, they build on each other to help people behave in effective ways in situations involving emotions.

You showed relative strengths in the areas of perceiving and understanding emotions. While these areas may be strengths for you, it can still be beneficial to further develop these skills. Developing in the additional area of managing emotions may also be of particular benefit to you, to become more effective in a variety of situations involving emotions.



Perceiving Emotions

Activities that may enhance skills in perceiving and recognising emotions include: taking time to focus on, become aware of, and record one's own emotional experiences; discussing one's perceptions of emotions with others; and focusing on non-verbal information, such as facial expressions, tone of voice and body language in others. Learning more about the facial expressions associated with specific emotions can also be helpful.



Understanding Emotions

Activities that may enhance skills in understanding how emotions change and develop over time can include: reading more about emotions and developing a richer emotional vocabulary; keeping an emotion or mood diary that links events experienced to moods and emotions; and taking time before events to predict the emotions that will occur, and then compare those predictions to what actually happens.



Managing Emotions

Activities that may enhance skills in managing emotions include: increasing knowledge and awareness of how thoughts impact emotions; engaging in reframing and reappraisal strategies to influence strong negative emotions; and practice keeping challenges and problems in perspective. These strategies can be applied to one's own emotion management and also when influencing the emotions of others.