

**TEMPERAMENT**

What energizes you? How do you take in information, make decisions, and deal with time? How are others different from you and how can you appreciate these differences and build on them rather than be frustrated by them? What jobs and careers are chosen by others who share your preferences?

**PERSONALITY INSIGHT**

The Big 5 are overriding personality traits that can be seen and measured and constitute behavior. Learning about personality enables you to gain a good idea of what you want out of life and work, and challenges you to look beyond your immediate environment to other opportunities.

**WORKPLACE CULTURE**

How quickly does an organization receive feedback, how are members rewarded, what risks are taken, what the leadership is like, and what is the glue is that keeps people working together? Culture is “the way things get done” in an organization. What culture suits you best?

**MOTIVATION AT WORK**

What amount of effort are you prepared to make, with what tasks and for how long? What drives you and how does that relate to work? What do you need from a job to find it motivating?

**PERSONAL RESILIENCE**

Resilience is about your ability to bounce back from difficulties, to bend — but not break — under extreme stress. What are the key areas of stress in your life? How well do you deal with challenging situations? How can you make yourself more resilient and manage more effectively in a changing world?

**MAKING SOUND DECISIONS**

Are you making the best decisions you can? Are you evaluating the best information that is available or are you reducing your chances of success by relying on familiar old habits that are no longer serving you?

**ASSERTIVENESS / CONFLICT HANDLING**

Getting what you want in life depends on you being able to have difficult conversations and assert yourself. Find out if you are a pushover or aggressive and your preferred response to handling difficult situations.

**LEARNING STYLE**

How do you learn best? Do you know what type of information is easiest for you to take in? Grow personally and professionally by recognizing your preferred style as well as broadening the range of learning styles you use.

**EFFECTIVE STRESS MANAGEMENT**

Find out if stress is having an adverse impact on you. See what habits are doing you harm rather than good.

**EMOTIONAL CONTROL**

Do you find your emotions control you rather than you controlling them? Would you like to be more in control of how you feel? If you could choose to feel a particular emotion more of the time, would you like to be able to?

**CUSTOMER EXCELLENCE**

How do you come across to customers? Do you display the right attitude to succeed in a customer-oriented role? How can you develop your customer-related skills?

**MANAGEMENT SKILLS**

Do you have the skills and attitude to be an effective manager? Can you lead and listen? Are you aware of the strengths and weaknesses of yourself and your team? Can you delegate and manage tasks? Do you understand how people are motivated and need to be engaged?

**GIVING FEEDBACK**

When you give others feedback on how they are doing, is the message landing? Giving feedback is a key part of working with others and helping them to develop. Do they hear what you want them to, or do they become defensive? What are your preferences both in giving and receiving feedback?