



# An introduction to **personality assessments** in the workplace.

**Getting more** from your people.

# Who are **we**?



**We use labels all the time to describe people – the strong, silent type, the hothead, the chatterbox, the mother figure and so on.**

It's no different in the workplace: we label people. And before we know it, we find ourselves using those labels without really knowing who a person is.

But to get the best out of people, we need to know who they are. We need to know why they act the way they do, and what their strengths and qualities are.

This is what personality assessments help us to explore:

- Where people's strengths and potential lie
- What motivates and inspires people
- How they communicate, make decisions and handle conflict
- How they produce their best work
- Where their interest lie

**98%**  
**agree**

it is important to understand why people behave the way they do.

Type and Self-Awareness, OPP Ltd, 2017



# What we **might** see.

Let's use an example of a meeting to see how people behave differently. In this meeting, people have to:

- Create a name for product X
- Work in pairs
- Write as many ideas as possible in two minutes
- Be adventurous: 'no idea is a bad idea'

We might get something like the image below – but remember that although we can hear what the people are saying, we cannot tell what they are thinking.




# An example.



Now let's take a look at **person D** from the previous page.


Based on what we can actually see of this person – remember, little is said – we might think that person D


- Doesn't come up with many ideas
  - Doesn't join in or contribute to the team
  - Isn't very intelligent
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## What's really happening?



There are many possible explanations for what's going on with person D. Here are just three:

- Person D is **reflective and analytical**, not necessarily shy, and needs time to process her thoughts
  - They **think carefully** before speaking or sharing information
  - They can be more **creative on their own** when they have the time and space to think
- 



*Two minutes?  
We'll never do  
anything good in  
two minutes.*

## **Personality assessments help us to understand people and behaviors.**

Every person in every organization has their own set of motivations and preferred ways of doing things. And if we know a bit about them, we can create environments where everyone can perform better.

So, for person D, a simple 'You can email after the meeting if you have any further thoughts' could reduce stress and encourage them to contribute to the task effectively.

# The whole **person.**

Understanding ourselves and others better is the starting point for living a more fulfilled life, both at work and at home.

Personality assessments are often a catalyst for lifelong development.



## **At work** personality assessments are good for:

- Building confidence
- Helping teams work together better
- Improving sales
- Coping with change
- Managing stress
- Identifying personal development areas
- Choosing the right career
- Selecting the right people



## Outside of work **personality** assessments are good for:

- Increasing self-awareness
- Building confidence
- Understanding different types of people and how to interact with them
- Improving personal relationships
- Understanding how to raise our level of well-being

# More reasons for using **personality assessments.**

Here are some other ways assessments can benefit your people and your organization.

## **Objectivity**

Personality assessments that are unbiased, reliable and valid bring objectivity to your people processes. Greater objectivity will add fairness to your selection procedures.

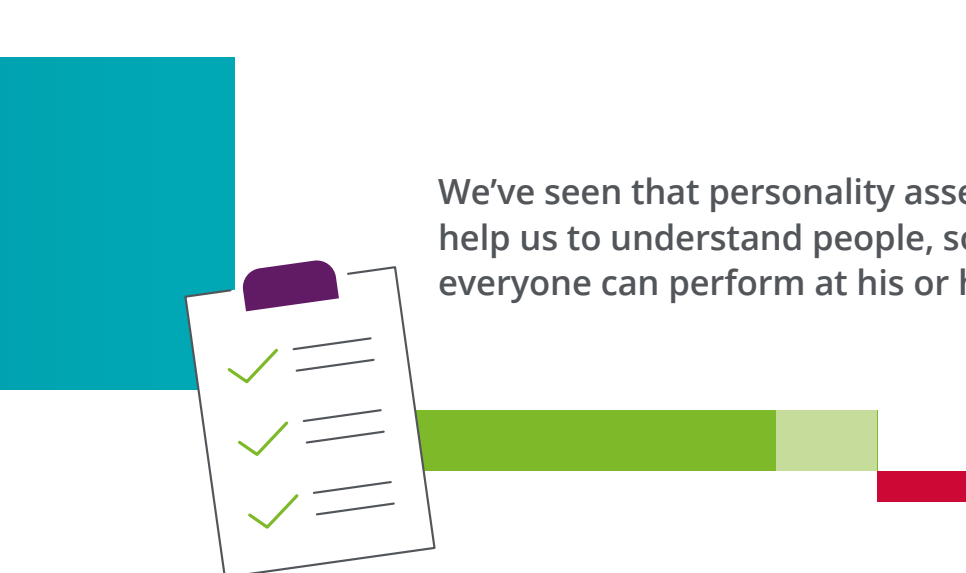
## **Data collection**

Assessments will give you scores and other objective data that you can evaluate and measure, and (with the participant's agreement) use for future development. You can make better-informed decisions and calculate a return on investment.

## **First impressions**

Using standardized, validated assessments shows people that your organization is committed to fair processes. This can be a positive signal to applicants, especially those from minority groups or culturally diverse backgrounds.





We've seen that personality assessments help us to understand people, so that everyone can perform at his or her best.

## Best practice



More than 70% of the FTSE 100 in the UK and 75% of the Fortune 500 companies in the US use personality assessments.

## Accessibility



You don't need to be a professional psychologist to administer these assessments. You will typically need training, but courses are short and readily available. And the materials you need are created especially for practitioners – they're accessible.

## Cost-effectiveness



Interviews have hidden costs because they take senior managers' time. Assessments don't have such hidden costs. They give a good return on investment.

# Personality and the **work environment.**

**Assessments can help with different goals, issues and development areas.**

## **Personal development**

The **Myers-Briggs Type Indicator®** (MBTI®) assessment has helped millions of people worldwide gain insights about themselves and how they interact with others. It's the world's best-selling personality assessment and helps people to improve communication, decision-making, leadership, self-confidence and more.



## **Teams and interpersonal relations**

The **Fundamental Interpersonal Relations Orientation™** (FIRO®) assessment helps people understand their interpersonal needs and how those needs influence their communication style and behavior. It improves their personal relationships and professional performance.



## Conflict

The **Thomas-Kilmann Conflict Mode Instrument (TKI®)** assessment) is the world's best-selling instrument for understanding conflict-handling styles. It assesses an individual's typical behavior in conflict situations, and introduces five different approaches to managing conflict.



## Career choices

The **Strong Interest Inventory®** assessment is one of the world's most widely respected career planning tools. It has helped organizations around the world to develop the brightest talent and has guided thousands of individuals in their search for a rich and fulfilling career.



## What next?

Whatever your people development needs, we can help.

Our psychologists, with in-depth organizational experience, can provide a range of tailored solutions, and our personality assessments include some of the world's best-known brands.



# Getting the best from your people.

Our business is to help your business.

We help organizations to achieve their goals by helping people to perform better.



Get in touch to talk about your team and people development plans.



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