

Assessment Report on

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Resilience Questionnaire

Personal Report



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About your Resilience Report

Your mental health and ability to be resilient affects your everyday life. The Resilience Questionnaire measures nine aspects of Emotional Resilience. Each of the aspects are dichotomous, representing both the positive emotions associated with strong emotional well-being and negative challenging emotions related to feelings of stress. This report can be used to raise your self-awareness about how your Emotional Resilience can affect your ability to utilise your Strengths at work, so that you can look at how you could change your mind-set and overall Emotional Resilience.

The application and interpretation of this report is limited to those people who have received specialist briefing in its use. It should be remembered that the information contained in this report is potentially sensitive and every effort should be made to ensure that it is stored in a secure place. The information contained within this report is likely to remain valid for 12 to 18 months, depending upon circumstances.

This report has been generated electronically by the BeTalent software. It has been derived from the results of the assessment completed by you and reflects the responses that you have made. BeTalent Ltd and its associated companies cannot guarantee that the contents of this report are the unchanged output of the computer system. BeTalent Ltd can accept no liability for the consequences of the use of this report and this includes liability of every kind (including negligence) for its contents.

What is Resilience?

Resilience is defined as one's ability to recover quickly from difficulty or challenges. It is a dynamic process and an agile state, which changes over time, both in the short term and long term, fluctuating depending on the situation, stage of life and the challenges faced. We all have our own level of resilience, which is developed through three core sources; personal and individual characteristics, genetic makeup, and our environment including the experiences we have had to deal with through our lives.

Resilience is an important factor in the workplace for everyone involved, especially as it impacts our occupational health and well-being. In the context of today's turbulent and ever-changing working world, resilience is vital for helping us thrive and survive in these conditions.

Research shows our personal resilience is fuelled by three resources:

1. **Personal Attributes**

e.g. The extent to which we have Self-Belief, Courage, Positivity or Confidence.

2. **Social Support**

e.g. Talking about our emotions and asking for help from our community, family or working groups.

3. **Biological Makeup**

e.g. How we physically respond to stress, such as how quickly we can self soothe, as well as the extent to which our autonomic system allows us to recover from challenges and setbacks.

The purpose of this questionnaire is to focus solely on the Personal Attributes aspect of resilience, as this is the area which can most simply be cultivated and developed through self-reflection and feedback.

Resilience is multi-faceted and we all have a predisposition towards certain elements of resilience, depending on what we have learnt and managed over time. We all differ in terms of how we cope when faced with difficulty, and each learn and to use coping strategies with differing degrees of success.

This questionnaire helps you to understand where your risks may be and how you might cope with pressure. By first identifying where you may have resilience risks or gaps, this report can help you to identify and build coping mechanisms for success.

The report takes a Strengths approach to your resilience. Developing your personal level of self-belief and confidence is an important starting point to overcoming challenges, as is understanding what you enjoy and what you are energised by.

If you take a Strengths approach to dealing with problems and challenges, you are more likely to see challenges through a solution focused lens, adopting a more practical approach to solving problems. Whereas, others may find it more challenging to overcome emotional challenges if they do not have the same levels of self-belief and do not use their Strengths to overcome difficulties.

The Dimensions of Emotional Resilience

This Questionnaire measures nine dichotomous areas of Emotional Resilience. Each of the nine areas describe a positive emotion that could be experienced on a good day and a negative emotion that could be experienced on a challenging day. The nine dimensions of Emotional Resilience include:

Emotional Resilience	
Resilience Risks	Resilience Strengths
<p>Worried - Nervous or prone to feelings of dread. You could experience a state of inner turmoil. On a bad day, feels anxiety more acutely than most, causing mood and temperament to rise and fall.</p>	<p>Carefree - Untroubled and easy going; unlikely to worry or experience anxiety. Rarely fazed by uncertainty, you are unlikely to become apprehensive by challenging events or dwell on what might go wrong.</p>
<p>Pessimistic - Prone to negative thoughts. You can find it difficult to see the good in a situation. On a bad day, you could experience a sense of low mood or despondency when faced with setbacks or failure.</p>	<p>Optimistic - Positive and upbeat. You get excited about the future. On a good day, you prefer to focus on the possibilities rather than what is broken. You are rarely fazed by difficult situations.</p>
<p>Fierce - You experience raw, immediate and impactful emotions, affecting your mood. You can feel frustration more acutely when something seems unfair, resulting in a quick and strong temper.</p>	<p>Calm - Consistent, reflective and even-tempered, you rarely experience anger or become agitated when provoked by others. On a good day, you take things in your stride; appearing relaxed and at ease.</p>
<p>Impatient - You experience a sense of urgency, you can often become irritable with delays or unproductive time. Under pressure you often plan a tight schedule of commitments to achieve against the clock.</p>	<p>Composed - Composed, tolerant and lenient; you do not let your emotions control your behaviour. You remain composed in times of uncertainty, allowing yourself to thrive in high pressured environments.</p>
<p>Impulsive - Immediate and unpredictable, you act on a whim without fully thinking the problem through. Under pressure, you can make decisions suddenly on impulse, without careful planning or consideration.</p>	<p>Considered - Rational and logical; you give careful thought to ideas before responding. You are better than most at managing impulses, preferring to think things through and take a rational approach.</p>
<p>Hesitant - Uncertain and unsure; you tend to question your own capability. You can doubt yourself and can at times appear as hesitant, shy or timid. On a bad day, you can require reassurance from others.</p>	<p>Confident - Determined and convinced, you trust your ability to make good decisions; rarely looking to others for feedback. You present ideas with credibility. You are certain and clear when challenged.</p>
<p>Self-Indulgent - Self-absorbed; under pressure you can excessively focus on your own troubles rather than those of others. On a bad day, you can feel discouraged, believing you are unable to change your situation.</p>	<p>Self-Sufficient - Mentally strong, you look to yourself to find happiness and fulfilment. Self-reliant and independent, you rely on your own resources rather than others. You do not complain or dwell on problems.</p>
<p>Self-Conscious - Excessively self-aware, you are driven by a level of concern about how you are perceived. Overly caring about what people think, your emotions negatively affect your belief and self-perception.</p>	<p>Self-Assured - Poised and at ease, you do not worry about what others may be saying due to an inner sense of belief. Self-confident, you are less likely than most to be intimidated by being in the spotlight.</p>
<p>Vulnerable - Prone to vulnerability; can feel unable to withstand the effects of a challenging environment. On a bad day feels unprotected, believing that people operate at their worst and cannot be trusted.</p>	<p>Fearless - Courageous and brave, you confidently deal with challenging situations. You take responsibility for activities and are prepared to protect yourself and others from threat, or in times of crisis.</p>

Your Overall Level of Resilience

The following section provides a summary of your overall level of resilience, as well as an explanation of what that means for you. This overall summary has been derived from combining your results on the nine scales of resilience. For further information about your three resilience risks, please refer to the relevant section in the report.

Your profile suggests that you can experience periods of high resilience, however, you can struggle when faced with more challenging events. This would suggest that your resilience levels lie somewhere in the middle, meaning that you have a tendency to adopt different types of coping mechanisms at different times, depending on the situation, each with varying degrees of success. As a result, you may at some point experience one or more of the potential emotional risks in this questionnaire at different points in your working life. Talking through the coping strategies in this report may help you to cope when more difficult situations arise in the future. By focusing on your resilience strengths shown in this report, during the tough times, you will be more likely to cope with adversity.

That being said, it is important to be aware of the effects of categorising your emotions as either positive or negative. In doing this, you may develop a tendency to push aside the uncomfortable, yet normal, emotions in order to embrace a false sense of positivity. As a result, you may lose the capacity to develop coping strategies to deal with the world as it is, leading to a decline in levels of resilience. We need to experience discomfort in order to overcome it.

Perhaps you could consider taking a few small steps to increase your emotional agility. Over time, this will help to build your levels of resilience in order to thrive in the fast-paced world in which we work.

- Stop and think: withhold your natural urge to label your emotions as either positive or negative;
- Show up: face your emotions with curiosity and acceptance and develop the courage to openly experience these;
- Step out: detach yourself from your inner monologue and accept that these are just emotions and that they do not define you;
- Make valued choices: acknowledge that you are feeling these emotions because you value the source, from this you can generate responses that are values-aligned.

Your Resilience Strengths

The following section provides you with your three highest areas of Emotional Resilience. High scores on any aspect suggest a lower than average risk of experiencing the negative emotion under pressure and a strong likelihood of maintaining a positive emotion. Please remember that every individual is different and, as a result, will have a different combination of results.

When things are going well and you are using your Strengths to achieve a healthy balance you are:

 <p>Considered</p>	<p>Rational and considered, giving careful thought to ideas before responding. You are better than most at managing your impulses, and think before acting. You are unlikely to be hijacked by your emotions, impulses or needs. Being logical and systematic, you prepare rigorously and think ahead in order to chart your approach; anticipating and navigating problems you could face in the future. You prefer to think things through and take a rational approach to problems and decisions. You are evenly paced, deliberate and controlled.</p>		
Deliberate	Thoughtful	Planned	Prudent

 <p>Calm</p>	<p>Calm and unlikely to get agitated or annoyed when provoked. You are unlikely to experience resentment or frustration and therefore appear to others as consistent and even-tempered. Taking things in your stride; you are unlikely to become antagonistic or displeased with people. Calm and good natured, you are rarely annoyed and are mostly reflective and harmonious. You are less likely than most to experience anger or frustration with other people and as a result are rarely agitated and appear relaxed and at ease.</p>		
Harmonious	Tranquil	Even-tempered	Serene

 <p>Optimistic</p>	<p>Positive, upbeat and excited about the future. Good natured and cheerful, you see the best in people and things, and are easy to do business with. Not fazed by difficult situations or problems, you are less likely than most people to focus on what is broken or does not work, focusing more on possibilities and positive outcomes. Naturally optimistic, you bounce back from adversity. You have an excitable aura and positive 'can-do' mind-set.</p>		
Animated	Enthusiastic	Cheerful	Upbeat

The Risk of Overusing your Resilience Strengths

Your Resilience Strengths can be greatly beneficial in helping you to succeed, but if unchecked they can work against you and potentially inhibit your success. Overusing your Resilience Strengths can put you at risk of getting swept up in your emotions and not attending to what is happening around you. While these positive emotions are good, if left unchecked, they can result in an unrealistic perception and lower your awareness of yourself or others. It is therefore important to be mindful of how you operate on a good day, as much as on a bad day. This is particularly relevant for Resilience scores of 9 and 10. The characteristics associated with overusing your Resilience Strengths are shown below:

Self-Sufficient



As a Self-Sufficient individual you rarely complain or dwell on problems as you are generally self-reliant. You have a strong sense of independency which means that you do not look to your colleagues for assistance or help. You are highly self contained and private, and at an extreme level overusing this Resilience Strength can cause you to avoid asking for help when it is needed because you have a strong desire to sort out your problems yourself. This reluctance can lead you to miss opportunities to exchange ideas and deepen relationships, which are vital interactions for fostering growth and learning. You would benefit from being more open to working in collaboration. By starting to slowly involve others in problem resolution and creative problem solving, you will shift from total independence to a more healthy form of interdependence.

Composed



As a Composed and tolerant individual, you do not let your emotions rule your behaviour. Due to your high level of self control, you think before you speak and are patient in times of adversity. Under pressure, you are collected and in control; thus giving the impression of being poised. The down side of being highly composed is that you hold high expectations of yourself and others to cope and perform under pressure, and expect your colleagues to cope with adversity as easily as you do. As a result, high scores in this area may mean that under pressure you lack an awareness of any signs of stress and distress in others. You would benefit from taking a step back to consider how those around you may be feeling and coping with difficulty. Investing more time in identifying signs of stress may assist you to offer support where it is needed.

Carefree



Carefree and easy going, you are unlikely to experience feelings of anxiety. You are rarely apprehensive about the future and do not become concerned by critical or challenging events. Your happy-go-lucky demeanour means you can appear untroubled and light-hearted. However, this carefree disposition means that you may not always notice when colleagues are worried or anxious. You may also not understand why things are troubling colleagues and could appear uncaring or inconsiderate when colleagues are struggling. As a result of your carefree demeanour, you are not always fully attentive to the needs of others. Your relaxed disposition means that you are unlikely to plan for the worst or contingency plan in times of difficulty. You would therefore benefit from taking more time to attend to and consider your colleagues' needs, in order to help them deal with challenges.

Your Resilience Risks

The following section provides you with your three lowest scores of Emotional Resilience. These resonate with you most when things are challenging and you are not able to use your Strengths or operate within your comfort zone. During this time, you may be less likely to achieve a healthy balance. It is important to be able to recognise how your emotions can affect the way in which you operate, as well as understanding how you can overcome your Risks by focusing on and leveraging your Strengths. Please remember that every individual is different and, as a result, will have a different profile.

When things are challenging and you are not able to use your Strengths to achieve a healthy balance, you have a tendency to be:

	<p>Discouraged or disillusioned, believing that you have endured or suffered a great deal, and that your situation or life is a great deal worse than others. As a result, you may be prone to feeling sorry for yourself and may you feel unable to change your situation. When feeling indulgent you may overly focus on things that are going wrong in your life. If dwelled upon, those feelings of sorrow could result in a level of self-absorption or even self-pity and a belief that other people should feel sorry for you and should go out of their way to assist or help you.</p>		
Melancholy	Despondent	Self-pity	Discouraged

	<p>A constant sense of urgency and you can quickly become impatient with delays or unproductive time. When feeling impatient, you manage these emotions by scheduling to do more than one thing at a time, or by planning a tight schedule of commitments and you may struggle to achieve all that you have set out to achieve against the clock. You work at pace, have a short attention span and want things to happen quickly. When things do not happen fast enough, you can overreact or make irrational decisions. You are particularly impacted by people not meeting deadlines or delivering promises.</p>		
Irritable	Demanding	Brusque	Eager

	<p>Anxious or apprehensive. On a bad, day you can have unpleasant feelings of dread or experience a state of inner turmoil. You worry about what might go wrong, and can be apprehensive about the future. Under pressure, your anxiety levels mean that you experience pressure more acutely than most and as a result, your mood and temperament can rise and fall. These nervous feelings of unease are exacerbated by uncertain outcomes, complexity or ambiguity.</p>		
Apprehensive	Nervous	Distressed	Concerned

Coping Mechanisms

In order to fully understand the results, we have provided six coping mechanisms to help you to uncover and understand the impact of your three lowest areas of Emotional Resilience. These can be used in order to form habits, which will persist long term. The coping mechanisms offered are suggestions and should be discussed with your coach in order to identify the best way forward.

Self-Indulgent



Strive to help other people - Look for ways you can help others who are less fortunate than you. Consider giving back to the local community or try doing some voluntary work. Helping other people who are struggling, more so than yourself, can help to bring perspective to a situation. Strive to help someone else to distract you from ruminating over your own inconveniences in life may help you appreciate the things that you could be more grateful for.

Self-Indulgent



Reinforce positive thinking - When you find yourself dwelling on all the things in your life that are going wrong and causing you to feel down, try adapting your mindset to think more positively. To help reinforce positive thinking, try repeating 3 things every day that you are grateful for. Being optimistic will help you to be more successful in aversive situations by significantly influencing your mental and physical health, enabling you to cope better with everyday social and working life.

Impatient



Learn to manage emotions - Think about a situation where you were feeling impatient. Reflect on how you felt in this situation and make a note of some of the emotions you experienced and why. After reflecting, write down some of the ways you could have handled the situation differently. Identify some positive ways you could adapt your behaviour in future and practice these behaviours so if the situation were to arise again, you are more in control of your emotions.

Impatient



Practice empathy and active listening - Proactively find someone who you can practice developing your empathy and active listening skills with. Ask questions to show interest and aim to give your undivided attention. Practicing active listening increases your level of patience. During the conversation practice listening and being patient, pay attention to what they say and how they say it. Also consider reading 'Calm: Working through life's daily stresses to find a peaceful centre (Cotton, 2017).



Practice self-care - Look after aspects of your physical health. Try to get 8 hours of sleep a night, thus providing you with the energy to cope with the feeling of anxiety. Try to maintain a healthy diet and regular exercise, aiming to do 30 minutes of moderate physical activity a day. These healthy life-style practices can help you manage anxiety, increasing your positive mood and overall well-being.



Maintain a positive attitude - When feeling anxious, it is common to worry and have negative thoughts, causing you to experience even more increased levels of stress. Try to maintain a positive attitude and replace negative thoughts with positive ones in order to overcome your negative feelings. Try to look for the opportunity in every difficulty, or the good in every bad feeling. This can help protect you from anxious thoughts and increase your sense well-being.

Self-reflection

The aim of this part of the report is to provide you with an opportunity for personal exploration and to identify the key themes and messages in your report. It will also provide you with a structure to define your ongoing development actions. You will find some key questions to help you focus on what is important to you.



What were your initial impressions when you read your report? Did you agree with the themes that were highlighted?



How does your ability to perform and deliver change as a result of feeling depleted at work?



Sometimes your emotions could stand in the way of future success. What could you do in the future to overcome this?



How might your current coping mechanisms need to change as you progress in your career? What could you do to develop these further?

Other BeTalent Resources to Explore

The BeTalent products support the assessment and development of potential; providing you with the ability to select a delivery mechanism which will most engage your people and create insight for your business.

BeTalent Strengths



Winning Attitude



Culture Fit



BeTalent Resilience



Decision Styles



Blended 360



Inspiring Leader



Situation Analysis



BeTalent Team



Talent Fit



All our tools can be accessed through the BeTalent Platform.

Physical copies of our card sort exercise packs can be purchased from BeTalent.com or Amazon.



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Key Notes:

-  Questionnaire
-  Card Sort
-  Case Study
-  Multi-rater 360/180
-  Group Report