

**Top Talent TIPS—August 2009**  
**Tips and Tools of Interest to Talent Development Professionals**  
**From Bob Moore, CMC, MCC, The Top Talent Guru™**

Personal Skills: The Levers of Performance

Research has proven that superior performers in all fields bring very specific attributes to the job. First, all of them are fulfilling their passion on the job. For example, a librarian who has a strong desire for knowledge thrives in a job where he/she is surrounded by books and people who are seeking knowledge or information.

Additionally, superior performers tend to closely match the behavior necessary to execute the job's key accountabilities; this is key to eliminating stress. When behavior matches the job, energy easily flows to the job and allows the individual to accomplish more. Being forced to adapt their behavior can deplete their energy.

Superior performers have an abundance of personal skills—not just one or two—and are above average in the following 17 personal skills:

- |                           |                           |
|---------------------------|---------------------------|
| 1. Leadership             | 10. Presenting            |
| 2. Teamwork               | 11. Negotiation           |
| 3. Conflict Management    | 12. Persuasion            |
| 4. Interpersonal Skills   | 13. Continuous Learning   |
| 5. Customer Service       | 14. Self-Management       |
| 6. Flexibility            | 15. Decision Making       |
| 7. Goal Orientation       | 16. Empathy               |
| 8. Diplomacy              | 17. Creativity/Innovation |
| 9. Personal Effectiveness |                           |

An in-depth understanding of the personal soft skills an employee brings to the job is an important aspect in any selection, development and coaching initiative. With assessments that mathematically measure the personal skills an individual has and is capable of accomplishing, you can dig deeper than the typical resume and interview process and truly discover the potential for superior performance.

Learn about the cost-effective assessments that take the guesswork out of your talent development challenges. There is never a charge for a telephone strategy session. Call 888-669-3923 or Email: [Bob@effectiveness.com](mailto:Bob@effectiveness.com) to schedule your session.

Enthusiastically,

Bob

Bob Moore, CMC, MCC, President  
Effectiveness-Top Talent Resources  
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