



# TriMetrix®HD Versatility

# Versatility

*Carrying a high level of optimism and a can-do orientation. Bringing together a multitude of talents and a willingness to adapt the talents to changing assignments as required.*

## Why is this behavior important?

Versatility requires a high level of optimism and a can-do orientation. It will require multiple talents and a willingness to adapt them to changing assignments as required. People who have knowledge of and experience in a variety of situations are often times most versatile on the job.

Versatility is defined by modern dictionaries as “embracing a variety of subjects, fields or skills; also turning with ease from one thing to another.” You may have noticed how co-workers and managers react to being asked to shift direction. Depending on their personalities, they may be anxious, excited or angry at having to suddenly change focus or priorities. Change can be difficult and juggling multiple priorities does take a specific set of skills. Your success is directly related to how well you incorporate your unique experiences rapidly in a frequently changing environment, and it usually requires you be a systematic thinker with good organization skills.

Of course, varying amounts and types of change cause varying degrees of emotion. People’s lives are filled with alternating periods of stability and change. As humans, we need both to thrive. In any change situation on the job, it is important that you be aware of your own reactions and attitudes to change as well as those of others. It is completely normal that you or a co-worker would get frustrated by rapid-fire shifts from one project to another. Your challenge is to remain flexible during periods of change whether you initiate the change process or whether you are supporting a change made by someone else. To remain flexible during change, Versatility requires you to multitask.

Multitasking doesn’t really mean that you literally are concentrating all of your energies on multiple tasks simultaneous. What it really refers to is your ability to juggle several balls in the air at the same time. At some point, each ball, or task, is in your hand, while the others are in the air. If you have good Versatility, you will do the most you can with each task when it is in your hand and be flexible enough to switch to the next task when it’s time. Once you have learned to manage your own reaction to rapid shifts in direction and use your skills and lessons learned to your best advantage, you can be effective at multitasking with true Versatility.

## What behavioral characteristics are associated with Versatility?

Someone who has characteristics associated with the Versatility:

- Has learned how to respond quickly to shifts in direction, priorities and schedules.
- Moves, thinks and reacts quickly.
- Has the ability to juggle multiple tasks, shuffling priorities as required by a specific job.
- Has a systematic approach to doing a job that uses good organizational skills to keep track of multiple responsibilities.
- Has learned how to not only manage change, but also to actively embrace change and enjoy its challenges

## How do you develop your own abilities in Versatility?

- Develop your organizational skills so you have ready access to a variety of information. Keep file folders labeled and handy. Be careful to keep new information filed appropriately. Your desk shouldn't look like a tornado hit it!
- Know you may be expected to have expertise in a variety of topics. Maintain and refresh your skills regularly.
- Respond promptly to shifts in direction, priorities and schedules.
- Be mentally flexible in handling new issues that arise in the midst of your routine.
- Try to think of change as your routine. Be prepared for a constant state of change.
- Maintain your productivity during transitions or periods of extreme stress. Keep an up-to-date priority list and a cool head.
- Keep abreast of developments in your industry and profession. Stay on top of the latest improvements and techniques.
- Plan carefully for any change you initiate. Create a timeline of steps needed to make the change and be careful to apply enough resources to make the change.
- Keep your mind flexible and always be thinking of new possibilities.
- Be attentive to follow-up issues. Be open and available to discuss implementation problems or questions about new procedures.
- Expect continuous improvement from yourself and from others.
- Encourage re-evaluation of norms and accepted procedures.
- Welcome and encourage improvements and recognize successful changes made by others.
- Be the first to implement a new technology or follow a new procedure.

- Be open to new ideas, your own and others'.
- If you are confused by a shift in priorities or don't understand how to prioritize your task list, ask for help immediately.
- Categorize new information or tasks. Develop pre-set methods for dealing with similar types of problems or situations.
- Implement as many hard and fast routines as you can. For example, do all of your filing at the end of the day, return calls at the beginning of the day, etc. This will help you be flexible enough to handle the necessary changes that occur all day.

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## Activities

### Activity 1: Areas of Expertise

What areas of expertise are you expected to maintain? You may want to look at your job description or key accountabilities and talk to your manager about this question. List the areas below:

Do you feel you have adequate knowledge and/or skills to manage all of those areas? If not, how can you learn or acquire it?

How do you think the skills that are required are related? What is it about them that ties them together?

## Activity 2: How Effective Are You?

For the next two weeks, set aside 10 minutes at the beginning or end of each day to review what you were asked to accomplish and what you actually accomplished each day. You may want to use the table below:

Assigned/Acquired Tasks	Was it Accomplished? If not, why?
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

At the end of two weeks, collect your notes from each day and try to answer the following questions:

Are there specific types of tasks you regularly had trouble accomplishing? Why?

Are there any tasks that you are repeatedly asked to do that weren't part of your job description or key accountabilities? Do they require additional expertise or training?

What can make you more likely to accomplish all of the tasks you are being asked to do?

What are three things you are especially good at related to Versatility?

1
2
3

What are three things you think you are not very good at related to Versatility?

1
2
3

What are three things you learned in this activity that you should apply immediately to your job?

1
2
3

