

# FROM CHAOS TO CLARITY:

BEHAVIOURAL TOOLS FOR CREATING  
OUTSTANDING CARE TEAMS

21<sup>st</sup> APRIL

PRESENTED BY CARE CHARACTER  
IN PARTNERSHIP WITH INNATE STRENGTHS



Innate  
Strengths

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# Session Overview

## SESSION AIMS:

To explore the power of psychometric assessments in the care sector.

## TOPICS COVERED:

- Who are Care Character?
- What are psychometric assessments?
- How do they support the recruitment process?
- How can their benefits be communicated to others?

[A copy of the slides will be provided at the end of the webinar.](#)



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# Meet the Speakers



**Damien Wilkins**

Head of Product  
Development at  
Care Character



**Alex Myers**

CEO of Innate  
Strengths



**Dave Beesley**

Social Care Talent  
Director at  
Cohesion



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Imagine if...

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# Who are Care Character?

**CARE CHARACTER BEGAN WITH A SIMPLE QUESTION:**

*What if we could design a psychometric tool specifically for the realities of care?*

Not a generic, one-size fits all assessment, but something that reflects the language and realities of the care sector.



# Care Character Core



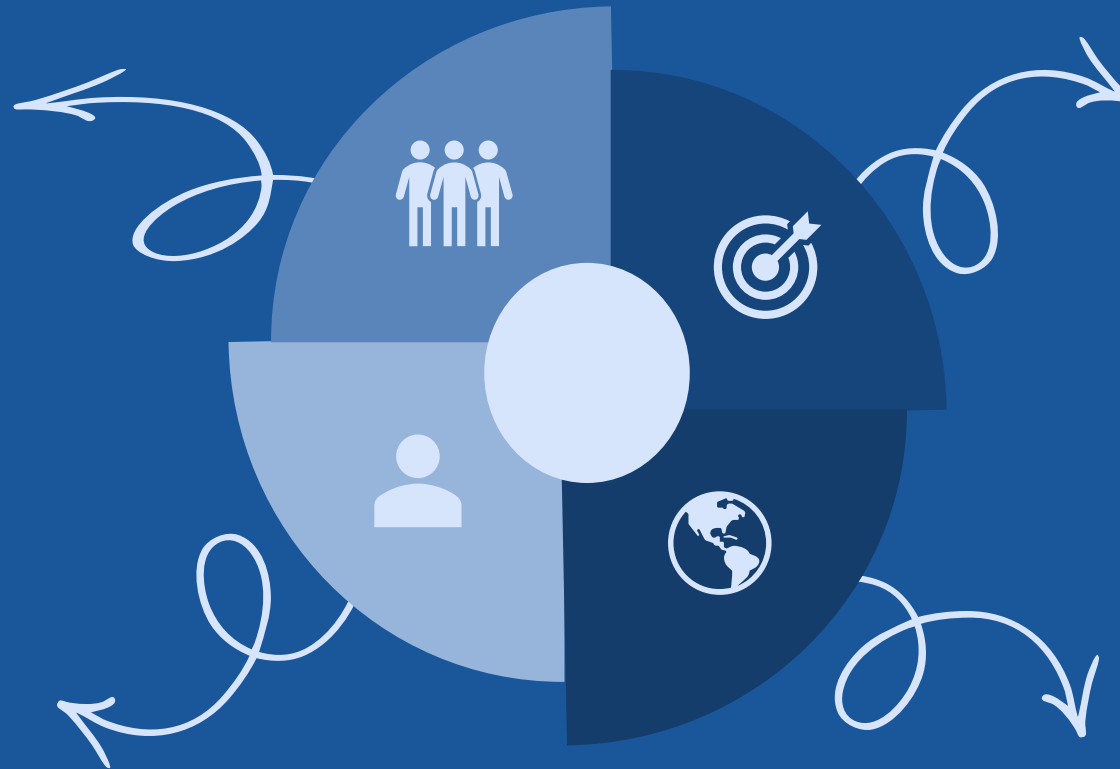
# Care Character Advance

## Managing People:

- Engaging the Team.
- Managing with Care.
- Developing and Empowering People.

## Managing Self:

- Self-Awareness.
- Resilience and Adaptability.
- Committed and Caring.



## Managing the Service:

- Taking Decisions.
- Supporting Individual Dignity.
- Managing Service Quality.

## Building Culture:

- Building Positive Collaboration.
- Leading Inclusively.
- Directing and Changing.

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# What are Psychometric Assessments?


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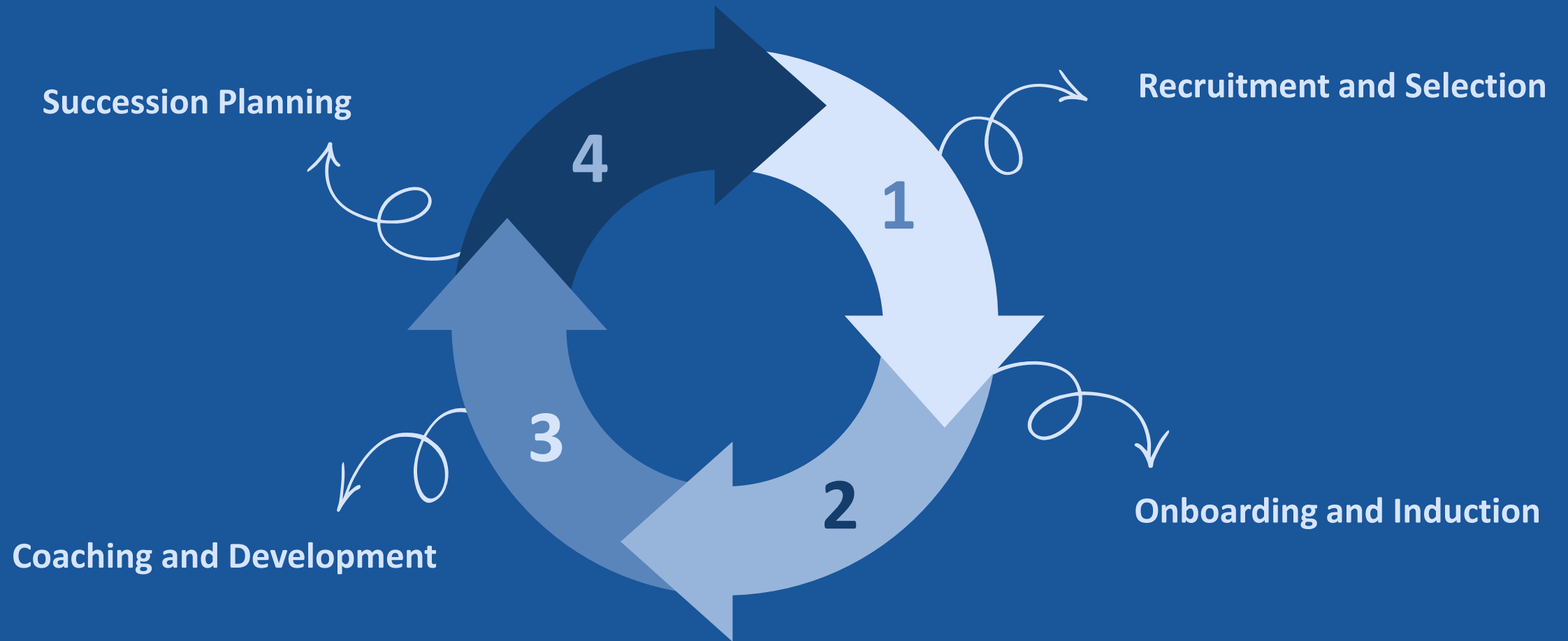
# Why Do They Matter?

## ADDED VALUE:

- ★ Predict job performance more accurately than CVs alone.
  - ★ Identify potential, not experience.
  - ★ Standardise decisions across all managers and locations.
  - ★ Reduce interview bias and increase legal defensibility.
  - ★ Bespoke support from day one.
  - ★ Common language and planned approach to career development.
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# How Can They be Used in Care?



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# Recruitment and Selection

## IDENTIFYING THE RIGHT PEOPLE FOR CARE ROLES

“Great care starts with the right people - psychometrics help you spot the behaviours and values that matter most.”



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# Onboarding and Induction

## PERSONALISED DEVELOPMENT PLANS

“People stay when they feel understood - psychometrics help managers tailor support from day one.”



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# Coaching and Development

## DEVELOPING STRONG LEADERS

“Great managers don’t happen by accident—psychometrics help you spot potential early and give people the support to succeed.”



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# Succession Planning

## **AVOIDING ACCIDENTAL MANAGERS**

“The cost of one accidental manager is far greater than the cost of identifying and developing the right one.”



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# Wider Benefits

## PSYCHOLOGICAL SAFETY

- Teams share more ideas.
- Individuals learn from their mistakes.
- Trust is increased.

## CULTURE AND TEAM BUILDING

- Ownership is clearer.
- Collaboration is stronger.
- Performance improves.

## TURNOVER AND RETENTION

- All these benefits help to reduce turnover and improve retention.



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# Communicating the Benefits

“Managers focus on quality, not quantity.”


“Every new hire gets personalised development.”

“One avoided mis-hire is great. 10% lower turnover is even better.”

“Consistent criteria create fairer decisions.”

“Turn one dataset into onboarding, coaching, team effectiveness and succession planning.”

“Every decision becomes evidence-based.”



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# Session Summary

## IN THIS WEBINAR WE HAVE EXPLAINED...

- What psychometrics are and how they can be used in care.
- How they identify people whose values align with high-quality care.
- How they provide a structured approach to succession planning.
- How they offer an efficient, accessible tool for reducing turnover and improving retention.



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Now imagine...

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# Questions?

**PLEASE FEEL FREE  
TO REACH OUT**

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