



SUCCESS INSIGHTS®

Team Building Version

John Doe

3/10/2003



INTRODUCTION

Behavioural research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment.

This report analyzes behavioural style; that is, a person's manner of doing things. Is the report 100% true? Yes, no and maybe. We are only measuring behaviour. We only report statements which are true or areas of behaviour in which tendencies are shown. Feel free to delete any statement from the report that may not apply, but only after checking with friends or colleagues to see if they agree.



BASIC CHARACTERISTICS

Based on John's responses, the report has generated general behavioural statements to provide information on his natural behaviour. That is, if left on his own, HOW HE WOULD CHOOSE TO DO THE JOB. Use this information to gain a better understanding of John's natural behaviour.

John likes to win through persistence. He uses his strong, steady tendencies to accomplish his goals. He can be possessive and develop strong attachments for his work group, close friends and family. He likes to start and finish activities. Others who work with him know they can depend on him. He prefers to help and support others rather than compete against them. John is good at concentrating in order to listen and learn. He is not easily distracted by peripheral activity. He can be open, patient and tolerant of differences. His natural quality of being nonjudgmental is a great strength. Because he is receptive and listens well, he excels in gathering information. He tends to be incisive and analytical. He is a good team member, but he will, if forced, go it alone. John strives to maintain the status quo, since he tends to resist change, particularly when it is unexpected or sudden. He is family-oriented. He may go to great lengths to insure the "happiness" of his personal or work family.

John may tend to fight for his beliefs or those things he feels passionate about. Logic is important when trying to influence him. He pays more attention to logic than emotional "hype." He may be reluctant to initiate new approaches to doing things. If he is shown the benefits, he will consider new procedures. He may want to think over major decisions before acting. He must be convinced that actions will produce the desired result. Once he makes a decision, he can be organized in carrying it out. Once he has arrived at a decision, he can be tough-minded and unbending. He has made his decision after gathering much data, and he probably will not want to repeat



BASIC CHARACTERISTICS

the process. He adheres to company policy and does not break the rules just for the sake of breaking them.

John tends to be possessive of information; that is, he does not voluntarily share information with others outside of his team. This may be a blessing, or a curse, to his superiors. He is more motivated by logic than emotion. To him, logic represents tangible research. He can be outgoing at times. Basically introverted, he will "engage" in social conversation when the occasion warrants. He is somewhat reserved with those he does not trust or know. After trust has been established, he may be open and candid. John does not enjoy confrontation for confrontation's sake. He feels he can win through patience and resolve. He likes to know what is expected of him in a working relationship and have the duties and responsibilities of others who will be involved explained. Communication is accomplished best by well-defined avenues. Sometimes he will withdraw from a verbal battle. If he feels strong about an issue, he may retreat to gather his resources and then return to take a stand!



WORK CHARACTERISTICS

John sees his present work environment requiring him to exhibit the behaviour listed on this page. If the following statements DO NOT sound job related, explore the reasons why he is adapting this behaviour.

- Consistency of task performance.
- Using a disciplined approach.
- Critical appraisal of data.
- Logical solutions.
- Careful, thoughtful approach to decision making.
- Calculation of risks before taking action.
- Limited contact with people.
- Exhibiting patience and good listening skills.
- Maintaining a clean and organized work station.
- Adherence to established guidelines and procedures.
- Traditional, quality-oriented work model to follow.
- Freedom from confrontation.
- Diplomatic cooperation in team interaction.



VALUE TO THE TEAM

This section of the report identifies John's value to the team. Discuss this list and identify those values most important to the team.

- Good at reconciling factions--is calming and adds stability.
- Accurate and intuitive.
- Conscientious and steady.
- Dependable team player.
- Service-oriented.
- Proficient and skilled in his technical specialty.
- People-oriented.
- Always concerned about quality work.



VALUE TO THE ORGANIZATION

This section identifies the behaviour John brings to the organization. Use these statements to capitalize on John's value to the team and organization.

- People-oriented.
- Conscientious and steady.
- Defines, clarifies, gets information, criticizes and tests.
- Maintains standards.
- Consistent and steady.
- Dependable team player.



EFFECTIVE COMMUNICATION

Most people are aware of and sensitive to the ways with which they prefer to be communicated. Many people find this section to be extremely accurate and important for enhanced interpersonal communication. This page provides other people with a list of things to DO when communicating with John. Read each statement and identify the 3 or 4 statements which are most important to him. We recommend highlighting the most important "DO's" and provide a listing to those who communicate with John most frequently.

Do:

- Define clearly (preferably in writing) individual contributions.
- Provide guarantees that his decision will minimize risks; give assurance that provides him with benefits.
- Give him time to verify reliability of your actions; be accurate, realistic.
- Look for hurt feelings or personal reasons if you disagree.
- Provide personal assurances, clear, specific solutions with maximum guarantees.
- Show sincere interest in him as a person. Find areas of common involvement and be candid and open.
- Watch carefully for possible areas of early disagreement or dissatisfaction.
- Make an organized contribution to his efforts, present specifics and do what you say you can do.
- Prepare your "case" in advance.
- Make an organized presentation of your position, if you disagree.
- Present your case softly, nonthreateningly with a sincere tone of voice.
- Give him time to be thorough, when appropriate.



INEFFECTIVE COMMUNICATION

This section of the report is a list of things NOT to do while communicating with John. Review each statement with John and identify those methods of communication that result in frustration or reduced performance. By sharing this information, both parties can negotiate a communication system that is mutually agreeable.

Do not:

- Offer assurance and guarantees you cannot fulfil.
- Debate about facts and figures.
- Make conflicting statements.
- Be vague; do not offer opinions and probabilities.
- Be domineering or demanding; do not threaten with position power.
- Patronize or demean him by using subtlety or incentive.
- Be abrupt and rapid.
- Make statements about the quality of his work unless you can prove it.
- Rush the decision-making process.
- Use gimmicks or clever, quick manipulations.
- Push too hard, or be unrealistic with deadlines.
- Be vague about what is expected of either of you; do not fail to follow through.
- Rush headlong into business or the agenda.



COMMUNICATION TIPS

This section provides suggestions on methods which will improve John's communications with others. The tips include a brief description of typical people with whom he may interact. By adapting to the communication style desired by other people, John will become more effective in his communications with them. He may have to practice some flexibility in varying his communication style with others who may be different from himself. This flexibility and the ability to interpret the needs of others is the mark of a superior communicator.

<p>When communicating with a person who is dependent, neat, conservative, perfectionist, careful and compliant:</p> <ul style="list-style-type: none"> ■ Prepare your "case" in advance. ■ Stick to business. ■ Be accurate and realistic. <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Being giddy, casual, informal, loud. ■ Pushing too hard or being unrealistic with deadlines. ■ Being disorganized or messy. 	<p>When communicating with a person who is ambitious, forceful, decisive, strong-willed, independent and goal-oriented:</p> <ul style="list-style-type: none"> ■ Be clear, specific, brief and to the point. ■ Stick to business. ■ Be prepared with support material in a well-organized "package." <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Talking about things that are not relevant to the issue. ■ Leaving loopholes or cloudy issues. ■ Appearing disorganized.
<p>When communicating with a person who is patient, predictable, reliable, steady, relaxed and modest:</p> <ul style="list-style-type: none"> ■ Begin with a personal comment--break the ice. ■ Present your case softly, nonthreateningly. ■ Ask "how?" questions to draw their opinions. <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Rushing headlong into business. ■ Being domineering or demanding. ■ Forcing them to respond quickly to your objectives. 	<p>When communicating with a person who is magnetic, enthusiastic, friendly, demonstrative and political:</p> <ul style="list-style-type: none"> ■ Provide a warm and friendly environment. ■ Do not deal with a lot of details (put them in writing). ■ Ask "feeling" questions to draw their opinions or comments. <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Being curt, cold or tight-lipped. ■ Controlling the conversation. ■ Driving on facts and figures, alternatives, abstractions.



TEAM EFFECTIVENESS FACTORS

John's behavioural work style may or may not be compatible with other team members. Each team member brings their own strengths and weaknesses. This section of the report allows his strengths and weaknesses to be analyzed. Read and share these statements with other team members. Remember, a strength can turn into a weakness if overextended.

- STRENGTH - Remains calm during conflict--a team player. POTENTIAL WEAKNESS - May give others a false sense of compliance because he fights passively.
- STRENGTH - Will work for a cause and a leader. POTENTIAL WEAKNESS - May procrastinate on decisions when in the leadership role.
- STRENGTH - Predictable and reliable. POTENTIAL WEAKNESS - May be inflexible and resist change.
- STRENGTH - Good listener. POTENTIAL WEAKNESS - May be possessive of information.
- STRENGTH - Stable and persistent. POTENTIAL WEAKNESS - Be relaxed and contented with things the way they are.
- STRENGTH - Loyal and patient. POTENTIAL WEAKNESS - May not project a sense of urgency.
- STRENGTH - Task-oriented. POTENTIAL WEAKNESS - May bury himself in the task and fail to deal with people problems in a timely fashion.



PERCEPTIONS

A person's behaviour and feelings may be quickly telegraphed to others. This section provides additional information on John's self-perception and how, under certain conditions, others may perceive his behaviour. Understanding this section will empower John to project the image that will allow him to control the situation.

"See Yourself As Others See You"

SELF-PERCEPTION

John usually sees himself as being:

Considerate
Good-Natured
Team player

Thoughtful
Dependable
Good listener

OTHERS' PERCEPTION

Under moderate pressure, tension, stress or fatigue, others may see him as being:

Nondemonstrative
Unconcerned

Hesitant
Inflexible

And, under extreme pressure, stress or fatigue, others may see him as being:

Possessive
Detached

Stubborn
Insensitive



DESCRIPTORS

Based on John's responses, the report has marked those words that describe his personal behaviour. They describe how he solves problems and meets challenges, influences people, responds to the pace of the environment and how he responds to rules and procedures set by others.

Dominance	Influencing	Steadiness	Compliance
Demanding Egocentric Driving Ambitious Pioneering Strong-Willed Forceful Determined Aggressive Competitive Decisive Venturesome Inquisitive Responsible	Effusive Inspiring Magnetic Political Enthusiastic Demonstrative Persuasive Warm Convincing Polished Poised Optimistic Trusting Sociable	Phlegmatic Relaxed Resistant to Change Nondemonstrative Passive Patient Possessive Predictable Consistent Deliberate Steady Stable	Evasive Worrisome Careful Dependent Cautious Conventional Exacting Neat Systematic Diplomatic Accurate Tactful Open-Minded Balanced Judgment
Conservative	Reflective		
Calculating	Factual		
Cooperative Hesitant Low-Keyed Unsure Undemanding Cautious Mild Agreeable Modest Peaceful Unobtrusive	Calculating Skeptical Logical Undemonstrative Suspicious Matter-of-Fact Incisive Pessimistic Moody Critical	Mobile Active Restless Alert Variety-Oriented Demonstrative Impatient Pressure-Oriented Eager Flexible Impulsive Impetuous Hypertense	Firm Independent Self-Willed Stubborn Obstinate Opinionated Unsystematic Self-Righteous Uninhibited Arbitrary Unbending Careless with Details



ACTION PLAN

The following are examples of areas in which John may want to improve. Circle 1 to 3 areas and develop an action plan(s) to bring about the desired results. Look over the report for possible areas that need improvement.

- | | |
|---|--|
| <input type="checkbox"/> Communicating (Listening) | <input type="checkbox"/> Time Management |
| <input type="checkbox"/> Team Goals | <input type="checkbox"/> Career Goals |
| <input type="checkbox"/> Setting Priorities | <input type="checkbox"/> Personal Goals |
| <input type="checkbox"/> Understanding Team Members | <input type="checkbox"/> Skill Development |

Area: _____

- 1.
- 2.
- 3.

Area: _____

- 1.
- 2.
- 3.

Area: _____

- 1.
- 2.
- 3.

Date to Begin: _____ Date to Review: _____

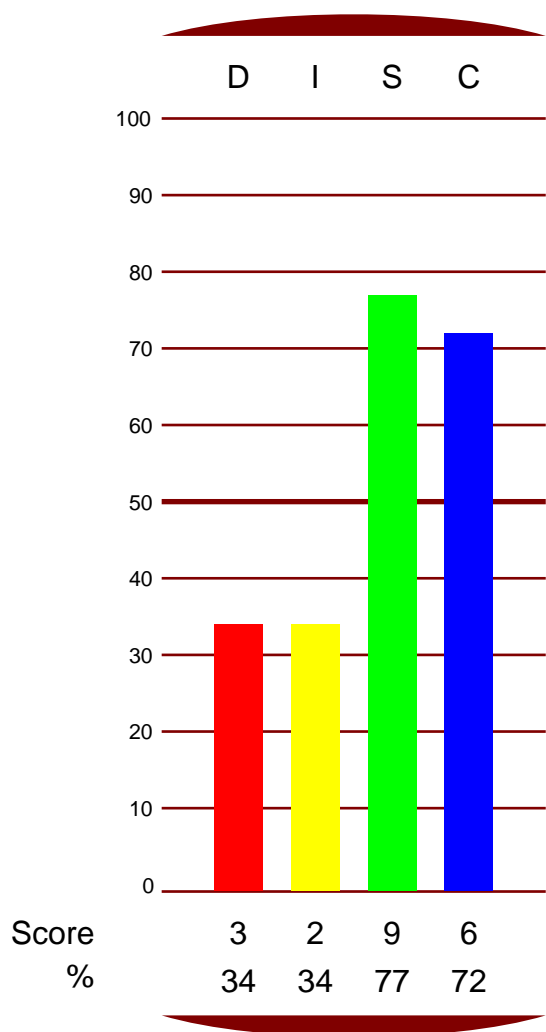


STYLE ANALYSIS™ GRAPHS

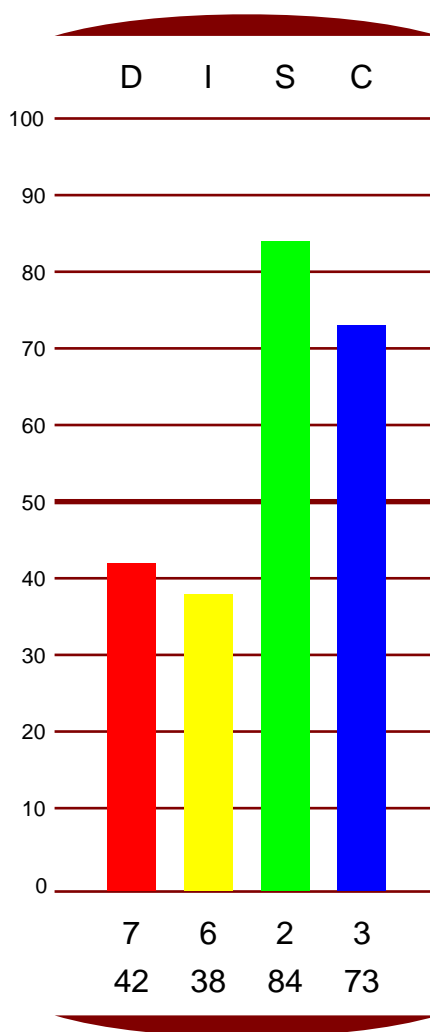
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MOST
Graph I
Adapted Style



LEAST
Graph II
Natural Style





THE SUCCESS INSIGHTS® WHEEL

The Success Insights® Wheel is a powerful tool popularized in Europe. In addition to the text you have received about your behavioural style, the Wheel adds a visual representation that allows you to:

- View your natural behavioural style (circle).
- View your adapted behavioural style (star).
- Note the degree you are adapting your behaviour.
- If you filled out the Work Environment Analysis, view the relationship of your behaviour to your job.

Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behaviour. The further the two plotting points are from each other, the more you are adapting your behaviour.

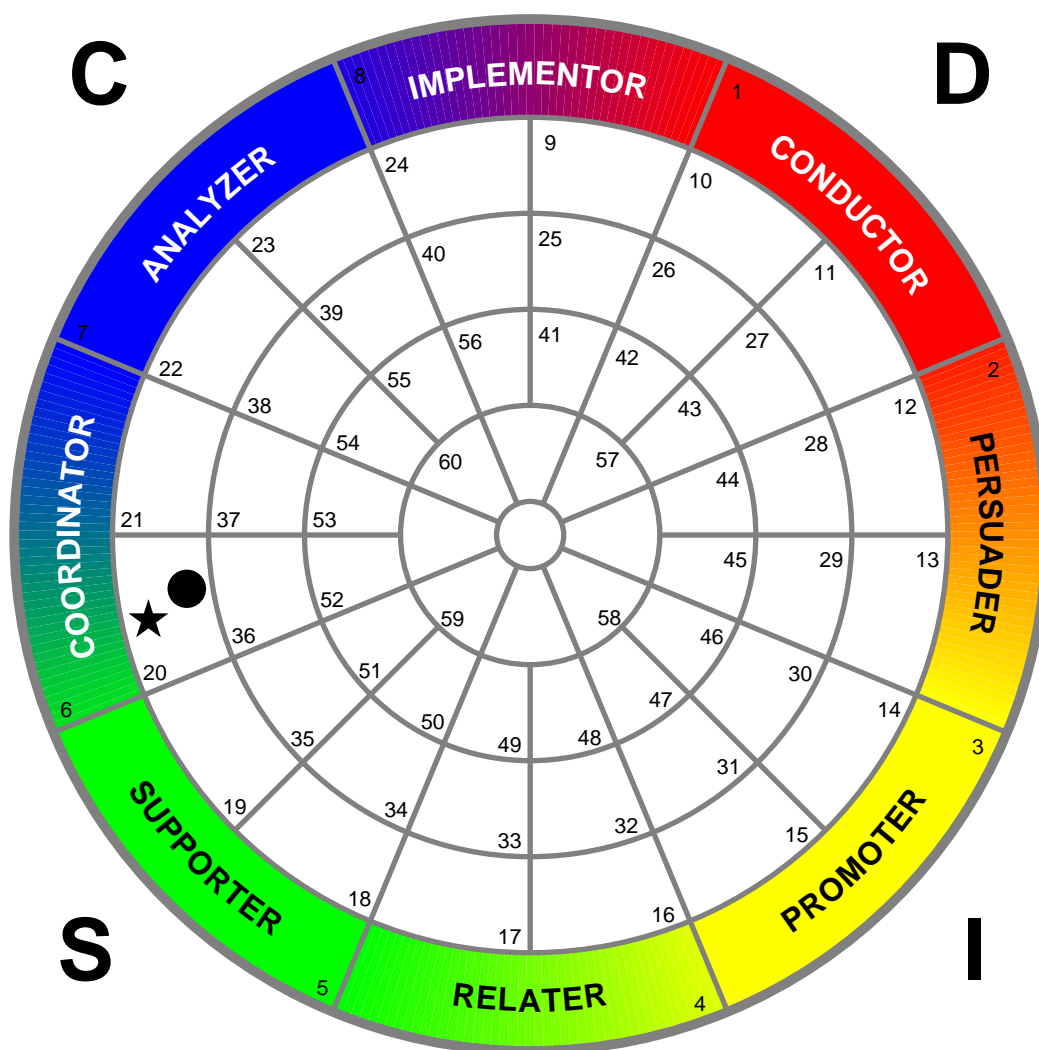
If you are part of a group or team who also took the behavioural assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able to identify where communication, understanding and appreciation can be increased.



THE SUCCESS INSIGHTS® WHEEL

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Adapted: ★ (20) SUPPORTING COORDINATOR

Natural: ● (20) SUPPORTING COORDINATOR