

EXCELLENCE FOR LEARNING™

Student Version

*"He who knows others is learned.
He who knows himself is wise."
-Lao Tse*

Jane Smith

Student
Sample Report
6/9/2000

"Enabling Businesses to Succeed through People"

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
26 SOUTH STREET, MILNATHORT, KINROSS, PERTSHIRE, KY13 9XA
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73
WWW.PEOPLESUCCESS.CO.UK



INTRODUCTION

Successful communication with others involves skills that are developed through practice and effort. It is a process that must include the active participation of each person involved.

This program was developed to help each person achieve the following objectives:

- 1) To identify and understand your natural behavioural style
- 2) To understand and appreciate other styles
- 3) To improve your communication with others

The key areas identified in this report are:

- a. The kinds of activities you like, and how you do them
- b. How you like to communicate
- c. Study tips

Identify those statements that are most important to you, and WHY. REMEMBER: Effective communication requires a commitment from everyone concerned!

GENERAL STATEMENTS

Understanding yourself and others is the first step toward developing effective communication. Based on Jane's responses, the report has selected statements to provide a basis for understanding her behaviour. Read each statement and discuss it with other family members. Eliminate any statement which EVERYONE agrees does not apply.

- My mind is very active and I usually think of many things at the same time.
- I like to be a member of a winning team.
- I can be quickly aroused and highly excited by those who influence me.
- I have a very high trust level and trust that people will do what they say.
- I am good at generating enthusiasm in other people.
- I will seldom ask others for a favor unless the environment is friendly.
- I like to gain attention from others by talking.
- I tend to seek attention both through winning and losing.
- When I am happy, you can see a sparkle in my eyes.
- I like to be seen as flexible and sometimes I am so flexible I get into trouble.
- I project self confidence.
- I like to be seen as a winner and like to identify with other winners.
- I like others to use my name when talking to me.
- I feel I can work better under pressure and tend to postpone certain things so that the pressure mounts.
- I may not have heard everything you said because I was trying to figure out what I was going to say when it was my turn to talk.
- I like to tell wild stories about myself and others.
- I get frustrated when people tell me they are going to do something but do not do it.
- I like an environment where I can sell my ideas.
- I like others to ask for my opinion.
- Keeping people happy and satisfied is very important to me.
- I am willing to accept others for what they are.
- I like to do things my own way and then sell you on the fact that it was the correct way.
- I like to have time to socialize with my friends, family and teachers.
- I not only like to explain what I have been doing, but how I've been doing it.
- I like recognition for my achievements. The more people know about my achievements the better.

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

CHECKLIST FOR COMMUNICATING

This section of the report provides methods for communicating with Jane. Read and discuss each statement. Identify those statements which are most important to Jane. Share these statements with other family members. Make a list and practice using them in your daily communication with Jane.

- Be sincere.
- Encourage her to write down her goals and the action needed to achieve them.
- Plan time for relating and socializing.
- Allow her time to think.
- Be accurate and realistic with your comments.
- Be careful you do not intimidate with your size, position or tone of voice. When intimidated she will not feel free to share what you need to hear.
- Plan interaction that supports her dreams and goals. Lead conversation to a plan that will result in achieving her dreams or goals.
- Provide a warm, friendly environment.
- Provide ideas for the action needed to achieve her goals.
- Talk about her goals and opinions.
- Give a time table for the completion of projects. Be realistic.

DO NOTS ON COMMUNICATING

This section of the report lists the things NOT to do when communicating with Jane. Read each statement and identify those that result in frustration or ineffective communication. Share them with all family members so they can refrain from using these methods.

- Do not talk down to her.
- Do not be cool and distant. She prefers a warm, friendly environment.
- Do not overcontrol the conversation. Remember, she likes to talk.
- Do not leave decisions hanging in the air.
- Do not be unrealistic with deadlines.
- Do not speak when your thoughts are not organized.
- Do not force her to make a quick decision. She needs time to think it through.
- Do not leave instructions open for interpretation. Remember, she will take the risk to show you the loopholes.
- Do not make promises you cannot deliver or have no intention of delivering.

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

STUDY TIPS

After reading your study tips, select two or three tips and incorporate the ideas into your studying habits.

- Do not doodle.
- Identify the time of day you feel best and try to fit studying into these hours.
- Do not let others invade your study time.
- Set Goals that challenge your abilities.
- Socialize after studying - not before.
- Analyze your time and see how you are spending it.
- Review your notes after class.
- Review notes from previous class to prepare yourself for the class.
- Take vigorous notes.
- Listen for ideas and the facts to support the idea.
- Study or review just before class starts.
- Use short sentences when taking notes - leave out unnecessary words.
- Ask questions on things you are unsure about.

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

STYLE ANALYSIS GRAPHS

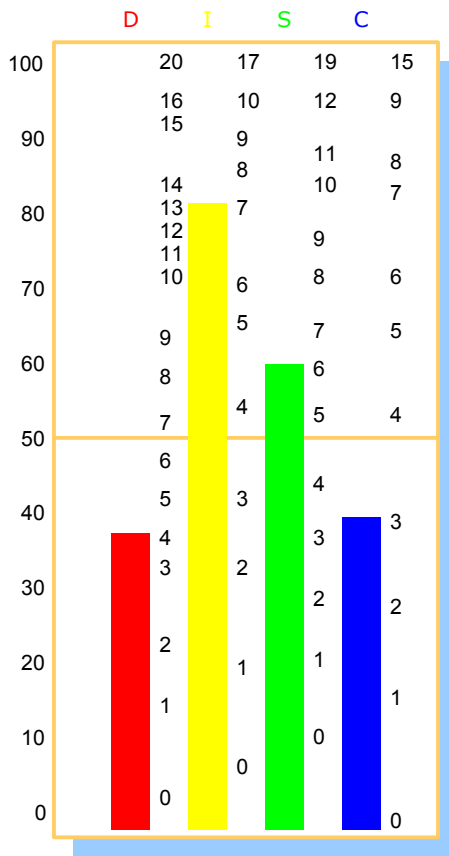
Jane Smith

Sample Report
6/9/2000

MOST

Graph I

Adapted Style



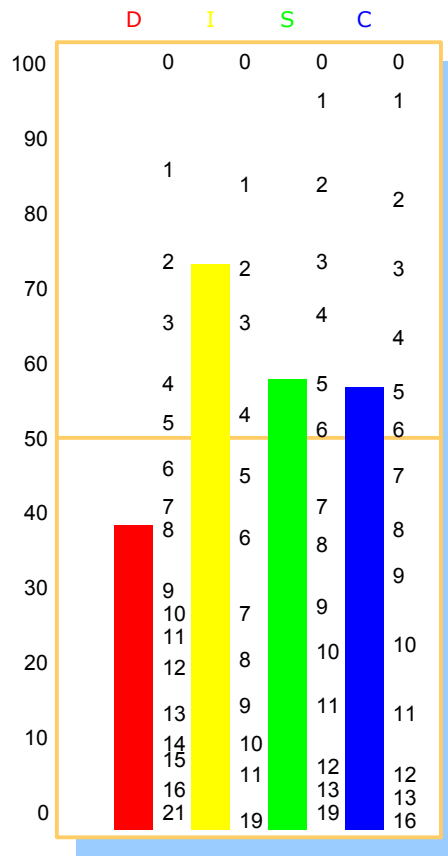
Score
%

4	7	6	3
38	81	60	40

LEAST

Graph II

Natural Style



8	2	5	5
39	73	58	57

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

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.

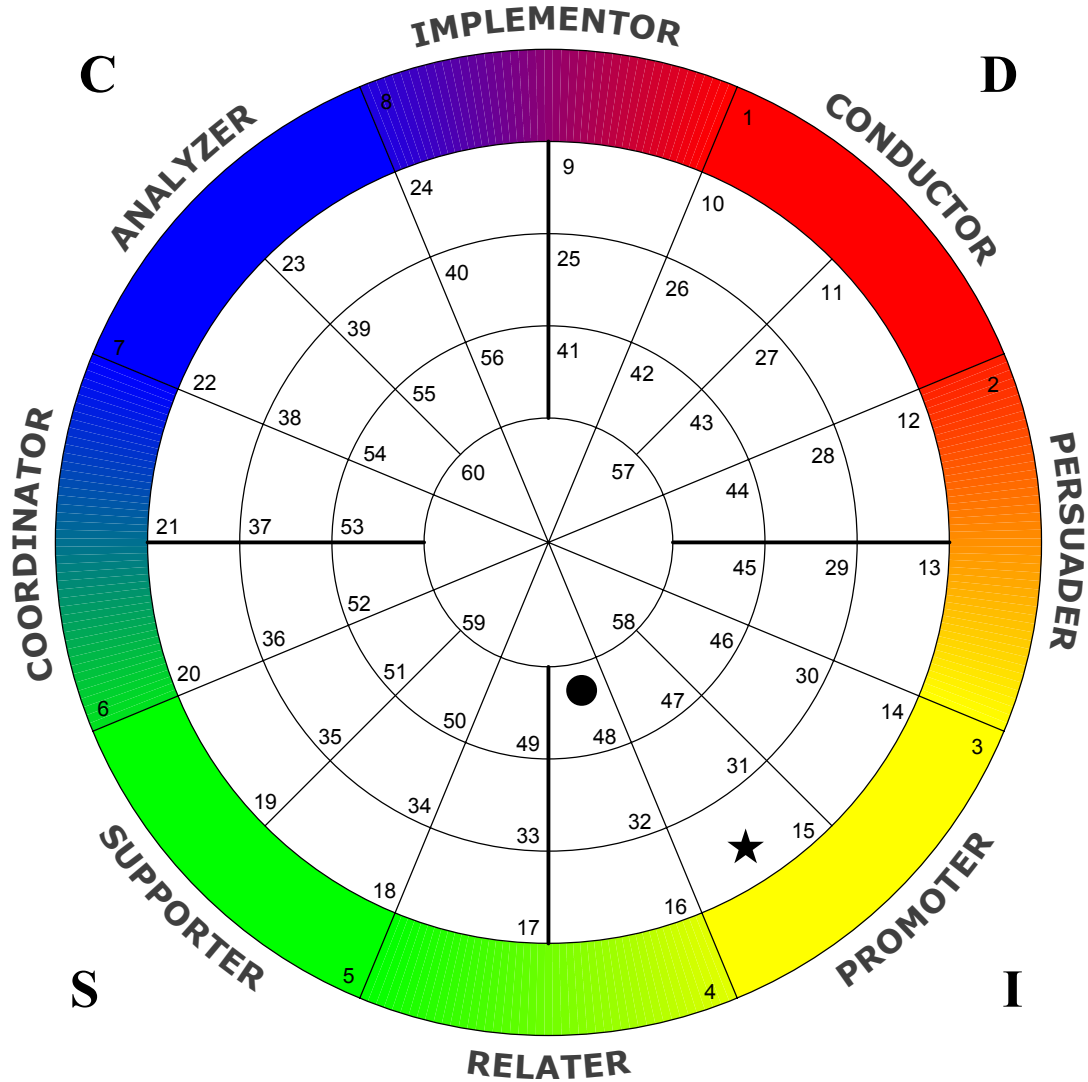
People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

THE SUCCESS INSIGHTS™ WHEEL

Jane Smith

Sample Report
6/9/2000



Adapted: ★ (15) RELATING PROMOTER
Natural: ● (48) PROMOTING RELATER (ACROSS)

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73