

FAMILY TALK™

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

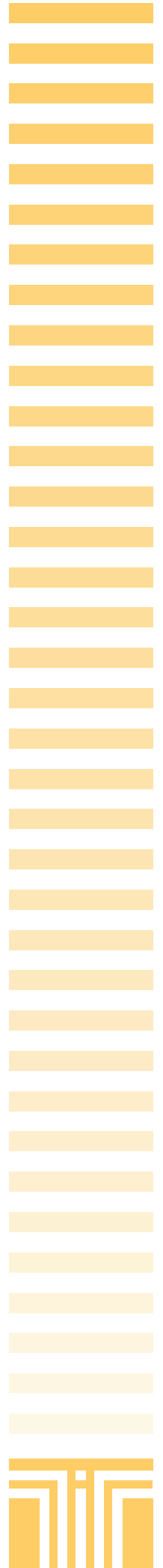
Jane Jones

Normal Teenager
Sample Report
29/11/2002

"Enabling Businesses to Succeed through People"

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
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INTRODUCTION

Communication can be defined as the process of passing information and understanding from one person to another. Effective communication is achieved not just with words, but also in the understanding, acceptance and action by the parties involved. Proper communication with guidance and direction often spells the difference between success or failure in interpersonal relationships.

Effective communication is the core of all family relationships. Communicating with others is a skill that is developed through practice and effort and must include the participation of all family members. This program was developed to assist each family to achieve the following objectives: 1) To identify and understand your natural behaviour and communication style, 2) To understand and appreciate other family members' natural behaviour and communication style, and 3) blend your style with others for effective communication.

This report identifies two key areas for effective interpersonal relationships: how you like to do activities and how you like to communicate. Read and discuss each report with the whole family. Star those statements which are most important to you and share why they are important. Then negotiate and develop your action plans together. Set a date to begin and a date to discuss your progress. Remember, effective communication requires a commitment from all family members.

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.

- I like my activities at home and work to be planned. I become frustrated when they change all the time.
- I would rather agree than fight about certain things.
- I want to be seen as cooperative.
- You only have to explain it to me once. I get frustrated when others keep going over and over the same thing.
- I like to build my image as a loyal friend based on the fact that I will do what is expected of me without complaining.
- I find forgiving my family and friends easy when they ask for forgiveness.
- Sometimes I feel afraid when taking big risks.
- I like others to tell me when I am doing a good job, but they need to be very sincere in doing so. That is, do not tell me things that are not true.
- I like to be seen as cautious.
- I can be stubborn at times, especially when you are trying to change me.
- I tend to be undemanding and do not always share how I feel.
- Sometimes I give up easily and become frustrated later because I did not say what I felt.
- I become frustrated when people challenge me about what I am doing or thinking.
- I can become frustrated when you want me to make a quick decision.
- I like to live in a peaceful environment.
- I do not see myself as a leader and sometimes become frustrated when others want me to be one.
- I require a long time to show my anger.
- I take pride in being steady and stable.
- When pressured to do something quickly, I like others to help me.
- At times I am not as sure of myself as others are of me.
- I like to think through and calculate the risks involved before doing them.
- I think that I would make a good teacher or counselor.
- I tend to develop strong attachments to things that are mine and become frustrated when other family members wear my clothes or use my things.
- I would prefer being seen as a loyal friend.
- I am very proud of my ability to maintain an even temperament; that is, I do not get mad easily.
- I like things the way they are and am not looking for ways to change them.

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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.

- Give a time table for the completion of projects. Be realistic.
- Take your time and be persistent.
- Listen patiently and be responsive.
- Show sincere interest in her as a person. Start conversations with personal comments.
- Give instructions in logical order.
- Keep the communication at the discussion level. Do not yell or scream.
- Allow her time to think.
- 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.
- Present your case softly, non-threateningly using a sincere tone of voice.
- Be sincere.
- Give clear instructions.
- Ask "how" questions to discover her plan of action.
- Be accurate and realistic with your comments.

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 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 always be formal. She communicates best in a warm, friendly environment.
- Do not keep making decisions for her. Remember, maturity comes from deciding more and more things for yourself.
- Do not be abrupt or rapid. Remember her need for logic and sincerity.
- Do not be unrealistic with deadlines.
- Do not promise you will do something if you cannot fulfil the promise.
- Do not manipulate or bully. Remember, she may agree to avoid confrontation.
- Do not set goals for her. Assist her in setting her own goals - ownership of goals is very important.
- Do not make promises you cannot deliver or have no intention of delivering.

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ACTION PLAN

Name: Jane Jones

To relate more effectively with _____, I need to:

- 1.
- 2.
- 3.

To relate more effectively with _____, I need to:

- 1.
- 2.
- 3.

To relate more effectively with _____, I need to:

- 1.
- 2.
- 3.

The Communication skills I need to develop are:

- 1.
- 2.
- 3.
- 4.

I agree to practice the listed communication techniques and develop communication skills in the areas indicated.

Signed: _____ Date: _____

STYLE ANALYSIS™ GRAPHS

Jane Jones

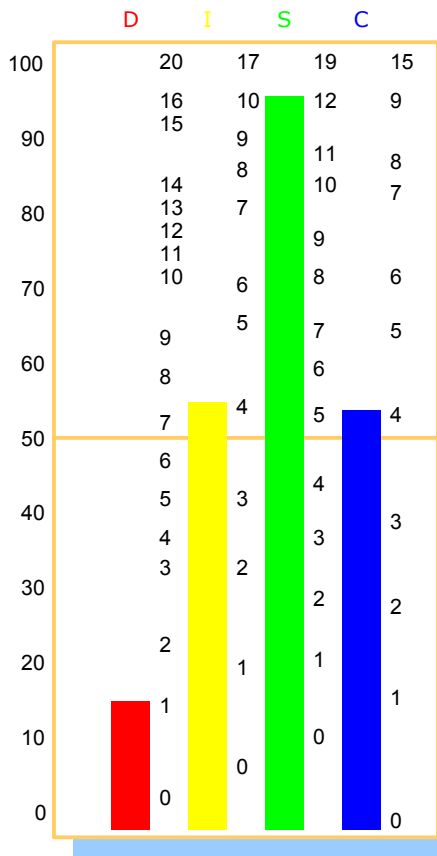
Sample Report

29/11/2002

MOST

Graph I

Adapted Style



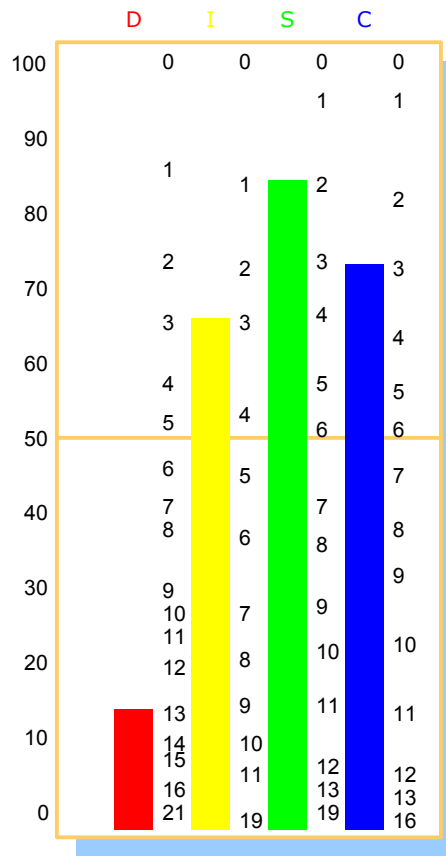
Score
%

1	4	12	4
16	55	95	54

LEAST

Graph II

Natural Style



13	3	2	3
15	66	84	73

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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.

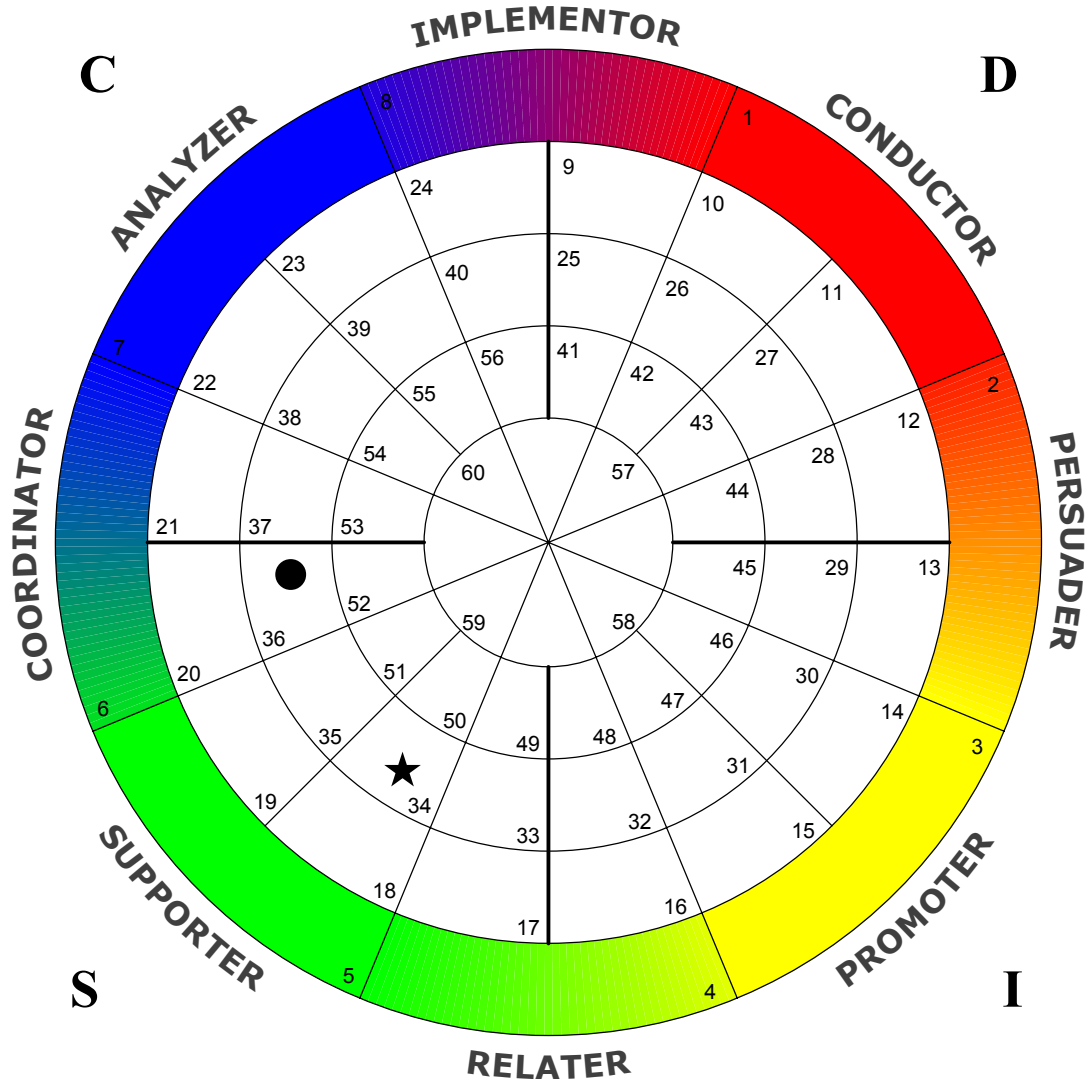
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THE SUCCESS INSIGHTS® WHEEL

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Adapted: ★ (34) RELATING SUPPORTER (FLEXIBLE)
Natural: ● (36) SUPPORTING COORDINATOR (FLEXIBLE)

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