

FAMILY TALK™

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

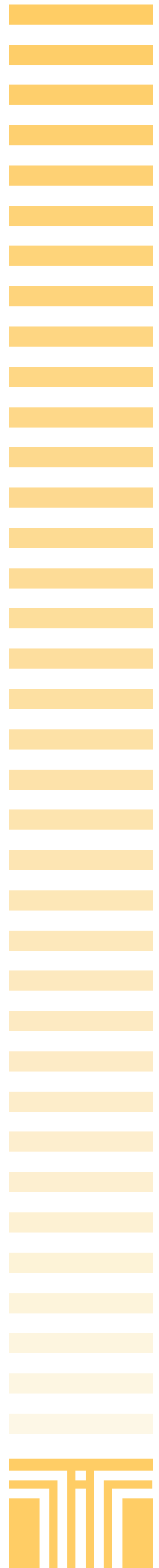
David Jones

Parent
Sample Report
9/5/2000

"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

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.

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GENERAL STATEMENTS

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

- You could increase your parenting effectiveness by being more relaxed and accepting of other family members.
- You have a strong drive and eagerness to overcome family problems and obstacles.
- Your strong and self-confident image may sometimes be interpreted by other family members as being arrogant.
- You obviously prefer being very individualistic and independent in making decisions.
- You prefer being an assertive parent and like to do things your own way.
- You strongly believe in your own decisions and sometimes go out of the way to persuade others to the fact that you are correct.
- Sometimes you become so involved with your own projects that you seem aloof and cool to other family members although they feel no hostility.
- You produce tension in other family members because they feel threatened by your communication style.
- You must learn to cooperate with and to accept the leadership of others in the family when appropriate.
- Sometimes you place a value on efficiency at the expense of other family members' feelings. Thus, in the long run you may gain little from exercising your control and authority.
- You have high expectations of your own role and high expectations of other family members' roles.
- You can discipline yourself as well as discipline other family members.
- You are very quick in both thought and action and maybe too quick for some family members.
- You are often called upon by other family members for ideas and advice.
- You are skilled at asking good questions and extracting information from other family members to assist in decision making.
- You can be very warm, close and friendly when people are talking to you about the things you value.
- You should concentrate on setting your own priorities and not setting priorities for others.
- Sometimes you move and talk so rapidly that other family members cannot orient themselves to what you are saying.
- You need to learn how to use silence as a motivator.
- Once you have made a decision about a particular matter the family should do, you can be very persuasive and motivating.
- You can be very intense when carrying out certain family duties. Sometimes you may have difficulty fitting the intensity to the situation.
- You may antagonize other family members by your desire to place issues on the table and discuss them. You may have trouble controlling the emotion and lead into heavy confrontation.
- You tend to be a "take charge" type of parent.
- You must work on your patience and practice listening before you respond.

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CHECKLIST FOR COMMUNICATING

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

- Motivate and persuade by referring to objectives and results.
- Use feeling language when appropriate.
- Read the body language - look for impatience or disapproval.
- Put projects in writing with deadlines.
- Ask specific (preferably "what?") questions.
- Understand his sporadic listening skills.
- Provide questions, alternatives, and choices for making his own decisions.
- Verify that the message was heard.
- Expect acceptance without a lot of questions.
- Provide systems to follow.
- Provide facts and figures about the probability of success, or the effectiveness of options.

DO NOTS ON COMMUNICATING

This section of the report lists the things NOT to do when communicating with David. 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 dictate to him.
- Do not let disagreement reflect on him personally.
- Do not be redundant.
- Do not ramble on, or waste his time.
- Do not allow him to change the topic until you are finished.
- Do not forget or lose things; be disorganized or messy; confuse or distract his mind.
- Do not come with a ready-made decision, and do not make it for him.
- Do not try to convince by "personal" means.
- Do not assume he heard what you said.
- Do not leave loopholes or cloudy issues if you do not want to be challenged.
- Do not reinforce agreement with "I'm with you."

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ACTION PLAN

Name: David 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

David Jones

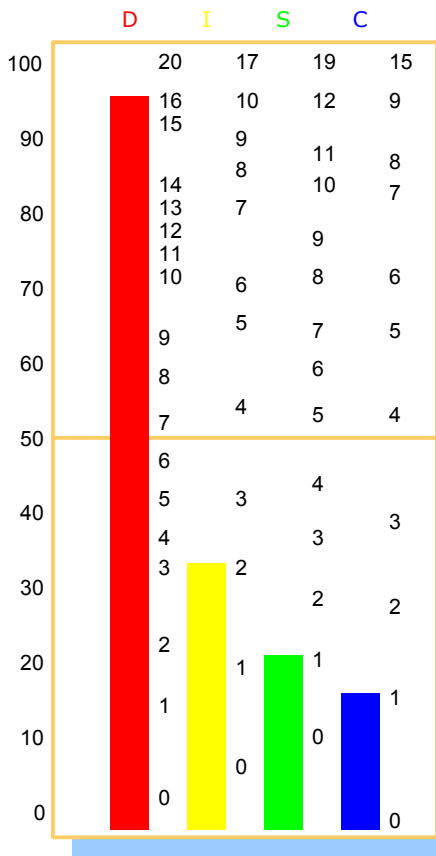
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MOST

Graph I

Adapted Style



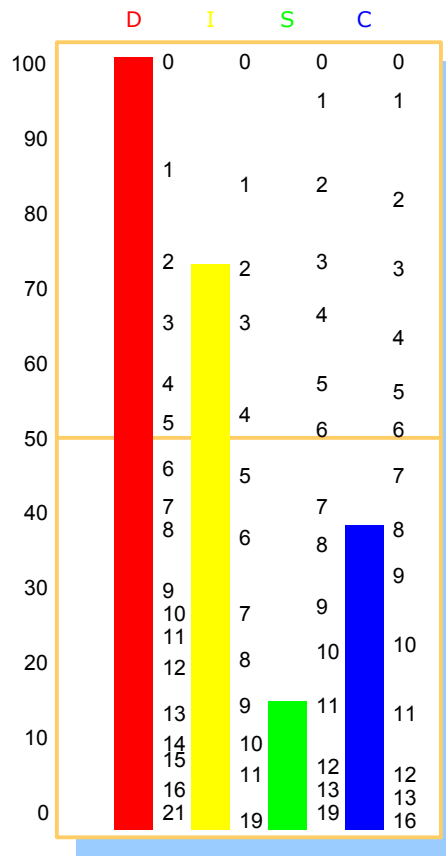
Score
%

16	2	1	1
95	34	22	17

LEAST

Graph II

Natural Style



0	2	11	8
100	73	16	39

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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.

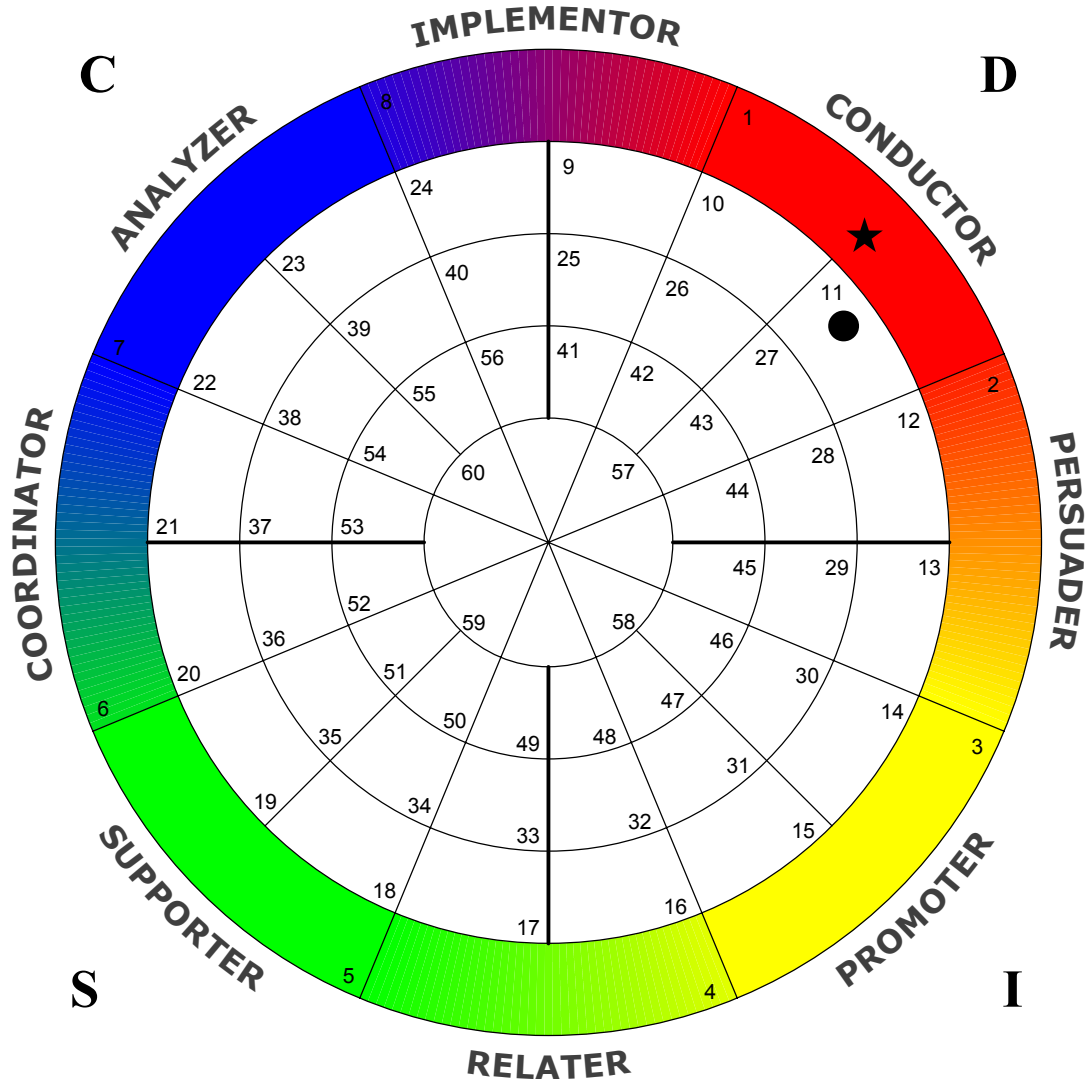
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THE SUCCESS INSIGHTS® WHEEL

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Adapted: ★ (1) CONDUCTOR

Natural: ● (11) PERSUADING CONDUCTOR

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