

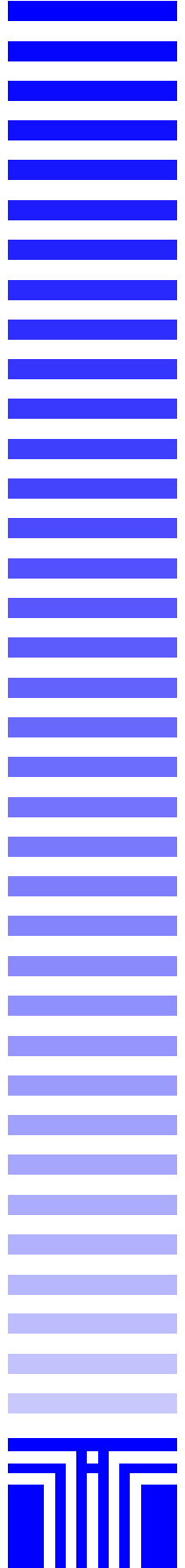
EXCELLENCE FOR LEARNING™

Student Version

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

John Doe

12/28/99



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 behavioral 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 John's responses, the report has selected statements to provide a basis for understanding his behavior. Read each statement and discuss it with other family members. Eliminate any statement which EVERYONE agrees does not apply.

- When confronted with the results of my actions, I will defend my position. That is, I will object if the other person does not see my point of view.
- I like the way I am and resist others' trying to change me.
- If you have "loopholes" in your rules and regulations, expect me to discover them. I like the risk of discovering a loophole or cloudy issue.
- I desire an opportunity to verbalize my position and ideas.
- I tend to like individual activities so I can compete against myself.
- I am very competitive and challenge-oriented. That is, I will challenge many rules and regulations and want to know "why."
- I sometimes interrupt others because of my strong desire to be heard and seen.
- Some people see me as being aggressive, but this is because of my strong desire to be considered a winner.
- When we play games I like to win and can become really frustrated when I lose.
- I like to be seen as different from my friends and family.
- I like to be in the spotlight. I may even sulk if I cannot have the center stage.
- Each day is a new challenge to me and I prefer to do many different activities.
- I sometimes have trouble forgiving family and friends when they let me down.
- I have strong ego strengths and tend to think quite highly of myself.
- I become angry when I don't get my way or when I lose at some activity.
- I am very inquisitive and may ask questions that frustrate other members of my family; however, I really want to know the answers to my many questions.

CHECKLIST FOR COMMUNICATING

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

- Be clear, specific and to the point. Remember his sense of urgency.
- Plan interaction that supports his dreams and goals. Lead conversation to a plan that will result in achieving his dreams or goals.
- Plan your important discussions with efficiency. Leave the socializing for later.
- Prepare your information in logical order. If you don't, his mind will wander and he consequently won't hear what you said.
- Plan time for relating and socializing.
- Provide ideas for the action needed to achieve his goals.
- Keep your opinions to yourself - unless asked.
- Ask specific questions (preferably "what"?). This allows him to share his opinion or ideas.
- Read his body language. Look for impatience or disapproval.
- Encourage him to write down his goals and the action needed to achieve them.
- Be prepared when you have an important message to share.
- Give recognition and praise for superior performance.
- If you disagree with him, take issue with the facts, not the person. If you take issue, he will defend his position and the real issue will be lost.

DON'TS ON COMMUNICATING

This section of the report lists the things NOT to do when communicating with John. 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.

- Don't overcontrol. Remember his need to control his own destiny. Negotiate.
- Don't make all his decisions for him. This erodes the very responsibility he seeks.
- Don't try to convince by saying "that's the way I did it and the way you are going to do it."
- Don't talk down to him.
- Don't be cool and distant. He prefers a warm, friendly environment.
- Don't solve his problems. Discuss his options and let him decide.
- Don't take credit for his ideas.
- Don't overcontrol the conversation. Remember, he likes to talk.
- Don't leave loopholes in the rules. He is motivated to test the rules.
- Don't ask for his ideas if you already have your mind made up.
- Don't leave decisions hanging in the air.

STUDY TIPS

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

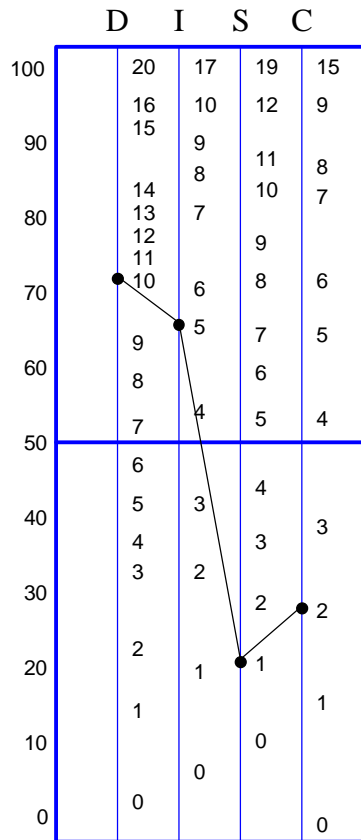
- Work on your listening skills.
- Plan ahead - don't put off completing assignments until the last minute.
- Don't doodle.
- Think visually - convert words into pictures.
- Use short sentences when taking notes - leave out unnecessary words.
- Listen for ideas and the facts to support the idea.
- Review your notes after class.
- Set up an area in your room for studying only.
- Socialize after studying - not before.
- Organize your study area and keep it organized.
- Analyze your time and see how you are spending it.
- Break big assignments into smaller units.
- Review notes from previous class to prepare yourself for the class.

STYLE ANALYSIS GRAPHS

John Doe

12/28/99

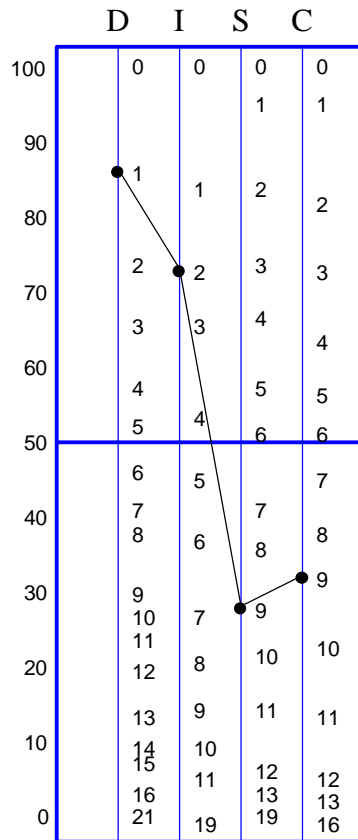
MOST
Graph I
Adapted Style



Score
%

10	5	1	2
72	66	22	29

LEAST
Graph II
Natural Style



1	2	9	9
86	73	29	33

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 behavioral style, the Wheel adds a visual representation that allows you to:

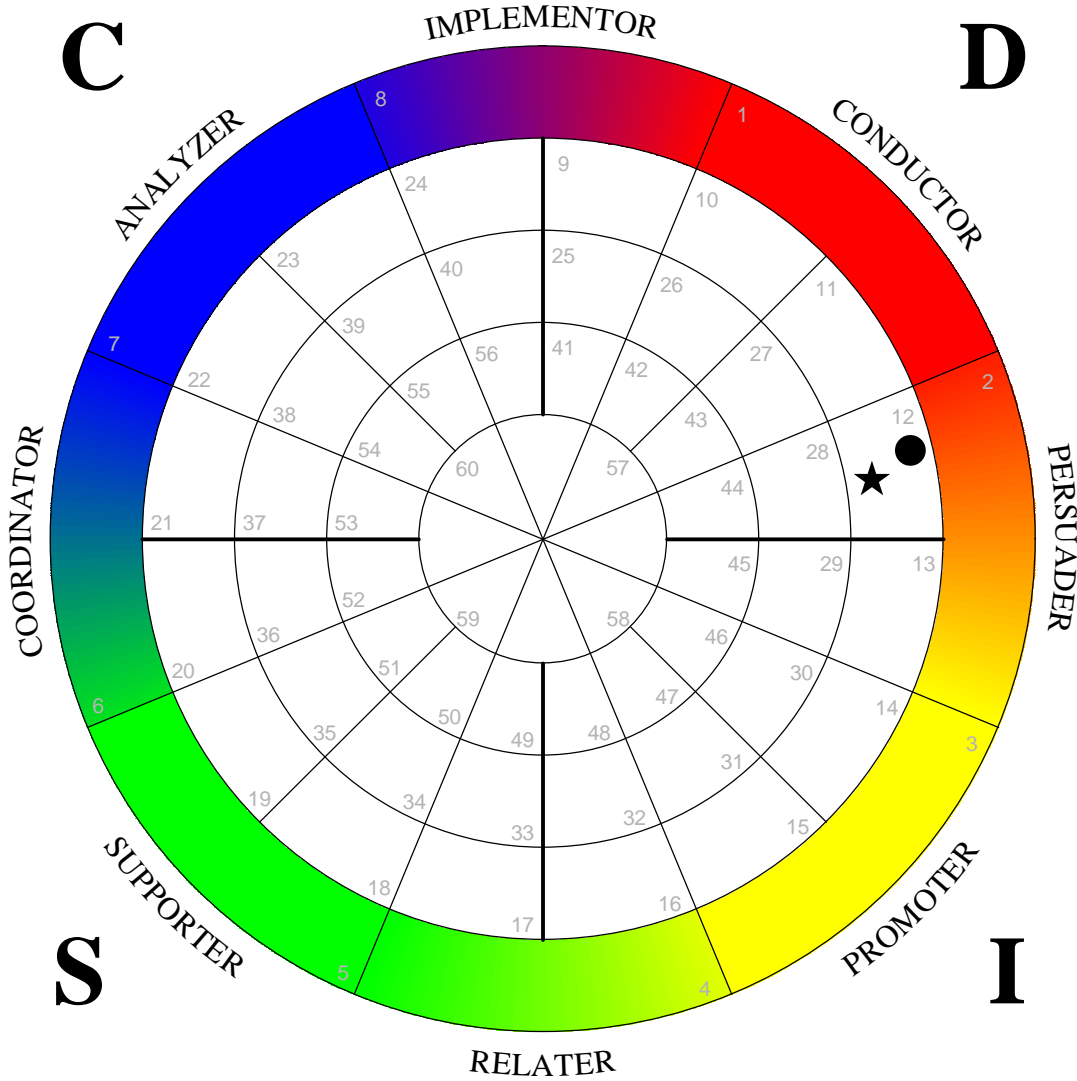
- View your natural behavioral style (circle).
- View your adapted behavioral style (star).
- Note the degree you are adapting your behavior.
- If you filled out the Work Environment Analysis, view the relationship of your behavior to your job.

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 behavior. The further the two plotting points are from each other, the more you are adapting your behavior.

If you are part of a group or team who also took the DISC behavioral 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: ★ (12) CONDUCTING PERSUADER
Natural: ● (12) CONDUCTING PERSUADER