

FAMILY TALK™

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

Jane Doe

5-7-2001



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 behavior and communication style, 2) To understand and appreciate other family members' natural behavior 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 behavior. Read each statement and discuss it with other family members. Eliminate any statement which EVERYONE agrees does not apply.

- You are very quick in both thought and action and maybe too quick for some family members.
- 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 place a high value on efficiency, determination and persistence in both yourself and other family members.
- Other family members sometimes get in your way and you often feel you could do things better yourself.
- You have all the characteristics of a winner, but having these characteristics does not guarantee success in dealing with interpersonal relationships.
- You are just as demanding of yourself as you are of others and possibly to the point that you irritate others.
- You should strive to make sure that all family members fully understand what it is that you want them to do.
- You need to work on being more patient and on improving your listening skills.
- You tend to be impatient and faultfinding with those who do not act as quickly as you.
- You can discipline yourself as well as discipline other family members.
- You need to realize that you cannot basically change your need for control, but you can mask that when appropriate.
- You need to learn how to use silence as a motivator.
- Your strong and self-confident image may sometimes be interpreted by other family members as being arrogant.
- Some family members may misunderstand your solutions to certain problems, as you like to verbalize quickly all the options available.
- You strongly believe in your own decisions and sometimes go out of the way to persuade others to the fact that you are correct.

GENERAL STATEMENTS

- You can be very warm, close and friendly when people are talking to you about the things you value.
- Once you have made a decision about a particular matter the family should do, you can be very persuasive and motivating.
- You have high expectations of your own role and high expectations of other family members' roles.
- Your friends generally see you as a person who is able to attack tough problems and bring them to a satisfactory conclusion.
- You usually possess more persuasive powers than many other parents.
- Your strong verbal style is a true asset, but you need to be careful on how you use it.
- You prefer difficult tasks and competitive situations on the job and sometimes carry these into the home, often to your detriment.
- You can be very intense when carrying out certain family duties. Sometimes you may have difficulty fitting the intensity to the situation.
- Sometimes you move and talk so rapidly that other family members cannot orient themselves to what you are saying.

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.

- Ask specific (preferably "what"?) questions.
- Plan interaction that supports her dreams and intentions.
- Take issue with facts, not the person, if you disagree.
- Leave time for relating, socializing.
- Use enough time to be stimulating, fun-loving, fast-moving.
- Motivate and persuade by referring to objectives and results.
- Support the results, not the person, if you agree.
- Read the body language - look for impatience or disapproval.
- Provide ideas for implementing action.
- Provide questions, alternatives, and choices for making her own decisions.
- Read the body language for approval or disapproval.

DON'TS 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.

- Don't leave loopholes or cloudy issues if you don't want to be zapped.
- Don't let disagreement reflect on her personally.
- Don't reinforce agreement with "I'm with you."
- Don't talk down to her.
- Don't be dogmatic.
- Don't leave decisions hanging in the air.
- Don't legislate or muffle - don't overcontrol the conversation.
- Don't spend excessive time on the details, put them in writing, and pin her to modes of action.
- Don't drive on to facts and figures.
- Don't speculate wildly, or offer guarantees and assurances where a risk exists in meeting them.
- Don't forget or lose things; be disorganized or messy; confuse or distract her mind.
- Don't ask rhetorical questions, or useless ones.

ACTION PLAN

Name: Jane Doe

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.

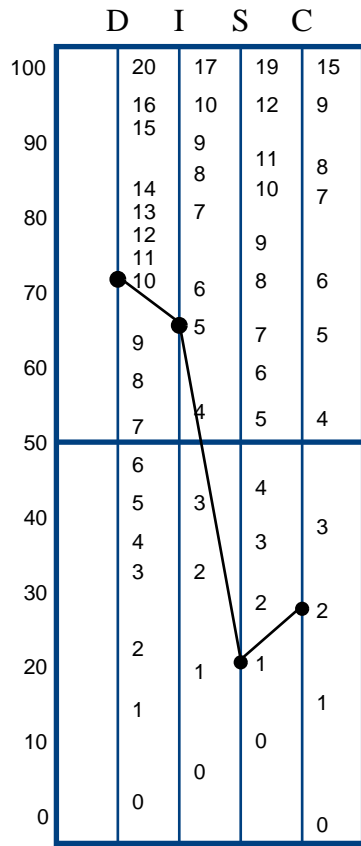
Signed: _____ Date: _____

STYLE ANALYSIS™ GRAPHS

Jane Doe

5-7-2001

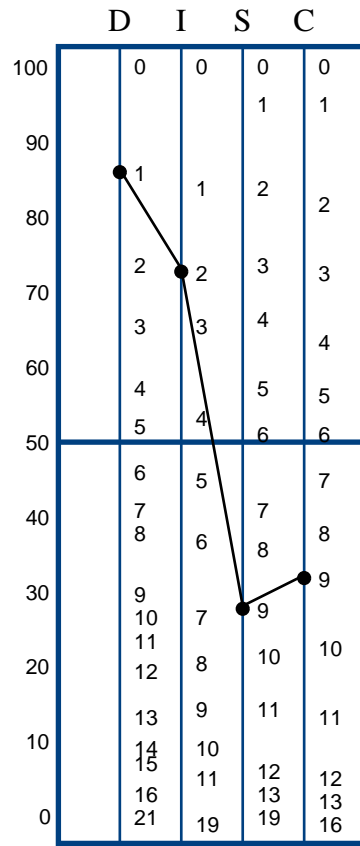
MOST
Graph I
Adapted Style



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.

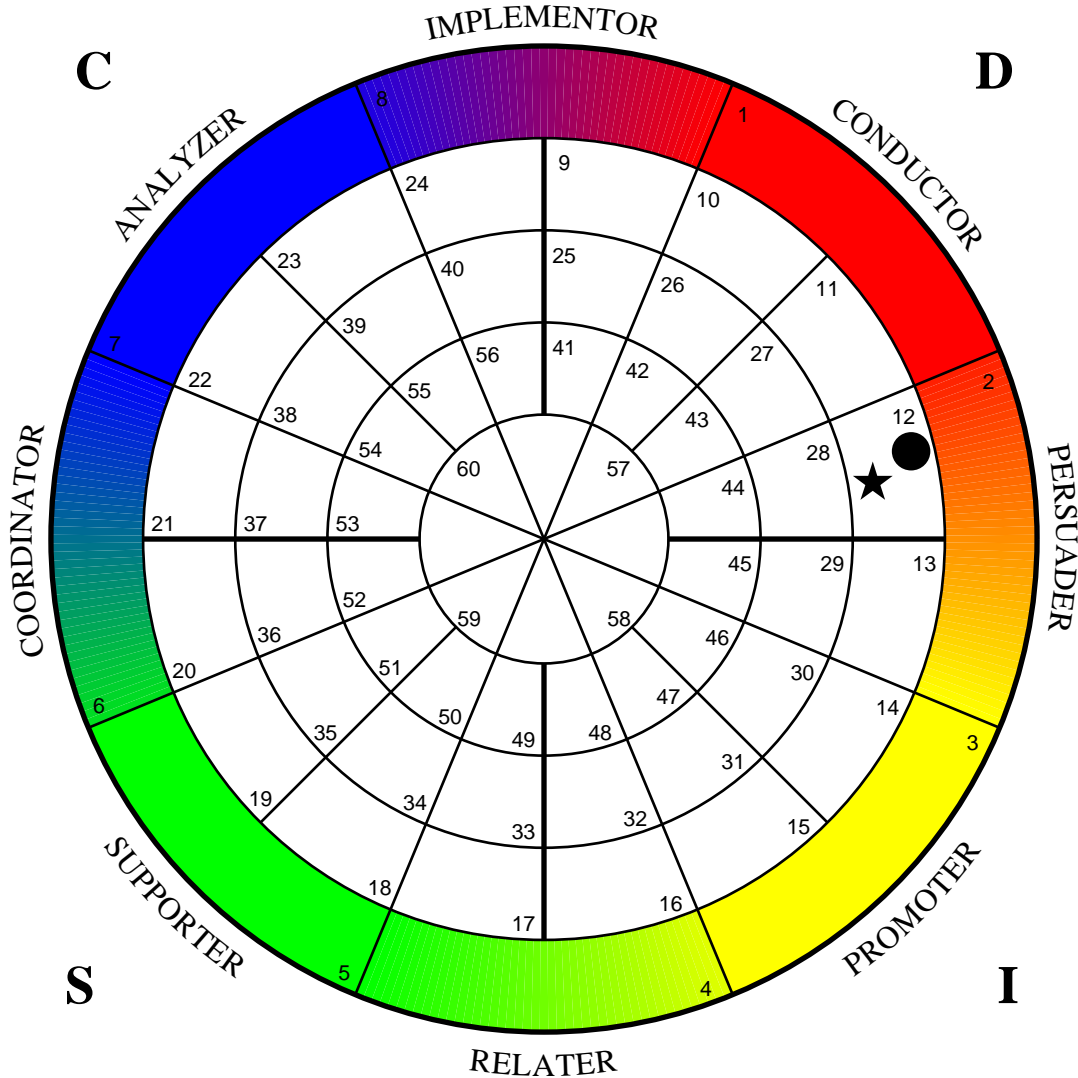
Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behavior. The further the two plotting points are from each other, the more you are adapting your behavior.

If you are part of a group or team who also took the 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

Jane Doe

5-7-2001



Adapted: ★ (12) CONDUCTING PERSUADER

Natural: ● (12) CONDUCTING PERSUADER