

FAMILY TALK™

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

John 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 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.
- I dislike rules and regulations and am challenged by any cloudy rules.

GENERAL STATEMENTS

- I need to know all of the rules and regulations because if not, I will set my own rules.
- I am the type of individual who likes people to go directly to the point. People spending much time talking about extraneous things bothers me.
- I tend to be responsive to flattery which strokes my ego.
- I like to be recognized for what I know.
- Once I have my mind made up, others find changing me to be difficult.
- Sometimes I argue just for the sake of arguing.
- I want to be seen as my own person and will challenge the status quo. That is, I wish to be treated as an individual and not necessarily like other members of the family.
- I place a high value on my time and therefore should be communicated to in a direct manner.

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.

ACTION PLAN

Name: John 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.

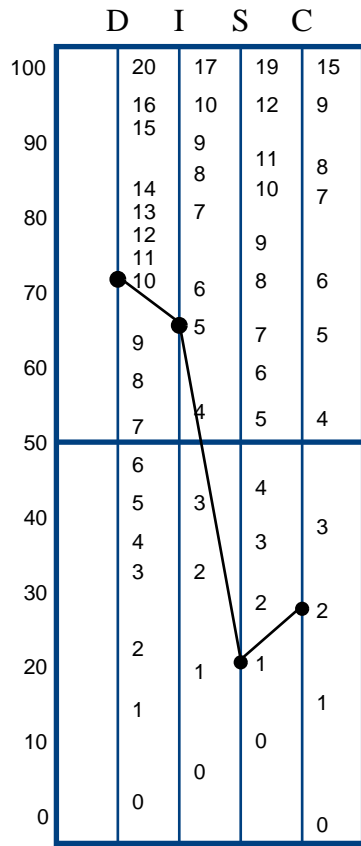
Signed: _____ Date: _____

STYLE ANALYSIS™ GRAPHS

John Doe

5-7-2001

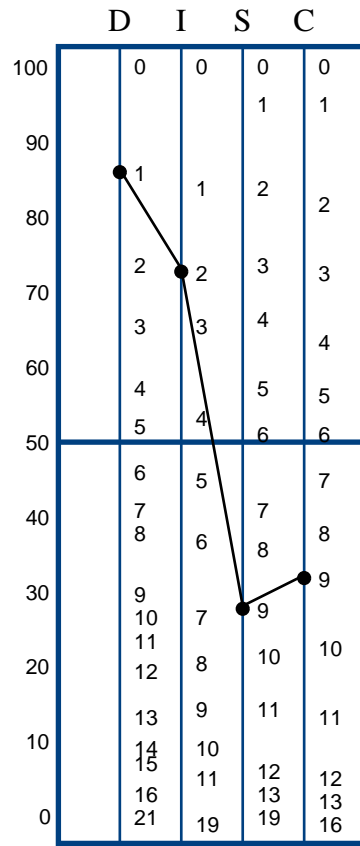
MOST
Graph I
Adapted Style



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.

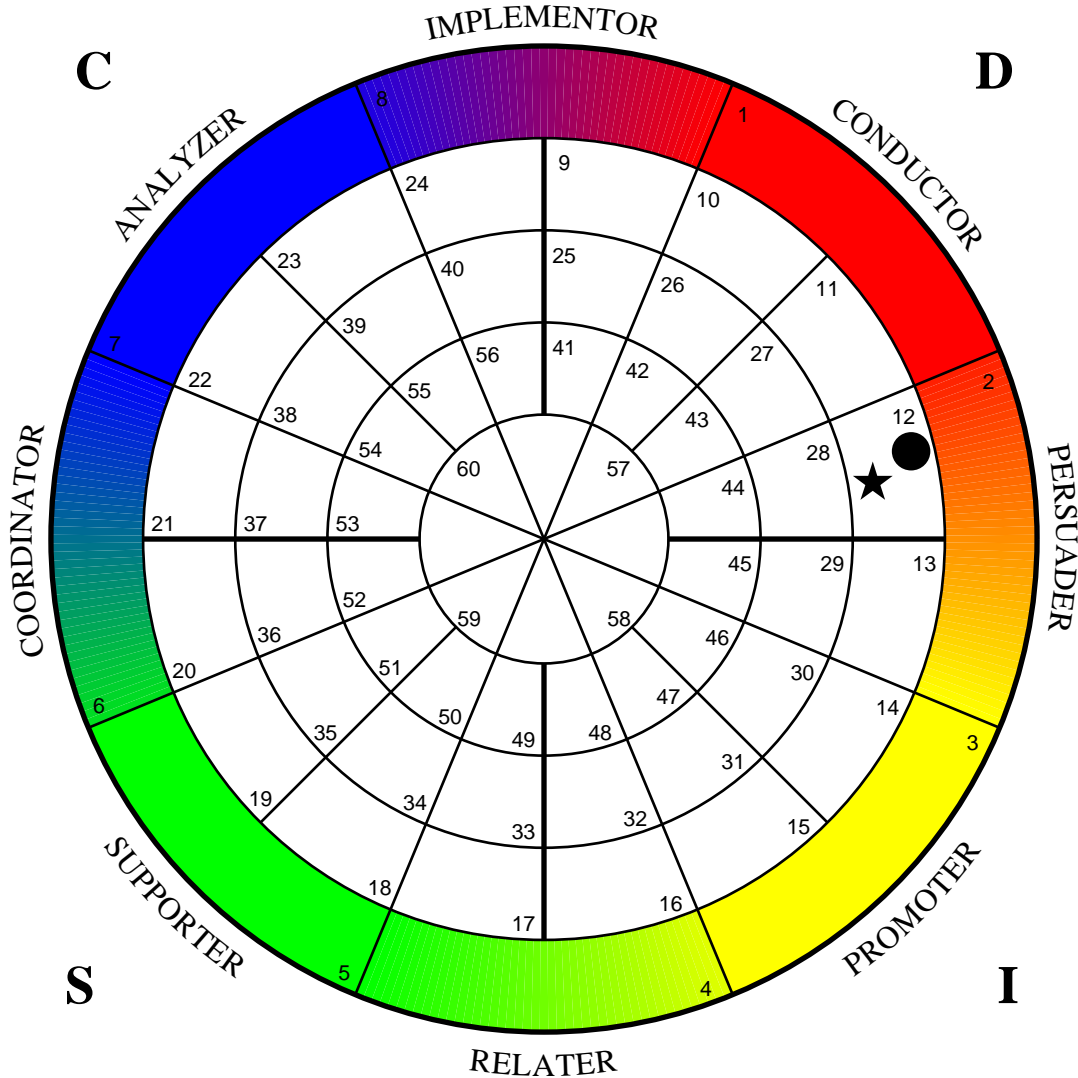
Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behavior. The further the two plotting points are from each other, the more you are adapting your behavior.

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

John Doe

5-7-2001



Adapted: ★ (12) CONDUCTING PERSUADER

Natural: ● (12) CONDUCTING PERSUADER