



Behavior Styles[®] Assessment

Workshop

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What is the Number One Indicator for Success...

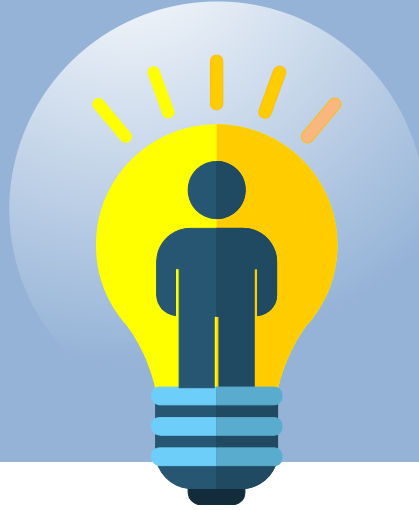
The ability to get along
well with others.



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Effective and efficient communication...

One of the last competitive advantages we have today!



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We're in the People Business!

- Building strong relationships
- Increasing Client Loyalty
- Increasing Team Chemistry

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Managing the Relationship

People do business...
with people
they like and trust



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We cannot control the wind,
but we can adjust our sails.



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The Direction We'll Take...

- The Behavior Styles® Introduction
- Assessment Validation
- The Four Temperament Model
- Flip Chart Exercise
- Examining Your Profile
- Assessing others/Adapting
- Key Take-Aways



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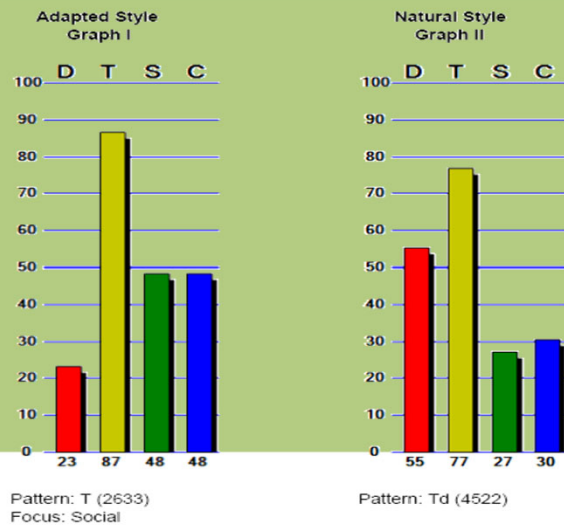
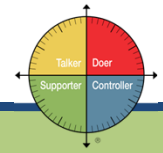
Outcomes

- Understand your behavior style and its impact.
- Understand style of others.
- Learn to adapt/adjust personal style to others.



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Natural vs. Adapted Styles



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Kaplan Report

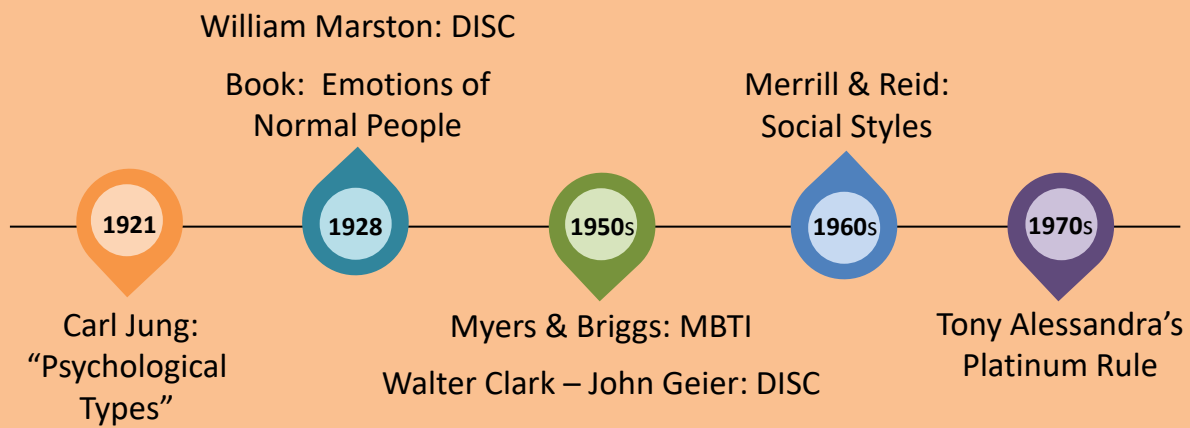
Tested Accuracy and Reliability Against:

- MMPI
- Cattrell 16 Personality Factor Questionnaire
- Myers-Briggs Type Indicator
- Strong-Campbell Interest Inventory



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Historical Perspective



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Outside Exercise

Go Left Go Right

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Go Left, Go Right

Detail Oriented	↔	Big-Picture Oriented
Face-to-Face/Phone	↔	Text/Email/Voice Mail
People Focus	↔	Tasks Focus
Facts & Information	↔	Intuition, Gut Feelings
Direct Feedback	↔	Diplomatic Feedback
Spontaneous, Flexible	↔	Structured, Organized
Outgoing, Talkative	↔	Reserved, Reflective



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Go Left, Go Right

Tactical, Short Term	↔	Strategic, Long Range
I Trust You Will Do It	↔	First, Show Me That You Will Do It
Rule with Head	↔	Rule with Heart
Spirit of the Law	↔	Letter of the Law
Focus on Results	↔	Focus on Process
Doer	↔	Planner



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Examining Your Profile



Reading Your Report:

- General Characteristics
- Strengths You Bring
- Your Motivations (Wants) and Needs
- Ideal Work Environment



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Examining Your Profile



Reading Your Report:

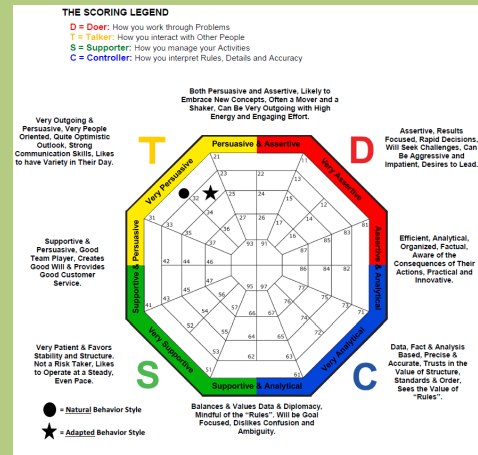
- Your Behavior and Needs Under Stress
- Communication Tips and Plans
- Communicating with...
- Potential Areas for Improvement



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Behavior Pattern View

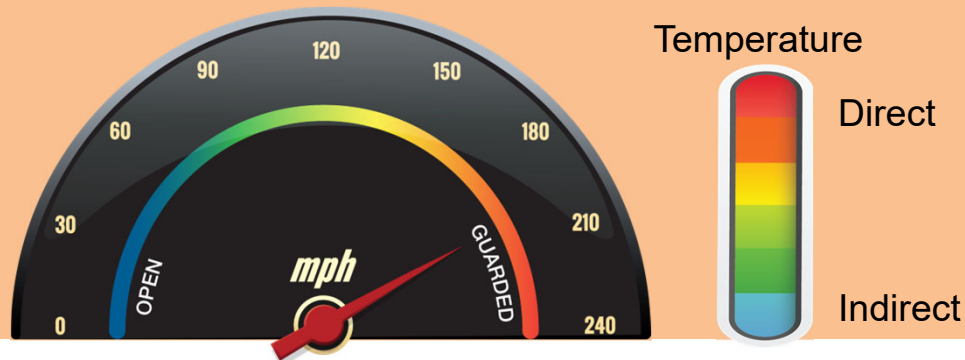
Describes how other typically view your style.



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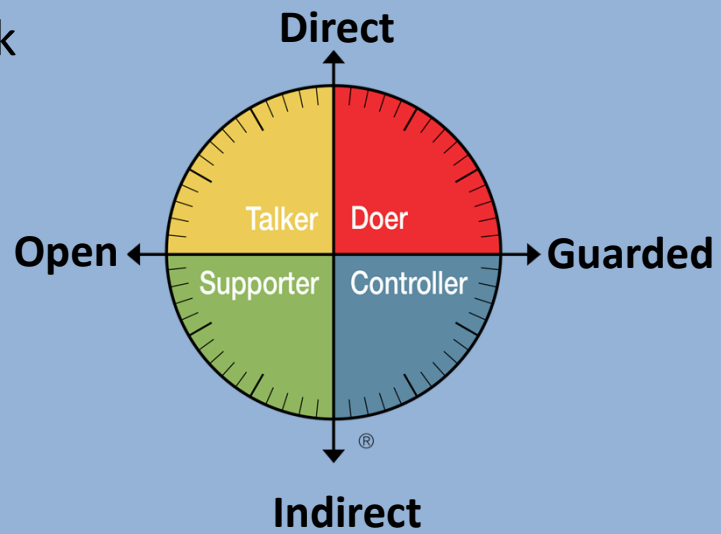
Monitor Two Gauges

The Two Dimensions of Observable Behavior



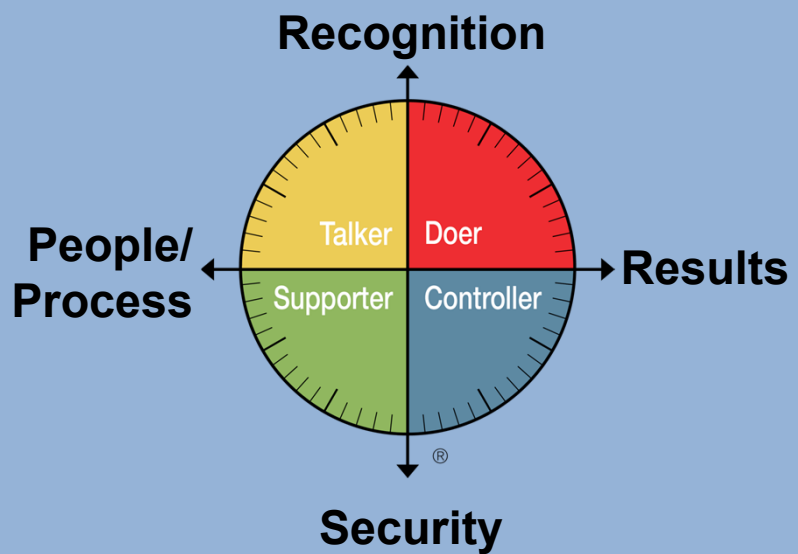
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Behavior Styles® Clock



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Style Needs



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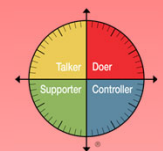
Flip Chart Exercise

Strengths

Challenges or Opportunities for improvement

Pet Peeves

Doers



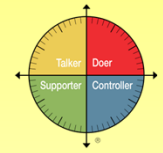
What Do They Do Best?

- Take charge, competitive, get things done
- Decisive risk takers
- Fearless – no obstacle is too big to overcome
- ENSURING bottom-line results

What's Hard for Them?

- Repetitiveness – doing the same tasks over & over
- Being diplomatic – can come on strong in conversations
- Lots of rules and regulations
- Opening up – not shy, but private about personal matters

Talkers



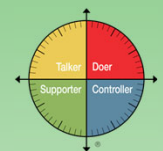
What Do They Do Best?

- Inspire others to take action
- Think fast on their feet – optimistic, intuitive, creative
- Full of ideas but can be impulsive in trying them
- PROMOTING ideas, opportunities or people

What's Hard for Them?

- Restrictions or routines
- Formal reports or keeping detailed records
- Routine – easily bored
- Re-doing anything once it has already been done

Supporters



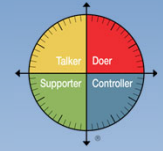
What Do They Do Best?

- Bring harmony to group situations
- Friendly & sensitive – great listener
- Build networks of friends to help do work
- COORDINATING and COOPERATING with others

What's Hard for Them?

- Competition
- Working with dictatorial or unfriendly people
- Slow making big decisions – dislike change
- Voicing contrary opinions

Controllers



What Do They Do Best?

- Highly organized; they even plan spontaneity
- Plan thoroughly before deciding to act
- Quick to think but slow to speak
- PLANNING to meet specified expectations

What's Hard for Them?

- Working with unpredictable people or in disorganized environments
- Being outgoing/open – closed about personal matters
- Working with others or in groups – prefer to work alone
- Incomplete/unclear directions

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Points to Remember

- No one style is better than another. Each style has its own unique strengths and weaknesses.
- No one is a single style, we are a blend.
- Your ability to adapt is the key to improved communication, selling, customer service and coaching.



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Accuracy & Validity

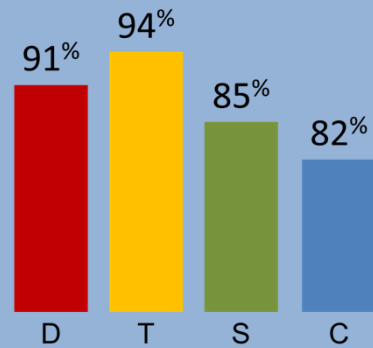
Developed Late 1960's

The Emotions of Normal People

Dr. William Marston, 1920's

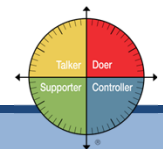
Perceived Accuracy

Wheaton College, Illinois



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Sharing Your 'Communication Owners's Manual



Summary of Your Style

Leticia Crofton

Communication is a two-way process. Encourage others to complete a Behavior Styles® Online Assessment and share the Summary Sheet with each other. By discussing preferences, needs and wants of the people you work with, associate with and live with, you can enhance relationships and turn what might have been a stressful relationship into a more effective one just by understanding and applying the Behavior Styles® information. Complete the form below based on previous pages of this report.

Strengths You Bring to Your Organization

1. _____

2. _____

Work Style Tendencies

1. _____

2. _____

Motivations (Wants)

1. _____

2. _____

Needs

1. _____

2. _____

Ideal Work Environment

1. _____

2. _____

Communication Do's and Don'ts

1. _____

2. _____

Potential Areas for Improvement

1. _____

2. _____

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Summary of Your Style (page 15)

Please complete:

- Strengths
- Work Style Tendencies
- Motivations (Wants)
- Needs
- Ideal Work Environment
- Communication Do's and Don'ts
- Potential Areas for Improvement



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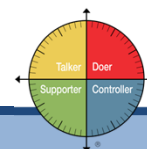
Identifying Behavior Styles in Others

- One page tool.
- Get the complete report if you can.
- Then what???



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Managing the Relationship







- Adjust the Quantity of Communication.
- Improve the Quality of Communication. (Speak their language, The Platinum Rule, Adaptability)



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Word Sketch

	 D	 T	 S	 C
DTSC Focus	Problems / Tasks	People	Pace (or Environment)	Procedures
Needs	Challenges to solve, authority	Social Relationships, Friendly environment	Systems, Teams, Stable environment	Rules to follow, Data to analyze
Emotion	Decisive, risk-taker	Optimistic, trust others	Patience, stabilizer	Cautious, careful decisions
Fears	...being taken advantage of/lack of control	...being left out, loss of social approval	...sudden change/loss of stability and security	...being criticized/loss of accuracy and quality

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Key Take-Aways

- ✓ Please list 2 key take-aways; 2 things you learned today – either new or an important refresher/reminder.
- ✓ Please list 2 actions you will take as a result of your learning today.



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Questions



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Thank you
for your participation

