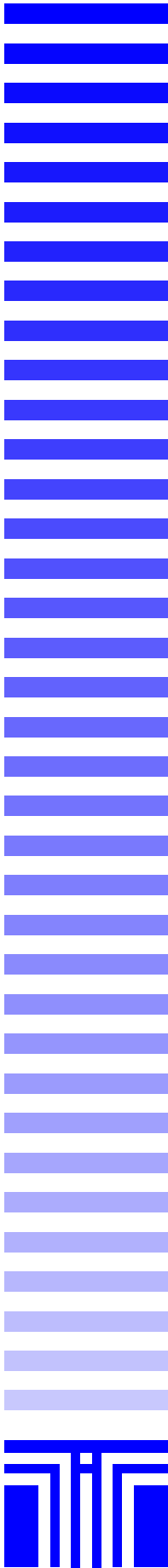


EXCELLENCE FOR LEARNING™

Student Version

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

John Doe
XYZ Company
1-22-2003



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.

- Rather than tell you I won't do something I don't want to do, I sometimes fight you passively. That is, when you are gone I act like I forgot to do it. However, I didn't really forget, preferring to conceal my feelings and avoid conflict.
- I tend to be undemanding and don't always share how I feel.
- I require a long time to show my anger.
- I have more fun doing homework with others than always doing it alone.
- I like to think through and calculate the risks involved beforehand.
- Sometimes I give up easily and become frustrated later because I did not say what I felt.
- I do not see myself as a leader and sometimes become frustrated when others want me to be one.
- I want to be seen as cooperative.
- You have to explain it to me only once. I get frustrated when others keep going over and over the same thing.
- Sometimes I'm afraid when I think of the many unknowns in the future.
- I like for my activities at home and work to be planned. I become frustrated when they change all the time.
- I get frustrated when things are changing too fast.
- I am very proud of my ability to maintain an even temperament; that is, I don't get mad easily.
- I like to build my image as a loyal friend. I will do what is expected of me without complaining.
- I take pride in being steady and stable.
- When pressured to do something quickly, I like for others to help me.
- I can be stubborn at times, especially when you are trying to change me.

GENERAL STATEMENTS

- I find it easy to forgive my family and friends when they ask for forgiveness.
- At times I'm not as sure of myself as others are of me.
- I like others to think of me as being kind and gentle.
- I become frustrated when teachers challenge me about what I am doing or thinking.
- I tend to develop strong attachments to things that are mine and become frustrated when other family members wear my clothes or use my things.
- I like to live in a peaceful environment.
- Consistency in my own actions and those of others is important to me.
- I like things the way they are and am not looking for ways to change them.
- I like to be seen as cautious.

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.

- Allow him time to think.
- Give clear instructions.
- Ask "how" questions to discover his plan of action.
- Take your time and be persistent.
- Keep the communication at the discussion level. Don't yell or scream.
- Be sincere.
- Give instructions in logical order.
- Listen patiently and be responsive.
- Be accurate and realistic with your comments.
- Give a time table for the completion of projects. Be realistic.
- Show sincere interest in him as a person. Start conversations with personal comments.
- Be careful you don't intimidate with your size, position or tone of voice. When intimidated he will not feel free to share what you need to hear.

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 be unrealistic with deadlines.
- Don't promise you will do something if you cannot fulfill the promise.
- Don't keep making decisions for him. Remember, maturity comes from deciding more and more things for yourself.
- Don't be abrupt or rapid. Remember his need for logic and sincerity.
- Don't manipulate or bully. Remember, he may agree to avoid confrontation.
- Don't speak when your thoughts are not organized.
- Don't set goals for him. Assist him in setting his own goals - ownership of goals is very important.
- Don't always be formal. He communicates best in a warm, friendly environment.
- Don't force him to make a quick decision. He needs time to think it through.
- Don't make promises you cannot deliver or have no intention of delivering.

STUDY TIPS

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

- Set goals that are realistic.
- Plan a block of time for studying - take 10 minute breaks every hour.
- Study or review just before class starts.
- Think positive about new ways to learning.
- Study and review just before class starts.
- Put words you have trouble spelling on your mirror.
- Ask questions on things you are unsure about.
- Meditate and think positive before taking an exam.
- Probe yourself and others about ideas you are learning.
- Identify the time of day you feel best and try to fit studying into these hours.
- Don't let others invade your study time.
- Study in groups of two or more.

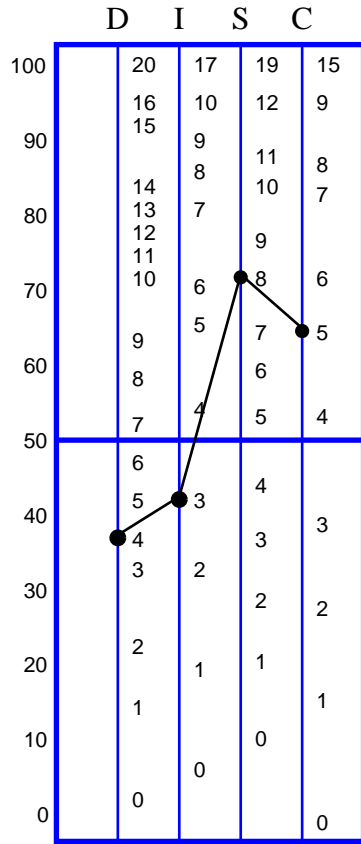
STYLE ANALYSIS™ GRAPHS

John Doe

XYZ Company

1-22-2003

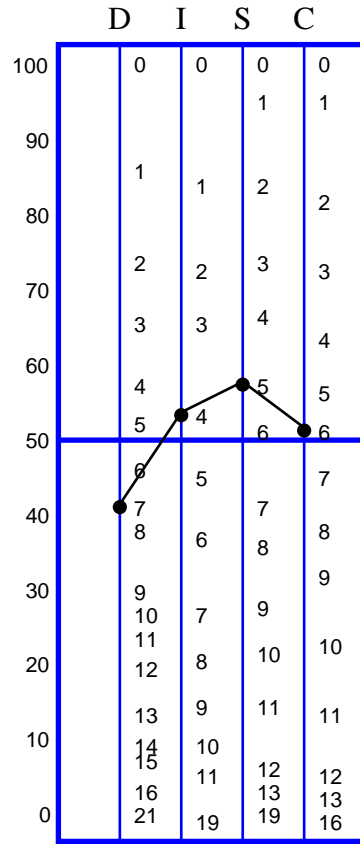
MOST
Graph I
Adapted Style



Score
%

4	3	8	5
38	43	72	65

LEAST
Graph II
Natural Style



7	4	5	6
42	54	58	52

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:

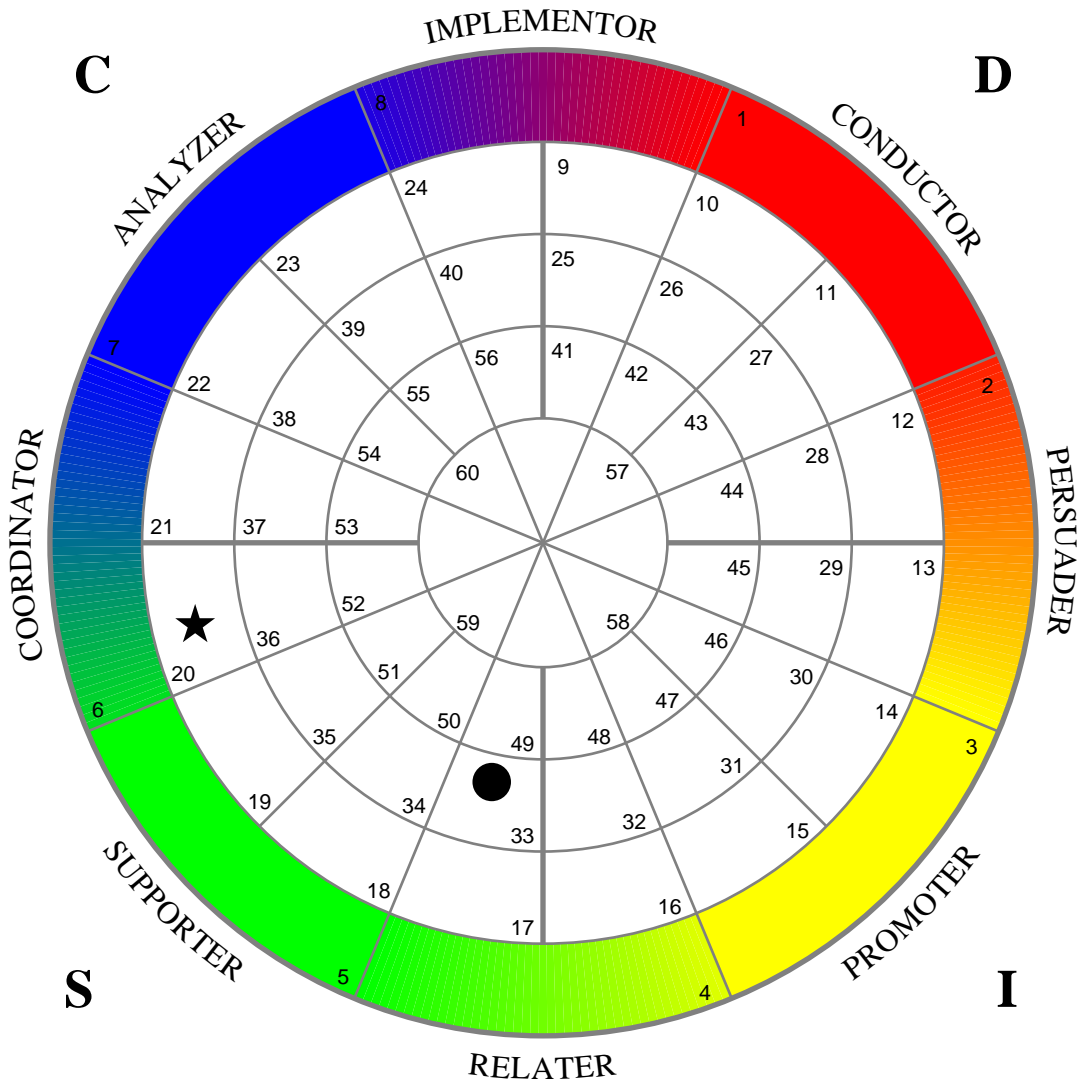
- View your natural behavioral style (circle).
- View your adapted behavioral style (star).
- Note the degree you are adapting your behavior.
- If you filled out the Work Environment Analysis, view the relationship of your behavior to your job.

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

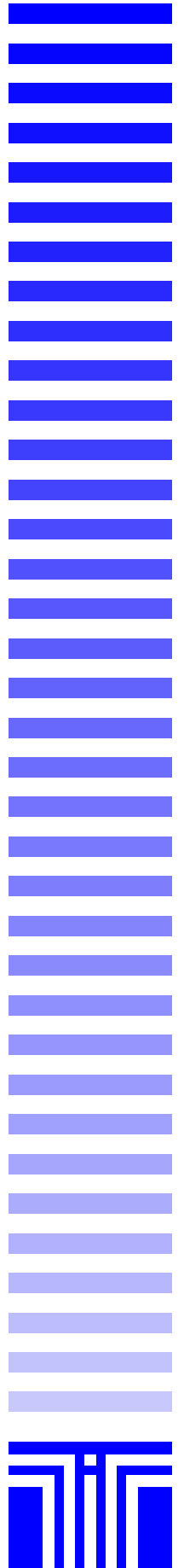
John Doe
 XYZ Company
 1-22-2003



Adapted: ★ (20) SUPPORTING COORDINATOR
 Natural: ● (33) SUPPORTING RELATER (FLEXIBLE)

JOB INDICATOR

John Doe
XYZ Company
1-22-2003



INTRODUCTION

Today's workplace is in constant change. As a result, careers are changing to keep pace. The average person can expect to change careers 5 times during their working life. That does not take into account the average 2-4 job changes within each career. Given this reality, it becomes more important than ever to make informed career decisions. There is no better preparation for career changes than in-depth knowledge of your own talents and how you can maximize them to succeed.

The Job Indicator section of your report has been developed to assist you in matching your natural behavioral design "talents" to jobs. This section will guide you through jobs that best match your behavioral design based on the education level you selected at the beginning of the assessment process. The job list is prioritized with your best behavioral design match at the education level you selected at the top. This will assist you in making informed career choices based on what best suits your natural behavioral design.

Research suggests that over 50% of people at work hold jobs that do not suit them behaviorally and they are neither fully motivated nor satisfied with their contribution. The good news is the closer the behavioral demands of the job match your own natural behavior, the more satisfaction and personal reward you will find in your work.

It is difficult if not impossible to incorporate in this report all the information on the subject of job content and career planning. There are websites available that cover these topics and will give you additional insights into the jobs listed in this section. The websites are the O*NET Occupational Information Network: <http://online.onetcenter.org> and the US Dept. of Labor, Employment & Training Administration: www.doleta.gov/programs/onet.

NAME : John Doe

EDUCATION : High School

<u>CODE</u>	<u>OCCUPATION</u>
35-3011.00	Bartenders
43-3011.00	Bill and Account Collectors
39-9011.00	Child Care Workers
49-2022.03	Communication Equipment Mechanics, Installers, and Repairers
33-3012.00	Correctional Officers and Jailers
43-4021.00	Correspondence Clerks
43-4041.02	Credit Checkers
27-2031.00	Dancers
43-9021.00	Data Entry Keyers
41-9011.00	Demonstrators and Product Promoters
53-3031.00	Driver/Sales Workers
11-9012.00	Farmers and Ranchers
33-2021.01	Fire Inspectors
47-1011.01	First-Line Supervisors and Manager/Supervisors- Construction Trades Workers
51-1011.00	First-Line Supervisors/Managers of Production and Operating Workers
39-9031.00	Fitness Trainers and Aerobics Instructors
39-6031.00	Flight Attendants
43-4081.00	Hotel, Motel, and Resort Desk Clerks
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping
33-3021.05	Immigration and Customs Inspectors
53-7051.00	Industrial Truck and Tractor Operators
41-3021.00	Insurance Sales Agents
37-3011.00	Landscaping and Groundskeeping Workers
51-6011.03	Laundry and Drycleaning Machine Operators and Tenders, Except Pressing
43-9051.02	Mail Clerks, Except Mail Machine Operators and Postal Service
27-1026.00	Merchandise Displayers and Window Trimmers
53-7064.00	Packers and Packagers, Hand
41-2022.00	Parts Salespersons
43-3051.00	Payroll and Timekeeping Clerks
33-3051.01	Police Patrol Officers
51-4052.00	Pourers and Casters, Metal
51-9061.05	Production Inspectors, Testers, Graders, Sorters, Samplers, Weighers
43-5061.00	Production, Planning, and Expediting Clerks
11-9141.00	Property, Real Estate, and Community Association Managers
41-9021.00	Real Estate Brokers
41-9022.00	Real Estate Sales Agents
43-4171.00	Receptionists and Information Clerks
39-9032.00	Recreation Workers
47-2181.00	Roofers
41-9099.99	Sales and Related Workers, All Other
41-4012.00	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
43-6014.00	Secretaries, Except Legal, Medical, and Executive
33-9032.00	Security Guards
21-1093.00	Social and Human Service Assistants
43-5081.03	Stock Clerks- Stockroom, Warehouse, or Storage Yard
43-2011.00	Switchboard Operators, Including Answering Service
49-9052.00	Telecommunications Line Installers and Repairers

NAME : John Doe

EDUCATION : High School

<u>CODE</u>	<u>OCCUPATION</u>
43-3071.00	Tellers
53-3032.02	Tractor-Trailer Truck Drivers
43-4181.01	Travel Clerks
39-6022.00	Travel Guides
37-3013.00	Tree Trimmers and Pruners
53-3032.01	Truck Drivers, Heavy

NAME : John Doe

EDUCATION : A.A. or B.A.

<u>CODE</u>	<u>OCCUPATION</u>
27-2011.00	Actors
15-2011.00	Actuaries
11-3011.00	Administrative Services Managers
25-3011.00	Adult Literacy, Remedial Education, and GED Teachers and Instructors
17-3021.00	Aerospace Engineering and Operations Technicians
17-2011.00	Aerospace Engineers
11-9011.02	Agricultural Crop Farm Managers
53-2021.00	Air Traffic Controllers
53-2011.00	Airline Pilots, Copilots, and Flight Engineers
19-1011.00	Animal Scientists
13-2021.02	Appraisers, Real Estate
17-1011.00	Architects, Except Landscape and Naval
17-3011.01	Architectural Drafters
27-1011.00	Art Directors
29-1121.00	Audiologists
25-9011.00	Audio-Visual Collections Specialists
19-1020.01	Biologists
21-1021.00	Child, Family, and School Social Workers
17-2051.00	Civil Engineers
21-2011.00	Clergy
51-4081.01	Combination Machine Tool Setters and Set-Up Operators, Metal and Plastic
27-1021.00	Commercial and Industrial Designers
49-2022.03	Communication Equipment Mechanics, Installers, and Repairers
13-1072.00	Compensation, Benefits, and Job Analysis Specialists
15-1021.00	Computer Programmers
15-1051.00	Computer Systems Analysts
11-9021.00	Construction Managers
27-3043.04	Copy Writers
13-1051.00	Cost Estimators
23-2091.00	Court Reporters
27-3043.02	Creative Writers
13-2041.00	Credit Analysts
25-4012.00	Curators
27-2031.00	Dancers
31-9091.00	Dental Assistants
29-1031.00	Dietitians and Nutritionists
21-1012.00	Educational, Vocational, and School Counselors
49-2094.00	Electrical and Electronics Repairers, Commercial and Industrial Equipment
51-4193.01	Electrolytic Plating and Coating Machine Setters and Set-Up Operators, Metal and Plastic
17-2072.00	Electronics Engineers, Except Computer
25-2021.00	Elementary School Teachers, Except Special Education
39-4011.00	Embalmers
13-1071.01	Employment Interviewers, Private or Public Employment Service
13-1041.03	Equal Opportunity Representatives and Officers
27-1027.02	Exhibit Designers
27-1022.00	Fashion Designers
11-3031.02	Financial Managers, Branch or Department

NAME : John Doe

EDUCATION : A.A. or B.A.

<u>CODE</u>	<u>OCCUPATION</u>
47-1011.01	First-Line Supervisors and Manager/Supervisors- Construction Trades Workers
35-1012.00	First-Line Supervisors/Managers of Food Preparation and Serving Workers
49-1011.00	First-Line Supervisors/Managers of Mechanics, Installers, and Repairers
51-1011.00	First-Line Supervisors/Managers of Production and Operating Workers
41-1011.00	First-Line Supervisors/Managers of Retail Sales Workers
33-3031.00	Fish and Game Wardens
39-9031.00	Fitness Trainers and Aerobics Instructors
11-9051.00	Food Service Managers
13-1041.04	Government Property Inspectors and Investigators
19-3093.00	Historians
35-9031.00	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop
13-1079.99	Human Resources, Training, and Labor Relations Specialists, All Other
17-2111.01	Industrial Safety and Health Engineers
13-1031.02	Insurance Adjusters, Examiners, and Investigators
41-3021.00	Insurance Sales Agents
13-2053.00	Insurance Underwriters
27-1025.00	Interior Designers
43-4111.00	Interviewers, Except Eligibility and Loan
17-1012.00	Landscape Architects
25-4021.00	Librarians
29-2061.00	Licensed Practical and Licensed Vocational Nurses
19-4099.99	Life, Physical, and Social Science Technicians, All Other
53-4011.00	Locomotive Engineers
19-3021.00	Market Research Analysts
11-2021.00	Marketing Managers
17-2141.00	Mechanical Engineers
29-2071.00	Medical Records and Health Information Technicians
19-1042.00	Medical Scientists, Except Epidemiologists
21-1023.00	Mental Health and Substance Abuse Social Workers
25-2022.00	Middle School Teachers, Except Special and Vocational Education
49-9044.00	Millwrights
17-2151.00	Mining and Geological Engineers, Including Mining Safety Engineers
19-4051.02	Nuclear Monitoring Technicians
29-1122.00	Occupational Therapists
27-1013.01	Painters and Illustrators
41-2022.00	Parts Salespersons
39-9099.99	Personal Care and Service Workers, All Other
13-1071.02	Personnel Recruiters
51-8093.02	Petroleum Refinery and Control Panel Operators
47-2152.01	Pipe Fitters
33-3021.01	Police Detectives
33-3051.01	Police Patrol Officers
11-9131.00	Postmasters and Mail Superintendents
51-8013.01	Power Generating Plant Operators, Except Auxiliary Equipment Operators
25-2011.00	Preschool Teachers, Except Special Education
21-1092.00	Probation Officers and Correctional Treatment Specialists
43-9081.00	Proofreaders and Copy Markers

NAME : John Doe

EDUCATION : A.A. or B.A.

<u>CODE</u>	<u>OCCUPATION</u>
11-9141.00	Property, Real Estate, and Community Association Managers
11-2031.00	Public Relations Managers
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products
41-9021.00	Real Estate Brokers
41-9022.00	Real Estate Sales Agents
25-1193.00	Recreation and Fitness Studies Teachers, Postsecondary
29-1125.00	Recreational Therapists
27-3022.00	Reporters and Correspondents
41-9099.99	Sales and Related Workers, All Other
41-9031.00	Sales Engineers
11-2022.00	Sales Managers
41-4012.00	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
25-3021.00	Self-Enrichment Education Teachers
11-9151.00	Social and Community Service Managers
21-1093.00	Social and Human Service Assistants
19-3041.00	Sociologists
19-1031.01	Soil Conservationists
25-9041.00	Teacher Assistants
43-3071.00	Tellers
11-3042.00	Training and Development Managers
11-3071.01	Transportation Managers
19-3051.00	Urban and Regional Planners
25-1194.00	Vocational Education Teachers Postsecondary
13-1022.00	Wholesale and Retail Buyers, Except Farm Products

NAME : John Doe

EDUCATION : B.A. Plus

<u>CODE</u>	<u>OCCUPATION</u>
27-2011.00	Actors
15-2011.00	Actuaries
17-2011.00	Aerospace Engineers
53-2021.00	Air Traffic Controllers
53-2011.00	Airline Pilots, Copilots, and Flight Engineers
19-1011.00	Animal Scientists
13-2021.02	Appraisers, Real Estate
17-1011.00	Architects, Except Landscape and Naval
27-1011.00	Art Directors
19-1020.01	Biologists
25-1011.00	Business Teachers, Postsecondary
21-1021.00	Child, Family, and School Social Workers
17-2051.00	Civil Engineers
21-2011.00	Clergy
19-3031.02	Clinical Psychologists
27-1021.00	Commercial and Industrial Designers
15-1021.00	Computer Programmers
15-1051.00	Computer Systems Analysts
27-3043.04	Copy Writers
21-1012.00	Educational, Vocational, and School Counselors
17-2071.00	Electrical Engineers
17-2072.00	Electronics Engineers, Except Computer
11-9041.00	Engineering Managers
29-1062.00	Family and General Practitioners
27-1022.00	Fashion Designers
35-1012.00	First-Line Supervisors/Managers of Food Preparation and Serving Workers
49-1011.00	First-Line Supervisors/Managers of Mechanics, Installers, and Repairers
41-1011.00	First-Line Supervisors/Managers of Retail Sales Workers
19-2042.01	Geologists
25-1192.00	Home Economics Teachers, Postsecondary
11-3049.99	Human Resources Managers, All Other
13-1079.99	Human Resources, Training, and Labor Relations Specialists, All Other
17-2112.00	Industrial Engineers
19-3032.00	Industrial-Organizational Psychologists
41-3021.00	Insurance Sales Agents
17-1012.00	Landscape Architects
23-1011.00	Lawyers
11-2021.00	Marketing Managers
17-2131.00	Materials Engineers
17-2141.00	Mechanical Engineers
19-1042.00	Medical Scientists, Except Epidemiologists
19-1022.00	Microbiologists
49-9044.00	Millwrights
17-2171.00	Petroleum Engineers
29-1051.00	Pharmacists
29-1069.99	Physicians and Surgeons, All Other
19-2012.00	Physicists

NAME : John Doe

EDUCATION : B.A. Plus

<u>CODE</u>	<u>OCCUPATION</u>
53-5021.03	Pilots, Ship
19-3094.00	Political Scientists
11-9141.00	Property, Real Estate, and Community Association Managers
29-1066.00	Psychiatrists
19-3039.99	Psychologists, All Other
11-2031.00	Public Relations Managers
41-9021.00	Real Estate Brokers
41-9022.00	Real Estate Sales Agents
25-1193.00	Recreation and Fitness Studies Teachers, Postsecondary
21-1015.00	Rehabilitation Counselors
41-9099.99	Sales and Related Workers, All Other
41-9031.00	Sales Engineers
11-2022.00	Sales Managers
41-4012.00	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
27-1027.01	Set Designers
53-5031.00	Ship Engineers
11-9151.00	Social and Community Service Managers
27-3042.00	Technical Writers
29-1129.99	Therapists, All Other
11-3042.00	Training and Development Managers
13-1022.00	Wholesale and Retail Buyers, Except Farm Products
19-1023.00	Zoologists and Wildlife Biologists