

FAMILY TALK™

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

John Doe
12-4-2003



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.

- You tend to be impatient and faultfinding with those who do not act as quickly as you.
- Sometimes you place a value on efficiency at the expense of other family members' feelings. Thus, in the long run you may gain little from exercising your control and authority.
- As a person you sometimes resent direct control; however, as a parent you occasionally use the very control you resent.
- You are very quick in both thought and action and maybe too quick for some family members.
- You have all the characteristics of a winner, but having these characteristics does not guarantee success in dealing with interpersonal relationships.
- Your friends generally see you as a person who is able to attack tough problems and bring them to a satisfactory conclusion.
- You have high expectations of your own role and high expectations of other family members' roles.
- You must work on your patience and practice listening before you respond.
- You need to work on being more patient and on improving your listening skills.
- You must realize that some family members cannot stand up to you with verbal aggressiveness and tend to fight you passively. That is, they tend to agree at the time but later will revert to doing it their way.
- You are frustrated often because other family members do not accomplish their jobs efficiently.
- You are just as demanding of yourself as you are of others and possibly to the point that you irritate others.
- You are good at thinking of projects and getting them done faster than anyone in the neighborhood.

GENERAL STATEMENTS

- You place a high value on efficiency, determination and persistence in both yourself and other family members.
- Your strong verbal style is a true asset, but you need to be careful on how you use it.
- When others fail, you take over and do many things yourself.
- Sometimes you appear as being single minded and this may irritate others as they pursue their goals.
- You must remember that your function as a parent is getting things done through and with other family members.
- Other family members sometimes get in your way and you often feel you could do things better yourself.
- You are often called upon by other family members for ideas and advice.
- You should improve on your interpersonal skills.
- Sometimes you are very competitive in the family just for the sake of dealing with the challenge.
- You obviously prefer being very individualistic and independent in making decisions.
- 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 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.

- Support the results, not the person, if you agree.
- Provide a warm and friendly environment.
- Support and maintain an environment where he can be efficient.
- Provide ideas for implementing action.
- Plan interaction that supports his dreams and intentions.
- Take issue with facts, not the person, if you disagree.
- Motivate and persuade by referring to objectives and results.
- Provide facts and figures about the probability of success, or the effectiveness of options.
- Ask specific (preferably "what"?) questions.
- Leave time for relating, socializing.
- Offer special, immediate and extra incentives.
- Ask for his opinions/ideas regarding people.

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 dogmatic.
- Don't try to convince by "personal" means.
- Don't waste time trying to be impersonal, judgmental, or too task-oriented.
- Don't let disagreement reflect on him personally.
- Don't be redundant.
- Don't ramble on, or waste his time.
- Don't speculate wildly, or offer guarantees and assurances where a risk exists in meeting them.
- Don't come with a ready-made decision, and don't make it for him.
- Don't reinforce agreement with "I'm with you."
- Don't leave loopholes or cloudy issues if you don't want to be zapped.
- Don't legislate or muffle - don't overcontrol the conversation.

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.

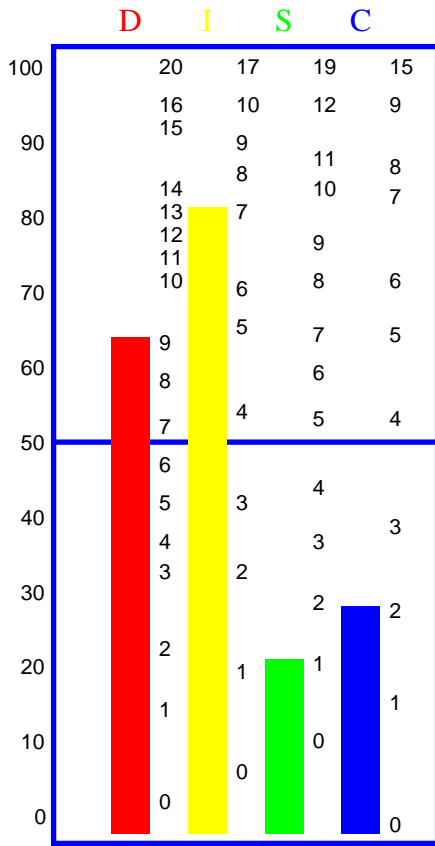
Signed: _____ Date: _____

STYLE ANALYSIS™ GRAPHS

John Doe

12-4-2003

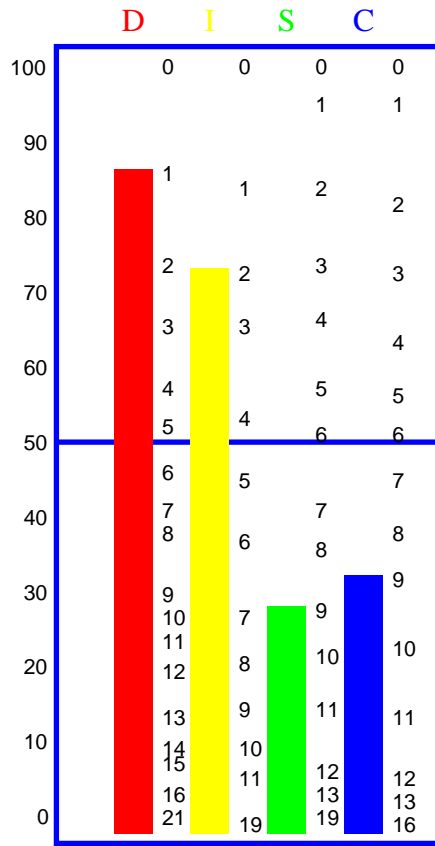
MOST
Graph I
Adapted Style



Score
%

9	7	1	2
64	81	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:

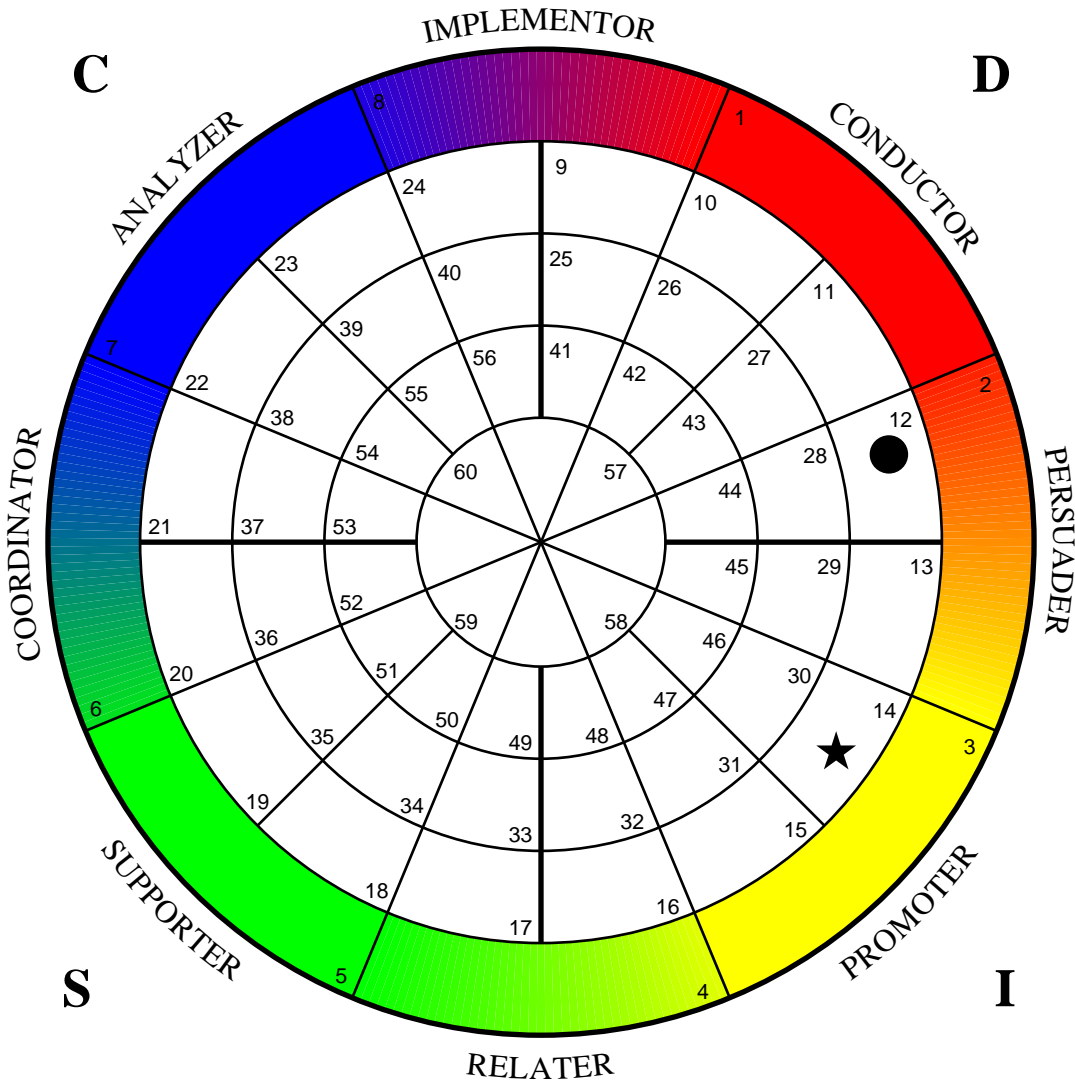
- View your natural behavioral style (circle).
- View your adapted behavioral style (star).
- Note the degree you are adapting your behavior.
- If you filled out the Work Environment Analysis, view the relationship of your behavior to your job.

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
12-4-2003



Adapted: ★ (14) PERSUADING PROMOTER
Natural: ● (12) CONDUCTING PERSUADER