

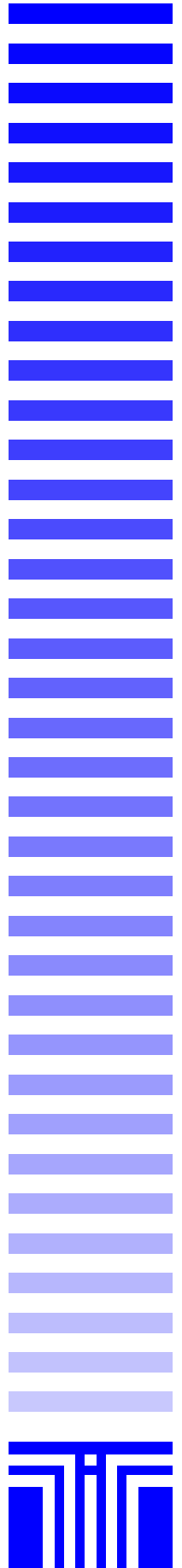
# MANAGING FOR SUCCESS®

Time P.L.U.S.™ Version

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

**John Doe**

12-4-2003



# INTRODUCTION

Behavioral research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment. Our ability to interact effectively in any given environment may determine the difference between our success or failure in the workplace and in our personal relationships.

Effective use of time starts with an accurate perception of ourselves. This report was designed to quantify information on how you see yourself. The report translates that information into how others may see you to assist in formulating strategies to better manage your time.

Is the report 100% true? Yes, no and maybe. We are only measuring behavior. We only report statements which are true for you and areas of behavior in which you show tendencies. Delete any statement from this report that you feel doesn't apply after checking with a friend or colleague to see if they agree with you. Sometimes we are not aware of certain behavioral traits that are seen by others.

*"All people exhibit all four behavioral factors in varying degrees of intensity."  
—W.M. Marston*

## GENERAL CHARACTERISTICS

*Based on your responses, the report has selected general statements to provide a broad understanding of your work style. These statements identify the basic natural behavior that you bring to the job. That is, if left on your own, HOW YOU WOULD CHOOSE TO DO THE JOB. Use the general characteristics to gain a better understanding of your natural behavior.*

John may be so self-confident that others see him as arrogant. This confidence may be something others wish they had. Some would see John as an initiator. He is a dominant, forceful and direct person who wants to be seen as an individualist. He displays a high energy factor and is optimistic about the results he can achieve. The word "can't" is not in his vocabulary. Most people see him as a high risk-taker. His view is, "nothing ventured, nothing gained." John needs to learn to relax and pace himself. He may expend too much energy trying to control himself and others. He wants to be seen as an individual who is totally keyed to results. He wants to get things done in a manner that is consistent with his perception of the "right way" of doing things. He may lose interest in a project once the challenge ceases. He may then be ready for another challenging project. He likes to be forceful and direct when dealing with others. His desire for results is readily apparent to the people with whom he works. John is often frustrated when working with others who do not share the same sense of urgency. He is aggressive and confident.

John is decisive and prefers to work for a decisive manager. He can experience stress if his manager does not possess similar traits. Sometimes he becomes emotionally involved in the decision-making process. He should realize that at times he needs to think a project through, beginning to end, before starting the project. He likes to make decisions quickly. Many people see his decisions as high-risk decisions. However, after the decision is made, he tends to work hard for a successful outcome. He is a good problem solver and troubleshooter, always seeking new ways to

## GENERAL CHARACTERISTICS

solve old problems. When faced with a tough decision, he will try to sell you on his ideas. He prefers authority equal to his responsibility.

John may lack the patience to listen and communicate with slower acting people. He tends to influence people by being direct, friendly and results-oriented. He may lose interest in what others are saying if they ramble or don't speak to the point. His active mind is already moving ahead. He may sometimes mask his feelings in friendly terms. If pressured, John's true feelings may emerge. John should exhibit more patience and ask questions to make sure that others have understood what he has said. He likes people who present their case effectively. When they do, he can then make a quicker assessment or decision. His creative and active mind may hinder his ability to communicate to others effectively. He may present the information in a form that cannot be easily understood by some people. He tends to be intolerant of people who seem ambiguous or think too slowly.

# TIME WASTERS

*This section of your report is designed to identify time wasters that may impact your overall time use effectiveness. Possible causes and solutions will serve as a basis for creating an effective plan for maximizing your use of TIME and increasing your PERFORMANCE.*

## 1. CRISIS MANAGEMENT

Crisis Management is defined as a management style that is consistently driven by uncontrolled external issues as the preferred method of managing. This style allows crises to precipitate rather than anticipating them and being pro-active.

### POSSIBLE CAUSES:

- Lack planning
- Place unrealistic time requirements on people and tasks
- Always looking for problems to solve

### POSSIBLE SOLUTIONS:

- Have a well defined operational plan
- Target key individuals to handle specific problems
- Ask for recommendations from key people
- Delegate authority and responsibility when possible

## 2. FIREFIGHTING

Firefighting is often defined as being pulled away from priority tasks to answer questions, offer solutions, delegate or solve problem-related minor issues. These issues usually "flare up" quickly and are "put out" quickly.

### POSSIBLE CAUSES:

- Desire to solve problems quickly and sometimes without adequate information
- Lack of delegation
- Lack of standard operating procedures
- Poor/wrong priorities
- Failure to fit intensity to the situation

### POSSIBLE SOLUTIONS:

- Establish a plan
- Create operational procedures for tasks and known problems
- Establish a "management by objectives" approach

# TIME WASTERS

## 3. POOR DELEGATION

Poor delegation usually means the inability to discriminate between tasks needing your time and attention, and those others are capable of accomplishing.

### POSSIBLE CAUSES:

- Do not want to give up control
- Do not trust the abilities of others
- Do not understand the abilities of others
- Fear the talents of others
- Do not want to overload others

### POSSIBLE SOLUTIONS:

- Train and mentor others
- Develop a support team
- Give people the opportunity to help
- Recognize the time spent training others on routine tasks will result in gained cumulative time for higher priority tasks

## 4. LACK OF A WRITTEN PLAN

A plan in this context may be an overall business plan including mission, goals, objectives, task requirements and utilization of resources. It may also simply mean written priorities and a written daily plan of action.

### POSSIBLE CAUSES:

- Action oriented, want to get things done now
- Priorities keep changing (self- or other-imposed)
- Have been successful without a plan in the past
- Want to "go with the flow" and not be stifled by a written daily agenda

### POSSIBLE SOLUTIONS:

- Write down personal and job-related values and prioritize them
- Write out a long-term plan that will support those values
- Recognize that by having priorities clearly in mind, constant change will be replaced with change-by-design

# TIME WASTERS

## 5. SNAP DECISIONS

Snap decisions in this context are those decisions that are made too quickly without having all the necessary information.

### POSSIBLE CAUSES:

- Impatience overrides need to wait for more information
- Try to do too much
- Failure to plan in advance
- Lack specific goals

### POSSIBLE SOLUTIONS:

- Ask for recommendations
- Establish process for decisions prior to situation occurring
- Establish standard operating procedures and alternative procedures for possible problems

# CHECKLIST FOR COMMUNICATING

*This section of the report is a lists of things to DO when communicating with you. Read each statement and then identify 3 or 4 that are most important to your optimal use of time. By sharing this information with others, the better they can plan meetings, presentations and informal discussions. This will result in more efficient and time saving the communications.*

Do:

- Stick to business--let him decide if he wants to talk socially.
- Provide facts and figures about probability of success, or effectiveness of options.
- Ask specific (preferably "what?") questions.
- Deal with details in writing, have him commit to modes of action.
- Be clear, specific, brief and to the point.
- Support the results, not the person, if you agree.
- Plan interaction that supports his dreams and intentions.
- Provide testimonials from people he sees as important.
- Present the facts logically; plan your presentation efficiently.
- Provide ideas for implementing action.
- Leave time for relating, socializing.
- Provide questions, alternatives and choices for making his own decisions.

# DON'TS ON COMMUNICATING

*This section of the report is a list of things NOT to do while communicating with you. Read each statement and identify those that cause the most frustration. By sharing this information, both parties can avoid time wasting interactions and achieve more effective communications.*

Don't:

- Let disagreement reflect on him personally.
- Ask rhetorical questions, or useless ones.
- Drive on to facts, figures, alternatives or abstractions.
- Ramble on, or waste his time.
- Reinforce agreement with "I'm with you."
- Be redundant.
- Talk down to him.
- Waste time trying to be impersonal, judgmental or too task-oriented.
- Legislate or muffle--don't overcontrol the conversation.
- Forget or lose things, be disorganized or messy, confuse or distract his mind from business.
- Come with a ready-made decision, or make it for him.
- "Dream" with him or you'll lose time.

# PERCEPTIONS

*A person's behavior and feelings may be quickly telegraphed to others. This section provides additional information on John's self-perception and how, under certain conditions, others may perceive his behavior. Understanding this section will empower John to project the image that will allow him to control the situation.*

## "See Yourself As Others See You"

### SELF-PERCEPTION

John usually sees himself as being:

Pioneering  
Competitive  
Positive

Assertive  
Confident  
Winner

### OTHERS' PERCEPTION

Under moderate pressure, tension, stress or fatigue, others may see him as being:

Demanding  
Egotistical

Nervy  
Aggressive

And, under extreme pressure, stress or fatigue, others may see him as being:

Abrasive  
Arbitrary

Controlling  
Opinionated

# DESCRIPTORS

*Based on John's responses, the report has marked those words that describe his personal behavior. They describe how he solves problems and meets challenges, influences people, responds to the pace of the environment and how he responds to rules and procedures set by others.*

Dominance	Influencing	Steadiness	Compliance
Demanding	Effusive	Phlegmatic	Evasive
Egocentric	Inspiring	Relaxed	Worrisome
Driving	Magnetic	Resistant to Change	Careful
Ambitious	Political	Nondemonstrative	Dependent
Pioneering	Enthusiastic	Passive	Cautious
Strong-Willed	Demonstrative	Patient	Conventional
Forceful	Persuasive	Possessive	Exacting
Determined	Warm	Predictable	Neat
Aggressive	Convincing	Consistent	Systematic
Competitive	Polished	Deliberate	Diplomatic
Decisive	Poised	Steady	Accurate
Venturesome	Optimistic	Stable	Tactful
Inquisitive	Trusting		Open-Minded
Responsible	Sociable		Balanced Judgment
Conservative	Reflective	Mobile	Firm
Calculating	Factual	Active	Independent
Cooperative	Calculating	Restless	Self-Willed
Hesitant	Skeptical	Alert	Stubborn
Low-Keyed	Logical	Variety-Oriented	Obstinate
Unsure	Undemonstrative	Demonstrative	
Undemanding	Suspicious	Impatient	Opinionated
Cautious	Matter-of-Fact	Pressure-Oriented	Unsystematic
Mild	Incisive	Eager	Self-Righteous
Agreeable	Pessimistic	Flexible	Uninhibited
Modest	Moody	Impulsive	Arbitrary
Peaceful	Critical	Impetuous	Unbending
Unobtrusive		Hypertense	Careless with Details

# INTERACTIVE FLEXIBILITY

*Each person is different and each has needs they want met. This section will help you identify four basic behavioral styles of others. It will provide you with valuable information for meeting their needs. As you develop strategies for meeting their needs, you will gain their commitment and cooperation. You will be able to understand how interacting with different styles impacts your use of TIME.*

## "Improving Your Interactive Flexibility"

When interacting with an individual who has the following characteristics:

- Fast-paced speech
- Strong personality
- Impatient
- Direct
- Tries to control the situation

Factors that will improve Interaction with this Style:

- Minimize features - maximize benefits
- Help them with details
- LISTEN
- Ask specific questions
- Keep the pace fast enough so they don't become bored

Factors that will create tension or dissatisfaction with this Style:

- Over controlling the situation
- Telling them what to do

# INTERACTIVE FLEXIBILITY

## "Improving Your Interactive Flexibility"

When interacting with an individual who has the following characteristics:

- Warm and friendly
- Impulsive
- Uses many hand gestures while speaking
- Talkative
- Imprecise about the use of time

Factors that will improve Interaction with this Style:

- Be friendly, not dominating
- Ask for their ideas and opinions
- Use testimonials
- Tell how others will benefit
- Control your impatience

Factors that will create tension or dissatisfaction with this Style:

- Over controlling
- Displaying your impatience

# INTERACTIVE FLEXIBILITY

## "Improving Your Interactive Flexibility"

When interacting with an individual who has the following characteristics:

- Patient
- Easy going
- Uses few gestures
- Unemotional voice
- Reserved

Factors that will improve Interaction with this Style:

- Listen patiently
- Take time to explain
- Develop more empathy and patience
- Take a personal interest in them
- Exhibit friendly attitudes
- Slow down
- Give more attention to details
- Control body language
- Speak with sincere tone of voice

Factors that will create tension or dissatisfaction with this Style:

- Overselling or stressing new products
- Dominate with active body language

# INTERACTIVE FLEXIBILITY

## "Improving Your Interactive Flexibility"

When interacting with an individual who has the following characteristics:

- Speaks slowly
- Asks many questions about facts and data
- Is deliberate
- Uses few gestures
- Unemotional

Factors that will improve Interaction with this Style:

- Slow down and LISTEN
- Explain details
- Be sincere - lower your tone of voice
- Be conservative in assertions
- Answer questions precisely
- Minimize risks

Factors that will create tension or dissatisfaction with this Style:

- Being too blunt and direct
- Forcing them to take risks

# ACTION PLAN

Name: John Doe

The following action plan will allow you the opportunity to minimize time wasters and increase available productive time. Periodically review your report and your action plan as a step toward achieving success.

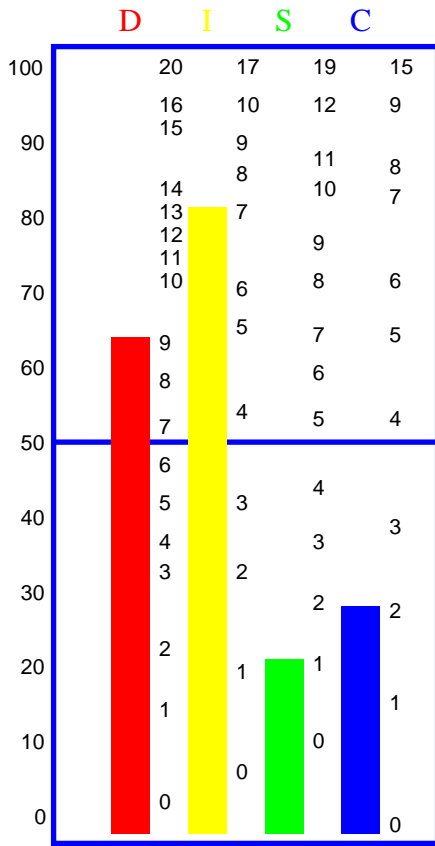
1. Referring to the list of time wasters, which do you perceive to be your top three?
2. How could you improve or eliminate these time wasters?
3. With which behavioral style are you the most productive when working, and how does this impact your time management?
4. With which behavioral style are you the most unproductive when working and how does this impact your time management?
5. What could you do to improve your effectiveness when working with the styles listed in item four above?

# STYLE ANALYSIS™ GRAPHS

John Doe

12-4-2003

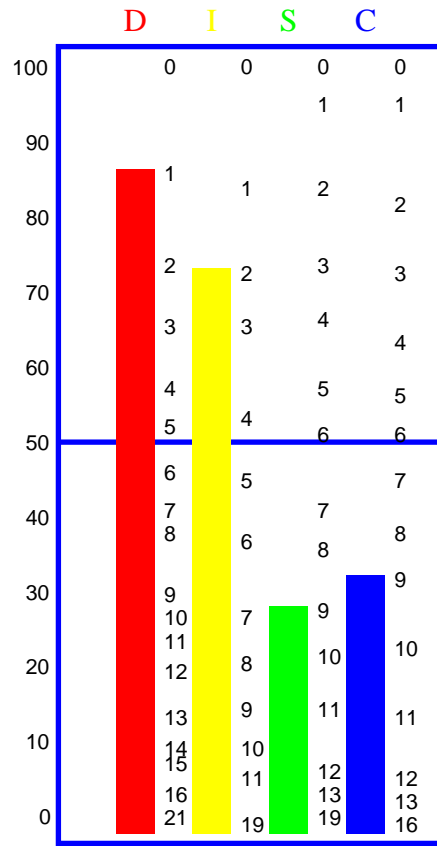
**MOST**  
Graph I  
Adapted Style



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:

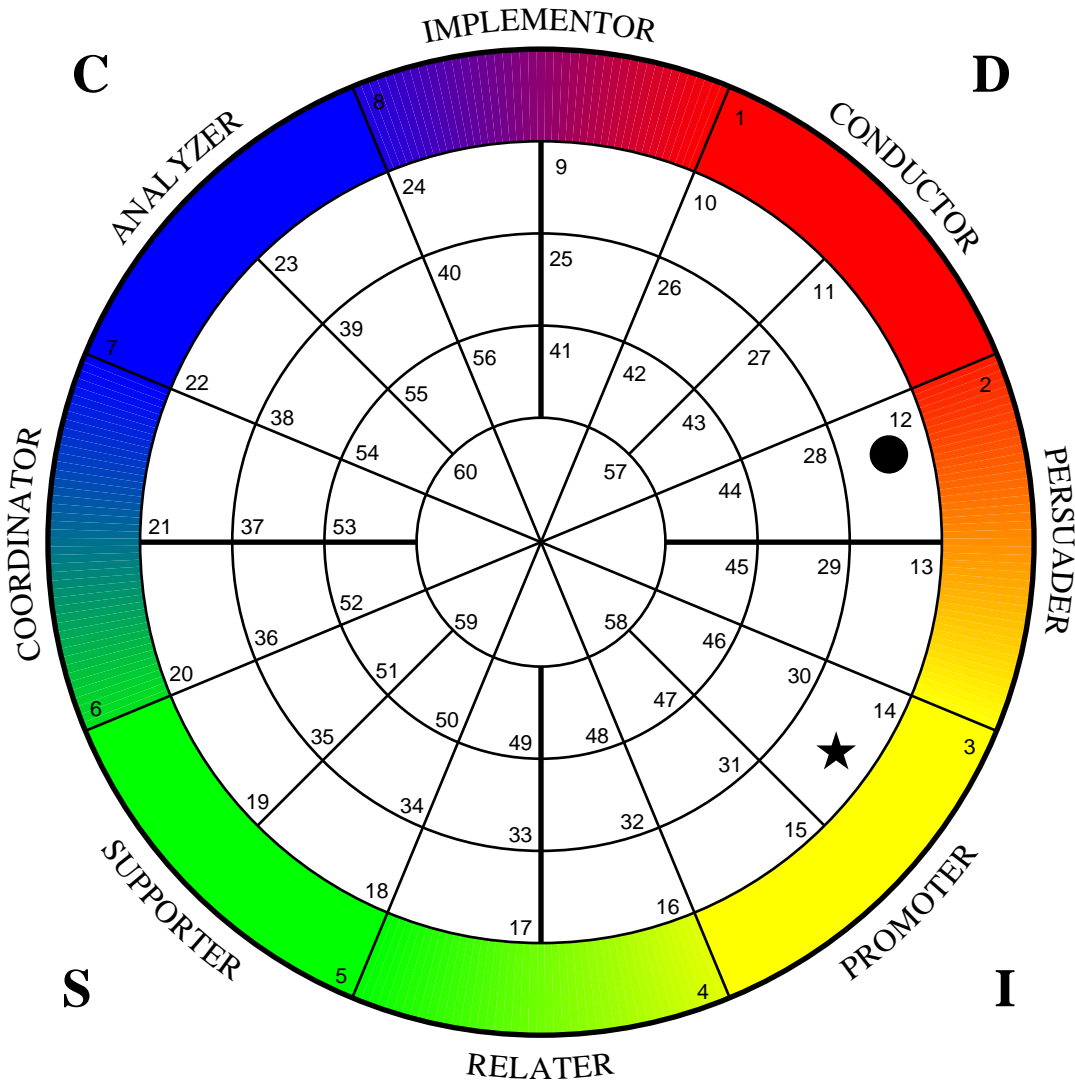
- View your natural behavioral style (circle).
- View your adapted behavioral style (star).
- Note the degree you are adapting your behavior.
- If you filled out the Work Environment Analysis, view the relationship of your behavior to your job.

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