



TTI  
SUCCESS  
INSIGHTS®

## Management-Staff

Andy Sample  
Manager  
ABC Management  
6-29-2017



## 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.**

A person's behavior is a necessary and integral part of who they are. In other words, much of our behavior comes from "nature" (inherent), and much comes from "nurture" (our upbringing). It is the universal language of "how we act," or our observable human behavior.

**In this report we are measuring four dimensions of normal behavior. They are:**

- How you respond to problems and challenges.
- How you influence others to your point of view.
- How you respond to the pace of the environment.
- How you respond to rules and procedures set by others.

This report analyzes behavioral style; that is, a person's manner of doing things. Is the report 100% true? Yes, no and maybe. We are only measuring behavior. We only report statements from areas of behavior in which tendencies are shown. To improve accuracy, feel free to make notes or edit the report regarding any statement from the report that may or may not apply, but only after checking with friends or colleagues to see if they agree.

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









# Checklist for Communicating

Most people are aware of and sensitive to the ways with which they prefer to be communicated. Many people find this section to be extremely accurate and important for enhanced interpersonal communication. This page provides other people with a list of things to DO when communicating with Andy. Read each statement and identify the 3 or 4 statements which are most important to him. We recommend highlighting the most important "DO's" and provide a listing to those who communicate with Andy most frequently.

## Ways to Communicate

- Read the body language for approval or disapproval.
- Use a balanced, objective and emotional approach.
- Provide a warm and friendly environment.
- Use enough time to be stimulating, fun-loving, fast-moving.
- Offer special, immediate and continuing incentives for his willingness to take risks.
- Talk about him, his goals and the opinions he finds stimulating.
- Use a motivating approach, when appropriate.
- Provide testimonials from people he sees as important.
- Leave time for relating, socializing.
- Define the problem in writing.
- Provide solutions--not opinions.
- Look for his oversights.




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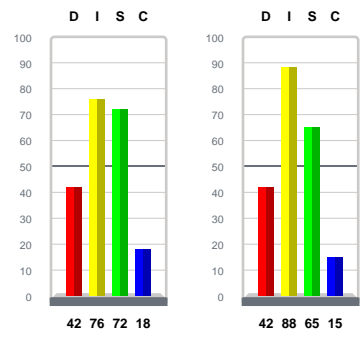
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Adapted Style      Natural Style







# Communication Tips

*This section provides suggestions on methods which will improve Andy's communications with others. The tips include a brief description of typical people with whom he may interact. By adapting to the communication style desired by other people, Andy will become more effective in his communications with them. He may have to practice some flexibility in varying his communication style with others who may be different from himself. This flexibility and the ability to interpret the needs of others is the mark of a superior communicator.*

## **When communicating with a person who is dependent, neat, conservative, perfectionist, careful and compliant:**

- Prepare your "case" in advance.
- Stick to business.
- Be accurate and realistic.

### **Factors that will create tension or dissatisfaction:**

- Being giddy, casual, informal, loud.
- Pushing too hard or being unrealistic with deadlines.
- Being disorganized or messy.

## **When communicating with a person who is ambitious, forceful, decisive, strong-willed, independent and goal-oriented:**

- Be clear, specific, brief and to the point.
- Stick to business.
- Be prepared with support material in a well-organized "package."

### **Factors that will create tension or dissatisfaction:**

- Talking about things that are not relevant to the issue.
- Leaving loopholes or cloudy issues.
- Appearing disorganized.

## **When communicating with a person who is patient, predictable, reliable, steady, relaxed and modest:**

- Begin with a personal comment--break the ice.
- Present your case softly, nonthreateningly.
- Ask "how?" questions to draw their opinions.

### **Factors that will create tension or dissatisfaction:**

- Rushing headlong into business.
- Being domineering or demanding.
- Forcing them to respond quickly to your objectives.

## **When communicating with a person who is magnetic, enthusiastic, friendly, demonstrative and political:**

- Provide a warm and friendly environment.
- Don't deal with a lot of details (put them in writing).
- Ask "feeling" questions to draw their opinions or comments.

### **Factors that will create tension or dissatisfaction:**

- Being curt, cold or tight-lipped.
- Controlling the conversation.
- Driving on facts and figures, alternatives, abstractions.





# Ideal Environment

*This section identifies the ideal work environment based on Andy's basic style. People with limited flexibility will find themselves uncomfortable working in any job not described in this section. People with flexibility use intelligence to modify their behavior and can be comfortable in many environments. Use this section to identify specific duties and responsibilities that Andy enjoys and also those that create frustration.*

- Assignments with a high degree of people contacts.
- Freedom from control and detail.
- Work with a results-oriented team.
- Forum for his ideas to be heard.
- Democratic supervisor with whom he can associate.




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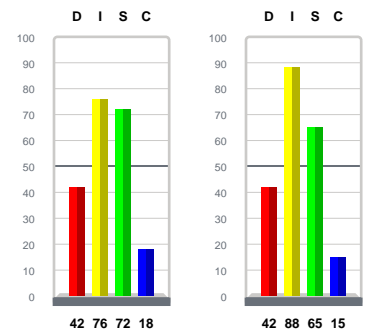
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Adapted Style      Natural Style







# Descriptors

Based on Andy'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.

Driving	Inspiring	Relaxed	Cautious
Ambitious	Magnetic	Passive	Careful
Pioneering	Enthusiastic	Patient	Exacting
Strong-Willed	Persuasive	Possessive	Systematic
Determined	Convincing	Predictable	Accurate
Competitive	Poised	Consistent	Open-Minded
Decisive	Optimistic	Steady	Balanced Judgment
Venturesome	Trusting	Stable	Diplomatic
<b>Dominance</b>	<b>Influencing</b>	<b>Steadiness</b>	<b>Compliance</b>
Calculating	Reflective	Mobile	Firm
Cooperative	Factual	Active	Independent
Hesitant	Calculating	Restless	Self-Willed
Cautious	Skeptical	Impatient	Obstinate
Agreeable	Logical	Pressure-Oriented	Unsystematic
Modest	Suspicious	Eager	Uninhibited
Peaceful	Matter-of-Fact	Flexible	Arbitrary
Unobtrusive	Incisive	Impulsive	Unbending



# Natural and Adapted Style

Andy's natural style of dealing with problems, people, pace of events and procedures may not always fit what the environment needs. This section will provide valuable information related to stress and the pressure to adapt to the environment.



## Problems - Challenges

Natural	Adapted
<p>Andy is somewhat conservative in his approach to solving problems. He will accept challenges by being quite calculating in his response to the problem or challenge. Andy will be quite cooperative by nature and attempt to avoid confrontation as he wants to be seen as a person who is "easy" to work with.</p>	<p>Andy sees no need to change his approach to solving problems or dealing with challenges in his present environment.</p>

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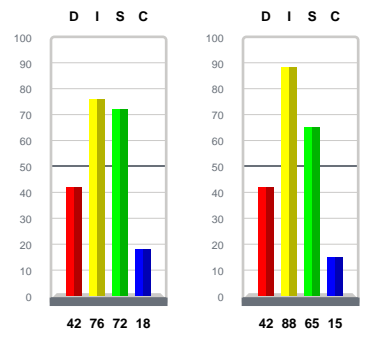
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## People - Contacts

Natural	Adapted
<p>Andy's natural style is to use persuasion and emotion to the extreme. He is positive and seeks to win by the virtues of his personality and verbal skills. He will convince you that what he is saying is not only right, but is exactly what is needed. He displays enthusiasm for almost any project.</p>	<p>Andy projects a positive and enthusiastic attitude toward influencing others. He sees the need to be trusting and wants to be trusted.</p>

Adapted Style      Natural Style











# Keys to Managing

*In this section are some needs which must be met in order for Andy to perform at an optimum level. Some needs can be met by himself, while management must provide for others. It is difficult for a person to enter a motivational environment when that person's basic management needs have not been fulfilled. Review the list with Andy and identify 3 or 4 statements that are most important to him. This allows Andy to participate in forming his own personal management plan.*

## Andy needs:

- To focus conversations on work activities--less socializing.
- Participatory management.
- Help on controlling time and setting priorities.
- A tolerant boss.
- More control of body language.
- A rational approach to decision making--analyze the facts.
- People to work and associate with.
- Documentation of expected results.
- To maintain focus on results and not sacrifice productivity just to make everyone happy.
- To handle routine paperwork only once.
- Bottom-line measurement.
- To be informed of things which affect him.
- To relax and pace himself.



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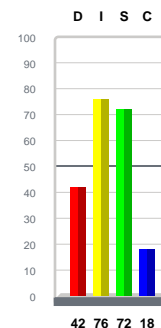
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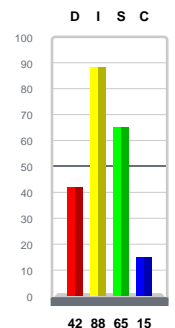
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Adapted Style



Natural Style









# Action Plan

## Professional Development

1. I learned the following behaviors contribute positively to increasing my professional effectiveness: (list 1-3)

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2. My report uncovered the following behaviors I need to modify or adjust to make me more effective in my career: (list 1-3)

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3. When I make changes to these behaviors, they will have the following impact on my career:

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4. I will make the following changes to my behavior, and I will implement them by \_\_\_\_\_:

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# Action Plan

## Personal Development

1. When reviewing my report for personal development, I learned the following key behaviors contribute to reaching my goals and the quality of life I desire: (list 1-3)

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2. The following behaviors were revealed, which show room for improvement to enhance the quality of my life: (list 1-3)

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3. When I make changes to these behaviors, I will experience the following benefits in my quality of life:

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4. I will make the following changes to my behavior, and I will implement them by \_\_\_\_\_:

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# Behavioral Hierarchy

The Behavioral Hierarchy graph will display a ranking of your natural behavioral style within a total of twelve (12) areas commonly encountered in the workplace. It will help you understand in which of these areas you will naturally be most effective.

## 1. Interaction - Frequently engage and communicate with others.

0 1 2 3 4 5 6 7 8 9 10



9.0 Natural

6.0\*

8.0 Adapted

5.5\*

## 2. People-Oriented - Build rapport with a wide range of individuals.

0 1 2 3 4 5 6 7 8 9 10



8.5 Natural

6.5\*

9.0 Adapted

6.2\*

## 3. Customer-Oriented - Identify and fulfill customer expectations.

0 1 2 3 4 5 6 7 8 9 10



8.3 Natural

6.4\*

8.0 Adapted

6.2\*

## 4. Versatile - Adapt to various situations with ease.

0 1 2 3 4 5 6 7 8 9 10



7.0 Natural

5.4\*

5.5 Adapted

5.2\*

\* 68% of the population falls within the shaded area.



## Behavioral Hierarchy Continued

### 5. Frequent Change - Rapidly shift between tasks.

0 1 2 3 4 5 6 7 8 9 10



6.8 Natural

5.2\*



6.2 Adapted

5.0\*

### 6. Competitive - Want to win or gain an advantage.

0 1 2 3 4 5 6 7 8 9 10



5.0 Natural

4.9\*



5.0 Adapted

4.7\*

### 7. Consistent - Perform predictably in repetitive situations.

0 1 2 3 4 5 6 7 8 9 10



4.5 Natural

6.1\*



5.0 Adapted

6.4\*

### 8. Persistence - Finish tasks despite challenges or resistance.

0 1 2 3 4 5 6 7 8 9 10



4.3 Natural

6.1\*



5.0 Adapted

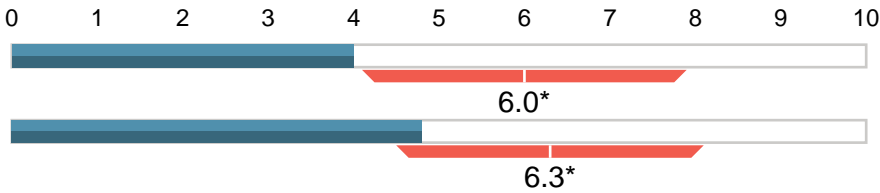
6.4\*

\* 68% of the population falls within the shaded area.

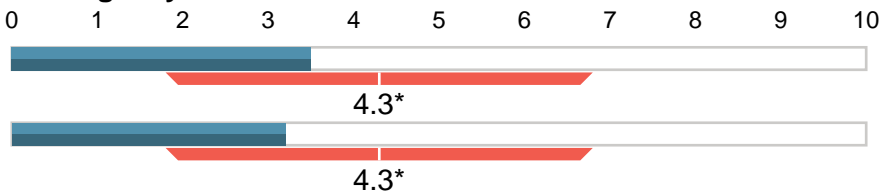


## Behavioral Hierarchy Continued

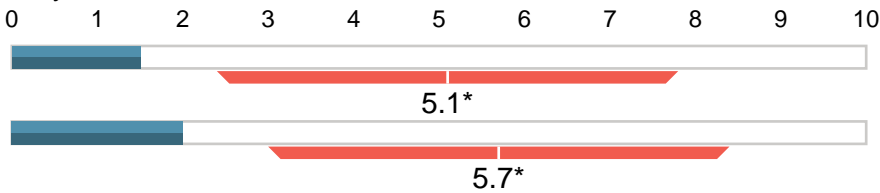
### 9. Following Policy - Adhere to rules, regulations, or existing methods.



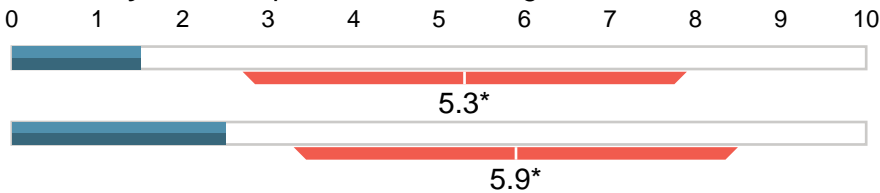
### 10. Urgency - Take immediate action.



### 11. Organized Workplace - Establish and maintain specific order in daily activities.



### 12. Analysis - Compile, confirm and organize information.



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\* 68% of the population falls within the shaded area.

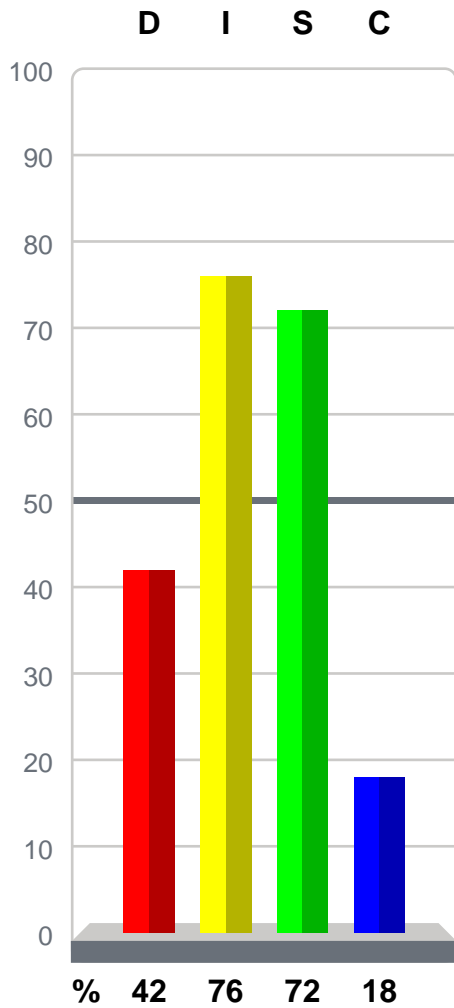


# Style Insights® Graphs

6-29-2017

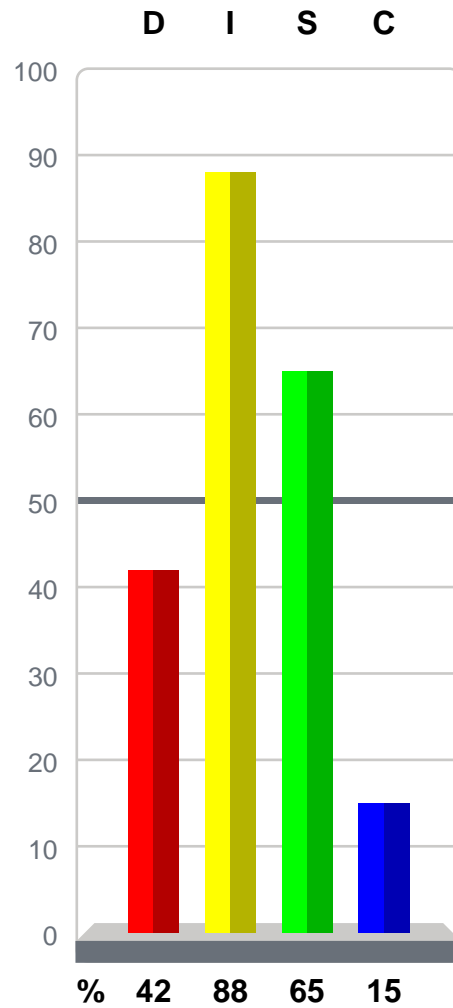
Adapted Style

Graph I



Natural Style

Graph II



Norm 2017 R4



## 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.

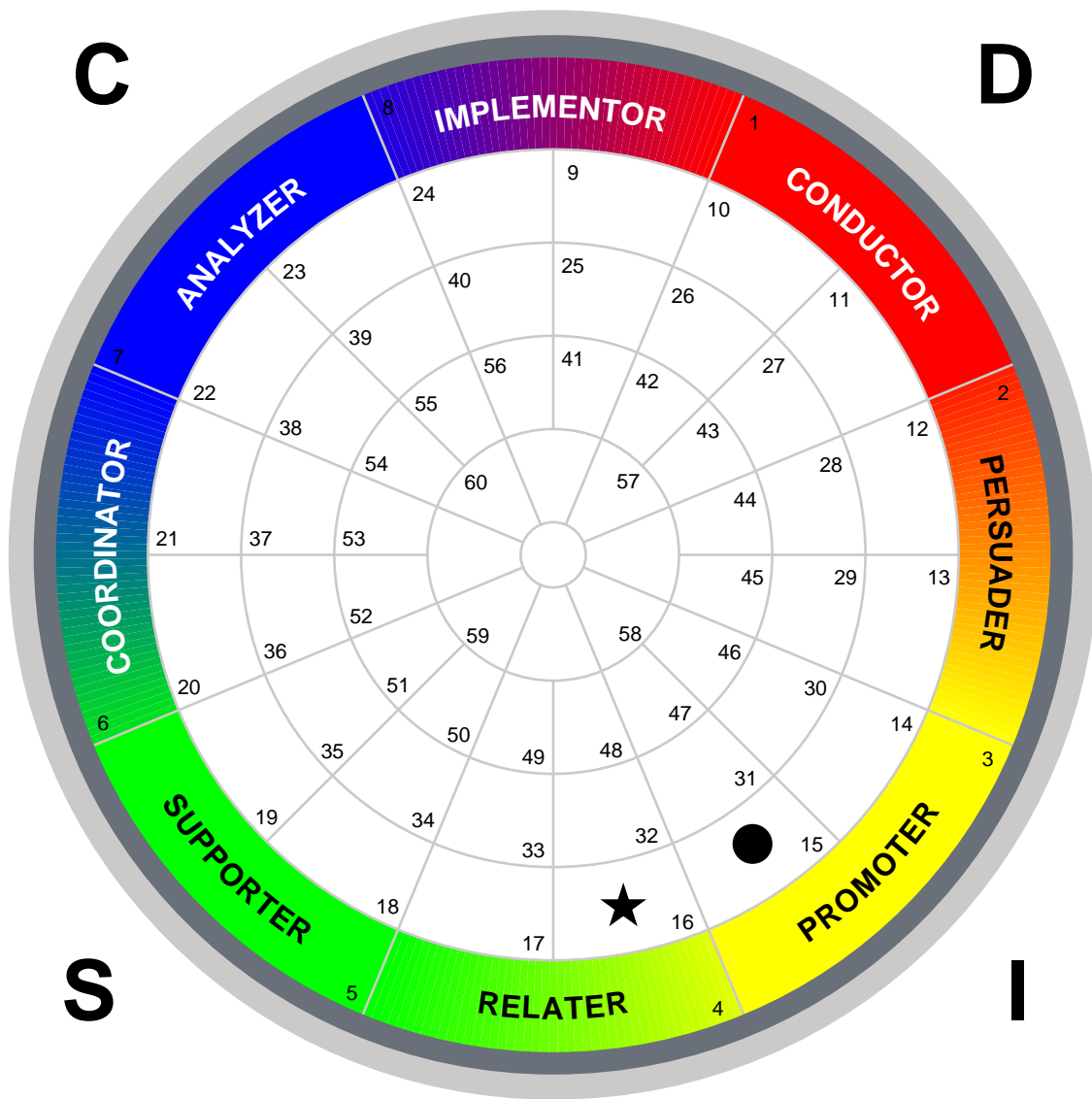
If you are part of a group or team who also took the behavioral assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able to identify where communication, understanding and appreciation can be increased.





# The Success Insights® Wheel

6-29-2017



Adapted: ★ (16) PROMOTING RELATER  
 Natural: ● (15) RELATING PROMOTER

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