



TTI  
SUCCESS  
INSIGHTS®

# Talent Insights®

Sales

Sylvia Sales  
Sales Manager  
ABC Corp.  
6-26-2017



## Introduction Where Opportunity Meets Talent

The TTI Success Insights® Talent Insights Report was designed to increase the understanding of an individual's talents. The report provides insight to three distinct areas: behaviors, driving forces and the integration of these. Understanding strengths and weaknesses in these areas will lead to personal and professional development and a higher level of satisfaction.

**The following is an in-depth look at your personal talents in the three main sections:**

### Behaviors

This section of the report is designed to help you attain a greater knowledge of yourself as well as others. The ability to interact effectively with people may be the difference between success and failure in your work and personal life. Effective interaction starts with an accurate perception of oneself.

### Driving Forces

This section of the report provides information on the why of your actions, which with application and coaching, can tremendously impact your valuing of life. Once you know the motivations that drive your actions, you will immediately be able to understand the causes of conflict.

### Integrating Behaviors And Driving Forces

This section of the report will help you blend the how and the why of your actions. Once you can understand how your behaviors and driving forces blend together, your performance will be enhanced and you will experience an increase in satisfaction.



## Introduction Behaviors Section

**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*





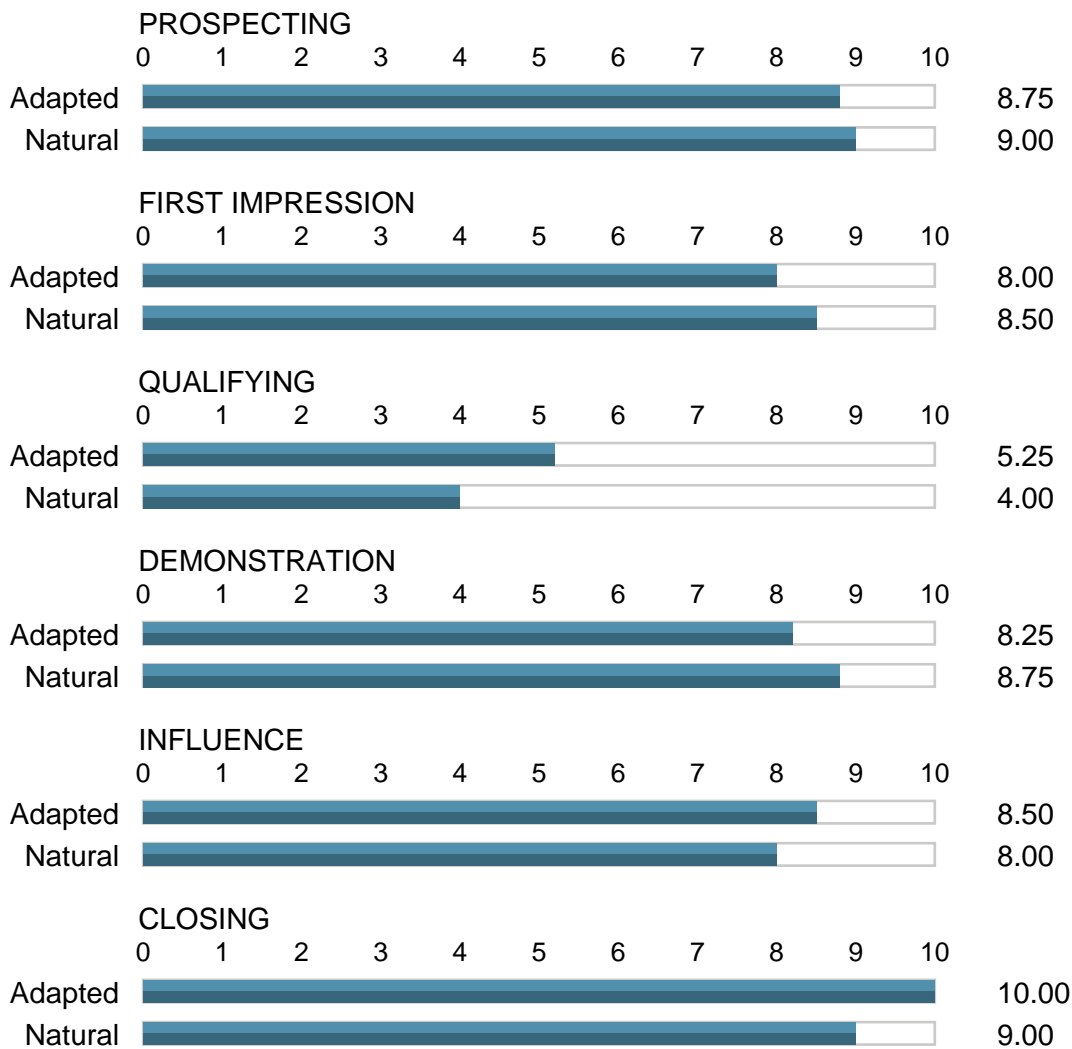


# Behavioral Selling Overview

The Behavioral Selling Overview reflects Sylvia's natural and adapted styles within each phase of the Behavioral Selling Model. Sylvia's natural style reflects her native, intuitive selling behavior. Sylvia's adapted scores reflect the behavior that Sylvia believes necessary in each phase of behavioral selling.

The level of effectiveness that Sylvia either possesses naturally or is able to modify or "mask" is also shown. The higher the score, the more effective Sylvia is at that phase of the sale. The lower the score, the greater challenge Sylvia has in terms of delivering specific behavior required for success within that phase.

The amount of difference between a salesperson's adapted and natural styles is also key. The greater the difference, the greater potential for stress.



0-5.0=POOR 5.1-6.6=FAIR 6.7-7.6=GOOD 7.7-8.8=VG 8.9-10=EX

















## Selling Tips

*This section provides suggestions on methods which will improve Sylvia's communications when selling to different styles. The tips include a brief description of typical people in which she may interact. By adapting to the communication style desired by other people, Sylvia will become more effective in her communications with them. She may have to practice some flexibility in varying her communication style with others who may be different from herself. This flexibility and the ability to interpret the needs of others is the mark of a superior salesperson.*

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

- Prepare your "presentation" in advance.
- Stick to business--provide fact to support your presentation.
- Be accurate and realistic--don't exaggerate.

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

- Being giddy, casual, informal, loud.
- Wasting time with small talk.
- Being disorganized or messy.

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

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

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

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

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

- Begin with a personal comment--break the ice.
- Present yourself softly, nonthreateningly and logically.
- Earn their trust--provide proven products.

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

- Rushing headlong into the interview.
- Being domineering or demanding.
- Forcing them to respond quickly to your questions.

### **When selling to a person who is magnetic, enthusiastic, friendly, demonstrative and political:**

- Provide a warm and friendly environment.
- Don't deal with a lot of details, unless they want them.
- Provide testimonials from people they see as important.

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

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





# The Absence of a Behavioral Factor

*The absence of a behavioral factor may provide insight into situations or environments that may cause tension or stress. Based on research, we are able to identify situations that should be avoided or minimized in a person's day-to-day environment. By understanding the contribution of a low behavioral style, we are able to better articulate a person's talents and create environments where people can be more effective.*

### Situations and circumstances to avoid or aspects needed within the environment in order to minimize behavioral stress.

- Avoid work environments requiring constant diplomacy, as they may cause stress.
- Avoid working environments where risk taking is not rewarded or encouraged.
- Avoid environments where micro-management is the way of the organization.

**Understanding that the need to adapt is unavoidable at times, below are tips for adapting to those with C above the energy line and/or tips for seeking environments that will be conducive to the low C.**

- The desire to be seen as a unique person may detract from the ideal outcome.
- Breaking rules that others must follow, will be seen as reckless and haphazard.
- Extremely formal and structured interactions may cause stress.

---

---

---

---

---

---

---

---

---

---

---

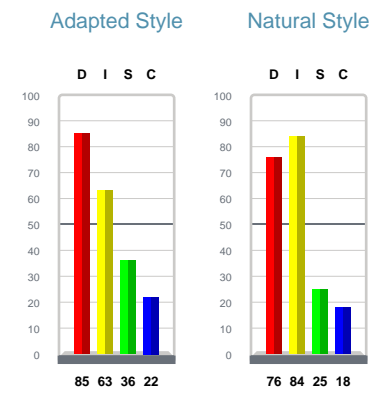
---

---

---

---

---





# Descriptors

Based on Sylvia's responses, the report has marked those words that describe her personal behavior. They describe how she solves problems and meets challenges, influences people, responds to the pace of the environment and how she 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 Selling Style

Sylvia's natural selling style of dealing with problems, people, pace and procedures may not always fit the sales environment. This section is extremely important as it will identify if a salesperson's natural style or adapted style is correct for the current sales environment.

## PROBLEMS - CHALLENGES

### Natural

Sylvia is ambitious in her approach to selling, displaying a strong will and has a need to win against all obstacles. She has a tendency to confront prospects and desire to control the sales situation. She needs a territory and products that will constantly challenge her.

### Adapted

Sylvia sees no need to change her sales approach from her basic style as it is related to solving problems and challenges.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## PEOPLE - CONTACTS

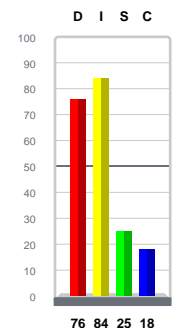
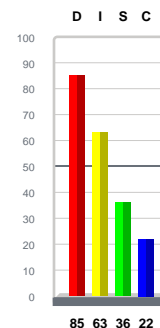
### Natural

Sylvia is enthusiastic about her ability to influence others. She prefers an environment in which she has the opportunity to deal with different types of individuals. She is trusting and also wants to be trusted.

### Adapted

Sylvia feels the environment calls for her to be sociable and optimistic. She will trust others and wants a positive environment in which to sell.

Adapted Style      Natural Style





# Natural and Adapted Selling Style Continued

## PACE - CONSISTENCY

### Natural

Sylvia wants a sales environment that is intense and demanding. She feels a great sense of urgency to close her prospects quickly. She feels comfortable selling new products that meet her prospect's needs.

### Adapted

Sylvia feels to be successful in her present sales environment she must see many prospects/customers. She feels mobility is one of her strengths. She can go in many different directions with ease and control.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## PROCEDURES - CONSTRAINTS

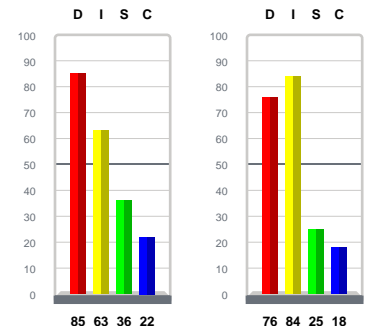
### Natural

Sylvia is independent by nature and her sales style displays her desire to sell the results she can deliver, as opposed to providing all the details to support her position. If she feels that rules and procedures are too restrictive she will attempt to change them in an active manner.

### Adapted

The difference between Sylvia's basic and adapted sales style is not significant and she sees no need to change on this factor.

Adapted Style      Natural Style





## Adapted Style

Sylvia sees her present work environment requiring her to exhibit the behavior listed on this page. If the following statements DO NOT sound job related, explore the reasons why she is adapting this behavior.

- Unafraid to overstep authority when necessary to make a sale.
- Exhibiting confidence in approaching customers.
- Using authority and responsibility for completing the sale.
- Authority to carry out responsibility.
- Firm, unbending dedication to completing sales projects.
- Ability to handle many new products or services.
- Uninhibited in making a creative sales presentation.
- Anticipating and using creative ways to assist clients in problem solving.
- Challenging the status-quo.
- Setting her own agenda for results.
- A resourceful, eager self-starter.



---

---

---

---

---

---

---

---

---

---

---

---

---

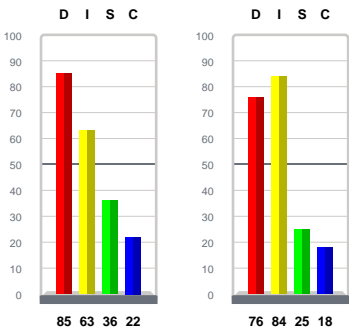
---

---

---

---

Adapted Style      Natural Style







## Time Wasters Continued

- Have meetings in the office
- Set meetings right after lunch
- Have working lunches

## Excessive Socializing

*Excessive socializing is defined as those interactions that go beyond the usual required time for discussing a issue or task. It can also be interacting too frequently with those who do not support or contribute to the accomplishment of daily priorities.*

### Possible Causes:

- Enjoy people
- Want to be liked
- Are creatively motivated when with others
- Allow and even encourage visitors and telephone calls
- Haven't prioritized daily requirements
- Confuse deadlines

### Possible Solutions:

- Keep daily priorities in view to keep you on task
- Set time guidelines for informal conversations, lunches and meetings
- Monitor your open door policy
- Screen and put a time limit on telephone calls
- Be willing to tell visitors and callers that you cannot be interrupted at this time

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Cluttered Desk

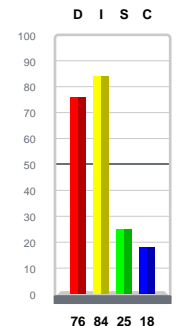
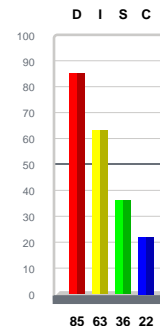
*A cluttered desk is one that is overloaded by papers, supplies and equipment to the point of impacting the ability to be productive.*

### Possible Causes:

- See organizing and filing activities as a waste of time
- Want everything at fingertips

Adapted Style

Natural Style





## Time Wasters *Continued*

- Do not conceptualize a system for grouping information and materials
- Have not established a timeline for tasks or projects

### Possible Solutions:

- Handle each piece of mail only once, i.e. pitch it, file it or delegate it
- Set up (or have someone else set up) an information storage and retrieval system
- Get off mailing lists that are of no interest to you
- Remind yourself that the time it takes to open "junk" mail robs you of time for more important tasks
- Establish a time limit for certain projects and only have current project material on your desk

## Inability To Say No

*The inability to say no is when you are unable to or feel powerless to refuse any request.*

### Possible Causes:

- Have many interests and want to be involved
- Confuse priorities
- Fail to set priorities
- Do not want to hurt others' feelings
- Do not want to refuse a superior's request
- Do not feel comfortable giving "real" reason and doesn't want to lie

### Possible Solutions:

- Realistically evaluate how much time is available
- Understand limitations and what can be done well
- Set daily and long-term priorities
- Learn to say no to those people and tasks that do not support daily and long-term priorities



---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

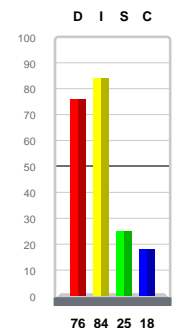
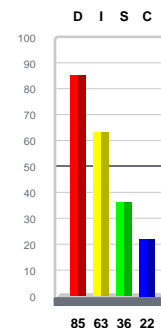
---

---

---

Adapted Style

Natural Style





# Time Wasters Continued

## Open Door Policy

An open door policy in this context refers to giving unlimited and unmonitored access to anyone who wishes to see you.

### Possible Causes:

- Want to be seen as supportive and available
- Want the social interaction of people dropping by
- Have a difficult time saying "no"
- Use people interruptions as a way of procrastinating or justifying missed deadlines

### Possible Solutions:

- Set aside time to "close your door" and work on projects
- Set aside time to interact with co-workers
- Learn to prioritize activities and say "no" to low priorities
- Place your desk so that it is not always in "view" of those who pass by
- Avoid eye contact with people who walk by your desk or office




---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

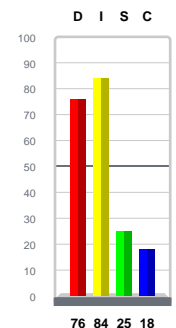
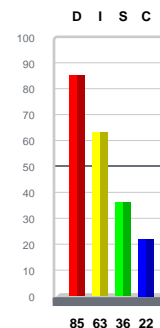
---

---

---

Adapted Style

Natural Style





# Areas for Improvement

*In this area is a listing of possible limitations without regard to a specific job. Review with Sylvia and cross out those limitations that do not apply. Highlight 1 to 3 limitations that are hindering her performance and develop an action plan to eliminate or reduce this hindrance.*

## Sylvia has a tendency to:

- Be so enthusiastic that she can be seen as superficial.
- Dislike call reports, etc.
- Make promises she can't keep.
- Be more concerned with popularity than sales results.
- Give away products or services to make client happy.
- Not answer objections completely, or tap dances around the objections.
- Need to be more factually-oriented and talk a bit slower.

---



---



---



---



---



---



---



---



---



---



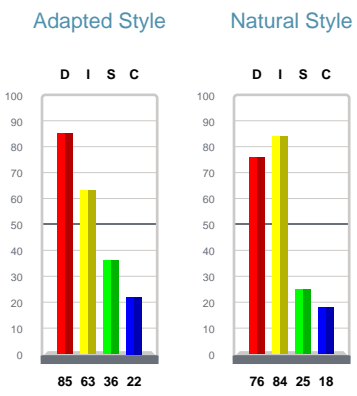
---



---



---



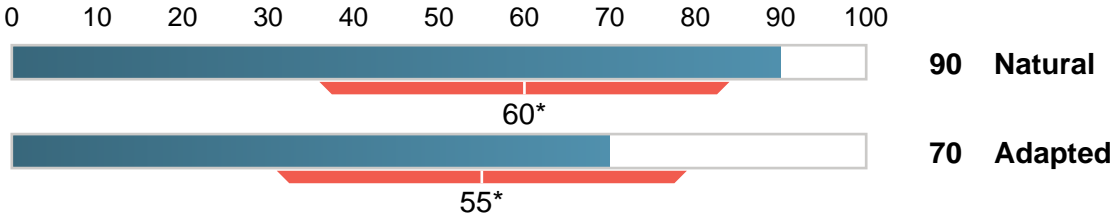




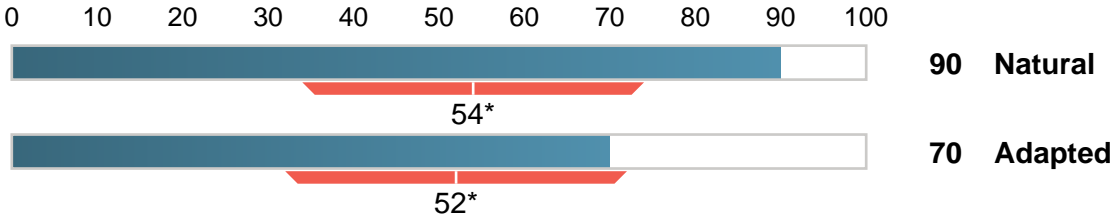
# Behavioral Hierarchy

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.

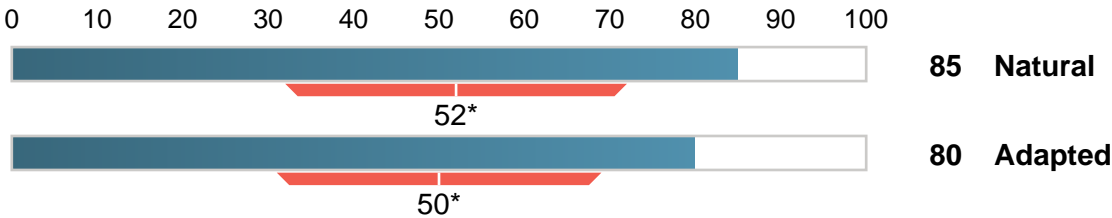
## 1. Interaction - Frequently engage and communicate with others.



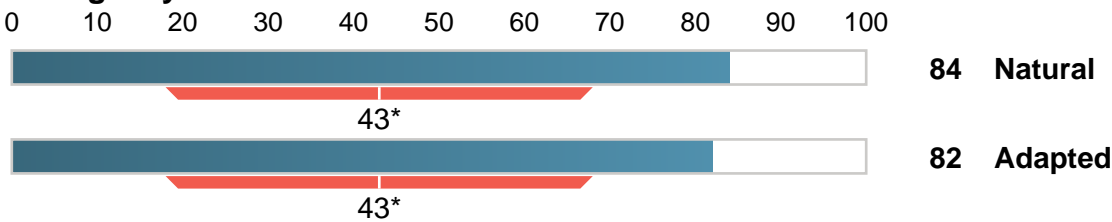
## 2. Versatile - Adapt to various situations with ease.



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



## 4. Urgency - Take immediate action.

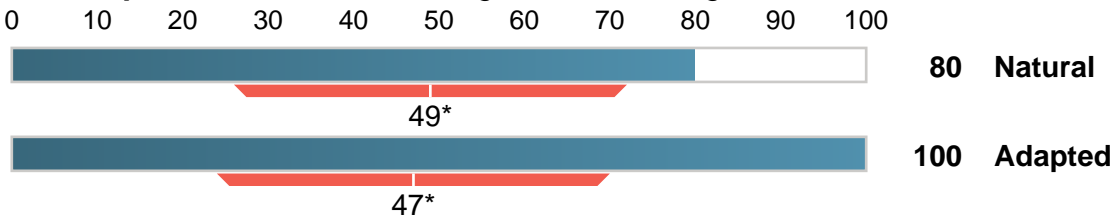


\* 68% of the population falls within the shaded area.

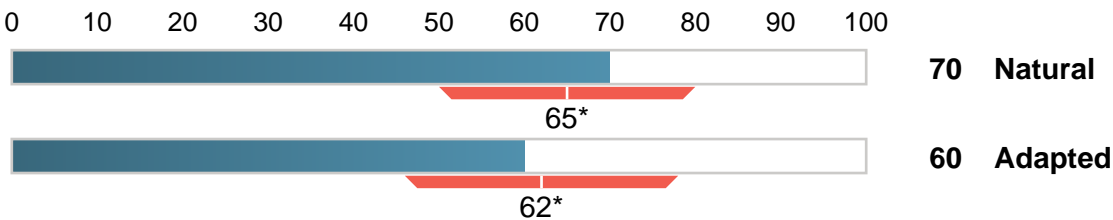


## Behavioral Hierarchy Continued

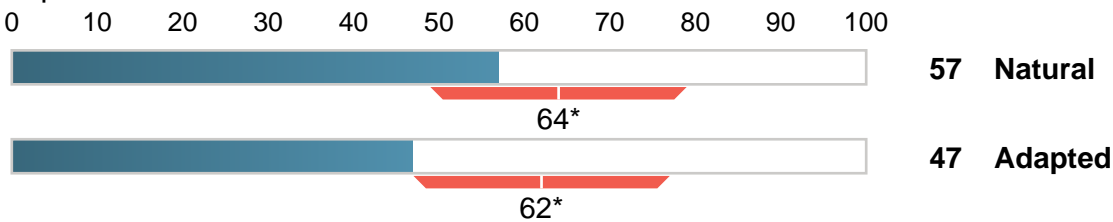
### 5. Competitive - Want to win or gain an advantage.



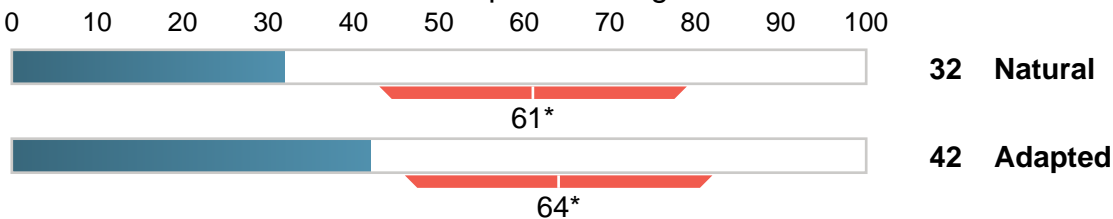
### 6. People-Oriented - Build rapport with a wide range of individuals.



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



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



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



## Behavioral Hierarchy Continued

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

0 10 20 30 40 50 60 70 80 90 100



28 Natural

60\*



35 Adapted

63\*

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

0 10 20 30 40 50 60 70 80 90 100



22 Natural

51\*



30 Adapted

57\*

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

0 10 20 30 40 50 60 70 80 90 100



20 Natural

61\*



35 Adapted

64\*

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

0 10 20 30 40 50 60 70 80 90 100



15 Natural

53\*



35 Adapted

59\*

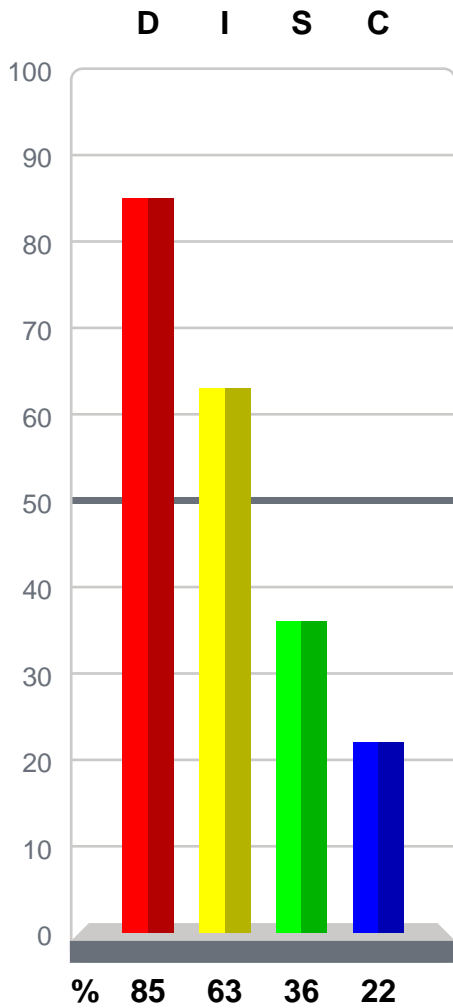


# Style Insights® Graphs

6-26-2017

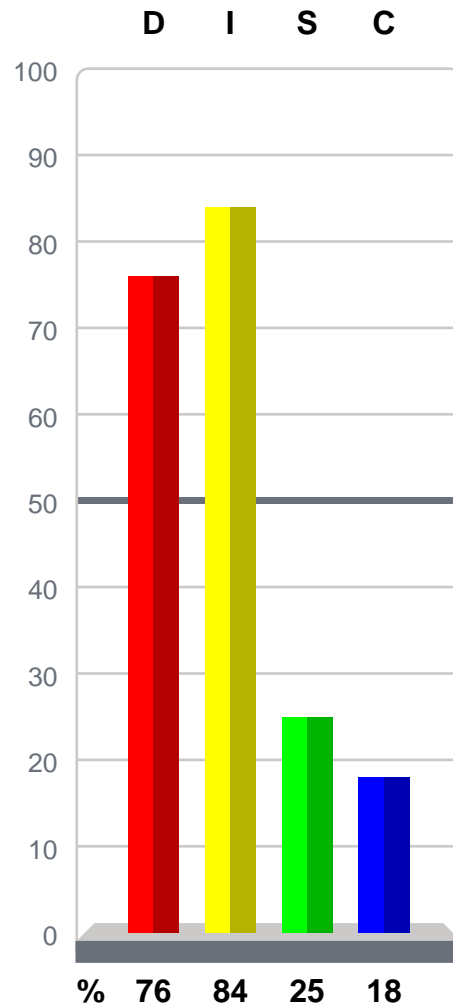
Adapted Style

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.

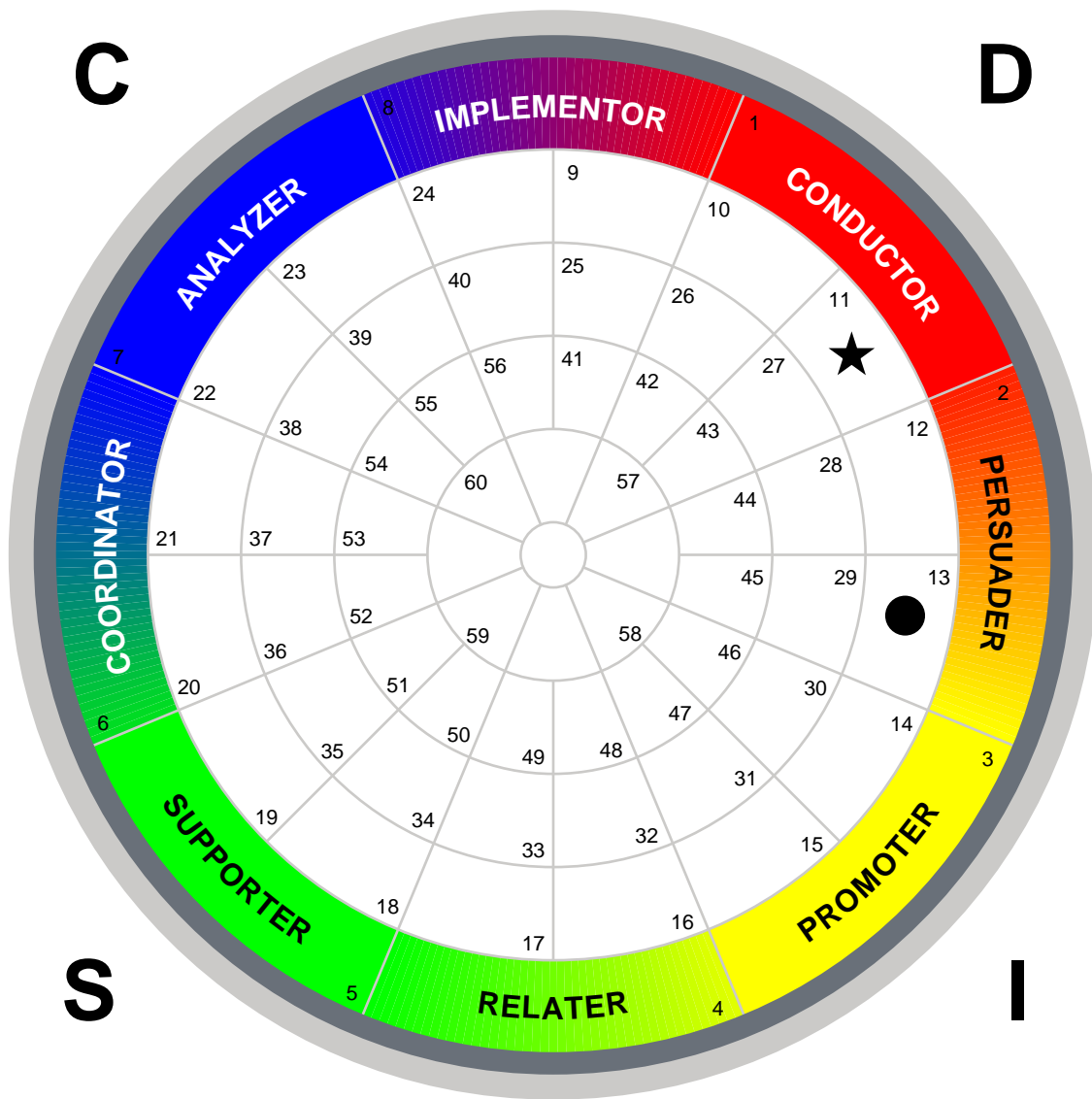
Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behavior. The further the two plotting points are from each other, the more you are adapting your behavior.

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

6-26-2017



Adapted: ★ (11) PERSUADING CONDUCTOR  
 Natural: ● (13) PROMOTING PERSUADER

Norm 2017 R4



# Understanding Your Driving Forces

Eduard Spranger first defined six primary types or categories to define human motivation and drive. These six types are Theoretical, Utilitarian, Aesthetic, Social, Individualistic and Traditional.

With TTISI's additional insights into Spranger's original work, the 12 Driving Forces® came to life. The 12 Driving Forces® are established by looking at each motivator on a continuum and describing both ends. All of the twelve descriptors are based on six keywords, one for each continuum. The six keywords are Knowledge, Utility, Surroundings, Others, Power and Methodologies.

You will learn how to explain, clarify and amplify some of the driving forces in your life. This report will empower you to build on your unique strengths, which you bring to work and life. You will learn how your passions from 12 Driving Forces® frame your perspectives and provide the most accurate understanding of you as a unique person.

Please pay careful attention to your top four driving forces, as they highlight what most powerfully moves you to action. As you examine the next tier of four driving forces, you'll recognize they may have strong pull for you, but only in certain situations. Finally, when reviewing the bottom four driving forces, you will identify your varying levels of indifference or total avoidance.

Once you have reviewed this report you will have a better grasp of one of the key areas in the Science of Self™ and will:

- Identify and understand your unique Driving Forces
- Understand and appreciate the Driving Forces of others
- Establish methods to recognize and understand how your Driving Forces interact with others to improve communication





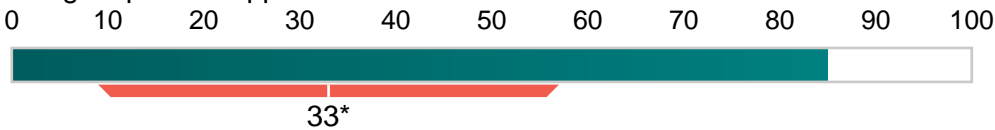




# Primary Driving Forces Cluster

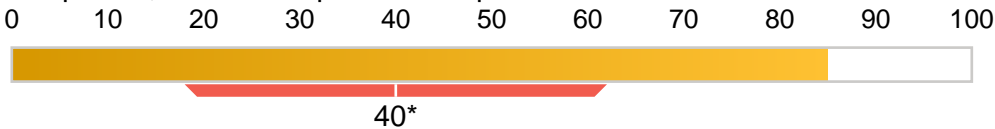
Your top driving forces create a cluster of drivers that move you to action. If you focus on the cluster rather than a single driver you can create combinations of factors that are very specific to you. The closer the scores are to each other the more you can pull from each driver. Think about the driver that you can relate to most and then see how your other primary drivers can support or complement to create your unique driving force.

**1. Altruistic** - People who are driven to assist others for the satisfaction of being helpful or supportive.



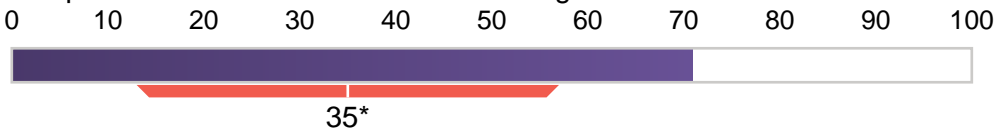
85

**2. Selfless** - People who are driven by completing tasks for the sake of completion, with little expectation of personal return.



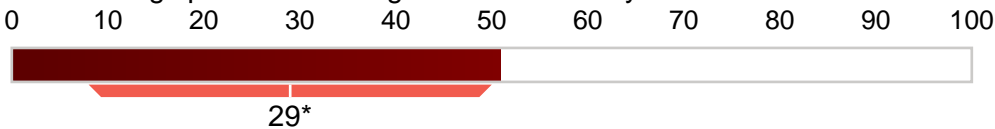
85

**3. Harmonious** - People who are driven by the experience, subjective viewpoints and balance in their surroundings.



71

**4. Instinctive** - People who are driven by utilizing past experiences, intuition and seeking specific knowledge when necessary.



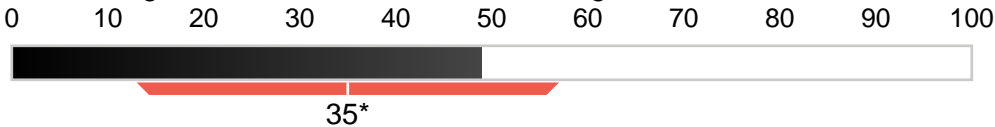
51



# Situational Driving Forces Cluster

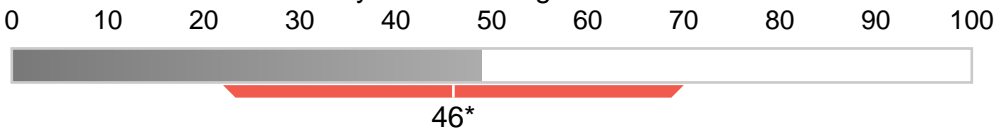
Your middle driving forces create a cluster of drivers that come in to play on a situational basis. While not as significant as your primary drivers, they can influence your actions in certain scenarios.

**5. Collaborative** - People who are driven by being in a supporting role and contributing with little need for individual recognition.



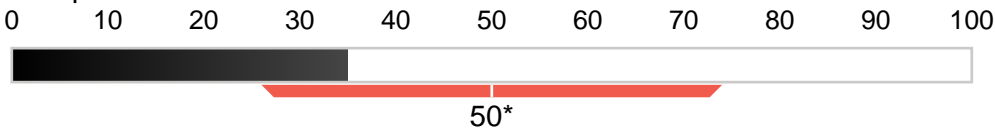
49

**6. Receptive** - People who are driven by new ideas, methods and opportunities that fall outside a defined system for living.



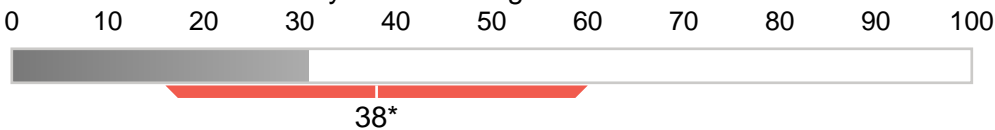
49

**7. Commanding** - People who are driven by status, recognition and control over personal freedom.



35

**8. Structured** - People who are driven by traditional approaches, proven methods and a defined system for living.



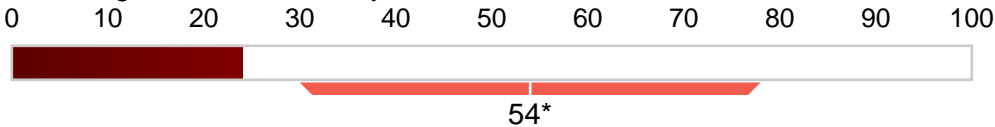
31



# Indifferent Driving Forces Cluster

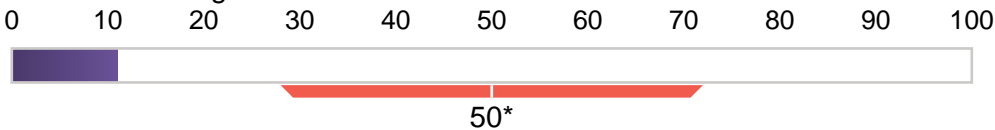
You may feel indifferent toward some or all of the drivers in this cluster. However, the remaining factors may cause an adverse reaction when interacting with people who have one or more of these as a primary driving force.

**9. Intellectual** - People who are driven by opportunities to learn, acquire knowledge and the discovery of truth.



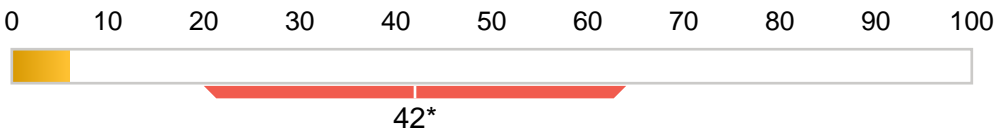
24

**10. Objective** - People who are driven by the functionality and objectivity of their surroundings.



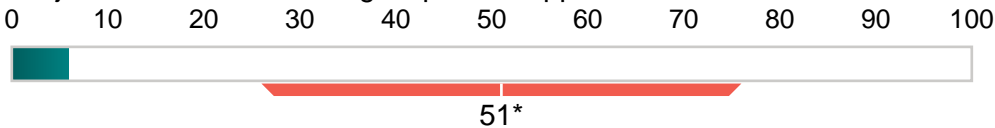
11

**11. Resourceful** - People who are driven by practical results, maximizing both efficiency and returns for their investments of time, talent, energy and resources.



6

**12. Intentional** - People who are driven to assist others for a specific purpose, not just for the sake of being helpful or supportive.



6

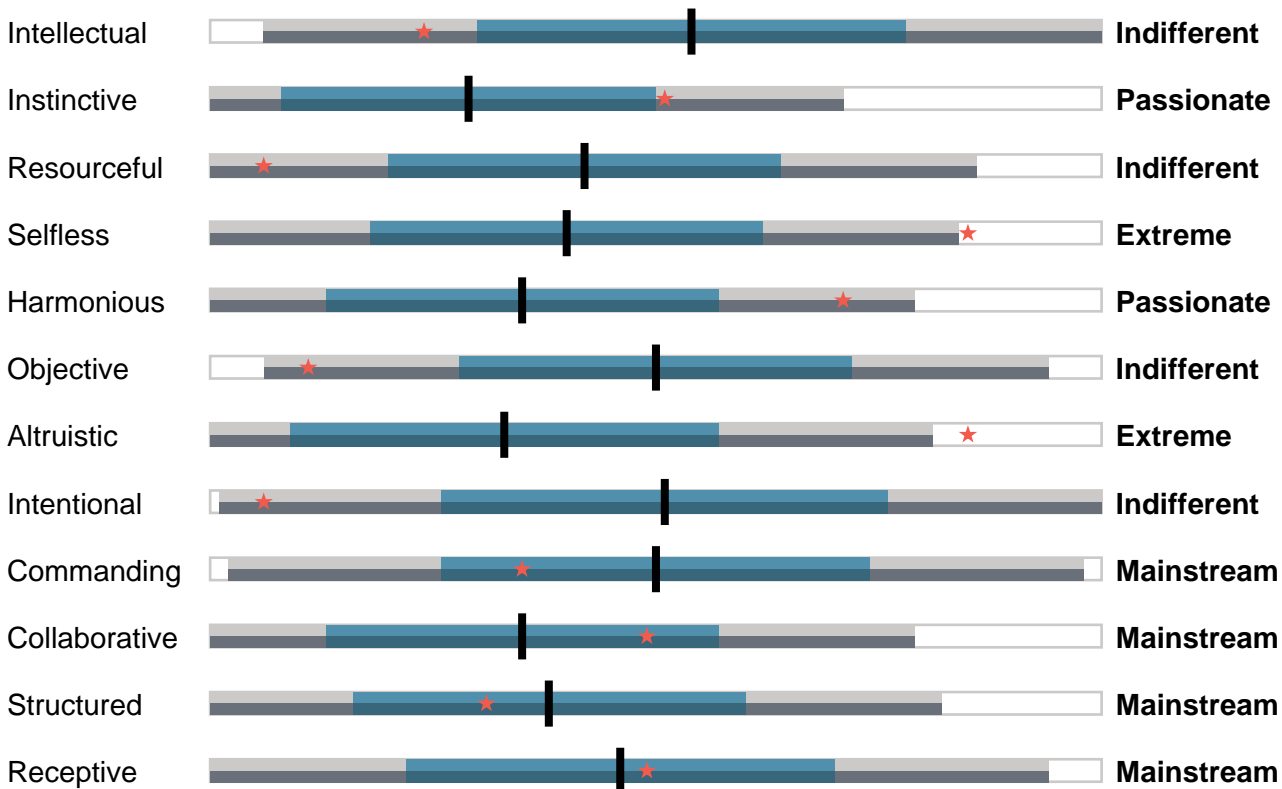


# Areas for Awareness

For years you have heard statements like, "Different strokes for different folks," "to each his own," and "people do things for their own reasons, not yours." When you are surrounded by people who share similar driving forces, you will fit in with the group and be energized. However, when surrounded by people whose driving forces are significantly different from yours, you may be perceived as out of the mainstream. These differences can induce stress or conflict.

This section reveals areas where your driving forces may be outside the mainstream and could lead to conflict. The further above the mean and outside the mainstream you are, the more people will notice your passion about that driving force. The further below the mean and outside the mainstream you are, the more people will notice your avoidance or indifference regarding that driving force. The shaded area for each driving force represents 68 percent of the population or scores that fall within one standard deviation above or below the national mean.

## Norms & Comparisons Table - Norm 2017

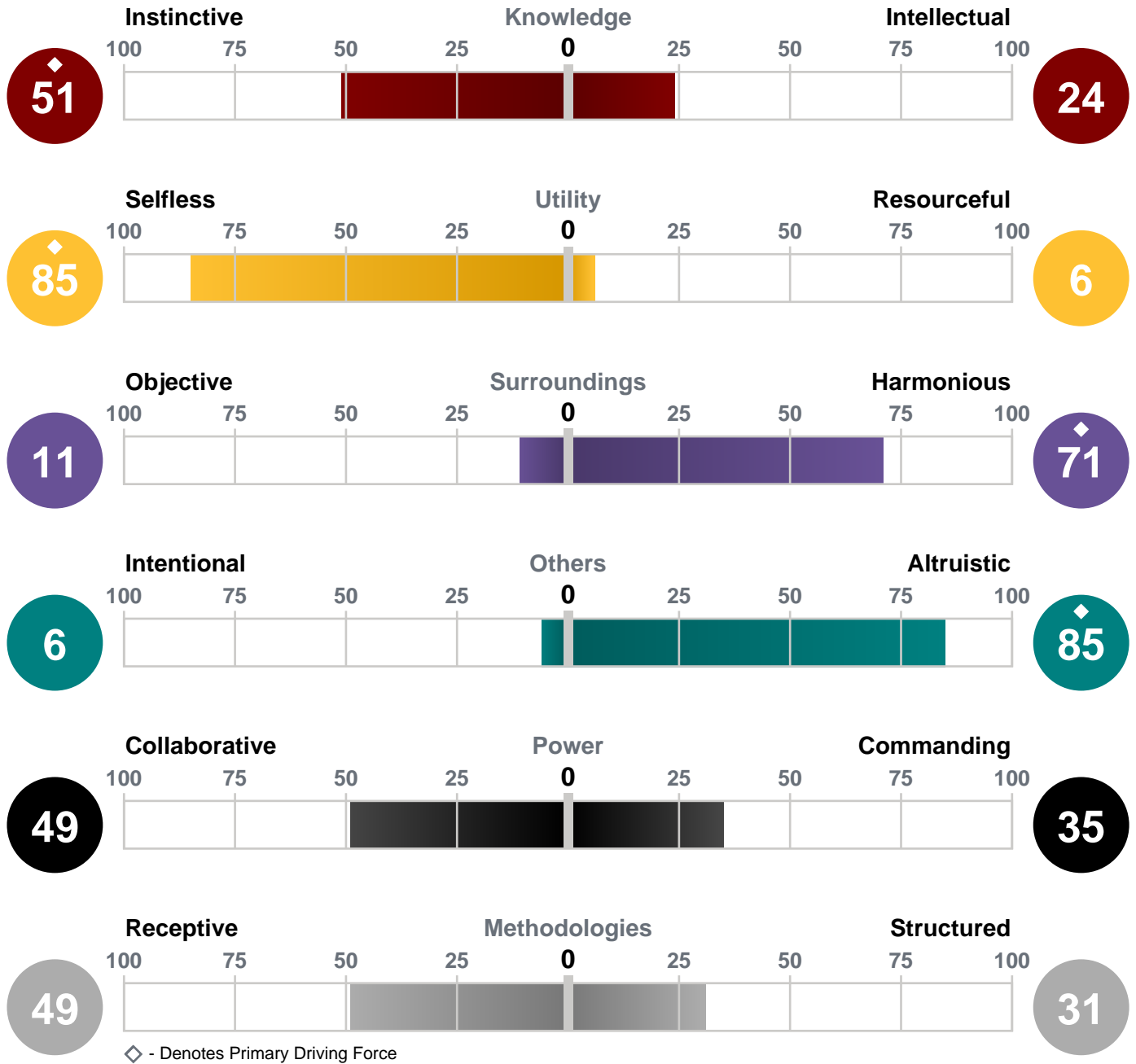


- 1st Standard Deviation - \* 68% of the population falls within the shaded area. 
  - 2nd Standard Deviation 
  - 3rd Standard Deviation 
  - national mean 
 ★ - your score

**Mainstream** - one standard deviation of the national mean  
**Passionate** - two standard deviations above the national mean  
**Indifferent** - two standard deviations below the national mean  
**Extreme** - three standard deviations from the national mean

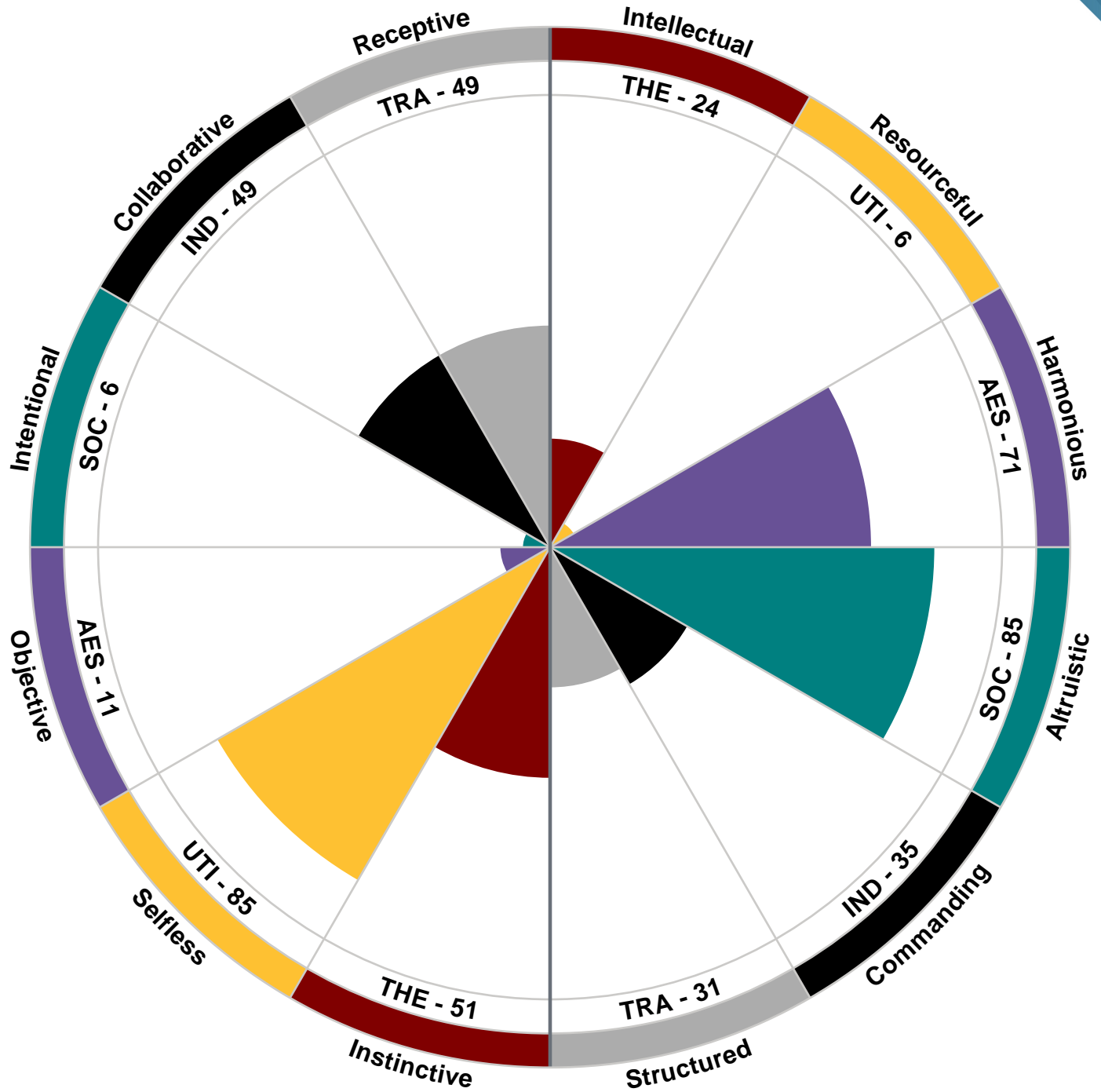


# Driving Forces Graph



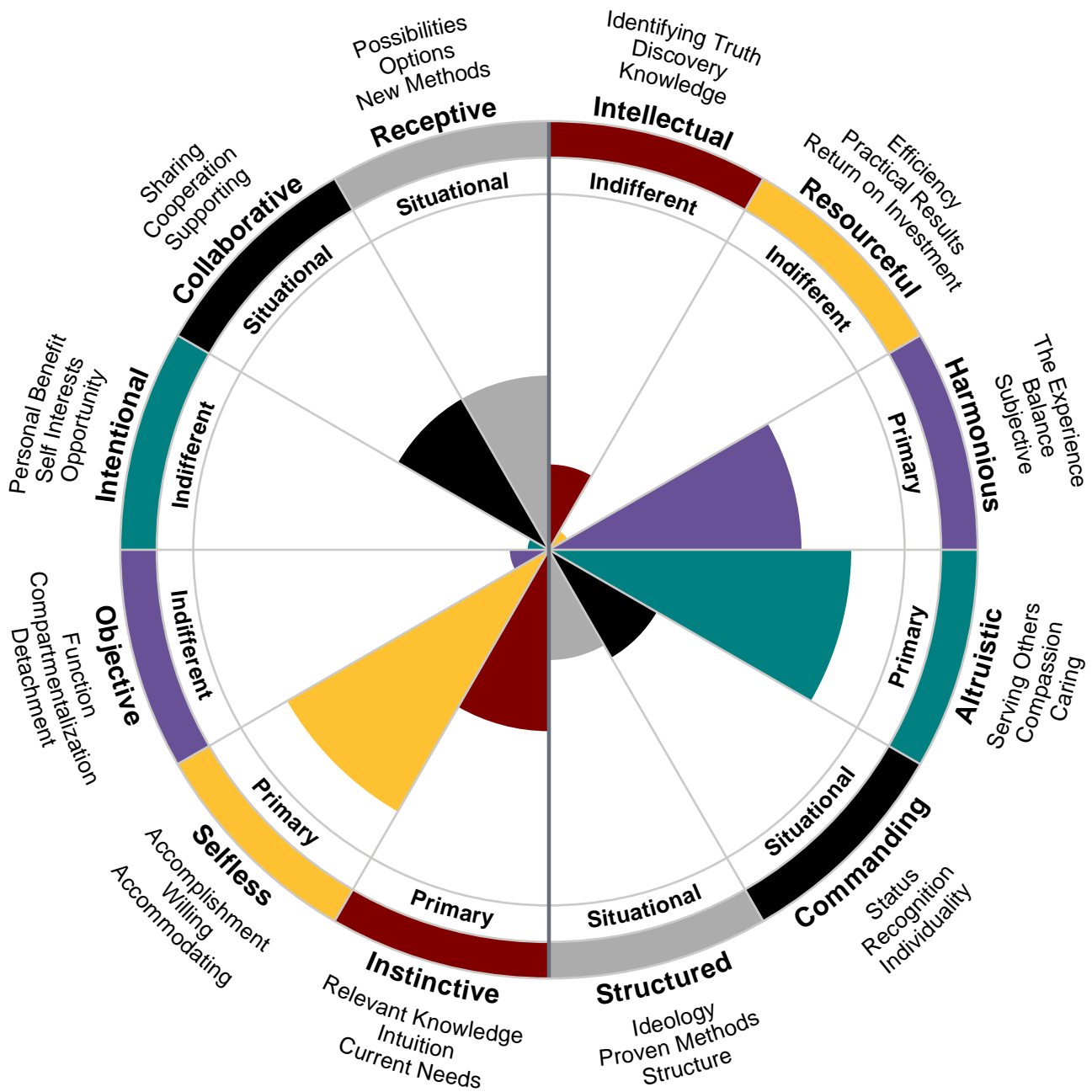


# Driving Forces Wheel





# Descriptors Wheel







## Introduction Integrating Behaviors and Driving Forces Section

The ultimate power behind increasing job satisfaction and performance comes from the blending of your behaviors and driving forces. Each individually is powerful in order to modify your actions, but the synergy of blending the two moves you to a whole new level.

### In this section you will find:

- Potential Behavioral and Motivational Strengths
- Potential Behavioral and Motivational Conflict
- Ideal Environment
- Keys to Motivating
- Keys to Managing



# Potential Behavioral and Motivational Strengths

*This section describes the potential areas of strengths between Sylvia's behavioral style and top four driving forces. Identify two to three potential strengths that need to be maximized and rewarded in order to enhance on-the-job satisfaction.*

- Great at generating excitement in others and getting people on board.
- Good at promoting causes that improve society.
- Demonstrates a will and desire to help others in the organization.
- Accommodating and influential in creating effective outcomes.
- Brings enthusiasm to all situations without looking for a return.
- Promotes accomplishments for the greater good of the organization.
- Will convey optimism for new ideas.
- Expresses and strives for a balanced team.
- Brings enthusiasm to the creative process.
- Motivates others to look for the right information.
- Enthusiastically starts a project even without needing all the details.
- Volunteers relevant knowledge on many subjects.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---





# Ideal Environment

*People are more engaged and productive when their work environment matches the statements described in this section. This section identifies the ideal work environment based on Sylvia's behavioral style and top four driving forces. Use this section to identify specific duties and responsibilities that Sylvia enjoys.*

- A forum to advocate for the greater good as it relates to moving the organization forward.
- An environment where interacting with others in an effort to help each person is rewarded.
- Ability to showcase altruistic achievements in order to get others involved.
- A manager that focuses on people and brings excitement into the business.
- People-oriented activities are rewarded higher than task-oriented activities.
- The experience is seen as a part of the desired accomplishment.
- Working conditions that allow for creativity and people-interaction.
- A forum to participate in meetings with others in an inviting meeting space.
- Ability to develop new and out-of-the box ideas with others.
- A team atmosphere where people share information openly.
- A leadership team that is optimistic about learning new concepts as well as relying on intuition.
- Flexibility to attend tradeshow and seminars in order to gain specific information to share with others.




---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



# Keys to Motivating

*All people are different and motivated in various ways. This section of the report was produced by analyzing Sylvia's driving forces. Review each statement produced in this section with Sylvia and highlight those that are present "wants."*

## Sylvia wants:

- To be the promoter for programs that assist others, both on and off the job.
- To be a part of the team that contributes to causes and helping others.
- An opportunity to express how she can improve society.
- The opportunity to discuss team and organizational accomplishments.
- Freedom to include others in the celebration of organizational achievements.
- The chance to include others as part of the agenda.
- The ability to express enthusiasm and creativity necessary for successful projects.
- To be involved in keeping morale high and an overall harmonious work environment.
- Positive and open interactions between co-workers and management.
- To gather pertinent information in a team environment requiring people interaction.
- To be seen as an expert in a variety of areas and opportunities to share in the discussions.
- The opportunity to share relevant knowledge with others.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



# Keys to Managing

*This section discusses the needs which must be met in order for Sylvia to perform at an optimum level. Some needs can be met by herself, 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 Sylvia and identify 3 or 4 statements that are most important to her. This allows Sylvia to participate in forming her own personal management plan.*

## Sylvia needs:

- To be realistic about her ability to help others within the organizational framework.
- To help balance socialization and tangible assistance for others.
- Support in handling situations when others take advantage.
- Assistance in establishing realistic expectations while increasing involvement of others.
- To manage enthusiasm in order to accomplish the desired outcome.
- Help balancing the desire for accomplishment and the need for people interactions.
- A Manager with an open door policy who praises publicly.
- Assistance in setting realistic and balanced expectations with tangible outcomes that allow for creativity and expression.
- To balance socializing and work load to lower time management issues.
- To establish a method for bringing the ideal to the practical.
- To gather relevant information in an environment filled with opportunities to share.
- To understand that others may get more excited about learning new information.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



# Action Plan

## Professional Development

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

---

---

---

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

---

---

---

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

---

---

---

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

---

---

---



# 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)

---

---

---

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

---

---

---

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

---

---

---

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

---

---

---