

MANAGING FOR SUCCESS®

Team Building Version

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

John Doe

10-4-2007

Companies hire for skills, but fire for attitude. We measure attitude.

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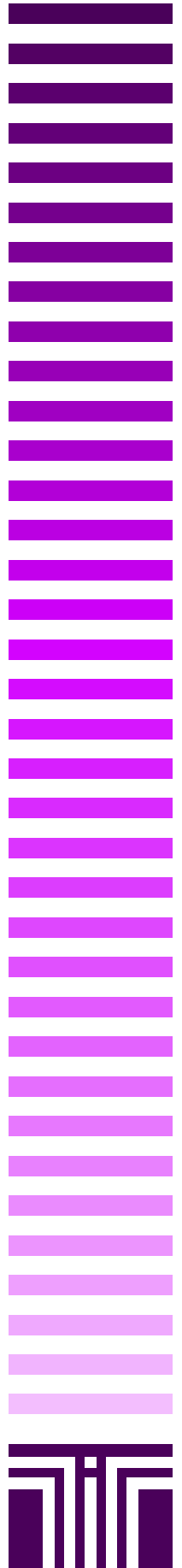
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BASIC CHARACTERISTICS

Based on John's responses, the report has generated general behavioral statements to provide information on his natural behavior. That is, if left on his own, HOW HE WOULD CHOOSE TO DO THE JOB. Use this information to gain a better understanding of John's natural behavior.

John likes to win through persistence. He uses his strong, steady tendencies to accomplish his goals. He can be possessive and develop strong attachments for his work group, close friends and family. He likes to start and finish activities. Others who work with him know they can depend on him. He prefers to help and support others rather than compete against them. John is good at concentrating in order to listen and learn. He is not easily distracted by peripheral activity. He can be open, patient and tolerant of differences. His natural quality of being nonjudgmental is a great strength. Because he is receptive and listens well, he excels in gathering information. He tends to be incisive and analytical. He is a good team member, but he will, if forced, go it alone. John strives to maintain the status quo, since he tends to resist change, particularly when it is unexpected or sudden. He is family-oriented. He may go to great lengths to ensure the "happiness" of his personal or work family.

John may tend to fight for his beliefs or those things he feels passionate about. Logic is important when trying to influence him. He pays more attention to logic than emotional "hype." He may be reluctant to initiate new approaches to doing things. If he is shown the benefits, he will consider new procedures. He may want to think over major decisions

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BASIC CHARACTERISTICS

before acting. He must be convinced that actions will produce the desired result. Once he makes a decision, he can be organized in carrying it out. Once he has arrived at a decision, he can be tough-minded and unbending. He has made his decision after gathering much data, and he probably won't want to repeat the process. He adheres to company policy and doesn't break the rules just for the sake of breaking them.

John tends to be possessive of information; that is, he doesn't voluntarily share information with others outside of his team. This may be a blessing, or a curse, to his superiors. He is more motivated by logic than emotion. To him, logic represents tangible research. He can be outgoing at times. Basically introverted, he will "engage" in social conversation when the occasion warrants. He is somewhat reserved with those he doesn't trust or know. After trust has been established, he may be open and candid. John does not enjoy confrontation for confrontation's sake. He feels he can win through patience and resolve. He likes to know what is expected of him in a working relationship and have the duties and responsibilities of others who will be involved explained. Communication is accomplished best by well-defined avenues. Sometimes he will withdraw from a verbal battle. If he feels strong about an issue, he may retreat to gather his resources and then return to take a stand!

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WORK CHARACTERISTICS

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

- Consistency of task performance.
- Using a disciplined approach.
- Critical appraisal of data.
- Logical solutions.
- Careful, thoughtful approach to decision making.
- Calculation of risks before taking action.
- Limited contact with people.
- Exhibiting patience and good listening skills.
- Maintaining a clean and organized work station.
- Adherence to established guidelines and procedures.
- Traditional, quality-oriented work model to follow.
- Freedom from confrontation.
- Diplomatic cooperation in team interaction.

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VALUE TO THE TEAM

This section of the report identifies John's value to the team. Discuss this list and identify those values most important to the team.

- Good at reconciling factions--is calming and adds stability.
- Accurate and intuitive.
- Conscientious and steady.
- Dependable team player.
- Service-oriented.
- Proficient and skilled in his technical specialty.
- People-oriented.
- Always concerned about quality work.

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VALUE TO THE ORGANIZATION

This section identifies the behavior John brings to the organization. Use these statements to capitalize on John's value to the team and organization.

- People-oriented.
- Conscientious and steady.
- Defines, clarifies, gets information, criticizes and tests.
- Maintains standards.
- Consistent and steady.
- Dependable team player.

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EFFECTIVE COMMUNICATION

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 John. 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 John most frequently.

Do:

- Define clearly (preferably in writing) individual contributions.
- Provide guarantees that his decision will minimize risks; give assurance that provides him with benefits.
- Give him time to verify reliability of your actions; be accurate, realistic.
- Look for hurt feelings or personal reasons if you disagree.
- Provide personal assurances, clear, specific solutions with maximum guarantees.
- Show sincere interest in him as a person. Find areas of common involvement and be candid and open.
- Watch carefully for possible areas of early disagreement or dissatisfaction.
- Make an organized contribution to his efforts, present specifics and do what you say you can do.
- Prepare your "case" in advance.
- Make an organized presentation of your position, if you disagree.
- Present your case softly, nonthreateningly with a sincere tone of voice.
- Give him time to be thorough, when appropriate.

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DON'TS ON COMMUNICATING

This section of the report is a list of things NOT to do while communicating with John. Review each statement with John and identify those methods of communication that result in frustration or reduced performance. By sharing this information, both parties can negotiate a communication system that is mutually agreeable.

Don't:

- Offer assurance and guarantees you can't fulfill.
- Debate about facts and figures.
- Make conflicting statements.
- Be vague; don't offer opinions and probabilities.
- Be domineering or demanding; don't threaten with position power.
- Patronize or demean him by using subtlety or incentive.
- Be abrupt and rapid.
- Make statements about the quality of his work unless you can prove it.
- Rush the decision-making process.
- Use gimmicks or clever, quick manipulations.
- Push too hard, or be unrealistic with deadlines.
- Be vague about what's expected of either of you; don't fail to follow through.
- Rush headlong into business or the agenda.

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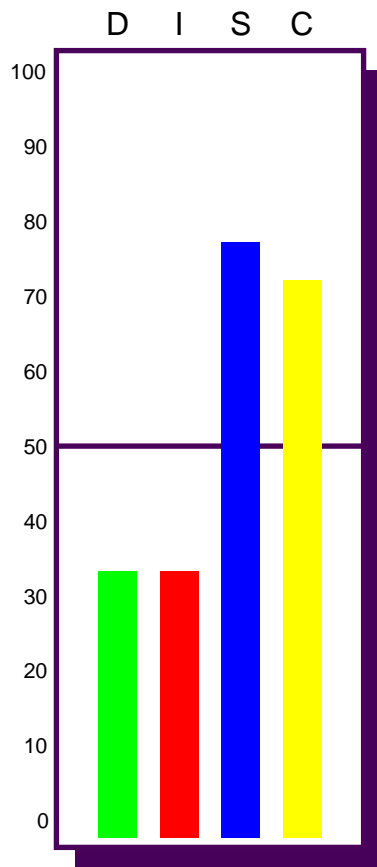
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STYLE ANALYSIS™ GRAPHS

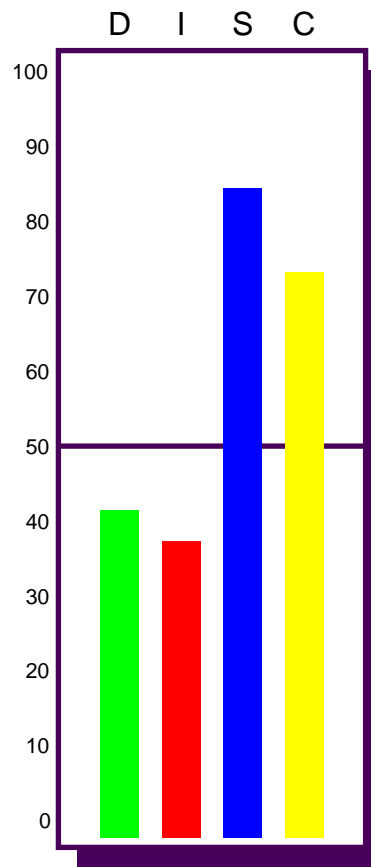
John Doe

10-4-2007

MOST
Graph I
Adapted Style



LEAST
Graph II
Natural Style



Score
%

3	2	9	6
34	34	77	72

7	6	2	3
42	38	84	73

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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	Opinionated
Undemanding	Suspicious	Impatient	Unsystematic
Cautious	Matter-of-Fact	Pressure-Oriented	Self-Righteous
Mild	Incisive	Eager	Uninhibited
Agreeable	Pessimistic	Flexible	Arbitrary
Modest	Moody	Impulsive	Unbending
Peaceful	Critical	Impetuous	Careless with Details
Unobtrusive		Hypertense	

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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:

Considerate
Good-Natured
Team player

Thoughtful
Dependable
Good listener

OTHERS' PERCEPTION

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

Nondemonstrative
Unconcerned

Hesitant
Inflexible

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

Possessive
Detached

Stubborn
Insensitive

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TEAM EFFECTIVENESS FACTORS

John's behavioral work style may or may not be compatible with other team members. Each team member brings their own strengths and weaknesses. This section of the report allows his strengths and weaknesses to be analyzed. Read and share these statements with other team members. Remember, a strength can turn into a weakness if overextended.

- STRENGTH - Remains calm during conflict--a team player. POTENTIAL WEAKNESS - May give others a false sense of compliance because he fights passively.
- STRENGTH - Will work for a cause and a leader. POTENTIAL WEAKNESS - May procrastinate on decisions when in the leadership role.
- STRENGTH - Predictable and reliable. POTENTIAL WEAKNESS - May be inflexible and resist change.
- STRENGTH - Good listener. POTENTIAL WEAKNESS - May be possessive of information.
- STRENGTH - Stable and persistent. POTENTIAL WEAKNESS - Be relaxed and contented with things the way they are.
- STRENGTH - Loyal and patient. POTENTIAL WEAKNESS - May not project a sense of urgency.
- STRENGTH - Task-oriented. POTENTIAL WEAKNESS - May bury himself in the task and fail to deal with people problems in a timely fashion.

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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.

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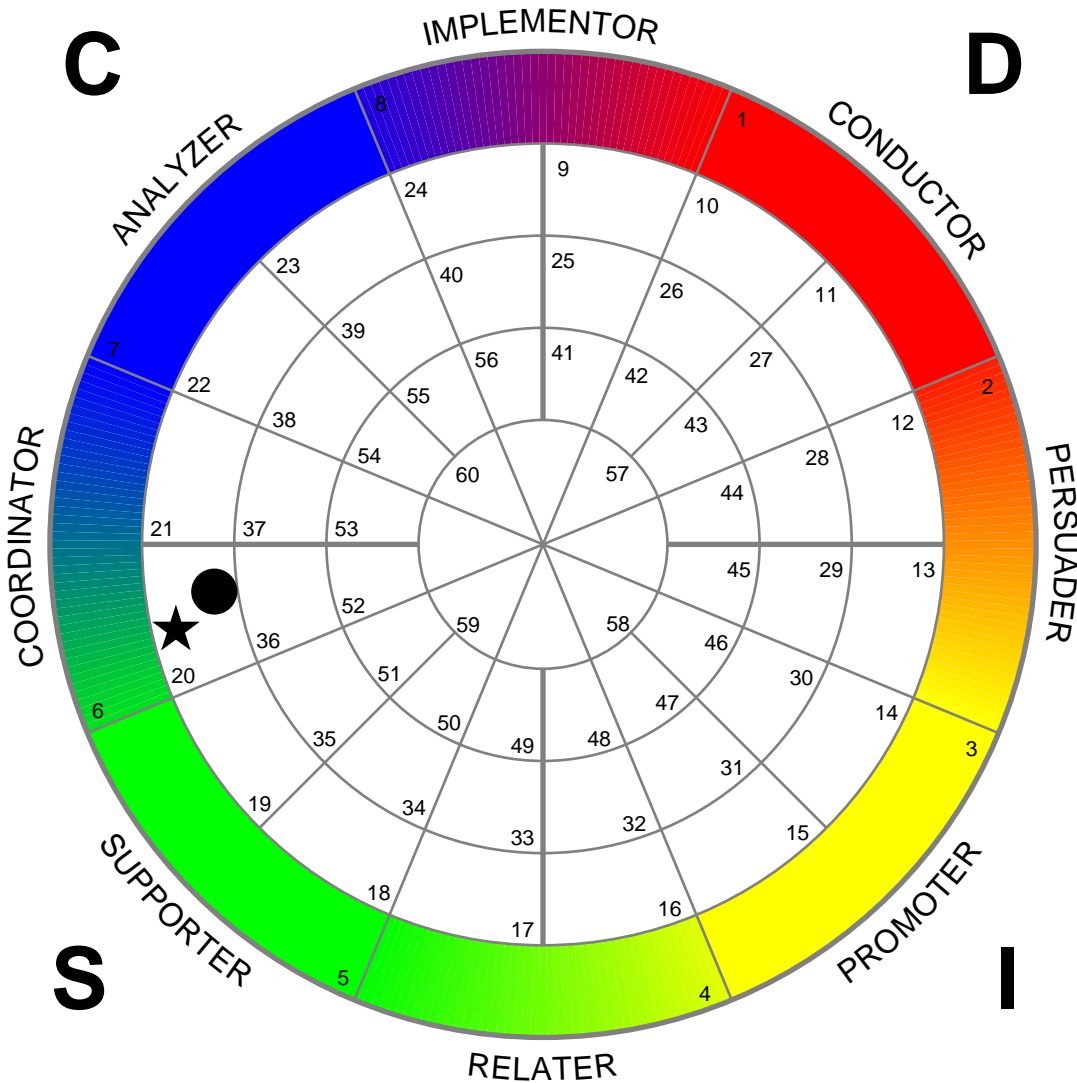
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THE SUCCESS INSIGHTS® WHEEL

10-4-2007



Adapted: ★ (20) SUPPORTING COORDINATOR
 Natural: ● (20) SUPPORTING COORDINATOR

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