



Insights®



Discovery[®]

Personal Profile

John Smith

21 February 2011

Foundation Chapter
Management Chapter
Effective Selling Chapter
Personal Achievement Chapter
Interview Chapter

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Introduction

This Insights Discovery profile is based on John Smith's responses to the Insights Preference Evaluator which was completed on 21 February 2011.

The origins of personality theory can be traced back to the fifth century BC, when Hippocrates identified four distinct energies exhibited by different people. The Insights System is built around the model of personality first identified by the Swiss psychologist Carl Gustav Jung. This model was published in his 1921 work "Psychological Types" and developed in subsequent writings. Jung's work on personality and preferences has since been adopted as the seminal work in understanding personality and has been the subject of study for thousands of researchers to the present day.

Using Jung's typology, this Insights Discovery profile offers a framework for self-understanding and development. Research suggests that a good understanding of self, both strengths and weaknesses, enables individuals to develop effective strategies for interaction and can help them to better respond to the demands of their environment.

Generated from several hundred thousand permutations of statements, this profile is unique. It reports statements which your Evaluator responses indicate may apply to you. Modify or delete any statement which does not apply, but only after checking with colleagues or friends to identify whether the statement may be a "blind spot" for you.

Use this profile pro-actively. That is, identify the key areas in which you can develop and take action. Share the important aspects with friends and colleagues. Ask for feedback from them on areas which seem particularly relevant for you and develop an action plan for growth personally and interpersonally.

Overview

These statements provide a broad understanding of John's work style. Use this section to gain a better understanding of his approaches to his activities, relationships and decisions.

Personal Style

John needs to know that he is his own person, and will avoid people who seek to make him conform. He may find it difficult to work with or for a manager who makes little effort to discover his unique talents. Perhaps exhibiting the traits of the most independent of all the Insights types, he prefers to do things his way. He can be both present and future oriented and is often sought out by others to help solve pressing and complex problems. He focuses on truth, accuracy and productivity, but this can be seen by others as a rather one-sided commitment to his work.

He sometimes feels less than adequate when he thinks of the effort of living up to his own high standards of perfection. He displays little emotional response to situations which others may perceive as crises, and is usually seen to deal with them in a calm and cool way. John is independent by nature, but he is prepared to labour tirelessly for a team mission he commits to. He typifies the kind of person who allows others to consider and feedback on his creative solutions. He is just as concerned with the process as with the outcome.

Both for himself and others, fun, relaxation and free time are scheduled and prioritised events. Although his feelings are deep they can change quickly with his mood. His perception of the world is a conceptual and abstract one, but one with endless possibilities. John is an ingenious and original problem solver. John is a pragmatic individual who can be as tough as the situation warrants.

John is hardworking, righteous, fiercely independent and convinced that moral good must win above all else. He is convinced that a successful life needs to be tough and that satisfaction must be earned and re-earned. A capacity for cool emotional detachment makes John a good decision maker, because he thinks clearly under pressure. His need to detach himself from his emotions allows him to retain objectivity when assisting others in times of stress. He may sometimes present information in a way that may be misunderstood, his creative and organised stance often being a step ahead of the group. He is intensely curious and is always seeking to find coherence in endless amounts of data.

John's skill at taking a very broad, long-range view of things contributes to his reputation as something of a visionary. He seeks a certain consistency in his life and a pace that is neither too slow nor too fast. Although quiet and reserved, he can articulate well on a subject to which he is devoted. He has stability, competence and intellectual insight. His personality can be paradoxical; usually easy-going and accommodating, he can also be rigid and inflexible.

Interacting with Others

With his original mind, fine insight and vision, John is seen as an independent and natural thinker. Occasionally, his ideas are so complex that he will have difficulty communicating them and making others understand how he thinks. In applying unrealistically high standards to himself, he may expect too much from himself and others. He can be stubborn and

argumentative. He holds very firm beliefs about a few key matters and will defend these views against all odds.

He is a very good sounding board, excelling in negotiating and calming conflict. John needs minimal supervision and will work hard in a system that gives him independence. He may become evasive or reactive if overwhelmed by the constraints and demands of others. Sometimes his introverted analytical preferences may prevent him from expressing outwardly what is really going on inside his head. He is not a “party animal” and often prefers his own company. He tends not to care how he is seen as measuring up to others' standards as it is his own standards that are important to him.

John may express affection non-verbally and appreciate others' company on a rather abstract level. He needs to learn to appreciate the “illogical” feelings of others and to accept that they are also valid. He is reluctant to display his emotions to others. Bringing an enthusiasm and loyalty to his work, John encourages co-operation and flexibility within the team. Although he has a good understanding of facts, figures and ideas he may sometimes struggle to present them to others and have them understood and accepted.

Decision Making

John is willing to admit the truth about people or things that are important to him, is very alert to problems, and seeks to find solutions himself. Although gifted in both sensing and intuition, he may well rather base plans and decisions on established procedures than listen to his inner voice. He views life as an intellectual challenge and needs to think things through before deciding. He is comfortable making conclusive judgements about others and tends to be a strict disciplinarian. He makes decisions after a great deal of thought and he may not be dissuaded by emotional or muddled arguments.

He constantly checks the correctness of a process. For him, innovation is of the greatest value when the process to attainment is thorough and stepped. He may at times make others feel defensive due to his incisive, critical and often persistent questioning. He can be creative and imaginative. Problems and difficulties are simply challenges which exist to stimulate innovative responses from him. He will tend to be concerned with the effect that the decision making process, and its result, will have on others.

He is a quiet innovator, seeking improvements in everything he is involved in. Decision making comes naturally to John and he can look to the future as well as recognising the past. John's many accomplishments are achieved mainly through determination and perseverance in reaching or exceeding his high standards. Making decisions comes logically to him, although his need for detachment results in colleagues viewing him as rather distant. John is self-reliant and is not frightened to take “the path of maximum resistance” in his efforts to produce the best results.

Personal Notes

Key Strengths & Weaknesses

Strengths

This section identifies the key strengths which John brings to the organisation. John has abilities, skills and attributes in other areas, but the statements below are likely to be some of the fundamental gifts he has to offer.

John's key strengths:

- Keen observer.
 - Rapid reasoning.
 - Accepts responsibility.
 - Will work late to get the job done.
 - Uses common sense.
 - Sets high standards for himself and others.
 - Painstaking, conscientious, industrious and dependable.
 - Good situational analysis.
 - Strong task focus.
 - A far sighted planner.
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Personal Notes

Key Strengths & Weaknesses

Possible Weaknesses

Jung said “wisdom accepts that all things have two sides”. It has also been said that a weakness is simply an overused strength. John's responses to the Evaluator have suggested these areas as possible weaknesses.

John's possible weaknesses:

- Easily loses focus when lacking intellectual stimulation.
 - Over-dependence on rules and procedures.
 - Could appear to be too demanding of exact standards.
 - His need to assimilate information takes time. This may frustrate others who expect a more immediate response.
 - Fears loss of face in any situation.
 - Can be inflexible.
 - Can be unaware of others needs.
 - Avoids showing his true feelings.
 - Lacks empathy for others in some situations.
 - May appear impersonal, distant and ignore the “human factors”.
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Personal Notes

Value to the Team

Each person brings a unique set of gifts, attributes and expectations to the environment in which they operate. Add to this list any other experiences, skills or other attributes which John brings, and make the most important items on the list available to other team members.

As a team member, John:

- Keeps his shoulder to the wheel.
 - Makes the best uses of available resources.
 - Maintains team's focus on objectives.
 - Encourages independent thinking.
 - Creates commitment within team.
 - Challenges existing methods if he feels they are inadequate.
 - Will not allow others' failings to prevent the team's success overall.
 - Will often be able to supply vital background details.
 - Commits to realistic goals.
 - Prevents complacency within the team.
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Personal Notes

Communication

Effective Communications

Communication can only be effective if it is received and understood by the recipient. For each person certain communication strategies are more effective than others. This section identifies some of the key strategies which will lead to effective communication with John. Identify the most important statements and make them available to colleagues.

Strategies for communicating with John:

- Talk quietly.
 - Be clear and straightforward.
 - Take things one step at a time.
 - Recognise his intellectual effort and commitment.
 - Persuade using logic not emotion.
 - Respect his personal experience.
 - Allow time for him to think of the consequences.
 - Go prepared to get straight down to business.
 - Respect his knowledge of the job.
 - Bring proof and evidence of performance.
 - Use charts and graphs or other precise visual aids to make your points.
 - Use humour in moderation.
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Personal Notes

Communication

Barriers to Effective Communication

Certain strategies will be less effective when communicating with John. Some of the things to be avoided are listed below. This information can be used to develop powerful, effective and mutually acceptable communication strategies.

When communicating with John, DO NOT:

- Be too informal or waste time on social trivia.
 - Try to manipulate him towards your viewpoint.
 - Ramble or become emotional.
 - Be too light hearted or superficial.
 - Digress or wander off at a tangent.
 - Wait for praise or recognition.
 - Try to persuade him to act against deeply held principles.
 - Question his motives or competence.
 - Show disagreement with or disrespect for his principles.
 - Gloss over details.
 - Assume that hesitation implies a lack of knowledge.
 - Underestimate his abilities to decide for himself.
-

Personal Notes

Possible Blind Spots

Our perceptions of self may be different to the perceptions others have of us. We project who we are onto the outside world through our “persona” and are not always aware of the effect our less conscious behaviours have on others. These less conscious behaviours are termed “Blind Spots”. Highlight the important statements in this section of which you are unaware and test them for validity by asking for feedback from friends or colleagues.

John’s possible Blind Spots:

In expressing his views strongly John tends to “railroad” many decisions. Perhaps best thought of as one of life’s natural organisers, he is practical, strong willed and needs to get his own way or he may become rebellious. He tells rather than asks, and whilst confident in communicating, can be rather overpowering at times. There is also a tendency for him to become very defensive if challenged.

He may not easily understand criticism of his work, tending to associate criticism with displeasure. When a project goes wrong, he will not readily take the blame. When under extreme pressure, John may choose to withdraw, but only to prepare for the next battle within his own fortress. Very much a “head” person, he has little real appreciation of just how much some of his decisions may offend some people. John may unconsciously seek material dominance, social standing and status.

With the best of intentions, he sometimes neglects to ensure the completion of his vision. Aware of the advantages of diplomacy, he may tend to agree too easily in order to avoid confrontation. He can appear arrogant and suddenly nit-picking if his performance is not recognised by a superior he values. He may exert pressure on others to do the “right thing” from a moral standpoint - but the “right thing” comes from his perception. He should learn to be more considerate by thinking through how his actions will affect others.

Personal Notes

Opposite Type

The description in this section is based on John's opposite type on the Insights Wheel. Often, we have most difficulty understanding and interacting with those whose preferences are different to our own. Recognising these characteristics can help in developing strategies for personal growth and enhanced interpersonal effectiveness.

Recognising your Opposite Type:

John's opposite Insights type is the Helper, Jung's "Feeling" type.

Helpers are warm, understanding and sociable individuals who strive for positive relationships with people both at work and home. They are usually sensitive to others and work well in a team situation. However, John may observe that the Helper takes criticism personally and finds it difficult to become authoritative or objective with others when necessary. Helpers sometimes have difficulty in making key decisions without consultation.

John will notice that people are far more important to the Helper than the accomplishment of tasks. The Helper's nature tends to be personable, which may mean that John sees them as fickle or soft. Helpers can be stressed in fast moving, impersonal situations which change without warning. Helpers display their emotions and usually have limitless patience for those who are dependent on them. They will usually ignore judgements that rely heavily on logical analysis - often the judgement preferred by John.

Helpers will tend to avoid telling someone an unpleasant truth or tell it in an affirmative way. Helpers are accommodating and occasionally self-effacing and are always content to support others without expecting much in return. John may see the Helper idealising others and adopting a romantic version of people and their potential.

Personal Notes

Opposite Type

Communication with John's Opposite Type

Written specifically for John, this section suggests some strategies he could use for effective interaction with someone who is his opposite type on the Insights Wheel.

John Smith: How you can meet the needs of your Opposite Type:

- Take time to listen to his feelings about the reactions of others.
- Mirror his normally calm and even-tempered nature.
- Take a low key, friendly approach.
- Help him feel at ease.
- Remember and respect his concern for others' welfare.
- Avoid unnecessary distractions - keep to the point.

John Smith: When dealing with your opposite type DO NOT:

- Omit to discuss how others may be affected by a decision.
 - Ignore his creative and intuitive thinking.
 - Act aggressively or reject his ideas without explanation.
 - Assume passivity is tacit acceptance.
 - Expect automatic compliance or respect.
 - Adopt an intransigent, judgmental stance.
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Personal Notes

Suggestions for Development

Insights Discovery does not offer direct measures of skill, intelligence, education or training. However, listed below are some suggestions for John's development. Identify the most important areas which have not yet been addressed. These can then be incorporated into a personal development plan.

John may benefit from:

- Attempting to respond more quickly to his more extraverted colleagues.
 - Making daily activities as varied as possible.
 - Volunteering to give regular presentations.
 - Being more open about how he is feeling.
 - Meeting more people at least half way.
 - Asking each person on the team how they feel today.
 - Becoming less objective at times
 - Encouragement to take himself less seriously.
 - Reading motivational books and listening to motivational tapes.
 - Relaxing mentally and not trying to out-think everyone.
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Personal Notes

Management

Creating the Ideal Environment

People are generally most effective when provided with an environment which suits their preferences and style. It can be uncomfortable to work in an environment which does not. This section should be used to ensure a close match between John's ideal environment and his current one and to identify any possible frustrations.

John's Ideal Environment is one in which:

- He can indulge in gathering all the information he wants.
 - People around him are organised and consistent.
 - He is encouraged to express views and opinions.
 - He is able to isolate himself from others if necessary.
 - His highly developed analytical skills are fully utilised.
 - He can communicate selectively with those who are close to him.
 - He can employ technology.
 - There are others like him around.
 - He can concentrate quietly.
 - There is space for graphs, charts and other sources of reference.
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Personal Notes

Management

Managing John

This section identifies some of the most important strategies in managing John. Some of these needs can be met by John himself and some may be met by his colleagues or management. Go through this list to identify the most important current needs, and use it to build a personal management plan.

John needs:

- Quiet time to recover after any “noisy” activity.
 - A variety of system related tasks.
 - Understanding of his tendency to defend his decisions with logic and persistence.
 - To be given detail-intensive projects.
 - Respect for his desire to observe activities from a distance, and his preference not to become directly involved in “team” activities.
 - Sufficient time to ponder and question complex issues.
 - Encouragement to deal with some issues immediately.
 - Help in restraining the allocation of blame.
 - A manager who appreciates his need for thinking time.
 - Occasional visits to clients or exposure to “the sharp end”.
-

Personal Notes

Management

Motivating John

It has often been said that it is not possible to motivate anyone - only to provide the environment in which they will motivate themselves. Here are some suggestions which can help to provide motivation for John. With his agreement, build the most important ones into his Performance Management System and Key Result Areas for maximum motivation.

John is motivated by:

- Genuine interest in the detail of his work.
 - Encouragement to share his technical knowledge.
 - Confirmation that he is making a unique contribution.
 - Being given every opportunity to “get on with it”.
 - Having access to data and verifiable evidence.
 - High standards being set and achieved.
 - “Reality” rather than abstract theories.
 - Regular statistical feedback allowing fast analysis.
 - Being asked to find more efficient ways for the team to work.
 - Gathering and analysing technical information.
-

Personal Notes

Management Style

There are many different approaches to management, most of which have different situational applications. This section identifies John's natural management approach and offers clues to his management style, highlighting both gifts and possible hindrances that can be further explored.

In managing others, John may tend to:

- Drive for results at all costs.
 - Come up with ideas which save everybody time and effort.
 - Want to explain the "What", "How" and "Why".
 - Be frustrated with those less gifted than himself.
 - Focus more on internalised values, at times failing to take account of the views of others.
 - Be perceived as a reflective thinker.
 - Keep his deepest feelings private.
 - Overlook the need to encourage others.
 - Worry too much about minor issues.
 - Keep quiet until he is able to provide a framework for his thoughts.
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Personal Notes

Effective Selling Chapter

Effective selling has three main requirements:

First, the salesperson must understand him or herself, and how to build on strengths and develop any areas of weakness, aware of how different customers perceive him or her.

Secondly, the salesperson must understand others - particularly customers - who are different. Customers will often have opposing needs, expectations, desires and motivations than those of the salesperson. These distinctions need to be appreciated and respected.

Thirdly, the salesperson must learn to adapt his or her behaviour to relate to, connect effectively with, and influence, the customer.

This chapter is designed to support the development of each of these requirements at each stage of the sales process.

The model below illustrates the conceptual overview of each of these different stages and the corresponding sections explored in this chapter.

Use the Effective Selling Chapter to develop strategies for improved customer relationships, greater self-understanding and more & greater sales.



Selling Style Overview

These statements provide a broad understanding of John's selling style. Use this section to gain a better understanding of his approaches to his customer relationships.

Selling Style Overview

John will use diplomatic negotiating procedures, and is prepared to try unconventional approaches to challenges. He feels a genuine sensitivity towards his customers and appreciates their support. John will find it beneficial to consciously seek out more new customers than he thinks he may need.

John's preference is to take a detailed and thorough approach to selling. It would help him to consider more innovative ways to close the sale. John has genuine concern for his customer. Co-operative and articulate, he communicates both empathy and willing involvement. John seeks to be valued for his directness and for his strengths in building the business relationship with a customer. John's positive disposition allows him to press on to closure, dealing with negatives effectively. John can sometimes take on the troubles and concerns of the customer even though it may tax him emotionally.

John presents an air of expertise to his customers and wins respect for his abilities. He tends to avoid conflict when negotiating a sale rather than confront it with purposeful solutions. Much of his true style may be hidden from potential customers, as John is unlikely to express his real feelings until he knows someone really well. He prefers to talk things through with his customers, rather than acting on, or giving, instructions. Difficult opposition from as yet unconvinced potential customers does not generally diminish his decisiveness or determination.

Personal Notes

Before The Sale Begins

The sale begins long before the formal sales process starts and continues long after it ends. Here are some of the key ideas that John needs to be aware of in the initial stages when planning and approaching the customer.

John's key strengths before the sale begins:

- Usually dresses in a conventional and business-like way.
- Adopts a personal style that is thorough, thoughtful and clear.
- Knows the importance of gathering pre-call information to understand the customers' situation and likely needs.
- Takes time to prepare for the call.
- Sets clear, achievable objectives, with a realistic mindset.
- Will mentally rehearse presentations to ensure a good personal performance.

Before the sale begins John could:

- Smile while on the telephone!
- Consider a greater variety of possible outcomes for the sale.
- Inject some humour to help break the ice.
- Seek input from colleagues on differing approach strategies.
- Be less critical of the customer's position if he disagrees with it.
- Remember to accentuate or emphasise his social skills.



Personal Notes

Identifying Needs

In identifying needs, the goal is to find out what the customer's real problems are. Here is an overview and some advice relating to how John may identify customer needs.

John's key strengths in identifying sales needs:

- Usually clarifies customer questions before responding.
- Can rely on tried and tested questioning techniques that aid his understanding of customer needs.
- Uncovers customer needs with probing questions.
- Quickly bridges the customer's needs to the product or service.
- Gathers information carefully, whilst retaining flexibility in his approach.
- Applies his intuition to the assessment of his customer's needs.



Personal Notes

When identifying needs John could:

- Smile more.
- Consider people needs as well as task needs in the process.
- Pay closer attention, and respond to, the customer's emotional feelings.
- Understand how his customers may see things differently to him.
- Acknowledge that a concise and incisive thinking ability is not the only pre-requisite to needs identification.
- Practise active listening - listen for the expression of customer's feelings.

Proposing

Having identified the customer's needs, the proposing phase should close the gap between their needs and the current situation. Here are some of the keys for John to develop a powerful and effective proposing style.

John's key strengths in proposing:

- His customers appreciate his genuine depth of knowledge.
- Exhibits a certainty that he has the right solution.
- Creates imaginative and innovative ways of proceeding.
- Tunes in to non-verbal indicators of progress.
- Demonstrates understanding of complex issues, usually through incorporating the essential details in the analysis.
- Pays great attention to accuracy in all he says and does.

When proposing John could:

- Consider the appropriateness of injecting humour into the meeting.
- Invite the customer to be fully involved in the proposal process.
- Consider that "do it now" may work just as well as "do it right".
- Try not to over-complicate matters that may be essentially straightforward.
- Be prepared to adapt more readily to customer input.
- Display enthusiasm for his recommended solution.



Personal Notes

Handling Buying Resistance

If the customer relationship has been built effectively, buying resistance should be low. However, this section suggests strategies for John to deal effectively with buying resistance.

John's key strengths in dealing with buying resistance:

- Remains unflustered.
- Produces sound solutions for customer resistance through solid reasoning.
- Clarifies doubts by open questioning.
- Handles resistance creatively.
- Presents logical and sensible responses to objections.
- Can distinguish between genuine and false objections.

When dealing with buying resistance John could:

- Avoid becoming overly serious.
- Work on being seen as more sensitive.
- Remember that an objection may simply be an expression of interest.
- Consider the level of trust that exists before answering difficult questions.
- Concentrate on areas of agreement.
- Use the team to help him develop a wider range of strategies.



Personal Notes

Gaining Commitment

The close should be the natural progression of the sale, not the conflict at the end! When your customer trusts you, is clear about what they are buying and needs what you have to sell, you are ready to propose commitment. Here are the strengths and suggestions for development in John's closing style.

John's key strengths in gaining commitment to the sale:

- Ties down details through reasoning and logic.
- Minimises risk through his quest for perfection.
- Applies a logical structure to closing the sale.
- Revisits relevant facts to enhance the customer's commitment to the proposal.
- Has a keen sense of the customer's priorities.
- Likes to take control of the process.

When gaining commitment John could:

- Try to match the customer's pace and tone more closely.
- Present an image that appears warmer and more compassionate.
- Realise that his logical approach may not reflect the preference of the customer.
- Continually try new closing ideas.
- Be straightforward when asking for the business.
- Use the team more, when he can.



Personal Notes

Follow-up and Follow Through

It is your job, having built a relationship with your customer, to continue that relationship and to be of service to your customer beyond the initial sale. Here are some ideas which John can use to support, inform and follow-up with the customer.

John's key strengths in sales follow-up and follow through:

- Provides informative responses to follow-up customer questions.
- Encourages critical feedback to aid his personal development.
- Remains keenly aware of new development opportunities.
- Constantly verifies the effectiveness of what he has sold.
- Quietly and effectively addresses customer concerns.
- Has well-structured plans for most occasions.

When following-up and following through John could:

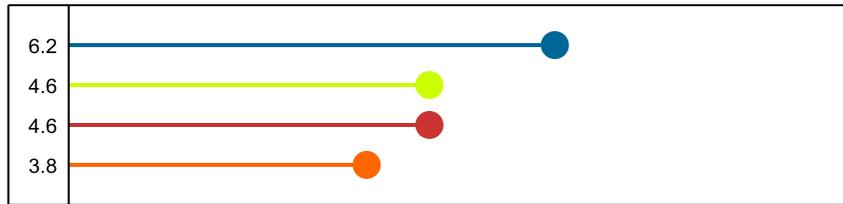
- Continually monitor his customers' apparent satisfaction.
- Socialise with his customers more.
- Invite his customer to participate in an appropriate social event.
- Recognise the value of social events in cementing good customer relationships.
- Welcome negative feedback as it may reveal a path of development.
- Be prepared to form a more social role in the process.



Personal Notes

Sales Preference Indicators

Before The Sale Begins



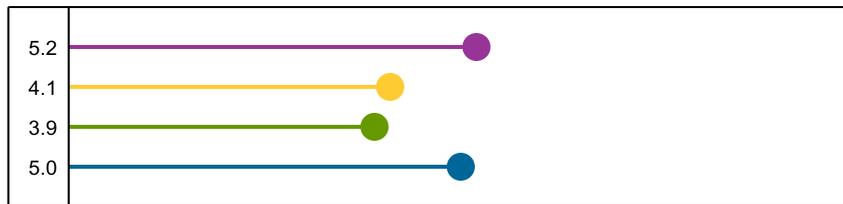
- Researching
- Building Trust
- Clear Objectives
- Getting Appointments

Identifying Needs



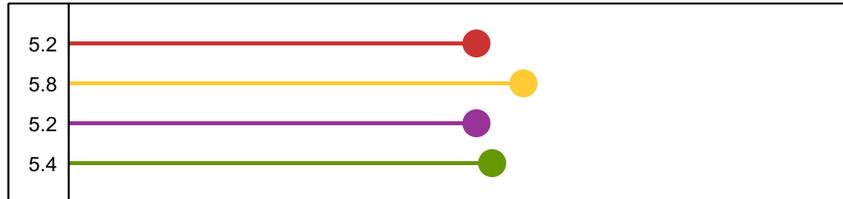
- Listening
- Questioning
- Encouraging
- Creating Opportunities

Proposing



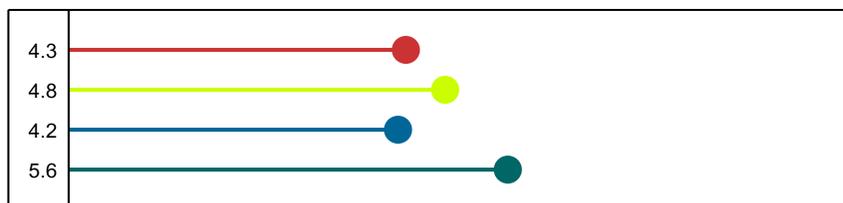
- Focused & Relevant
- Enthusiastic Presentation
- Shows Understanding of Needs
- Organisation & Accuracy

Handling Buying Resistance



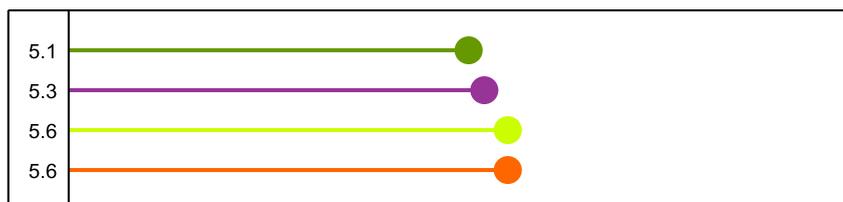
- Direct Handling of Objections
- Persuasion
- Clarifying Details
- Meeting Concerns

Gaining Commitment



- Closing
- Flexibility
- Minimising Risks
- Meeting Clients' Needs

Follow-up and Follow Through



- Maintains Contact
- Account Planning
- Relationship Maintenance
- Developing the Account

Personal Achievement Chapter

At its best, life is a rewarding journey of personal exploration and growth.

This chapter is designed to focus on several highly important aspects of personal development. Using the guidance suggested in these pages can lead to exciting changes and can have a profound impact on success.

The sections will help John define his life's purpose, set his goals and organize his time and life to achieve them. It offers suggestions on how he can tap into his natural creativity, and unleash further creative potential from deeper aspects of his personality, to overcome any obstacle.

Finally, it gives powerful suggestions for John to understand and enhance his preferred learning styles.

When applied, the ideas contained in this profile can provide insights and support to life's journey of development.

Living on Purpose

Having a sense of purpose and worthy goals are important to building a strong foundation for a successful life. Here are some of the things John should be aware of in setting goals and defining his purpose.

Living on Purpose

John recognises that 'to err is human'. This might be his justification for, or release from, the attainment of pre-set outcomes. He is a hard task-master when driving himself to new heights. John is recognised for his analytical capabilities. His intellectual influence may increase as he extends his social base and interests.

John excels at prioritising the tasks that contribute to the timely achievement of targets. The big questions of life are with John much of the time. He may be advised to spend a little more time dwelling on the seemingly mundane and trivial. Although task oriented and strong-willed, his values will rarely allow him to do something he perceives as unethical. John sets himself high standards and will work long and hard to sustain and maintain them. He will be dedicated to achieving the chosen goal. He should also consider the impact his actions will have on others, as certain decisions may appear to them as being too single-minded in approach.

He vigorously resists having goals set for him by others when he possibly can. With little time or space for trivial matters, his life is relevant and specific to matters in hand. Tangible targets are more acceptable to him than what he may perceive as more "fluffy" outcomes. He could look deeper perhaps for subliminal "big picture" goal opportunities. All plans for the future are carefully thought through. Little is left to chance. A desire to maintain personal boundaries generates a sense of someone who has little need to constantly seek the company of others.

Personal Notes

Time and Life Management

Benjamin Franklin said "Dost thou love life? Then do not squander time, for that is the stuff life is made of". This section contains some strategies that John can use to become more effective in the area of time and life management. Choose the most significant ones and apply them every day for high levels of effectiveness.

In managing his time, John,

Suggested Action For Development

Focuses on getting the job done right, however long it takes.

→ Remember quick wins.

Has an attitude of "let's do it now".

→ Consider whether "let's do it together" may bring more long term benefits.

Is very independent in decision making.

→ Remember that most personal time management decisions also affect the team.

Remains calm under pressure.

→ Make sure that there is adequate time afterwards for relaxation.

Will often work late to get the job done.

→ Remember that delegation may be an appropriate alternative.

Makes optimum use of the time available.

→ Allow for flexibility in the agenda.

Personal Notes

Personal Creativity

Creativity has been defined as seeing the same thing as someone else but thinking something different. Different people have different creative strengths. This section identifies some of John's creative characteristics and how he can build on them.

In his creativity, John,

Suggested Action For Development

- | | | |
|---|---|--|
| Is quick to identify the link between cause and effect. | → | John must recognise that other less predictable effects may be possible. |
| Knows that safety and reliability are paramount. | → | Articulate to the team of the importance of these factors. |
| Asks lots of questions before proceeding. | → | Remember the phrase - curiosity killed the cat! |
| Sees synergy as something to be done by himself! | → | Synergy is a game for two or more players. |
| Conceives ideas with great clarity about the final outcome. | → | Involve others at an earlier stage. |
| Questions astutely to understand the issues. | → | Ensure the positive questions are framed to reduce perceived scepticism. |

Personal Notes

Lifelong Learning

Continual learning is a key part of personal development and growth. This section identifies several ideas John can use to learn more effectively. Use these statements to map out a learning strategy and to create the environment for optimum personal growth.

John's preferred learning style is supported when he:

- Can work in task-oriented situations for extended periods.
- Sees the practical aspects and how outcomes can apply to real life.
- Can get deep into the details and finer points.
- Can make performance improvements using newly learned techniques.
- Can solve stimulating intellectual problems requiring workable solutions.
- Is presented with analogies, metaphors and stories to help his understanding.

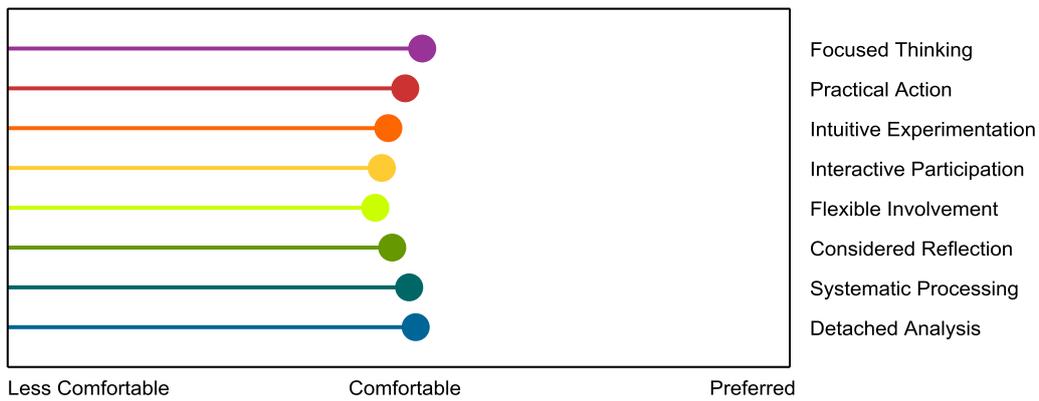
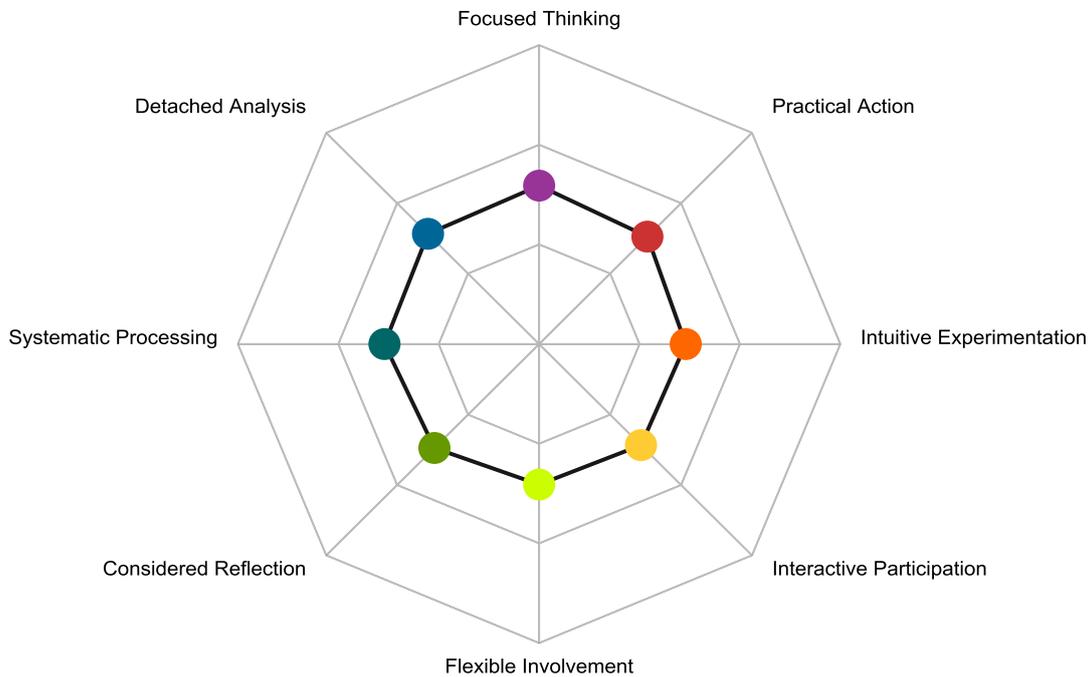
John can stretch in learning by:

- Sometimes suspending his naturally critical approach.
 - Occasionally considering the impact on people in connection with a task.
 - Exploring new ideas, which can be developed into practical application.
 - Involving the team members more.
 - Being more open to the feelings and ideas of others.
 - Valuing emotional input of team members.
-

Personal Notes

Learning Styles

21 February 2011



Interview Questions

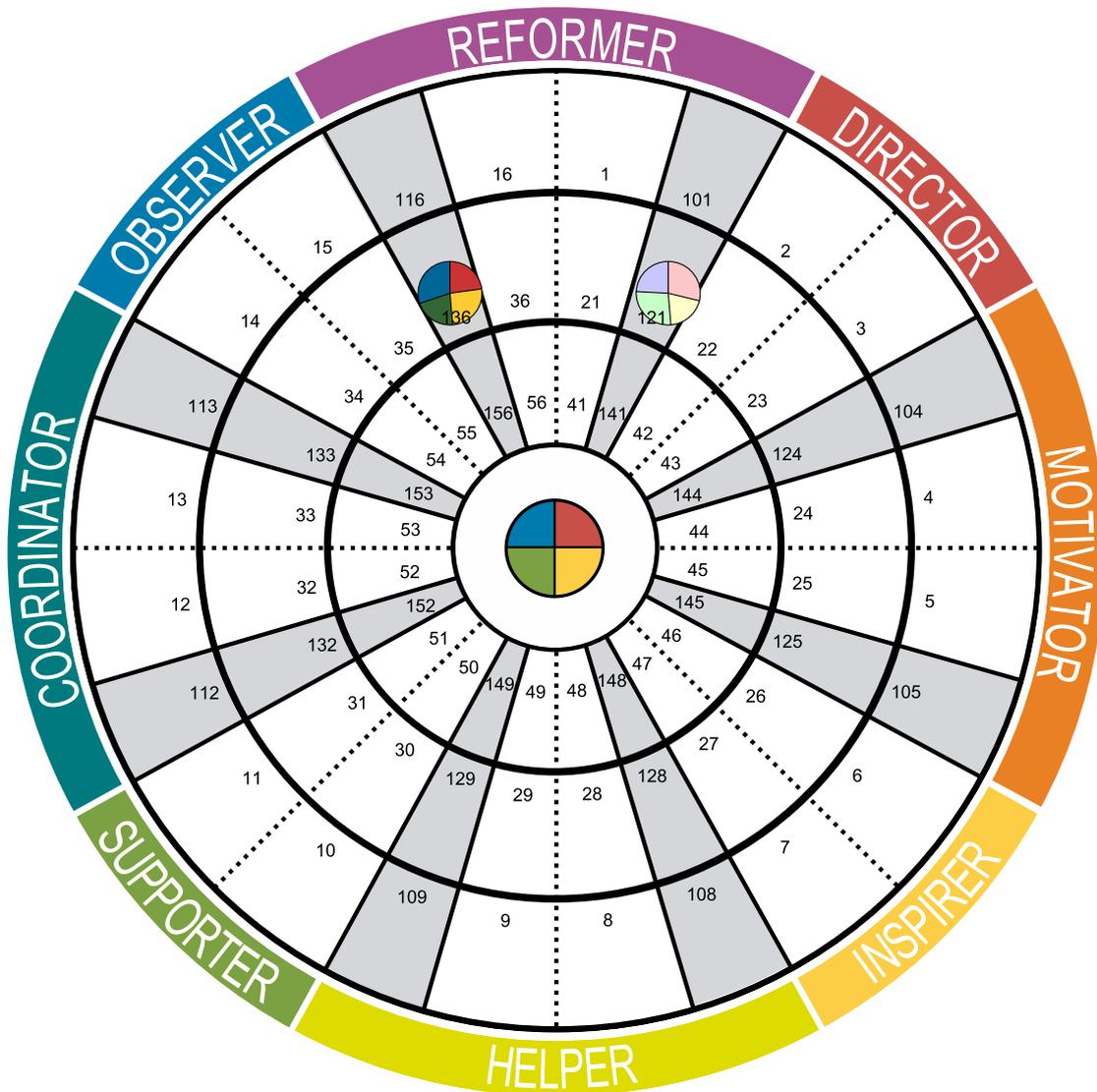
This section lists several questions which can be used in interviewing John Smith. The questions can be used as they appear here, or can be adapted to suit the interviewer's own style or needs. The questions are raised by considering issues John may be less comfortable with - those development areas in which he may have fewer strengths. Some or all of these topics should be used along with other questions which may be job specific. Using them will help establish the level of John's self-awareness and personal growth.

Interview Questions:

- Is it your experience that quiet people in the team often react more effectively if they are given clear precise direction?
 - Taking action suits some people more than others. What are the advantages in being proactive?
 - In what circumstances would you consider changing a decision that you had made previously?
 - Do you keep a business diary? Have you ever studied where your time goes in a typical day?
 - On what occasions do you go with the flow?
 - Do you find it easy to talk with others, particularly strangers?
 - How comfortable are you to give instant replies?
 - How can you ensure that your colleagues understand how you feel about a project?
 - What would your reaction be if asked to captain a new company sports team?
 - What steps would you take to meet people half way and show your appreciation of them?
-

Personal Notes

The Insights Discovery® 72 Type Wheel



Conscious Wheel Position

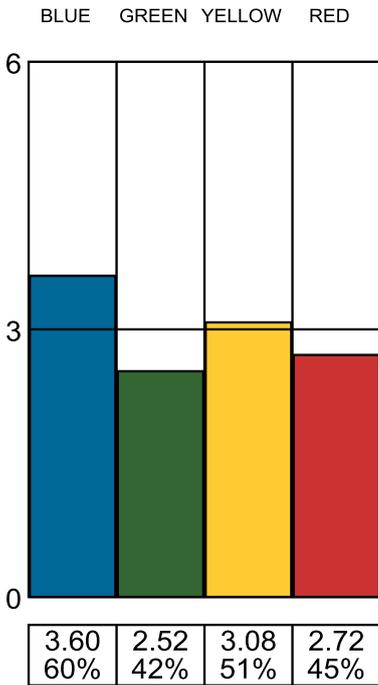
136: Creative Observing Reformer (Classic)

Less Conscious Wheel Position

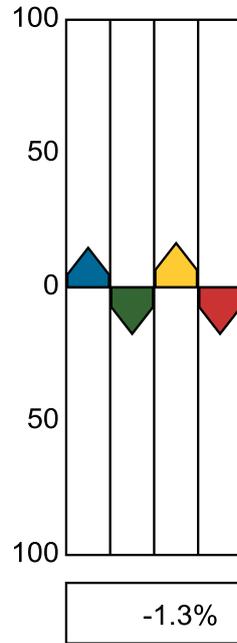
121: Creative Directing Reformer (Classic)

The Insights Discovery® Colour Dynamics

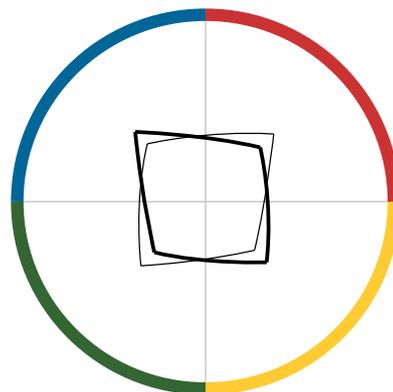
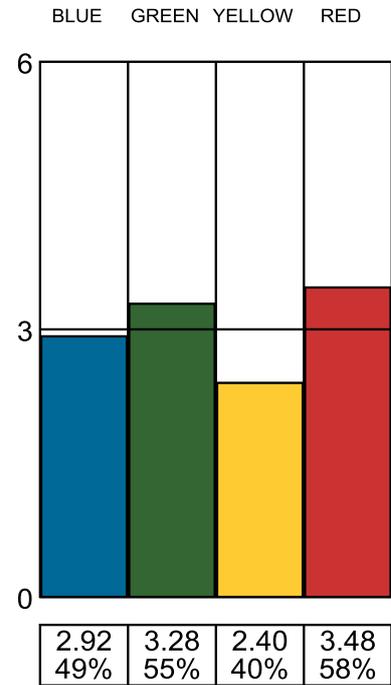
Persona (Conscious)



Preference Flow



Persona (Less Conscious)



— Conscious
— Less Conscious



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