





# LOOK AT YOUR REPORT

## COMMUNICATION TIPS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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## PERCEPTIONS

### Perceptions

#### See Yourself as Others See You

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

#### Self-Perception

*Andy usually sees himself as being:*

- Enthusiastic
- Charming
- Persuasive
- Outgoing
- Inspiring
- Optimistic

#### Others' Perception - Moderate

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

- Self-Promoting
- Overly Optimistic
- Glib
- Unrealistic

#### Others' Perception - Extreme

*Under extreme pressure, stress or fatigue, others may see him as being:*

- Overly Confident
- Poor Listener
- Talkative
- Self-Promoter

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## ACTION PLAN



### **COMMUNICATION ACTION PLAN** **(CONFIDENTIAL)**

#### SECTION 1 – MY BEHAVIOURS

I have learnt that my natural behavioural style is (PLEASE CIRCLE THOSE THAT APPLY):

HIGH D  
HIGH I  
HIGH S  
HIGH C

LOW D  
LOW I  
LOW S  
LOW C

Which means that under stress, pressure or fatigue, I could be perceived as being:  
(Please use your self discovery document for this exercise)

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My adapted behavioural style is (PLEASE CIRCLE THOSE THAT APPLY):

HIGH D  
HIGH I  
HIGH S  
HIGH C

LOW D  
LOW I  
LOW S  
LOW C

Which means that most of the time, I could be perceived as being: