

# PEOPLE SKILLS FOR ENHANCING YOUR DAILY INTERACTIONS

## The Behavior Style Evaluation

|    |   |  |     |   |  |
|----|---|--|-----|---|--|
| 1. | O | Easy to get to know personally in business or unfamiliar social environments           | 6.  | I | Infrequent use of gestures and voice intonation to emphasize points  |
|    | S | More difficult to get to know personally in business or unfamiliar social environments |     | D | Frequently uses gestures and voice intonation to emphasize points  |
| 2. | S | Focuses conversation on issues and tasks at hand; stays on subject                     | 7.  | D | More likely to make emphatic statements like "This is so!" "I feel ..."  |
|    | O | Conversation reflects personal life experiences; may stray from "business at hand"     |     | I | More likely to make qualified statements like "According to my sources ..."  |
| 3. | I | Infrequent contributor to group conversations  | 8.  | O | Greater natural tendency toward animated facial expressions or observable body responses during speaking and listening |
|    | D | Frequent contributor to group conversations  |     | S | More limited facial expressions or observable body responses during speaking and listening                             |
| 4. | I | Tends to adhere to the Letter of the Law   | 9.  | S | Tends to keep important personal feelings private; tends to share only when necessary                                  |
|    | D | Tends to interpret the Spirit of the Law   |     | O | Tends to be more willing to show or share personal feelings more freely  |
| 5. | S | Makes most decisions based on goals, facts or evidence                                 | 10. | S | Shows less enthusiasm than the average person  |
|    | O | Makes most decisions based on feelings, experiences, or relationships                  |     | O | Shows more enthusiasm than the average person.   |

People Skills for Enhancing Your Daily Interactions (continued)

|     |   |   |     |   |  |
|-----|---|---|-----|---|--|
| 11. | D | More likely to introduce self to others at social gatherings                | 16. | D | Tends to naturally decide more quickly or spontaneously                              |
|     | I | More likely to wait for others to introduce themselves at social gatherings |     | I | Tends to naturally decide more slowly or deliberately                                |
| 12. | O | Flexible about how own time is used by others                               | 17. | S | Prefers to work independently or dictate the relationships                           |
|     | S | Disciplined about how own time is used by others                            |     | O | Prefers to work with others or be included in relationships                          |
| 13. | S | Goes with own agenda  | 18. | I | Naturally approaches risk or change more slowly or cautiously                        |
|     | O | Goes with flow  |     | D | Naturally approaches risk or change more quickly or spontaneously                    |
| 14. | D | More naturally assertive behavior   |     |   |  |
|     | I | More naturally reserved behavior  |     |   |  |
| 15. | D | Tends to express own views more readily                                     |     |   | Used by permission from the tape series "Relationship Strategies" by Tony Alessandra |
|     | I | Tends to reserve the expression of own opinions                             |     |   |  |

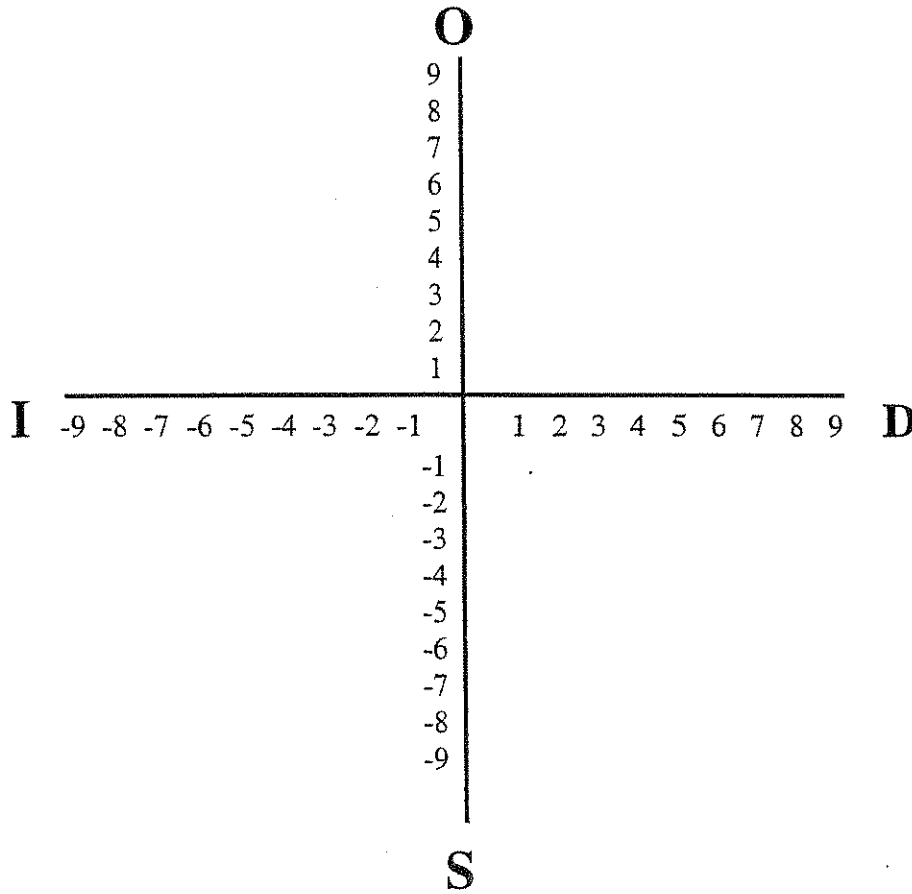
▲ SCORING ▲

O's

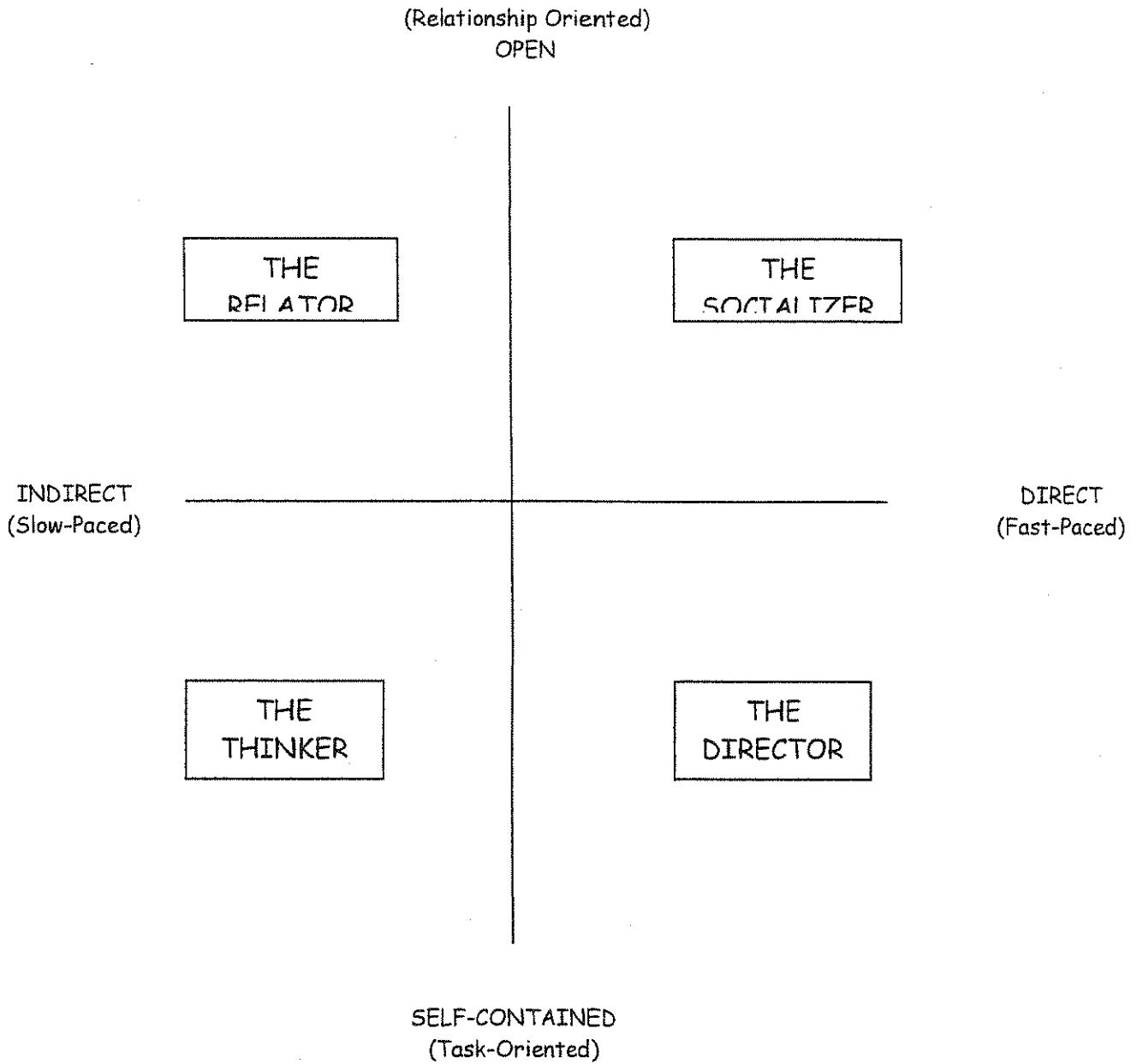
D's

S's

I's







Used by permission from the tape series "Relationship Strategies" by Tony Alessandra.

# Behavioral Style Summary

|                                    | RELATER   | SOCIALIZER   | THINKER   | DIRECTOR  |
|------------------------------------|---|--|---|---|
| <b>Behavior Pattern:</b>           | Open/Indirect   | Open/Direct  | Self-contained/<br>Indirect   | Self-contained/<br>Direct   |
| <b>Appearance:</b>                 | <ul style="list-style-type: none"> <li>• Casual</li> <li>• Conforming</li> </ul>  | <ul style="list-style-type: none"> <li>• Fashionable</li> <li>• Stylish</li> </ul>   | <ul style="list-style-type: none"> <li>• Formal</li> <li>• Conservative</li> </ul>  | <ul style="list-style-type: none"> <li>• Businesslike</li> <li>• Functional</li> </ul>                                |
| <b>Work-Space</b>                  | <ul style="list-style-type: none"> <li>• Personal</li> <li>• Relaxed</li> <li>• Friendly</li> <li>• Informal</li> </ul> | <ul style="list-style-type: none"> <li>• Stimulating</li> <li>• Personal</li> <li>• Cluttered</li> <li>• Friendly</li> </ul>           | <ul style="list-style-type: none"> <li>• Structured</li> <li>• Organized</li> <li>• Functional</li> <li>• Formal</li> </ul> | <ul style="list-style-type: none"> <li>• Busy</li> <li>• Formal</li> <li>• Efficient</li> <li>• Structured</li> </ul> |
| <b>Pace:</b>                       | Slow/Easy   | Fast/Spontaneous   | Slow/Systematic   | Fast/Decisive   |
| <b>Priority:</b>                   | Maintaining Relationships   | Relationship:<br>Interacting   | The Task:<br>the Process  | The Task:<br>the results  |
| <b>Fears:</b>                      | Confrontation   | Loss of prestige   | Embarrassment   | Loss of control   |
| <b>Under Tension Will:</b>         | Submit/Acquiesce  | Attack/Be<br>sarcastic   | Withdraw/Avoid  | Dictate/Assert  |
| <b>Seeks:</b>                      | Attention   | Recognition  | Accuracy  | Productivity  |
| <b>Needs to Know (Benefits):</b>   | <ul style="list-style-type: none"> <li>• How it will affect their personal circumstances</li> </ul>                     | <ul style="list-style-type: none"> <li>• How it enhances their status</li> <li>• Who else uses it</li> </ul>                           | <ul style="list-style-type: none"> <li>• How they justify the purchase logically</li> <li>• How it works</li> </ul>         | <ul style="list-style-type: none"> <li>• What it does</li> <li>• By when</li> <li>• What is costs</li> </ul>          |
| <b>Achieves Acceptance by:</b>     | <ul style="list-style-type: none"> <li>• Conformity</li> <li>• Loyalty</li> </ul>                                       | <ul style="list-style-type: none"> <li>• Playfulness</li> <li>• Stimulating environment</li> </ul>                                     | <ul style="list-style-type: none"> <li>• Correctness</li> <li>• Thoroughness</li> </ul>                                     | <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Competition</li> </ul>                                 |
| <b>Likes you to be:</b>            | Pleasant  | Stimulating  | Precise   | To the point  |
| <b>Wants to be:</b>                | Likes   | Admired  | Correct   | In Charge   |
| <b>Irritated by:</b>               | <ul style="list-style-type: none"> <li>• Insensitivity</li> <li>• Impatience</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Boredom</li> <li>• Routine</li> </ul>   | <ul style="list-style-type: none"> <li>• Surprises</li> <li>• Unpredictability</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Inefficiency</li> <li>• Indecision</li> </ul>                                |
| <b>Measures Personal Worth by:</b> | <ul style="list-style-type: none"> <li>• Compatibility with others</li> <li>• Depth of relationships</li> </ul>         | <ul style="list-style-type: none"> <li>• Acknowledge-ment</li> <li>• Recognition</li> <li>• Applause</li> <li>• Compliments</li> </ul> | <ul style="list-style-type: none"> <li>• Precision</li> <li>• Accuracy</li> <li>• Activity</li> </ul>                       | <ul style="list-style-type: none"> <li>• Results</li> <li>• Track record</li> <li>• Measurable progress</li> </ul>    |
| <b>Decisions Are:</b>              | Considered  | Spontaneous  | Deliberate  | Decisive  |