TTI SUCCESS INSIGHTS™

Time P.L.U.S.™ Version

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

John Doe

Sales Representative

ABC Company

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INTRODUCTION

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. Our ability to interact effectively in any given environment may determine the difference between our success or failure in the workplace and in our personal relationships.

Effective use of time starts with an accurate perception of ourselves. This report was designed to quantify information on how you see yourself. The report translates that information into how others may see you to assist in formulating strategies to better manage your time.

Is the report 100% true? Yes, no and maybe. We are only measuring behavior. We only report statements which are true for you and areas of behavior in which you show tendencies. Delete any statement from this report that you feel doesn't apply after checking with a friend or colleague to see if they agree with you. Sometimes we are not aware of certain behavioral traits that are seen by others.

"All people exhibit all four behavioral factors in varying degrees of intensity."
–W.M. Marston

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GENERAL CHARACTERISTICS

Based on your responses, the report has selected general statements to provide a broad understanding of your work style. These statements identify the basic natural behavior that you bring to the job. That is, if left on your own, HOW YOU WOULD CHOOSE TO DO THE JOB. Use the general characteristics to gain a better understanding of your natural behavior.

John likes to get results through others. He is at his best when he has people working with him. He likes to develop people and build organizations. He wants to be seen not only as a team player, but also as a leader of the team. He tends to trust people and may be taken advantage of because of his high trust level. John believes in getting results through other people. He prefers the "team approach." He, as a manager, supervisor or group leader can use his people skills to build group involvement and increase participation from the group. He projects a self-assured and self-confident image. He has a strong ego and usually projects this ego in friendly terms. John does not like close supervision. He seeks popularity and social recognition. He likes to deal with people in a favorable social environment.

John likes to be involved in the decision-making process. He is good at solving problems that deal with people. He tends to break the rules and then attempts to sell you on the fact it was the proper thing to do. He may be inconsistent in disciplining others. Sometimes he will seek the quick and simple decision. His aversion to detailed work motivates his desire for simplicity. He can make decisions even though some of the facts to support the decision may be missing. He tends to make snap judgments or impulsive decisions. He will not be overlooked nor uninvolved. He will consistently try to inspire

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GENERAL CHARACTERISTICS

people to his point of view.

John is comfortable with most people and can be quite informal and relaxed with them. Even when dealing with strangers, John will attempt to put them at ease. He usually uses many gestures when talking. He is highly excited by what influences him. He judges others by their verbal skills and warmth. Some see him as too talkative and emotional. He tends to influence people to his way of thinking by using verbiage as compared with others who like to use reports. He may have a tendency to oversell certain styles. He has the ability to look at the whole problem; for example, thinking about relationships, being concerned about the feelings of others and focusing on the real impact of his decisions and actions.

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TIME WASTERS

This section of your report is designed to identify time wasters that may impact your overall time use effectiveness. Possible causes and solutions will serve as a basis for creating an effective plan for maximizing your use of TIME and increasing your PERFORMANCE.

1. POOR FILING SYSTEM

   A poor filing system is one that has no predetermined method for subject matter grouping. It is one that you may understand but is not usable by others who may need to retrieve information from your files.

   POSSIBLE CAUSES:
   - Have not determined or prioritized subject matter groupings
   - Categorize by emotions

   POSSIBLE SOLUTIONS:
   - Set up a cataloging system that you AND others can use easily
   - Have someone assist you in setting up a system
   - Use cross-referencing indexes
   - Computerize information

2. DESIRE TO BE INVOLVED WITH TOO MANY PEOPLE

   The desire to be involved with too many people is involvement that extends beyond business interactions to the point of interfering with work. Beyond being friendly, it is excessive socializing.

   POSSIBLE CAUSES:
   - Have many interests
   - Want to be seen as one of the gang
   - Need praise and approval from others

   POSSIBLE SOLUTIONS:
   - Recognize your time constraints
   - Be selective in getting involved in activities
   - Monitor energy level
   - Keep personal and job related priorities in view

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TIME WASTERS

3. 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
- 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

4. 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

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TIME WASTERS

Learn to say no to those people and tasks that do not support daily and long-term priorities

5. LONG LUNCHES

Long lunches are those that extend beyond the normal time for eating. They could be kept within a specific time frame but are not.

POSSIBLE CAUSES:

Get involved in the excitement of conversation and forget about time
See long lunches as a networking opportunity
Like doing business in a social, non-threatening environment
Use long lunches as a way to avoid unpleasant tasks, people or the work environment

POSSIBLE SOLUTIONS:

Set a specific time for lunch and STICK TO IT
Have meetings in the office
Set meetings right after lunch
Have working lunches

6. 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

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TIME WASTERS

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

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CHECKLIST FOR COMMUNICATING

This section of the report is a lists of things to DO when communicating with you. Read each statement and then identify 3 or 4 that are most important to your optimal use of time. By sharing this information with others, the better they can plan meetings, presentations and informal discussions. This will result in more efficient and time saving the communications.

Do:

- Provide questions, alternatives and choices for making his own decisions.
- Motivate and persuade by referring to objectives and results.
- Come prepared with all requirements, objectives and support material in a well-organized "package."
- Use enough time to be stimulating, fun-loving, fast-moving.
- Provide testimonials from people he sees as important.
- Stick to business--let him decide if he wants to talk socially.
- Provide a warm and friendly environment.
- Provide ideas for implementing action.
- Read the body language for approval or disapproval.
- Leave time for relating, socializing.
- Offer special, immediate and continuing incentives for his willingness to take risks.
- Present the facts logically; plan your presentation efficiently.
- Talk about him, his goals and the opinions he finds stimulating.

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DON'TS ON COMMUNICATING

This section of the report is a list of things NOT to do while communicating with you. Read each statement and identify those that cause the most frustration. By sharing this information, both parties can avoid time wasting interactions and achieve more effective communications.

Don't:

- Ask rhetorical questions, or useless ones.
- Let disagreement reflect on him personally.
- "Dream" with him or you'll lose time.
- Legislate or muffle--don't overcontrol the conversation.
- Try to convince by "personal" means.
- Ramble on, or waste his time.
- Be redundant.
- Be curt, cold or tight-lipped.
- Take credit for his ideas.
- Leave decisions hanging in the air.
- Drive on to facts, figures, alternatives or abstractions.

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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:

Enthusiastic	Outgoing
Charming	Inspiring
Persuasive	Optimistic

OTHERS' PERCEPTION

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

Self-Promoting	Glib
Overly Optimistic	Unrealistic

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

Overly Confident	Talkative
Poor Listener	Self-Promoter

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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**	**Mobile**	Open-Minded
Responsible	**Sociable**	Active	Balanced Judgment
Conservative	Reflective	Restless	**Firm**
Calculating	Factual	Alert	**Independent**
Cooperative	Calculating	Variety-Oriented	**Self-Willed**
Hesitant	Skeptical	Demonstrative	**Stubborn**
Low-Keyed	Logical	Impatient	**Obstinate**
Unsure	Undemonstrative	Pressure-Oriented	**Opinionated**
Undemanding	Suspicious	Eager	**Unsystematic**
Cautious	Matter-of-Fact	Flexible	**Self-Righteous**
Mild	Incisive	Impulsive	**Uninhibited**
Agreeable	Pessimistic	Impetuous	**Arbitrary**
Modest	Moody	Hypertense	**Unbending**
Peaceful	Critical		**Careless with Details**
Unobtrusive			

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INTERACTIVE FLEXIBILITY

Each person is different and each has needs they want met. This section will help you identify four basic behavioral styles of others. It will provide you with valuable information for meeting their needs. As you develop strategies for meeting their needs, you will gain their commitment and cooperation. You will be able to understand how interacting with different styles impacts your use of TIME.

"Improving Your Interactive Flexibility"

When interacting with an individual who has the following characteristics:

- Fast-paced speech
- Comes on strong
- Impatient
- Direct
- Tries to control the situation

Factors that will improve Interaction with this Style:

- Hit the high points of conversation
- Give them the "bottom line"
- Don't waste their time
- Stress Service - fast and efficient
- Stress new products and service
- Flatter their ego

Factors that will create tension or dissatisfaction with this Style:

- Talking about things that are not relevant to the issue
- Appearing disorganized
- Over use of gestures and emotion

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INTERACTIVE FLEXIBILITY

"Improving Your Interactive Flexibility"

When interacting with an individual who has the following characteristics:

- Friendly and talkative
- Impulsive
- Uses many hand gestures while speaking
- Shows much emotion
- Imprecise about the use of time

Factors that will improve Interaction with this Style:

- Use emotion
- Use their words to accomplish objective
- Provide friendly environment
- Don't dwell on details
- Use flattery
- Use testimonials of experts
- Provide chance for them to verbalize

Factors that will create tension or dissatisfaction with this Style:

- Controlling the conversation
- Talking about yourself

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INTERACTIVE FLEXIBILITY

"Improving Your Interactive Flexibility"

When interacting with an individual who has the following characteristics:

- Patient
- Easy going
- Unemotional voice
- Reserved
- Deliberate - methodical

Factors that will improve Interaction with this Style:

- Slow down - explain details
- Be patient
- Control body language
- Speak with sincere tone of voice
- Listen patiently
- Present in a logical order

Factors that will create tension or dissatisfaction with this Style:

- Being overly optimistic
- Talking too much and not listening

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INTERACTIVE FLEXIBILITY