

# FAMILY TALK™

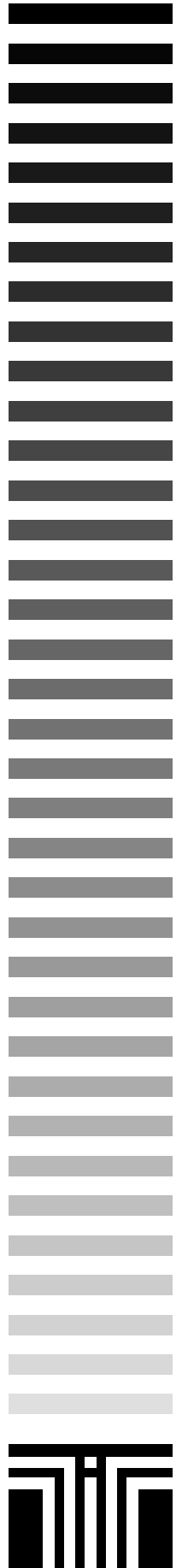
*"He who knows others is learned.  
He who knows himself is wise."  
-Lao Tse*

**Craig Neely**

8-9-2000

Getting People to Invest Emotionally in the Organization

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# INTRODUCTION

Communication can be defined as the process of passing information and understanding from one person to another. Effective communication is achieved not just with words, but also in the understanding, acceptance and action by the parties involved. Proper communication with guidance and direction often spells the difference between success or failure in interpersonal relationships.

Effective communication is the core of all family relationships. Communicating with others is a skill that is developed through practice and effort and must include the participation of all family members. This program was developed to assist each family to achieve the following objectives: 1) To identify and understand your natural behavior and communication style, 2) To understand and appreciate other family members' natural behavior and communication style, and 3) blend your style with others for effective communication.

This report identifies two key areas for effective interpersonal relationships: how you like to do activities and how you like to communicate. Read and discuss each report with the whole family. Star those statements which are most important to you and share why they are important. Then negotiate and develop your action plans together. Set a date to begin and a date to discuss your progress. Remember, effective communication requires a commitment from all family members.

# GENERAL STATEMENTS

*Understanding yourself and others is the first step toward developing effective communication. Based on Craig's responses, the report has selected statements to provide a basis for understanding his behavior. Read each statement and discuss it with other family members. Eliminate any statement which EVERYONE agrees does not apply.*

- I may not always hear everything you say because I was trying to figure out what I was going to say when it was my turn to talk.
- When you are talking I sometimes am thinking about other things and don't always hear exactly what you said.
- I can be called a talker.
- I like time to socialize with my friends and family.
- I trust you, why don't you trust me?
- I like others to listen to me when I am talking.
- I'm willing to accept others for what they are.
- My friends see me as being very sociable.
- I have many friends because they always have a good time around me.
- I tend not to be precise about the use of my time and may be late because I was talking too much to my friends.
- I like to do things on the spur of the moment.
- I am very talkative and optimistic.
- I like to tell wild stories about myself and others.
- I like to get others to do things for me.
- I have a very high trust level and trust that people will do what they say.
- I tend to seek attention both through winning and losing.

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# GENERAL STATEMENTS

- As a baby sitter, I may have trouble disciplining the children.
- I prefer conversation that is stimulating, fun-loving and fast-moving.
- Sometimes I may be so excited about what I have to say that I forget and interrupt people while they are talking.
- I sometimes do things that are not expected of me to gain attention.
- I like to do things my own way.
- I prefer people to things.
- I need to be liked and want to like others.
- I like recognition for my achievements. The more people know about my achievements the better.
- I always look for the good in people and things.

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# CHECKLIST FOR COMMUNICATING

*This section of the report provides methods for communicating with Craig. Read and discuss each statement. Identify those statements which are most important to Craig. Share these statements with other family members. Make a list and practice using them in your daily communication with Craig.*

- Expect him to discover ways around vague rules.
- Provide solutions to problems and discuss the risk involved with each.
- Be firm - provide yes and no answers.
- Negotiate his commitment to rules.
- Talk about his goals and opinions.
- Clarify his responsibilities and the amount of authority he has to carry them out.
- Encourage him to write down his goals and the action needed to achieve them.
- Provide a warm, friendly environment.
- Spell out rules very specifically.
- Provide ideas for the action needed to achieve his goals.
- Plan interaction that supports his dreams and goals. Lead conversation to a plan that will result in achieving his dreams or goals.
- Plan time for relating and socializing.
- Understand his defiant nature toward excessive rules.

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# **DON'TS ON COMMUNICATING**

*This section of the report lists the things NOT to do when communicating with Craig. Read each statement and identify those that result in frustration or ineffective communication. Share them with all family members so they can refrain from using these methods.*

- Don't take credit for his ideas.
- Don't overcontrol the conversation. Remember, he likes to talk.
- Don't leave instructions open for interpretation. Remember, he will take the risk to show you the loopholes.
- Don't talk down to him.
- Don't leave decisions hanging in the air.
- Don't talk to him when you are extremely angry. He will respond to the anger - not the message.
- Don't let him overpower you with his fast talk.
- Don't act timid if he confronts you.
- Don't try to change his mind without supporting facts.
- Don't ramble on about things that bore him.
- Don't be cool and distant. He prefers a warm, friendly environment.
- Don't get upset by his cockiness.

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# ACTION PLAN

Name: Craig Neely

To relate more effectively with \_\_\_\_\_, I need to:

- 1.
- 2.
- 3.

To relate more effectively with \_\_\_\_\_, I need to:

- 1.
- 2.
- 3.

To relate more effectively with \_\_\_\_\_, I need to:

- 1.
- 2.
- 3.

The Communication skills I need to develop are:

- 1.
- 2.
- 3.
- 4.

I agree to practice the listed communication techniques and develop communication skills in the areas indicated.

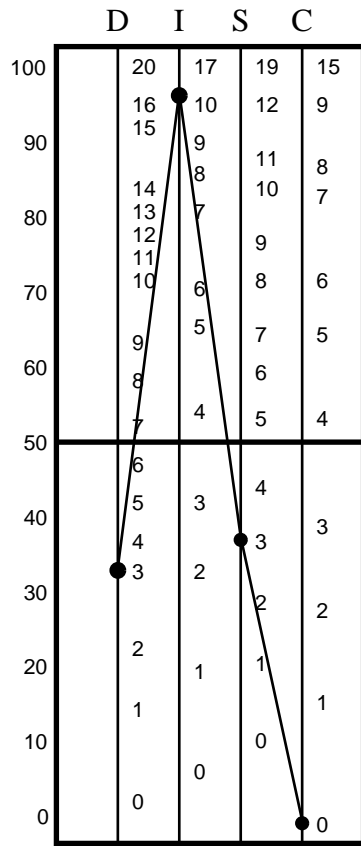
Signed: \_\_\_\_\_ Date: \_\_\_\_\_

# STYLE ANALYSIS GRAPHS

Craig Neely

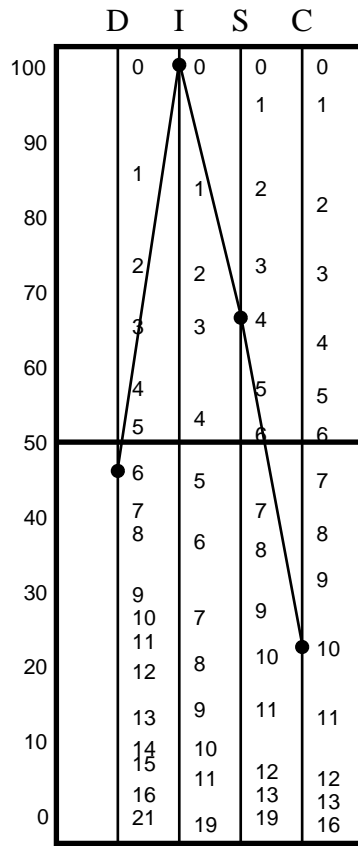
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MOST  
Graph I  
Adapted Style



Score	3	13	3	0
%	34	96	38	1

LEAST  
Graph II  
Natural Style



Score	6	0	4	10
%	47	100	67	24

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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 Behavioural style, the Wheel adds a visual representation that allows you to:

- View your natural Behavioural style (circle).
- View your adapted Behavioural 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.

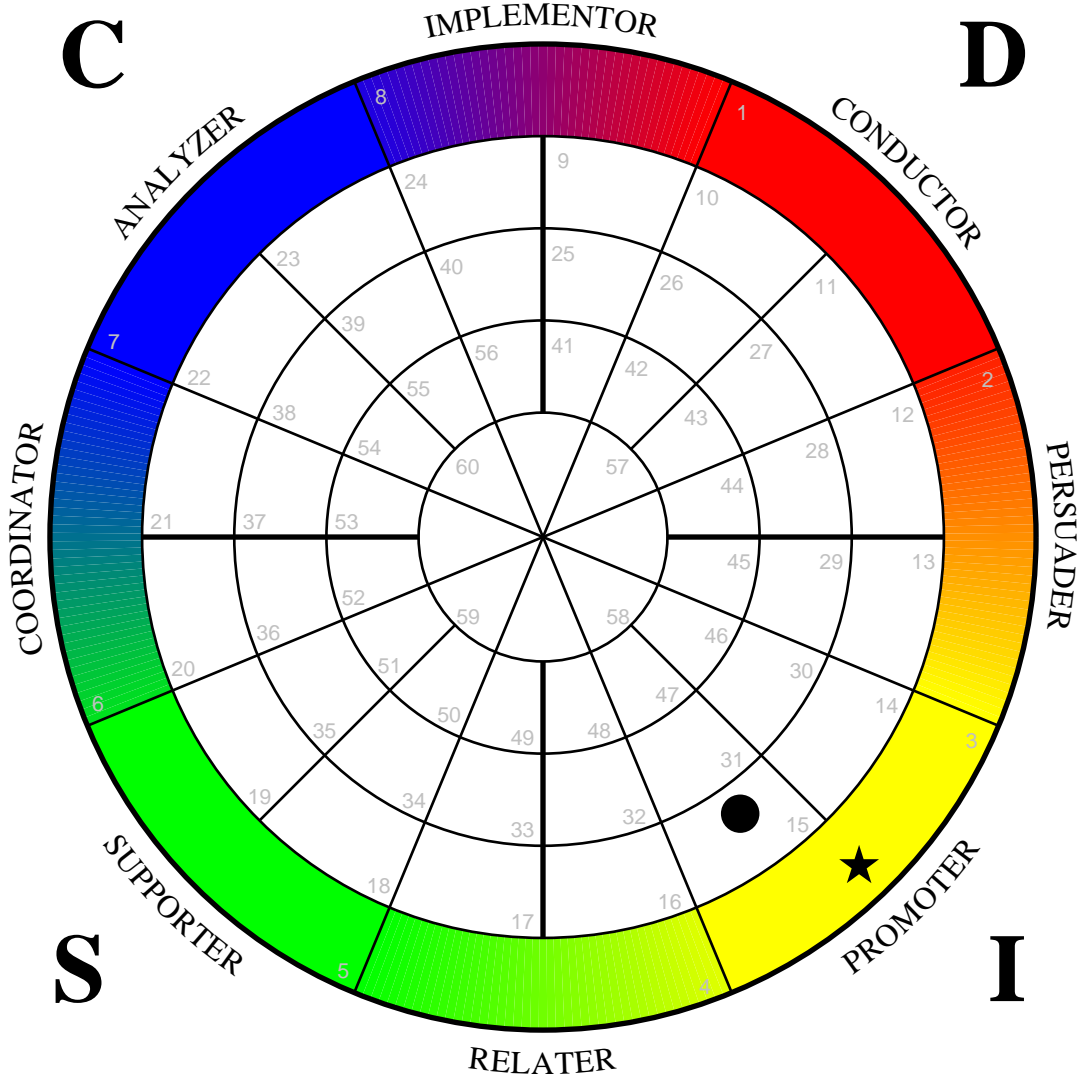
If you are part of a group or team who also took the Behavioural assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able to identify where communication, understanding and appreciation can be increased.

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# THE SUCCESS INSIGHTS WHEEL™

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Adapted: ★ (3) PROMOTER  
Natural: ● (15) RELATING PROMOTER

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