

FAMILY TALK™

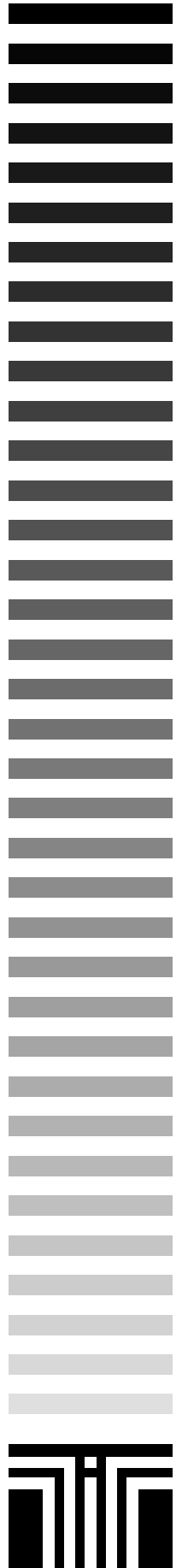
*"He who knows others is learned.
He who knows himself is wise."
-Lao Tse*

Dave 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 Dave'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.

- At time you may surprise other family members by your verbal assertiveness and competitiveness.
- One of your strengths is keeping the family members happy and satisfied from a human relations standpoint.
- You can improve your parenting skills by being less impulsive.
- You usually impress other family members with your warmth, empathy, and understanding of their problems.
- You have great intuitive instincts to quickly build interpersonal relationships between yourself and other family members.
- When confronted with an antagonistic environment, you usually take an active role to resolve it or fuel it.
- Occasionally you may become so motivated by your own thoughts that you have difficulty concentrating on a total project from beginning to end.
- You may have difficulty providing consistent discipline. You discipline the child, but later feel guilty and relax the discipline; for example, "Grounding the kids for two weeks but several days later reducing it to one week."
- You may wish to work on slowing down the pace and the activity level, and completing more activities and being involved in fewer activities.
- Being involved in excessive routine and boring activities can cause you to become frustrated and irritable. You need breaks and involvement with friendly people.
- You want to be seen as the leader of the family, not a follower.
- You can be a very good host, as most people feel very comfortable with your informal and relaxed manner.

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GENERAL STATEMENTS

- You should guard against being led astray by other family members who may be leaning on you too much for support.
- You might improve your relationship with some members of the family by concentrating more on details and presenting a better plan for completing your family tasks.
- As a parent you have a propensity for selling other family members on your position and authority.
- You have a very high trust level and may be taken advantage of by family members who make you strongly believe they will fulfill their promises.
- You are good at selling your ideas and sometimes will get caught short on the facts and figures needed to influence other family members.
- You are somewhat impulsive and change directions faster than some family members may be able to cope with.
- You could improve your parenting skills by focusing attention on some of the details that need to be done in the household.
- You tend to see the good in other family members and sometimes overlook some of the weaknesses.
- You prefer a casual, informal environment instead of a formal one. You might be uncomfortable in an environment where you could not relax and enjoy a friendly conversation with others.
- At times you may come across so strongly with a particular idea that you actually oversell the idea to other family members.
- You can improve your parenting skills by better control of your actions and emotions and making sure that you are fitting the intensity to the situation. You tend to be very intense and sometimes intense about things you should not be.
- Your sincere concern for family members' feelings and thoughts guide you to include them in your plans and activities.
- You are skilled at making favorable first impressions when meeting friends of other family members.

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CHECKLIST FOR COMMUNICATING

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

- Offer special, immediate and extra incentives.
- Read the body language - look for impatience or disapproval.
- Support the results, not the person, if you agree.
- Motivate and persuade by referring to objectives and results.
- Provide facts and figures about the probability of success, or the effectiveness of options.
- Leave time for relating, socializing.
- Ask for his opinions/ideas regarding people.
- Plan interaction that supports his dreams and intentions.
- Provide questions, alternatives, and choices for making his own decisions.
- Support and maintain an environment where he can be efficient.
- Talk about him, his goals and opinions he finds stimulating.

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DON'TS ON COMMUNICATING

This section of the report lists the things NOT to do when communicating with Dave. 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 kid around too much, or "stick to the agenda" too much.
- Don't ramble on, or waste his time.
- Don't spend excessive time on the details, put them in writing, and pin him to modes of action.
- Don't be dogmatic.
- Don't be redundant.
- Don't leave loopholes or cloudy issues if you don't want to be zapped.
- Don't forget or lose things; be disorganized or messy; confuse or distract his mind.
- Don't ask rhetorical questions, or useless ones.
- Don't legislate or muffle - don't overcontrol the conversation.
- Don't talk down to him.
- Don't let disagreement reflect on him personally.

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ACTION PLAN

Name: Dave 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.

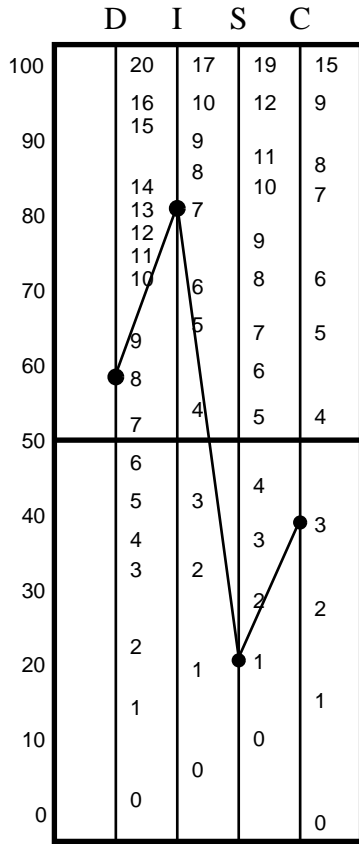
Signed: _____ Date: _____

STYLE ANALYSIS GRAPHS

Dave Neely

8-9-2000

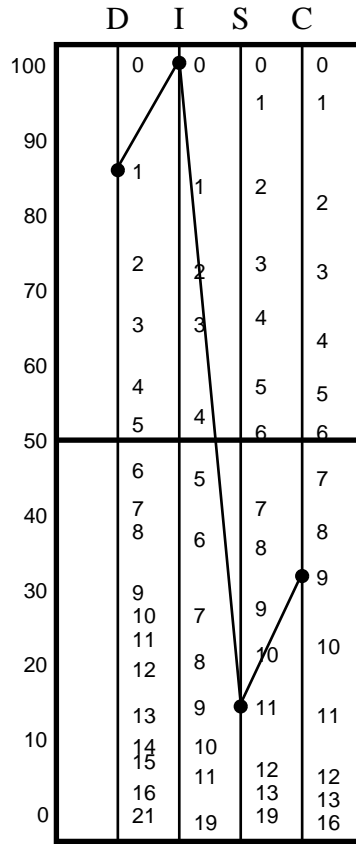
MOST
Graph I
Adapted Style



Score
%

| | | | |
|----|----|----|----|
| 8 | 7 | 1 | 3 |
| 59 | 81 | 22 | 40 |

LEAST
Graph II
Natural Style



| | | | |
|----|-----|----|----|
| 1 | 0 | 11 | 9 |
| 86 | 100 | 16 | 33 |

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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.

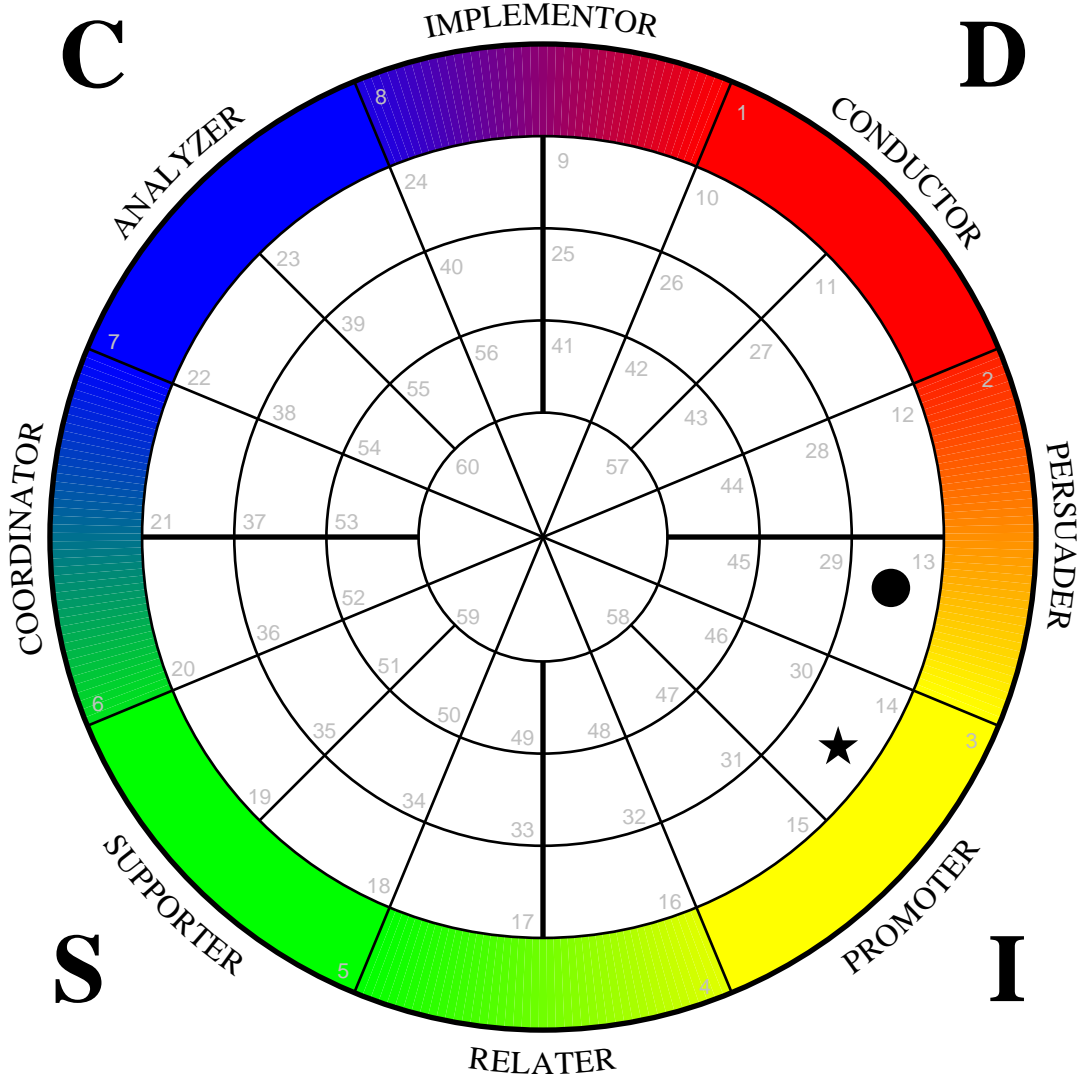
If you are part of a group or team who also took the Behavioural assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able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

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THE SUCCESS INSIGHTS WHEEL™

Dave Neely

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Adapted: ★ (14) PERSUADING PROMOTER

Natural: ● (13) PROMOTING PERSUADER

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