



# EXCELLENCE FOR LEARNING™

Student Version

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

**Susan Student**

7-9-2007



## INTRODUCTION

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Successful communication with others involves skills that are developed through practice and effort. It is a process that must include the active participation of each person involved.

This program was developed to help each person achieve the following objectives:

- 1) To identify and understand your natural behavioral style
- 2) To understand and appreciate other styles
- 3) To improve your communication with others

The key areas identified in this report are:

- a. The kinds of activities you like, and how you do them
- b. How you like to communicate
- c. Study tips

Identify those statements that are most important to you, and WHY. REMEMBER: Effective communication requires a commitment from everyone concerned!



## GENERAL STATEMENTS

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

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- I get frustrated when people tell me they are going to do something but don't do it.
- I wear my emotions on my face, both when I am happy or sad.
- I have the ability to get excited about everything.
- Sometimes I may be so excited about what I have to say that I forget and interrupt people while they are talking.
- I can be called a talker.
- I like to be seen as a leader among my friends.
- Sometimes I may start talking before I have carefully thought through what I want to say.
- I sometimes mask my true feelings in friendly terms.
- I need to be liked and want to like others.
- I can't wait for tomorrow because tomorrow will be a great day.
- I tend to manipulate my teachers, but not intentionally.
- When in trouble I enjoy talking my way out of it.
- I like to win when I play games; however, if I lose I can still see the good side.
- I try to get others in a good mood before I ask to do something; otherwise, I may not be able to get their approval.
- I like an environment where I am free to talk.



## GENERAL STATEMENTS

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- I sometimes laugh and giggle because I am easily excited.
- I can be very sensitive if others say anything negative about me to my friends or family.
- I get into trouble occasionally because I don't have the ability to concentrate on one thing for a long period.
- I will seldom ask others for a favor unless the environment is friendly.
- I prefer conversation that is stimulating, fun-loving and fast-moving.
- When you are talking I sometimes am thinking about other things and don't always hear exactly what you said.
- I can be motivated by flattery and praise.
- I tend to be disorganized because I prefer to do things with people rather than doing or performing the detail work.
- I have a very high trust level and trust that people will do what they say.
- I like attention and sometimes show off to get this attention.
- I sometimes become very cooperative when I ask to do something for myself.



## CHECKLIST FOR COMMUNICATING

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

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- Provide solutions to problems and discuss the risk involved with each.
- Confront when in disagreement with her.
- Provide ideas for the action needed to achieve her goals.
- Expect her to discover ways around vague rules.
- Plan time for relating and socializing.
- Spell out rules very specifically.
- Flatter her ego.
- Be firm - provide yes and no answers.
- Read her body language for approval or disapproval.
- Understand her defiant nature toward excessive rules.
- Plan interaction that supports her dreams and goals. Lead conversation to a plan that will result in achieving her dreams or goals.
- Clarify her responsibilities and the amount of authority she has to carry them out.



## DON'TS ON COMMUNICATING

*This section of the report lists the things NOT to do when communicating with Susan. 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.*

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- Don't act timid if she confronts you.
- Don't let her overpower you with her fast talk.
- Don't take credit for her ideas.
- Don't talk down to her.
- Don't try to change her mind without supporting facts.
- Don't be cool and distant. She prefers a warm, friendly environment.
- Don't leave decisions hanging in the air.
- Don't talk to her when you are extremely angry. She will respond to the anger - not the message.
- Don't overcontrol the conversation. Remember, she likes to talk.
- Don't overuse the paternalistic approach.
- Don't volunteer your opinion if it's not your problem.



## STUDY TIPS

*After reading your study tips, select two or three tips and incorporate the ideas into your studying habits.*

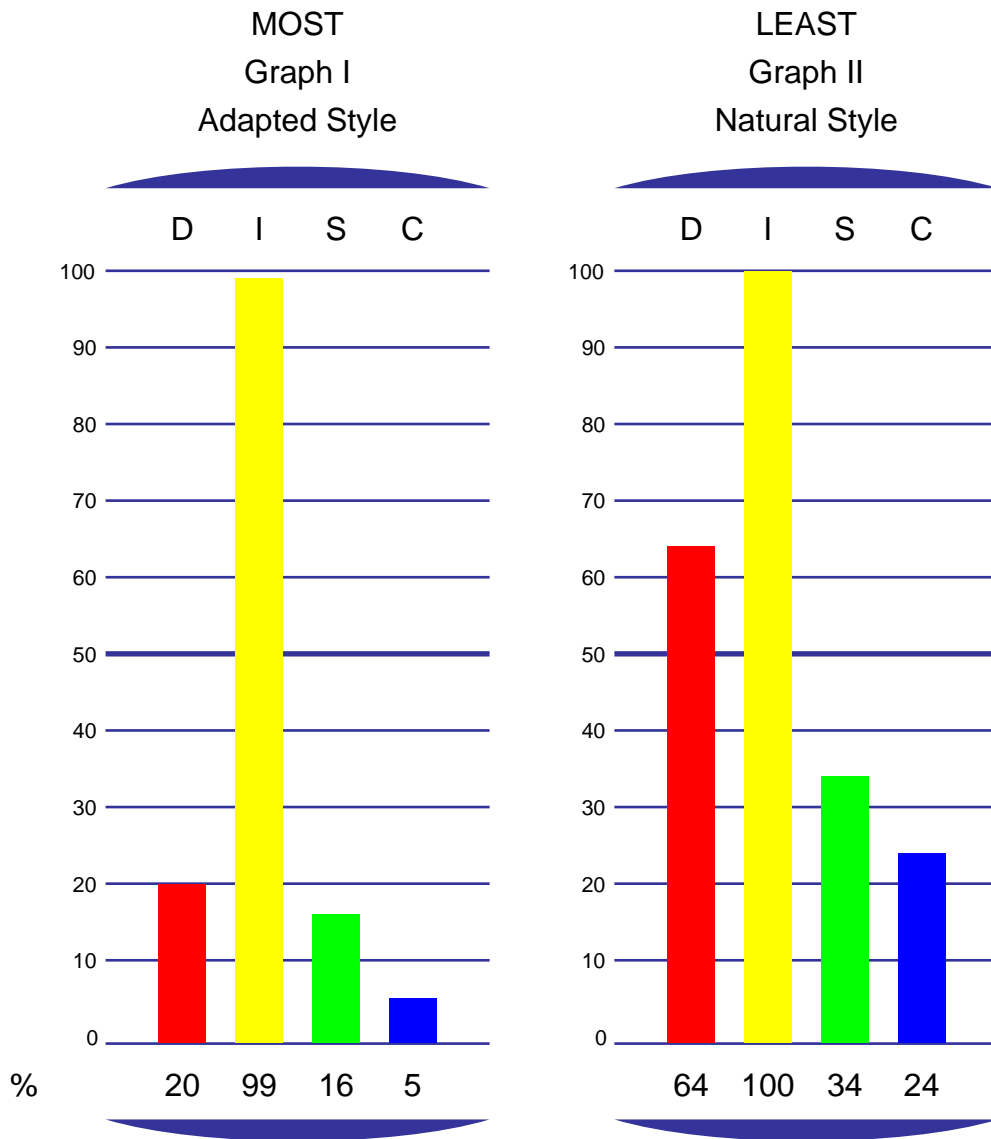
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- Don't put off studying until the last minute.
- Take vigorous notes.
- Develop good study habits and follow them everyday.
- Review your notes after class.
- Listen for ideas and the facts to support the idea.
- Socialize after studying - not before.
- Don't doodle.
- Don't let your ego keep you from studying.
- Read a book on listening and note taking.
- Think positive about teachers and subjects that give you difficulty.
- Use recitation to embed fact and ideas.
- Use short sentences when taking notes - leave out unnecessary words.
- Analyze your time and see how you are spending it.



# STYLE INSIGHTS® GRAPHS

7-9-2007



Norm 2003





## THE SUCCESS INSIGHTS® WHEEL

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The Success Insights® Wheel is a powerful tool popularized in Europe. In addition to the text you have received about your behavioral style, the Wheel adds a visual representation that allows you to:

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

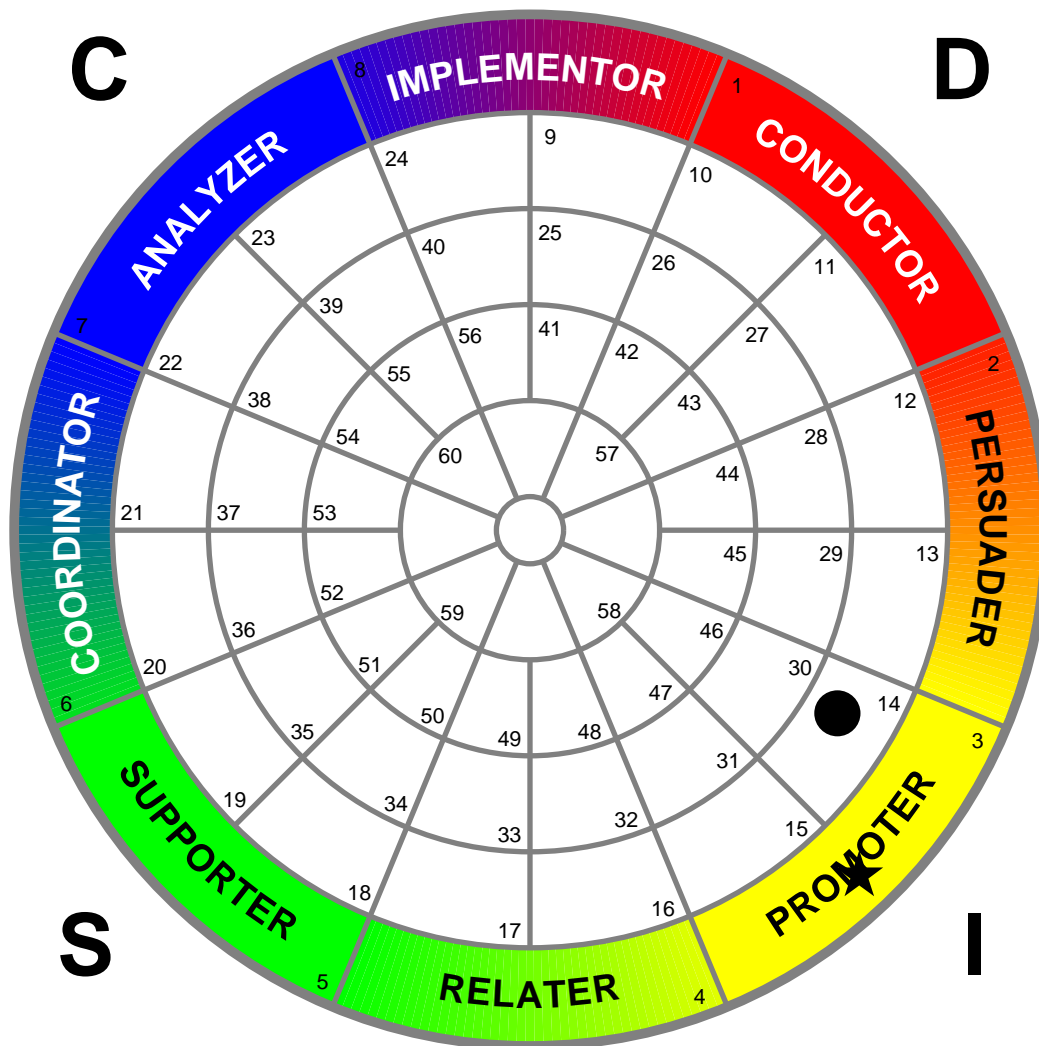
Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behavior. The further the two plotting points are from each other, the more you are adapting your behavior.

If you are part of a group or team who also took the behavioral 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.



# THE SUCCESS INSIGHTS® WHEEL

7-9-2007



Adapted: ★ (3) PROMOTER  
Natural: ● (14) PERSUADING PROMOTER  
Norm 2003



## JOB INDICATOR

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**Susan Student**

7-9-2007



## INTRODUCTION

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Today's workplace is in constant change. As a result, careers are changing to keep pace. The average person can expect to change careers 5 times during their working life. That does not take into account the average 2-4 job changes within each career. Given this reality, it becomes more important than ever to make informed career decisions. There is no better preparation for career changes than in-depth knowledge of your own talents and how you can maximize them to succeed.

The Job Indicator section of your report has been developed to assist you in matching your natural behavioral design "talents" to jobs. This section will guide you through jobs that best match your behavioral design based on the education level you selected at the beginning of the assessment process. The job list is prioritized with your best behavioral design match at the education level you selected at the top. This will assist you in making informed career choices based on what best suits your natural behavioral design.

Research suggests that over 50% of people at work hold jobs that do not suit them behaviorally and they are neither fully motivated nor satisfied with their contribution. The good news is the closer the behavioral demands of the job match your own natural behavior, the more satisfaction and personal reward you will find in your work.

It is difficult if not impossible to incorporate in this report all the information on the subject of job content and career planning. There are websites available that cover these topics and will give you additional insights into the jobs listed in this section. The websites are the O\*NET Occupational Information Network: <http://online.onetcenter.org> and the US Dept. of Labor, Employment & Training Administration: [www.doleta.gov/programs/onet](http://www.doleta.gov/programs/onet).

NAME : Susan Student

EDUCATION : High School

| CODE       | OCCUPATION   |
|------------|--|
| 41-3011.00 | Advertising Sales Agents   |
| 27-1019.99 | Artists  |
| 35-3011.00 | Bartenders   |
| 27-2031.00 | Dancers  |
| 41-9011.00 | Demonstrators and Product Promoters  |
| 41-9091.00 | Door-To-Door Sales Workers, News and Street Vendors, and Related Workers                     |
| 27-2099.99 | Entertainers and Performers  |
| 33-2021.01 | Fire Inspectors  |
| 51-1011.00 | First-Line Supervisors/Managers of Production and Operating Workers                          |
| 33-3021.05 | Immigration and Customs Inspectors   |
| 41-3021.00 | Insurance Sales Agents   |
| 11-9081.00 | Lodging Managers   |
| 43-5061.00 | Production, Planning, and Expediting Clerks  |
| 11-9141.00 | Property, Real Estate, and Community Association Managers                                    |
| 41-9021.00 | Real Estate Brokers  |
| 41-9022.00 | Real Estate Sales Agents   |
| 39-9032.00 | Recreation Workers   |
| 41-3099.99 | Sales Representatives, Services, All Other   |
| 41-4012.00 | Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products |
| 39-6022.00 | Travel Guides  |



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**Susan Student**

7-9-2007



## INTRODUCTION

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NAME : Susan Student

EDUCATION : A.A. or B.A.

| CODE       | OCCUPATION   |
|------------|--|
| 11-3011.00 | Administrative Services Managers   |
| 11-2011.00 | Advertising and Promotions Managers  |
| 41-3011.00 | Advertising Sales Agents   |
| 13-1011.00 | Agents and Business Managers of Artists, Performers, and Athletes                            |
| 13-2021.02 | Appraisers, Real Estate  |
| 27-1019.99 | Artists  |
| 27-3021.00 | Broadcast News Analysts  |
| 11-3041.00 | Compensation and Benefits Managers   |
| 11-9021.00 | Construction Managers  |
| 13-2041.00 | Credit Analysts  |
| 21-1012.00 | Educational, Vocational, and School Counselors   |
| 13-1071.01 | Employment Interviewers, Private or Public Employment Service                                |
| 27-2099.99 | Entertainers and Performers  |
| 13-1041.03 | Equal Opportunity Representatives and Officers   |
| 43-6011.00 | Executive Secretaries and Administrative Assistants  |
| 11-3031.02 | Financial Managers, Branch or Department   |
| 35-1012.00 | First-Line Supervisors/Managers of Food Preparation and Serving Workers                      |
| 51-1011.00 | First-Line Supervisors/Managers of Production and Operating Workers                          |
| 41-1011.00 | First-Line Supervisors/Managers of Retail Sales Workers                                      |
| 11-9051.00 | Food Service Managers  |
| 11-1011.01 | Government Service Executives  |
| 11-3040.00 | Human Resources Managers   |
| 13-1079.99 | Human Resources, Training, and Labor Relations Specialists, All Other                        |
| 11-3051.00 | Industrial Production Managers   |
| 41-3021.00 | Insurance Sales Agents   |
| 13-2053.00 | Insurance Underwriters   |
| 11-9081.00 | Lodging Managers   |
| 11-9199.99 | Managers, All Other  |
| 11-9111.00 | Medical and Health Services Managers   |
| 11-1011.02 | Private Sector Executives  |
| 21-1092.00 | Probation Officers and Correctional Treatment Specialists                                    |
| 27-2012.00 | Producers and Directors  |
| 11-9141.00 | Property, Real Estate, and Community Association Managers                                    |
| 11-2031.00 | Public Relations Managers  |
| 27-3011.00 | Radio and Television Announcers  |
| 41-9021.00 | Real Estate Brokers  |
| 25-1193.00 | Recreation and Fitness Studies Teachers, Postsecondary                                       |
| 27-3022.00 | Reporters and Correspondents   |
| 11-2022.00 | Sales Managers   |
| 41-3099.99 | Sales Representatives, Services, All Other   |
| 41-4012.00 | Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products |
| 11-9151.00 | Social and Community Service Managers  |
| 11-3042.00 | Training and Development Managers  |



NAME : Susan Student

EDUCATION : A.A. or B.A.

CODE            OCCUPATION

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11-3071.01    Transportation Managers

13-1022.00    Wholesale and Retail Buyers, Except Farm Products



## JOB INDICATOR

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**Susan Student**

7-9-2007



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NAME : Susan Student

EDUCATION : B.A. Plus

| CODE       | OCCUPATION   |
|------------|--|
| 11-2011.00 | Advertising and Promotions Managers  |
| 13-1011.00 | Agents and Business Managers of Artists, Performers, and Athletes                            |
| 13-2021.02 | Appraisers, Real Estate  |
| 27-1019.99 | Artists  |
| 11-9031.00 | Education Administrators, Preschool and Child Care Center/Program                            |
| 21-1012.00 | Educational, Vocational, and School Counselors   |
| 27-2099.99 | Entertainers and Performers  |
| 43-6011.00 | Executive Secretaries and Administrative Assistants  |
| 35-1012.00 | First-Line Supervisors/Managers of Food Preparation and Serving Workers                      |
| 41-1011.00 | First-Line Supervisors/Managers of Retail Sales Workers                                      |
| 11-1011.01 | Government Service Executives  |
| 25-1192.00 | Home Economics Teachers, Postsecondary   |
| 11-3049.99 | Human Resources Managers, All Other  |
| 13-1079.99 | Human Resources, Training, and Labor Relations Specialists, All Other                        |
| 41-3021.00 | Insurance Sales Agents   |
| 11-9199.99 | Managers, All Other  |
| 11-9111.00 | Medical and Health Services Managers   |
| 27-2041.00 | Music Directors and Composers  |
| 11-1011.02 | Private Sector Executives  |
| 27-2012.00 | Producers and Directors  |
| 11-9141.00 | Property, Real Estate, and Community Association Managers                                    |
| 11-2031.00 | Public Relations Managers  |
| 41-9021.00 | Real Estate Brokers  |
| 25-1193.00 | Recreation and Fitness Studies Teachers, Postsecondary                                       |
| 11-2022.00 | Sales Managers   |
| 41-3099.99 | Sales Representatives, Services, All Other   |
| 41-4012.00 | Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products |
| 11-9151.00 | Social and Community Service Managers  |
| 27-3042.00 | Technical Writers  |
| 11-3042.00 | Training and Development Managers  |
| 13-1022.00 | Wholesale and Retail Buyers, Except Farm Products  |