



JERRY
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Mega Healthcare Conference

Action Ideas

Your Communication Success Formula

Intra-Personal

(me/me)

- Hostility
- Frustration
- Anger
- Disappointment
- Depression

Conflicts

Inter-personal

(you/me)

Personal / Functional
(me / work)

**Energy
Drainers**





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Highlights

Dominance Behavioral Tendencies

- Impatience
- High ego strength - High is self-confidence
- Desire Change - Can make decisions on very few facts
- FEAR: Being taken advantage of
- MOTIVATED BY- Needing direct answers

Influencing Behavioral Tendencies

- Emotional
- People oriented – Persuasive - Often have great ideas
- Disorganized
- FEAR: Loss of social approval
- MOTIVATED BY- Optimism - Make decisions on whether it sounds good

Steadiness Behavioral Tendencies

- Loyal - Team person - Good Listener - Patient
- Family oriented
- Possessive
- FEAR: Loss of security
- MOTIVATED BY- Changing slowly - Base decisions on trust in you

Conscientiousness Behavioral Tendencies

- Perfectionist
- Sensitive and Intuitive
- Accurate - Base decisions on info - pros & cons
- FEAR: Criticism of the job
- MOTIVATED BY- Receiving many explanations

PEOPLE COMPATIBILITY – WORK BEHAVIORAL CHARACTERISTICS

	Excellent		Good		Fair		Poor	
Styles	1	2	3	4	5	6	7	8
D-D				x	✓			
D-I			x		✓			
D-S		✓				x		
D-C					✓			x
I-I	x						✓	
I-S	✓				x			
I-C				✓				x
S-S	x			✓				
S-C		x		✓				
C-C		x		✓				

x = Human Relations **✓** = Work Tasks



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BEHAVIORAL TENDENCY CONTINUUM

Comparison of Multiple Personal Profiles

Symbol	Personal Profile	Completed By
A	TEPLITZ, JERRY	JERRY TEPLITZ
B	LATOS, PHIL	PHIL LATOS
C	JOHNSON, ED	ED JOHNSON
D	GIORGIO, ROBERT	ROBERT GIORGIO

	0	50	100
ACCEPTS – open, receives willingly		B C	D A
ADHERES – sticks to the rules		C D A	B
ADVOCATES - promotes, urges action	AB		D C

Strategies for Enhancing Communication

DOMINANCE / DIRECTING	INFLUENCING / INTERACTING
<p>REMEMBER, A HIGH "D" MAY WANT: authority, challenges, prestige, freedom, varied activities, difficult assignments, logical approach, opportunity for advancement.</p> <p>PROVIDE direct answers, be brief and to the point.</p> <p>ANSWER "what" questions, not how.</p> <p>STICK to business.</p> <p>OUTLINE possibilities for person to get results, solve problems, be in charge.</p> <p>STRESS logic of ideas or approaches.</p> <p>WHEN in agreement agree with facts and ideas, not person.</p> <p>IF timelines-or sanctions exist get them into the open, but relate them to results and goals.</p>	<p>REMEMBER, A HIGH "I" MAY WANT: social recognition, popularity, people to talk to, freedom of speech, freedom from control or details, favorable working conditions, recognition of abilities, chance to motivate others.</p> <p>PROVIDE favorable, friendly environment.</p> <p>PROVIDE chance for them to verbalize about ideas, people, and their intuition.</p> <p>YOU provide ideas for transferring talk to action.</p> <p>ANSWER "who" questions.</p> <p>PROVIDE-time for "fun" activities.</p> <p>PROVIDE details in writing but don't dwell on them.</p> <p>PROVIDE democratic relations and incentives for taking risks.</p>
COMPLIANCE / CAUTIOUS	STEADY / STABLE
<p>REMEMBER, A HIGH "C" MAY WANT: security, no sudden changes, focus on one project at a time, exact job descriptions, controlled work environment, status quo, reassurance, personal attention, assignments that require precision and planning.</p> <p>TAKE time to thoroughly prepare your case in -advance, presenting pros and cons of ideas.</p> <p>ANSWER "why" questions.</p> <p>SUPPORT ideas with accurate data.</p> <p>PROVIDE reassurances that no surprises will occur.</p> <p>PROVIDE step-by-step approach to a goal.</p> <p>IF agreeing, be specific . . . if disagreeing, disagree with facts, not person.</p> <p>BE prepared to provide many explanations in a patient, persistent manner.</p>	<p>REMEMBER, A HIGH "S" MAY WANT: status quo, security of situation, time to adjust to change, sincere appreciation, identification with a team, specialized work pattern, limited territory, work at own pace.</p> <p>PROVIDE a sincere, personal and agreeable environment.</p> <p>PROVIDE a sincere interest in them as a person. Give reassurance of your support.</p> <p>ANSWER "how" questions.</p> <p>BE patient in drawing out their goals.</p> <p>PRESENT ideas for change in a non-threatening manner - give chance to adjust.</p> <p>CLEARLY define roles or goals and their place in the plan.</p> <p>EMPHASIZE how their actions will minimize their risk.</p>



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excellent

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