

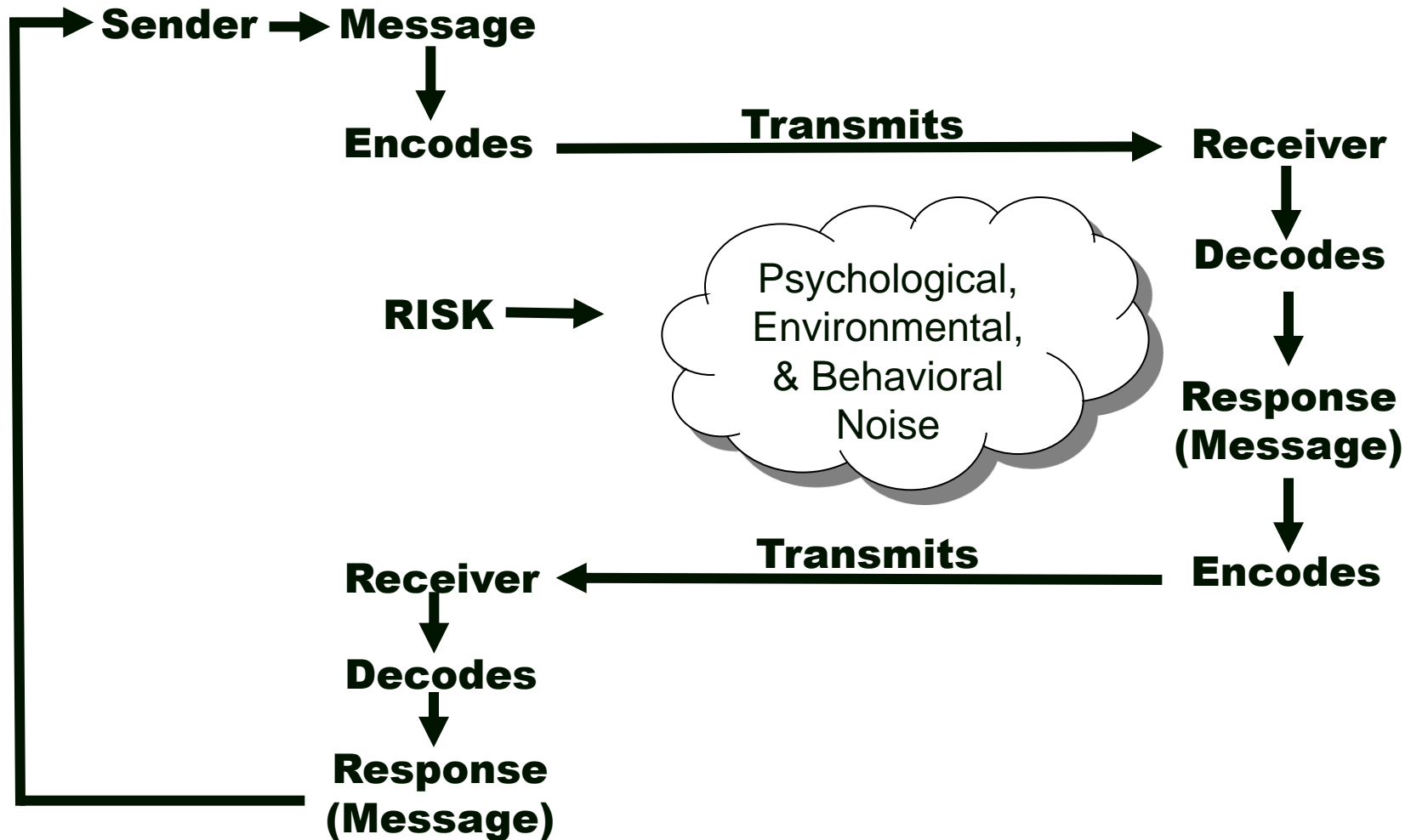
PMI Presentation

Applied Human Resource Systems, Inc.
Larry Laufer
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Process

- **Introductory comments**
- **Basic Communications Model**
- **Behavior & its Purpose**
- **Social StylesSM Model of Interpersonal Communications**
- **Concluding Comments**

Basic Communications Process Model



Behavioral Checklist

Behavioral Checklist

Please check the box that most closely describes **your** behaviors. Check **only one** box even though some statements in other boxes may apply. **Do not** put your name on this sheet.

<p><i>Place a check in this box if your behaviors are best described in this area.</i></p> <p><input type="checkbox"/></p> <p>Generally, I ...</p> <ol style="list-style-type: none"> 1. Keep things to myself. 2. See myself as cool and guarded with others. 3. View myself as one who avoids or minimizes risk in most situations. 4. See myself as serious and thoughtful. 5. Talk in terms of facts and data. 6. Focus on the process or the method. 7. Am more interested in what people think than what they feel. 8. Am somewhat standoffish and aloof with others. 9. Am somewhat indifferent to the feelings of others. 10. Don't share my personal feelings with others. 	<p><i>Place a check in this box if your behaviors are best described in this area.</i></p> <p><input type="checkbox"/></p> <p>Generally, I ...</p> <ol style="list-style-type: none"> 1. Keep my emotions "inside." 2. See myself as fast-paced. 3. Like to work alone. 4. Take charge of a situation. 5. Focus on the outcome or results. 6. Tend to avoid personal involvement with people. 7. Get impatient with others if they digress from focusing on results. 8. Am more task oriented. 9. Prefer to direct the actions of others. 10. Make quick decisions.
<p><i>Place a check in this box if your behaviors are best described in this area.</i></p> <p><input type="checkbox"/></p> <p>Generally, I ...</p> <ol style="list-style-type: none"> 1. See myself as warm and friendly with others. 2. See myself as slower-paced. 3. Wait for others to initiate interactions with me. 4. Like to work with others. 5. Remain in the background and work as a team member. 6. See myself as quiet and moderate. 7. Am more interested in how people feel. 8. Am more relationship oriented. 9. Get involved with the feelings of others. 10. Share my personal feelings with others. 	<p><i>Place a check in this box if your behaviors are best described in this area.</i></p> <p><input type="checkbox"/></p> <p>Generally, I ...</p> <ol style="list-style-type: none"> 1. Tell people what is on my mind. 2. Show my emotions to others. 3. See myself as a risk taker in most situations. 4. See myself as playful and fun loving. 5. Initiate interactions with others. 6. Talk in terms of opinions and tell stories. 7. See myself as outgoing and direct. 8. See myself as open with others. 9. Am an impulsive and dramatic communicator. 10. Readily share my opinions and ideas.

What is Behavior?

What you say (*verbal*) &

What you do (*non-verbal*)

Purpose for Behavior...

To manage, influence, control, or manipulate our environment to achieve our goals or satisfy our needs

Behavior is not the same as personality

Basic Assumptions about Behavior

 **Learned**

 **Observable**

 **Repetitive**

 **Patterns**

 **Predictable**

 **Measurable**

 **Difficult to change**

The Basics of Influencing

1. *Understand* their perception – How they see things (understand human behavior & collect data)
2. *Present* solutions that are consistent with their perception (benefits related to goals & needs & minimizing objections)
3. *Request* an action they can say “yes” to (power & influence level)
4. *Deliver* what you agreed to (meeting/exceeding expectations)

Social StylesSM

The Basics of Perception

Social StylesSM Basic Beliefs



Know Self



Know Other

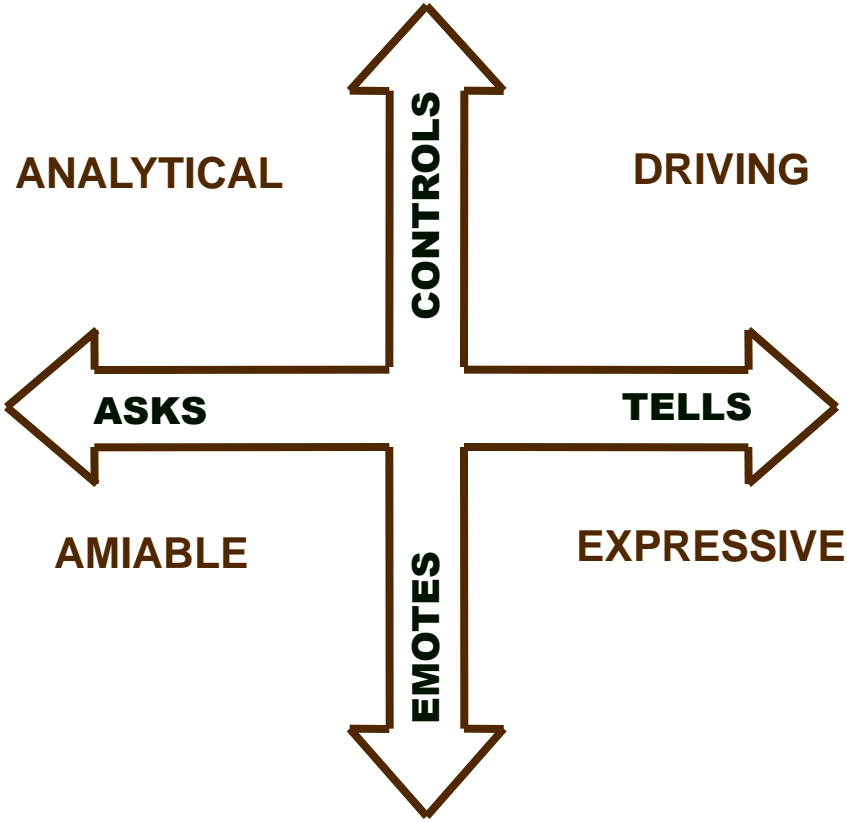


Control Self



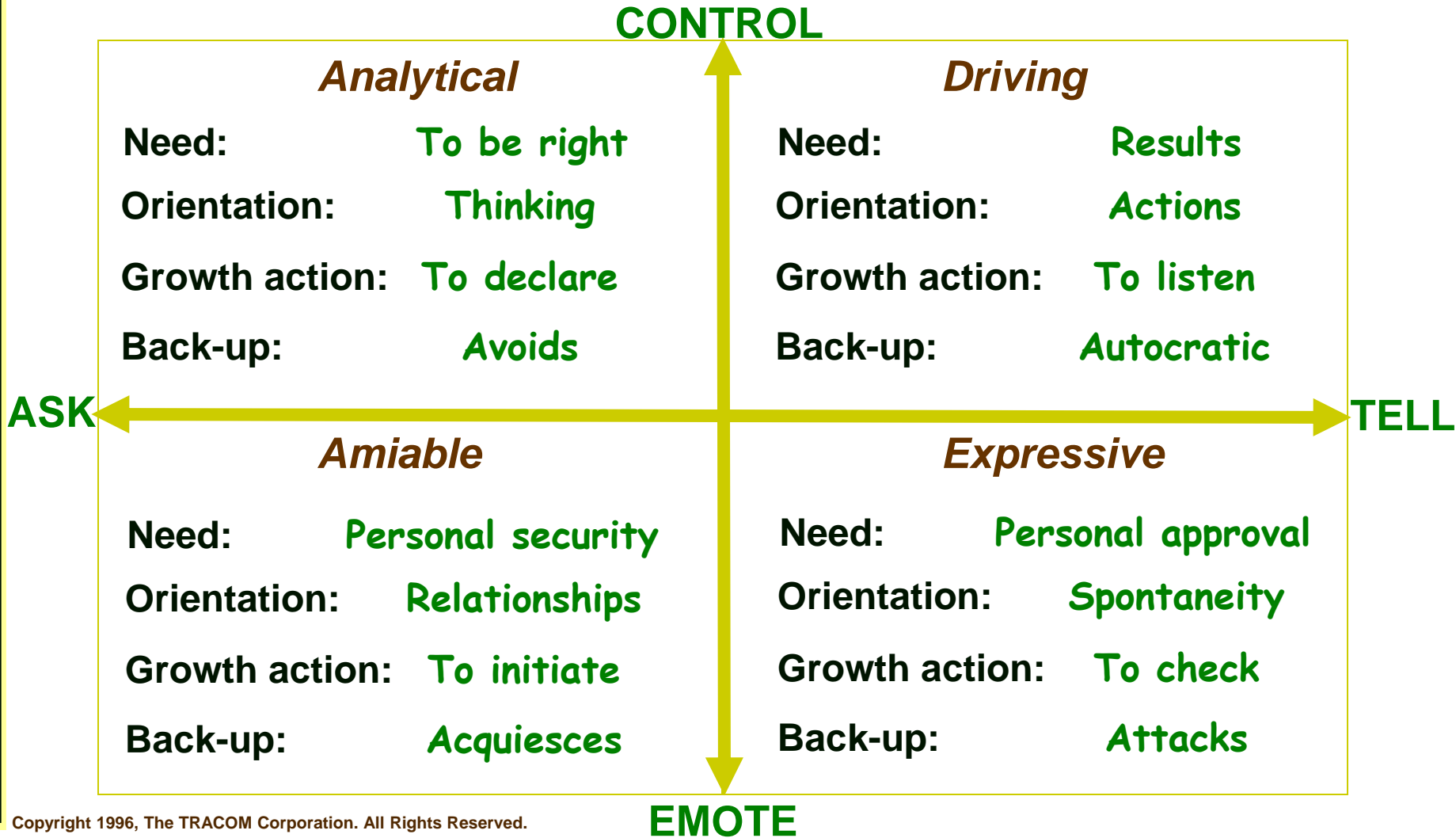
**Do Something for the Other
Person**

The Social StylesSM Model



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Key Characteristics



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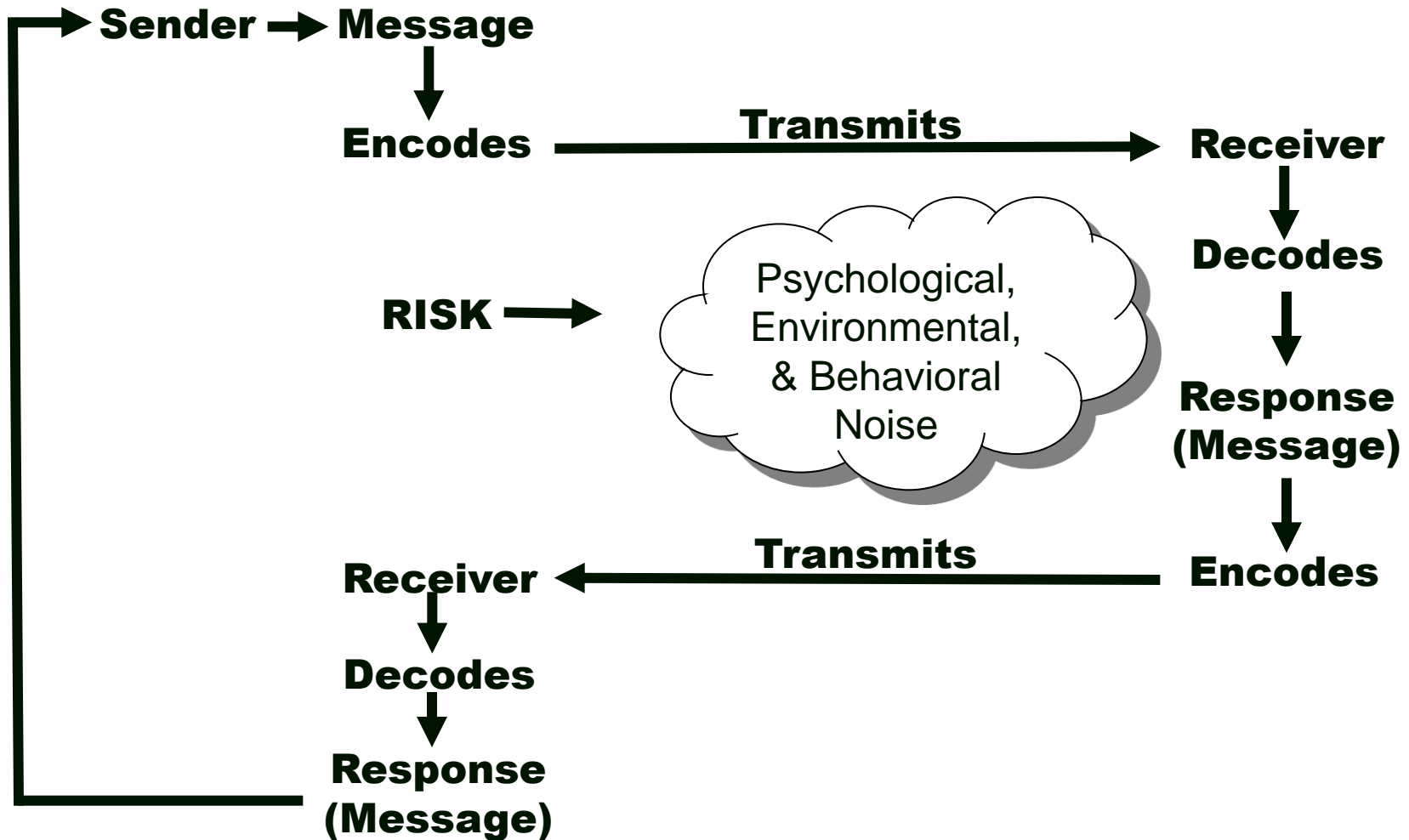
Versatility

A measure of the level of support & endorsement from others (leadership/followership) for your ideas, suggestions, & actions

Based on...

- **Image- what you look like**
- **Presentation- what you sound like**
- **Competency- what you know and your level of curiosity**
- **Feedback- how you give and get facts and feelings**

Basic Communications Process Model



Activity: Social StylesSM & Versatility

<i>Project Phase #</i>	<i>Title & Description</i>	<i>Social Style</i>
1	Planning: Concept, research	Expressive Analytical
2	Definition: Scope, budget, senior mgt. approval	Expressive Analytical Amiable
3	Development: Prototype, test system	Driving Analytical
4	Demonstrations: Customer evaluations, feedback, senior mgt. approval	All Social Styles
5	Implementation: Production, final support materials, senior mgt. approval to release	All Social Styles
6	Closure: Assess product quality, move on	All Social Styles

In Conclusion...

Managing interpersonal communications is a function of your Level of Versatility

- Know Yourself
- Control Yourself
- Know the Other Person
- Do Something for the Other Person

Thank you!