

Building Stronger Relationships

Instructions

Behavioural Traits Exercise

There are several behavioural profiling tools that will provide you with reports about your natural style and the impact it has on your communication with others.

Here are two indicators that we use, DISC and TFK, that are explained in more detail below:

Think, Feel, Know (TFK) is a behavioural indicator that has been developed by business people for business people that gives information about the different ways we communicate, process information and make decisions.

The indicator allows you to understand your own behavioural preferences that inform how you communicate with others. Through an increased awareness of yourself and others it is possible to modify your language and behaviour for more effective communication and better relationships.

TFK defines the three styles as T think, F feel and K know. People are a blend of all three styles – the bias to each style will have an impact on their overall behaviours.

Here is an overview of the attributes of each style:

	Think	Feel	Know
Key word	Analysis	Energy	Intuition
Motto	No stone unturned, may miss the boat	Go with the flow, destination uncertain	Just do it, never in doubt sometimes wrong
Key characteristics:			
Verbal	Long dialogue, lots of detail, periods of silence, likes to listen & ask questions, request for more info	Long dialogue, analogies, stories, no ending, enthusiastic, champions	Short, to the point, factual
Non-verbal	Hands on head, frown, eyes go up, thinking about what is said, slow pace	Open, smiling, engaging, use hands, animated	Serene, subdued, hard to read, poker-faced, frustrated if not to point, fast pace
Written	Long, lots of information & detail	Colour pictures, diagrams, charts – a picture tells a thousand words	Brief, one word, bullet points, list headings
Energy	Low energy	Lots of energy	Calm energy

Building Stronger Relationships

DISC is a psychometric test that allows you to understand:

- Your own behavioural style that influences how you interact and communicate with others
- Your core motivations and fears
- How to communicate with other styles

Found to be 90-95% accurate, DISC is based on the study of normal behaviour (wellness model) and defines the four styles as D drive, I influence, S steadiness and C compliance. People are a blend of all four styles with each of the styles being linked to a different combination of two of the four preferences – reserved, outgoing, people oriented and task oriented.

Here is an overview of the attributes of each of the styles:

Key word	D Drive	I Influence	S Steadiness	C Compliance
Preferences	Outgoing & task	Outgoing & people	Reserved & people	Reserved & task
Key behaviour trait	How someone deals with issue	How someone persuades/influences others	Pace	How someone responds to rules and regulations
General characteristics	Direct, dominant, demanding, decisive, driven, determined, self-sufficient, independent, sees big picture, optimistic, outgoing, responds well in emergencies, initiates change, practical, productive, reluctant to say sorry, sets goals, struggles with work life balance, intolerant of poor performance, won't give up when losing, likes to lead, courageous	Influencing, inspirational, interactive, impulsive, interested in people, impressionable, persuasive, talkative, positive, optimistic, outgoing, people person, story teller, exaggerating, enthusiastic, friendly, rapport builder, expressive, generous	Steady, sensitive, stable, security, status quo, supportive of others, reserved, laid back, sympathetic, friendly, conservative, internalised feelings, organised, easy going, patient, reliable, quiet, kind	Careful, calculating, competent, consistent, contemplative, perfectionist, accurate, creative, serious, reflective, cautious, analytical, conscientious, task-led, self-disciplined, critical thinker, compliant
Fears	Failure, losing control, wasting time	Rejection, loss of popularity	Confrontation, change, loss of security	Criticism without validation, conflict
Motivations	Results, getting things done	Praise, recognition, popularity, fun	Peace & harmony, having time to adjust to change, security	Accuracy & details, precision
Approach to this style	Focus on results, get to the point, instant feedback	Give positive reinforcement, personal touch, make it fun	Take an interest in them, give warning of bad news, empathise, listen, give time	Give information, pay attention to accuracy, keep emotion out, if urgent provide deadline, logic

Building Stronger Relationships

When to use each of the indicators:

Both of the indicators are extremely powerful for raising your awareness about your natural style and helping you to understand how it influences your relationships and communication with others.

TFK is most commonly used as a business tool and is an entry level indicator that is easy for everyone to understand, using simple definitions and language.

DISC provides a more in depth analysis of your natural style that is particularly useful if you wish to explore your behaviour patterns in more detail.

If you would like to see an example of each of the reports please email us.

For working on a particular relationship:

Step 1: Clarify what your natural style is by completing the indicator of choice.

Step 2: Based on the behaviours and actions of the other person predict their style. This is something you will be more able to do after having assessed your own in Step 1.

Step 3: Identify what may be causing tension or conflict in your relationship and communications.

Step 4: Create a plan of ways that you could modify your style to bring you closer to the style of the other person – this will build rapport and enable you to communicate based on their style making it easier for them to interpret your behaviours and actions. Consider:

Overall approach:

Format of communication:

Verbal:

Written:

Preparation:

Follow up:

Pace:

Step 5: Plan your next interaction using your modified behaviours and notice the results:

What did you learn?

What else needs to change?