

Introduction to Natural & Adapted Behaviour

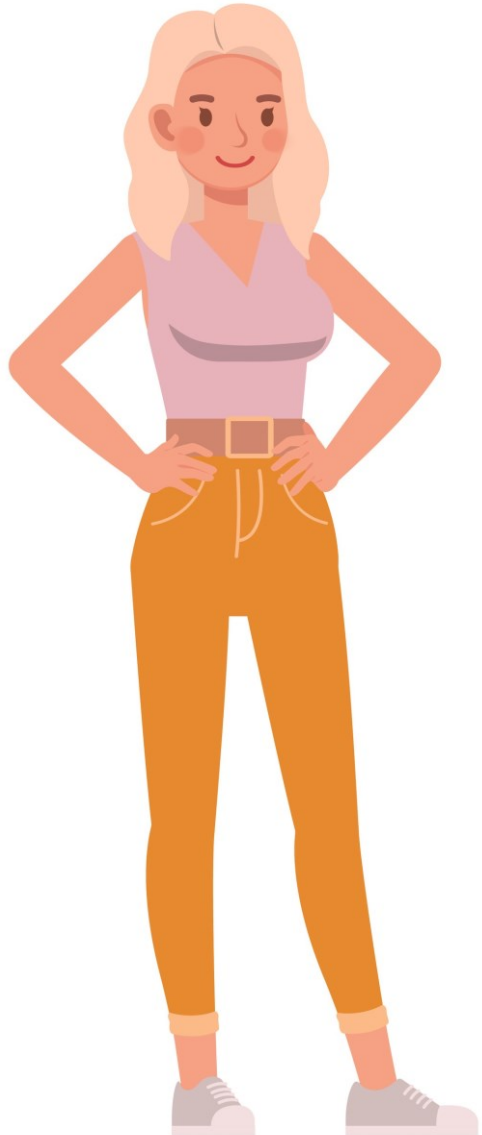
This module will provide you with information about Natural and Adapted behaviour, including information about why there may be disparity between the two. The module also covers the impact adaption has upon energy levels.



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Signature



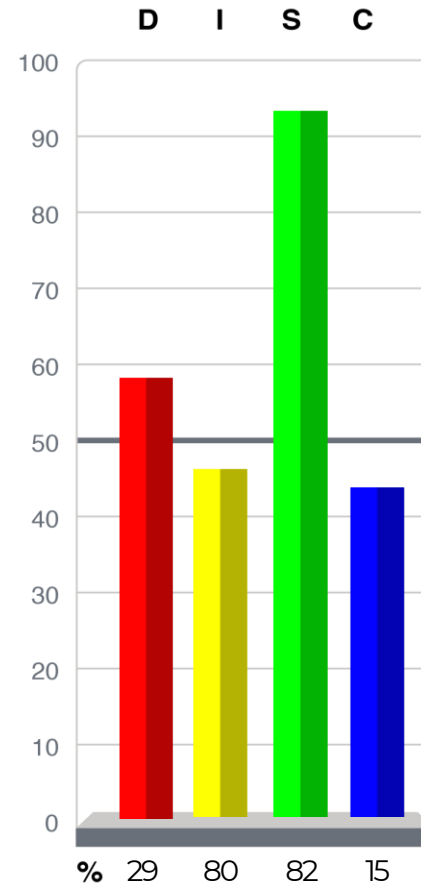
Erin

Natural & Adapted Graphs



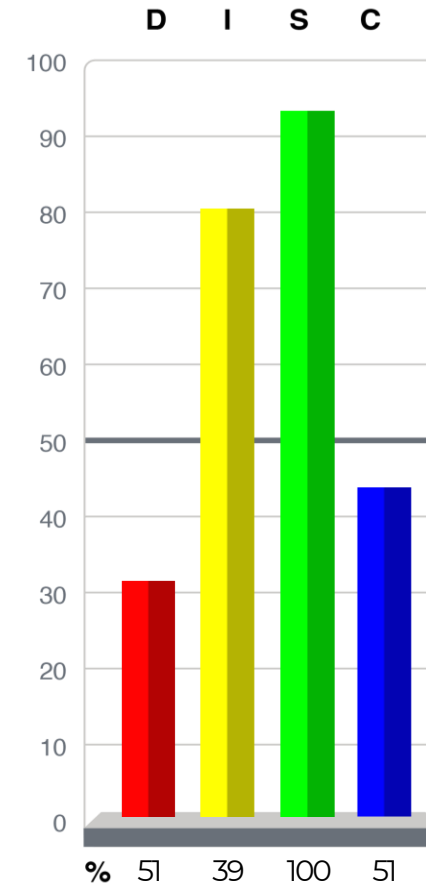
Adapted Style

Graph I

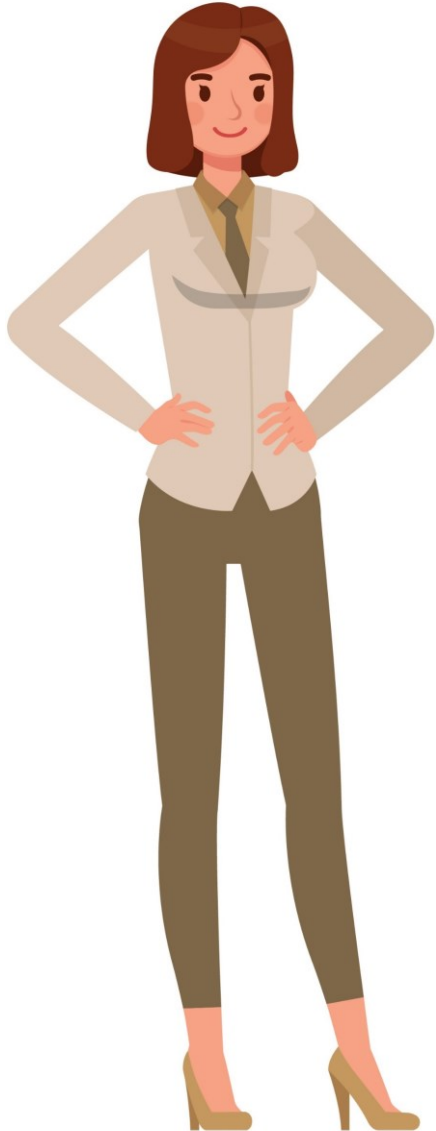


Natural Style

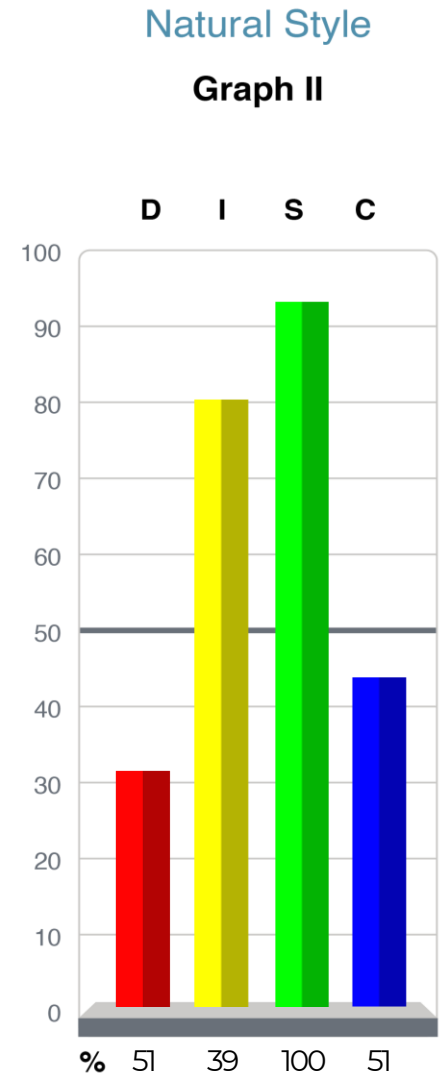
Graph II



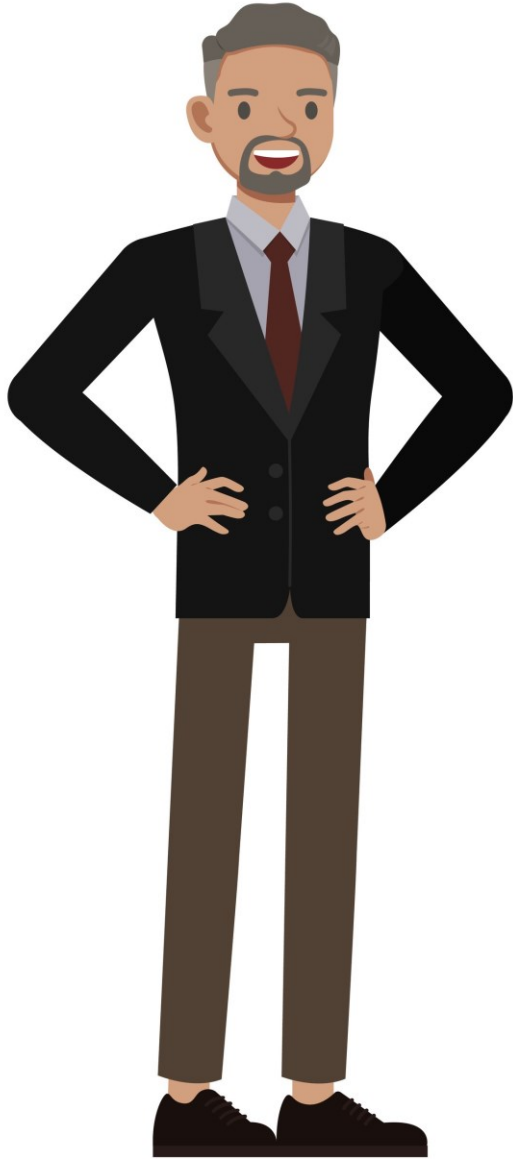
Natural Behaviour



- **Your gut reaction**
- **Subconscious behaviour**
- **Least change-able**
- **Plugged In**
- **What you are like when you can be you OR when you are under stress, pressure or fatigue.**



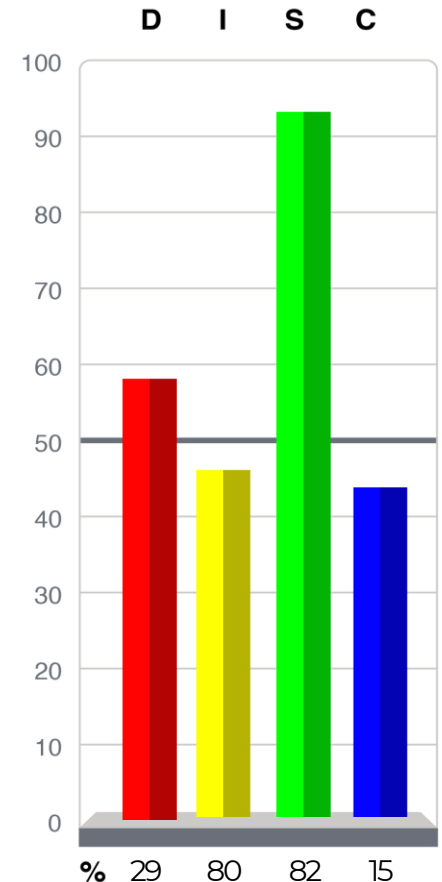
Adapted Behaviour



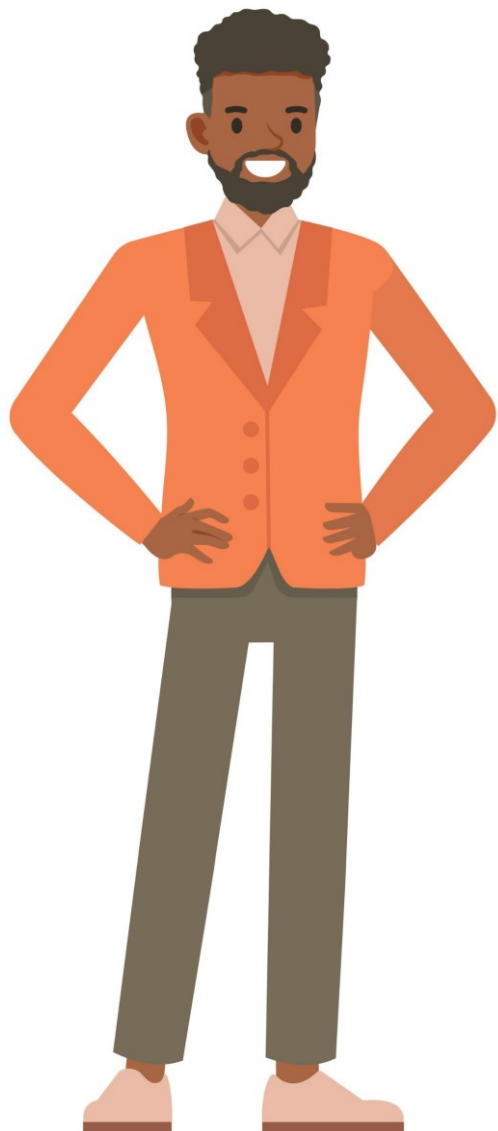
- **Mask or game face**
- **Reaction to present circumstances**
- **Conscious behaviour**
- **Most change-able**
- **“Battery pack”**
- **Measures the most common pattern with which you adapt towards**

Adapted Style

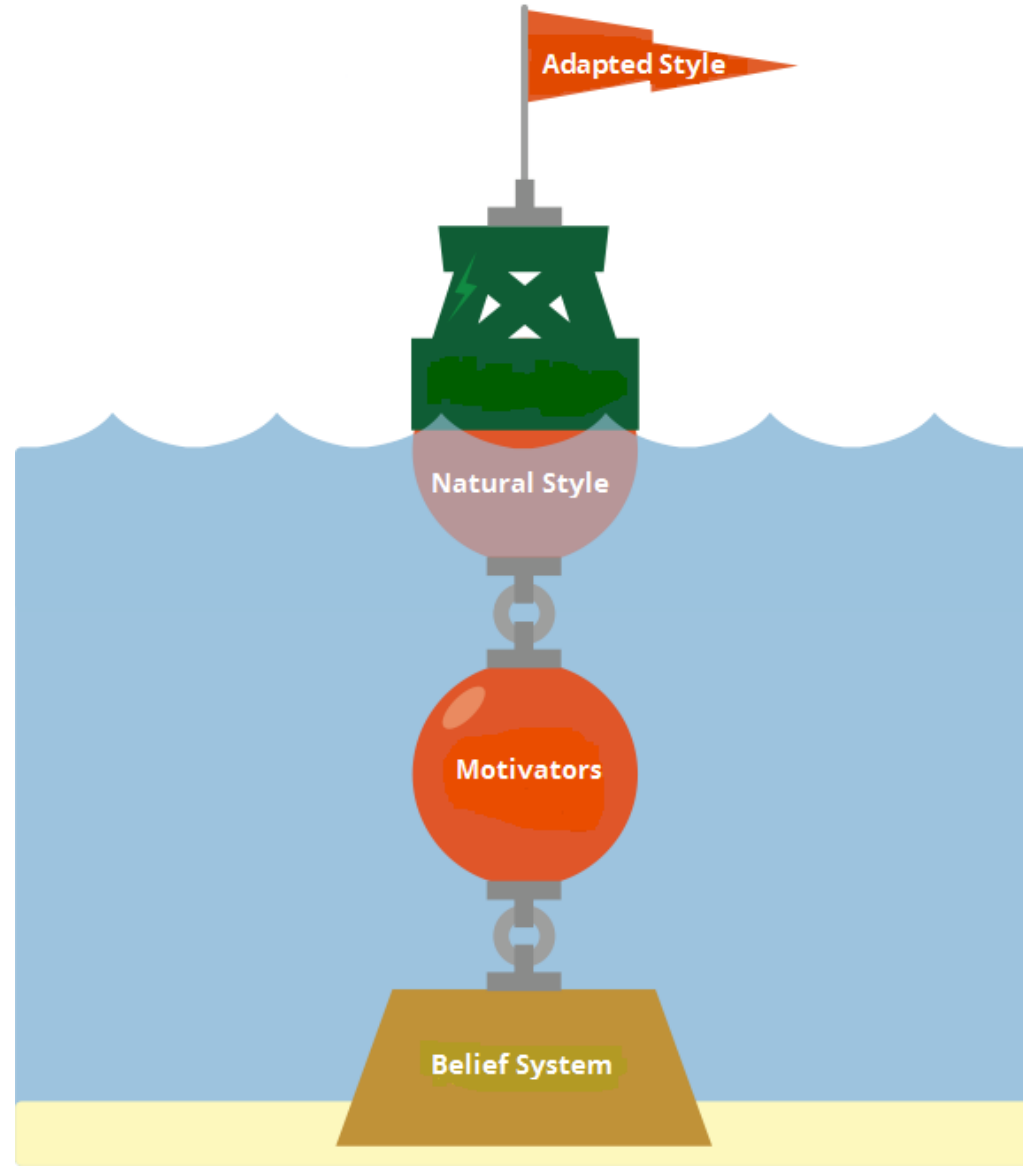
Graph I



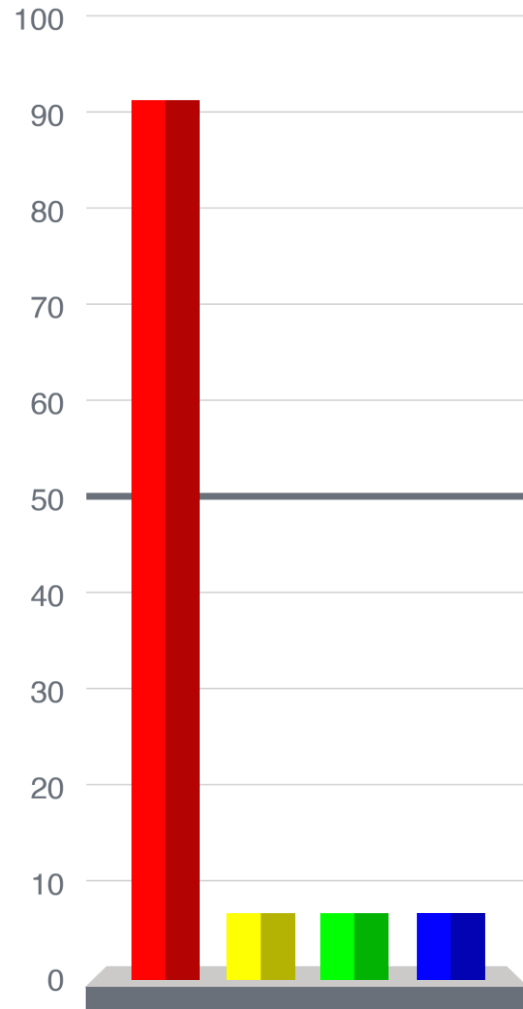
Energy



Can Behaviour Change?



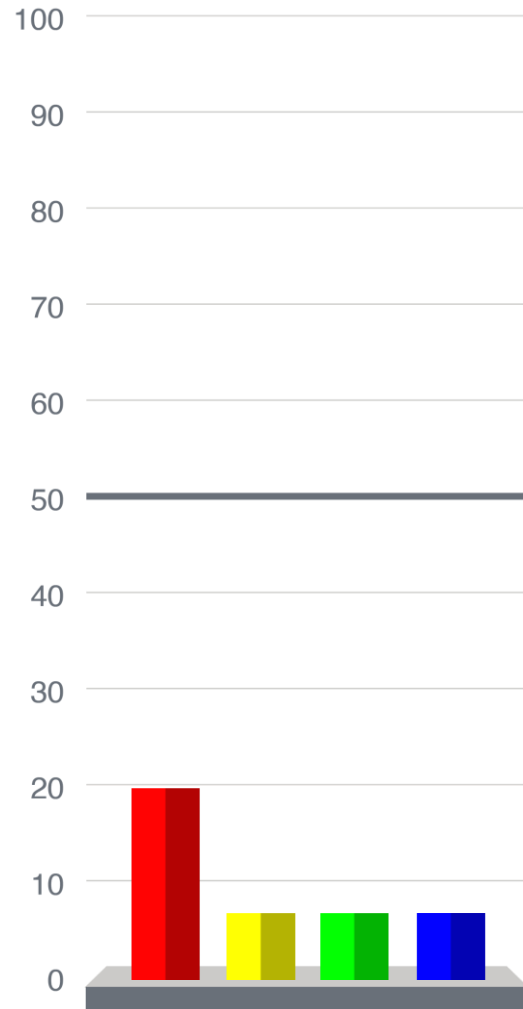
Adapting To A Higher D Score



Remember to:

- **Be clear, specific & to the point**
- **Stick to business**
- **Come prepared with all requirements, objectives & support material**
- **Plan your presentation for efficiency**
- **Ask specific (preferably What) questions**
- **Provide win/win alternatives & options for making decisions**
- **Provide facts & figures around probability of success**

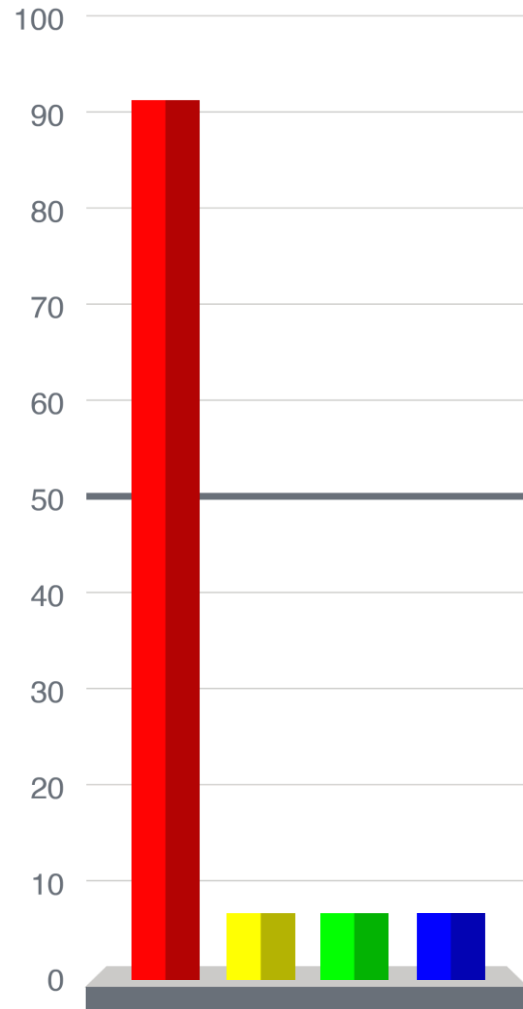
Adapting To A Lower D Score



Remember to:

- **Provide plenty of information & context**
- **Check for understanding**
- **Be patient**
- **Allow them to ask questions**
- **Provide a way forward**
- **Ensure they're comfortable**
- **Provide clear deadlines & milestones**

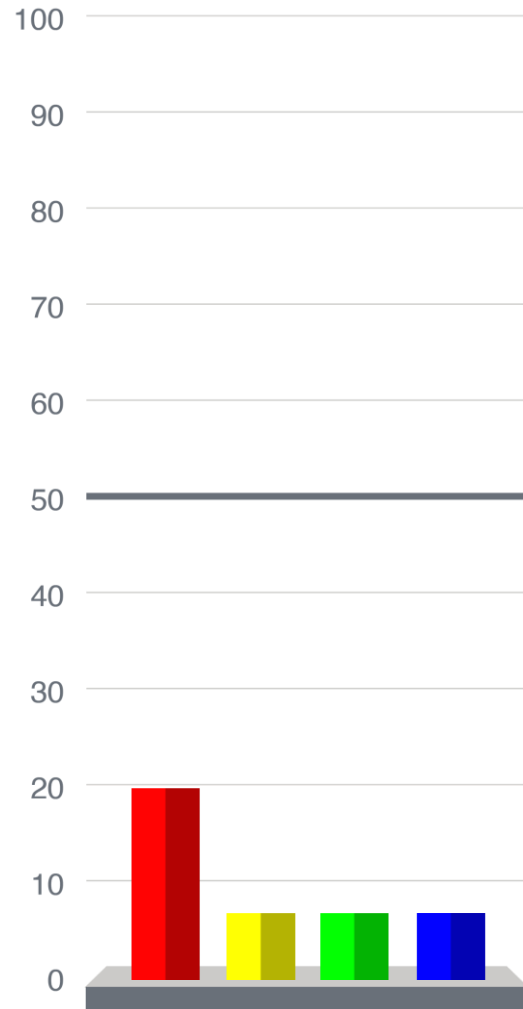
Miscommunication – Higher D



Try to Avoid:

- **Unnecessary chit chat, rambling on, or wasting time**
- **Forgetting things or being disorganised**
- **Leaving loopholes or cloudy issues**
- **Asking rhetorical or useless questions**
- **Attempting to make the decision for them**
- **Speculating wildly or offering guarantees you can't meet**
- **Backing them into a corner or a losing situation**

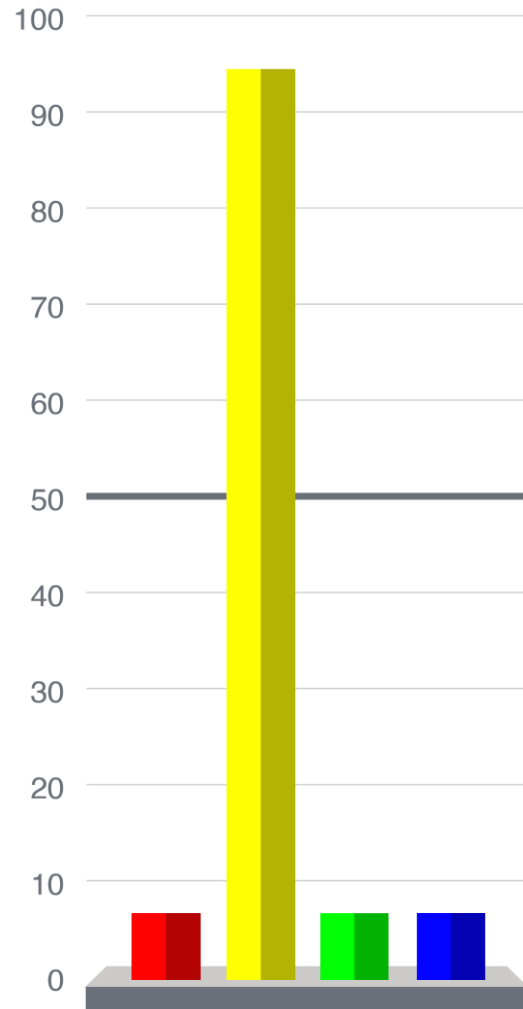
Miscommunication – Lower D



Try to Avoid:

- **Rushing through the agenda**
- **Overloading them with too many tasks**
- **Being vague about what's required**
- **Agreeing to one thing, then changing your mind later**
- **Getting straight down to business**
- **Assuming you know what's best for them**
- **Attempting to force their agreement**

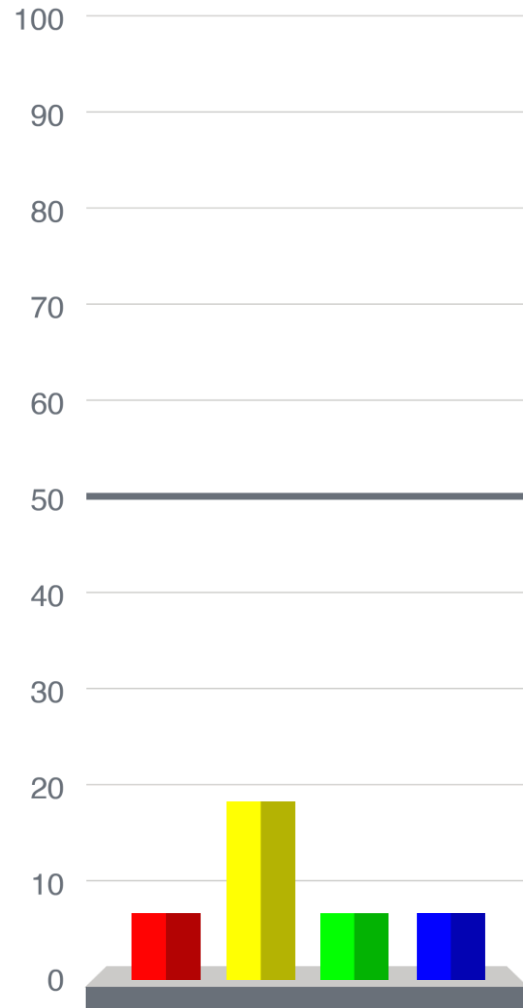
Miscommunication – Higher I



Remember to:

- **Prepare interactions that support their dreams & intentions**
- **Allow time for relating & socialising & ask for their opinion**
- **Put details & action items in writing**
- **Provide ideas for implementing action**
- **Use enough time to be stimulating, upbeat & fun**
- **Provide testimonials from people they see as prominent or important**
- **Offer immediate & extra incentives for their willingness to take risks**

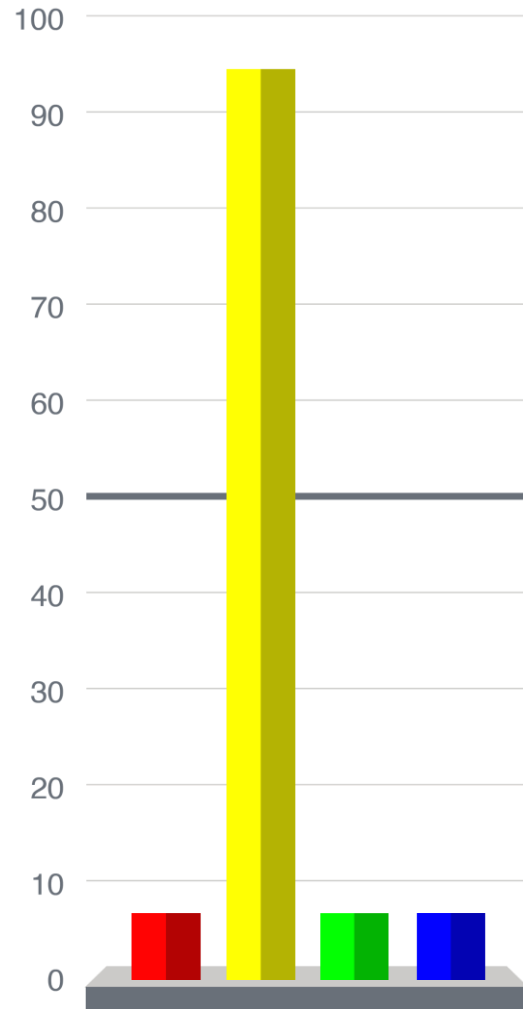
Miscommunication – Higher I



Remember to:

- **Allow personal space**
- **Stay on point & avoid excessive chit chat**
- **Respect their process**
- **Draw them out without being intrusive**
- **Take your time as they may be slow to warm up to strangers**
- **Use testimonials & evidence that directly address their concerns**
- **Be sure to highlight where risk can be avoided**

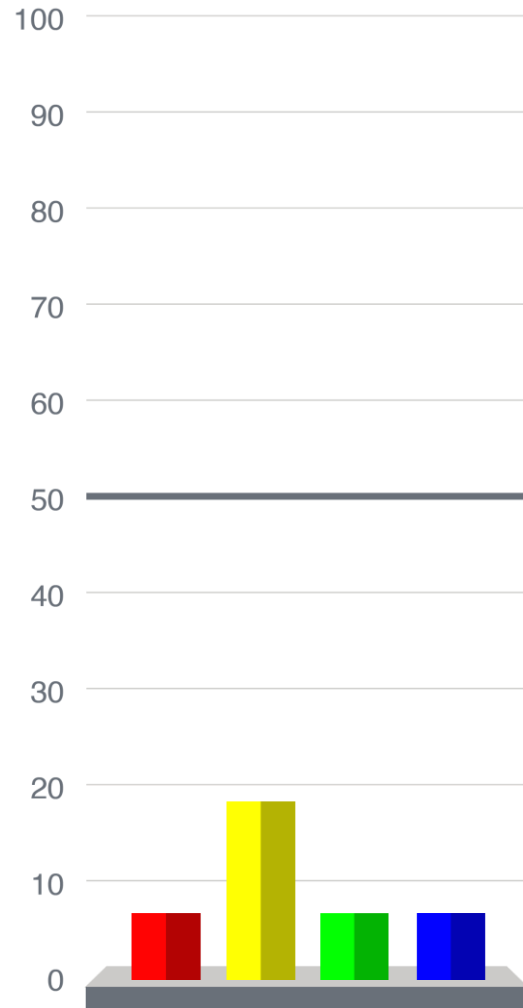
Miscommunication – Higher I



Try to Avoid:

- **Don't be curt, cold or tight lipped**
- **Don't drive to facts, figures & alternatives**
- **Don't leave decisions up in the air**
- **Don't cut the meeting short or be too businesslike**
- **Don't talk down to them**
- **Don't allow them to hijack the meeting**
- **Don't legislate or muffle**

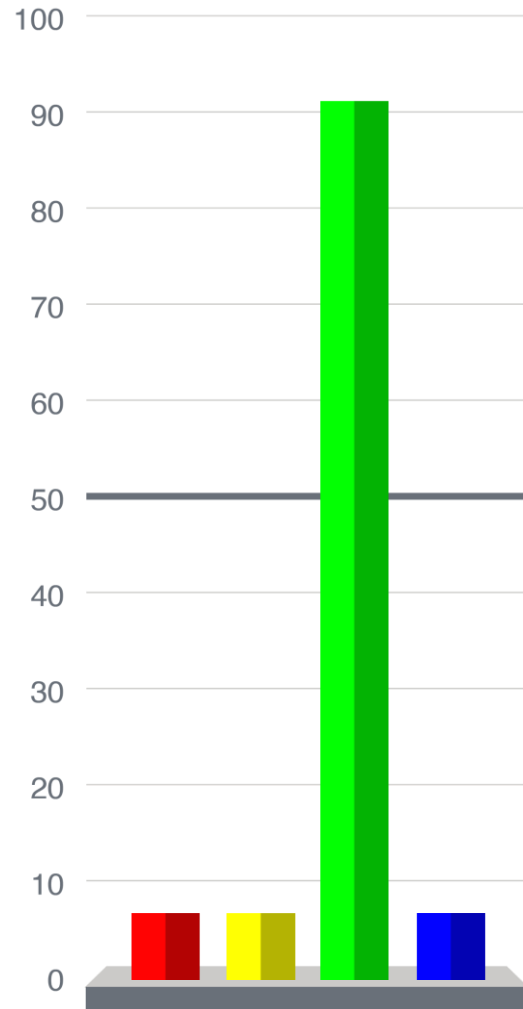
Miscommunication – Lower I



Try to Avoid:

- **Don't be too flowery in your use of language**
- **Don't ignore facts at the expense of feelings**
- **Don't expect them to trust you right away**
- **Don't pry into their personal or family life**
- **Don't share lengthy anecdotes**
- **Don't force them into group interaction or networking events**
- **Don't use superficial charm, flattery, or insincere sales tricks to build rapport**

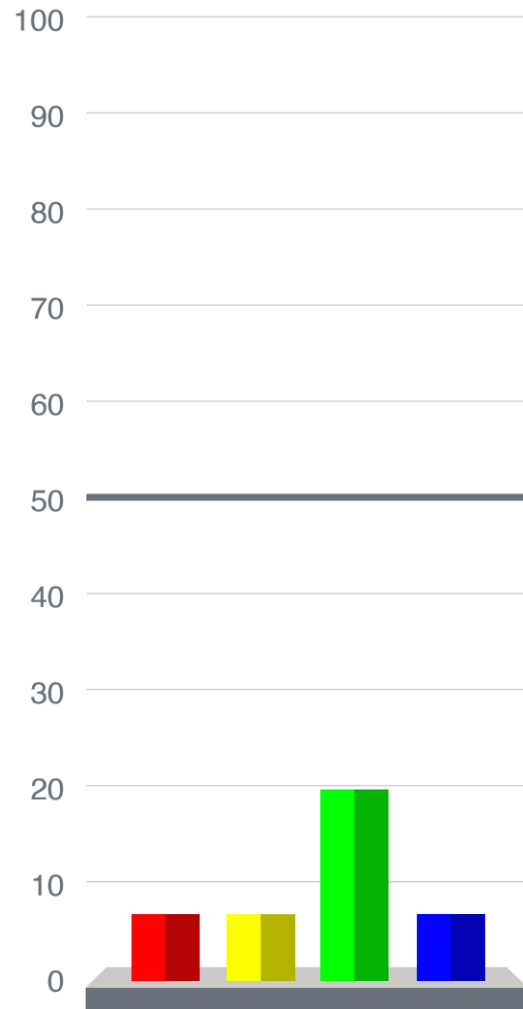
Higher S Score



Remember to:

- **Present your case logically, softly, non-threateningly**
- **Patiently draw out their personal goals and ideas**
- **Listen carefully and be responsive (show sincere interest in them)**
- **Ask specific (preferably How?) questions**
- **Provide personal assurance and guarantees**
- **If a decision is required of them, allow them time to think**
- **Start with personal comments to break the ice**

Lower S Score

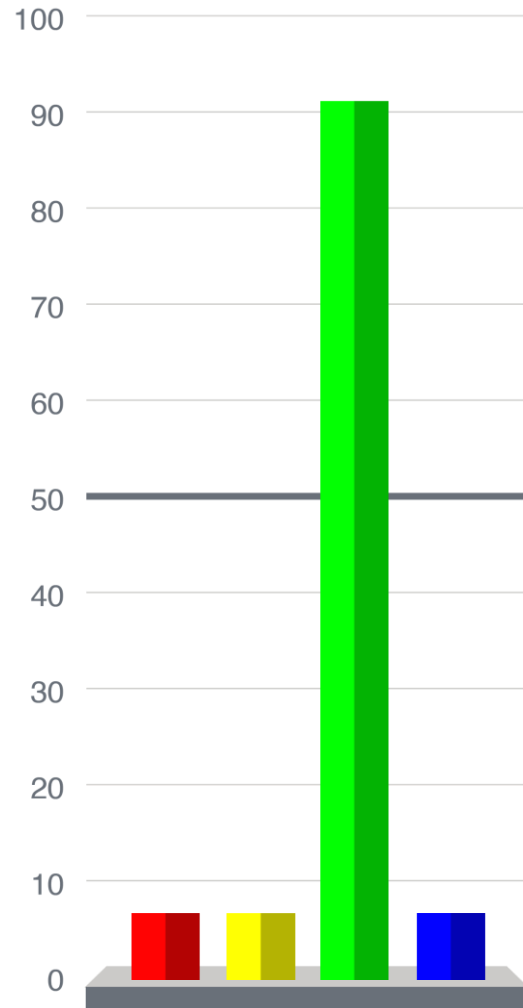


Remember to:

- **Keep the conversation moving**
- **Emphasise the change opportunities**
- **Move on to something else if you sense disinterest**
- **Be straightforward and upfront**
- **Emphasise the new and different**
- **Be flexible in your approach**
- **Ask for decisions quickly**

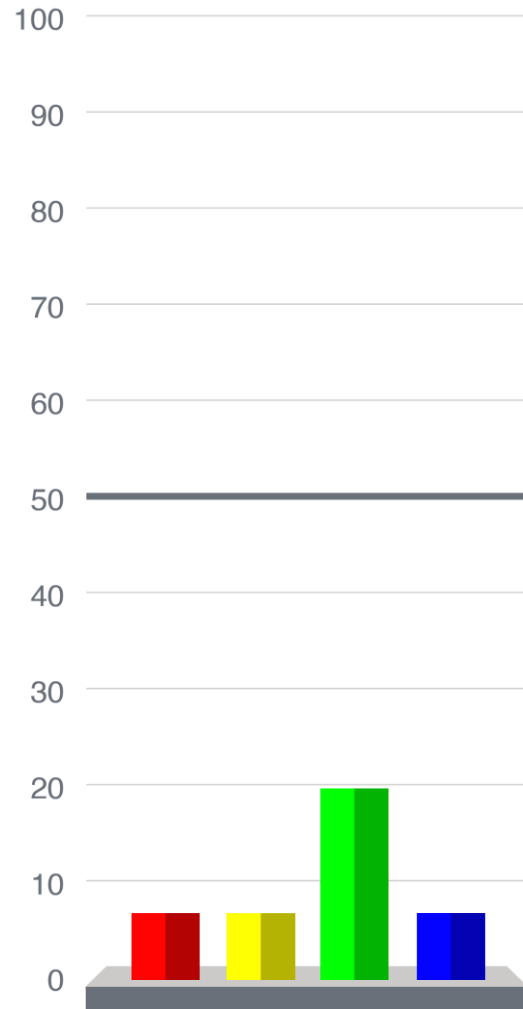
Miscommunication - Higher S Score

Try to Avoid:



- **Don't rush headlong into business or the agenda**
- **Don't stick coldly or harshly to business**
- **Don't force a quick response to your objectives**
- **Don't be demanding or threaten with personal power**
- **Don't interrupt as they speak**
- **Don't mistake their willingness to go along for satisfaction**
- **Don't promise something you can't deliver**

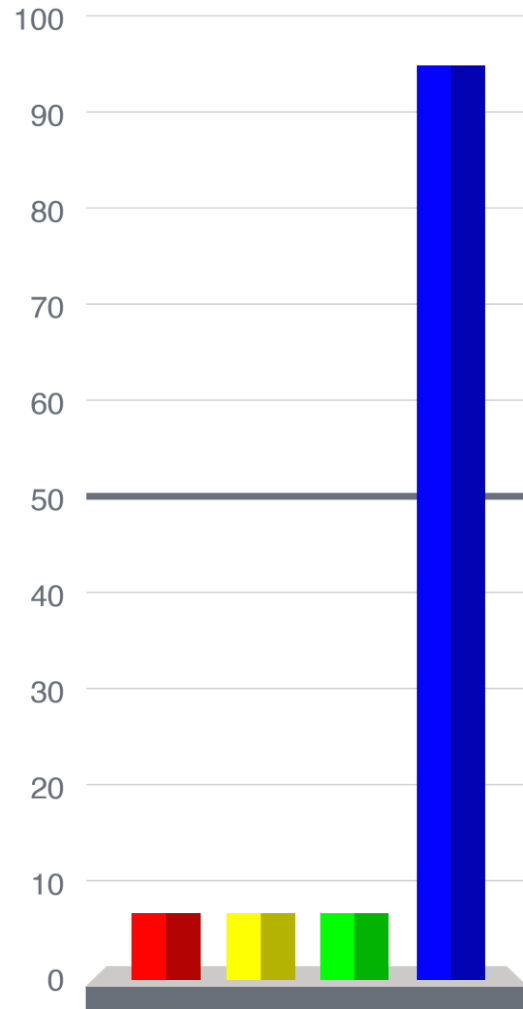
Miscommunication - Lower S Score



Try to Avoid:

- **Don't indulge in pleasantries or small talk for too long**
- **Don't keep a meeting going beyond what is needed**
- **Don't labour the point**
- **Don't restrict their freedom**
- **Don't appeal to emotion to win them over**
- **Don't expect long-term commitments**
- **Don't expect to hold their attention for too long**

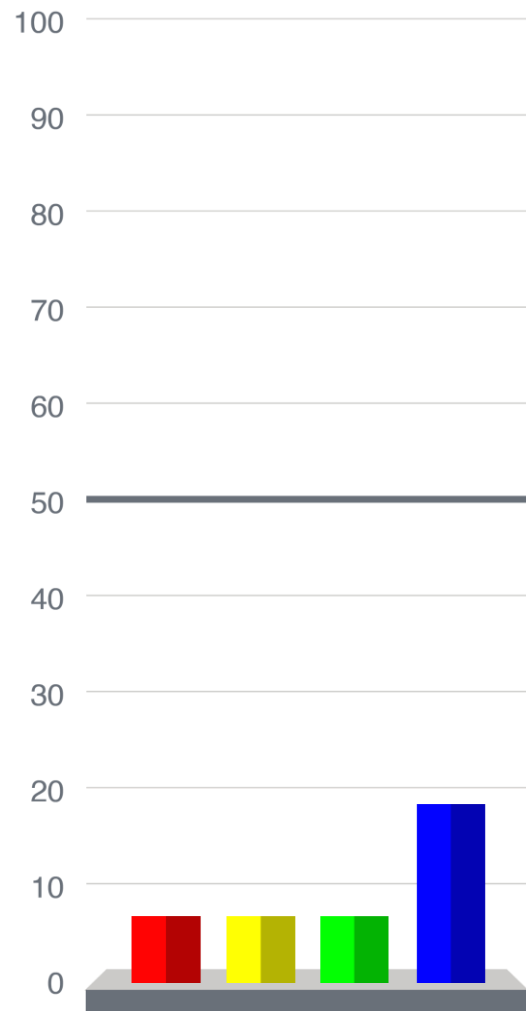
Higher C Score



Remember to:

- **Prepare your case in advance**
- **Approach in a straightforward, direct way**
- **Build credibility by looking at all sides**
- **Present specifics and do what you say**
- **Draw up an “Action Plan” with scheduled dates and milestones**
- **If you disagree, prove it with data**
- **Provide information and the time they need to make a decision**

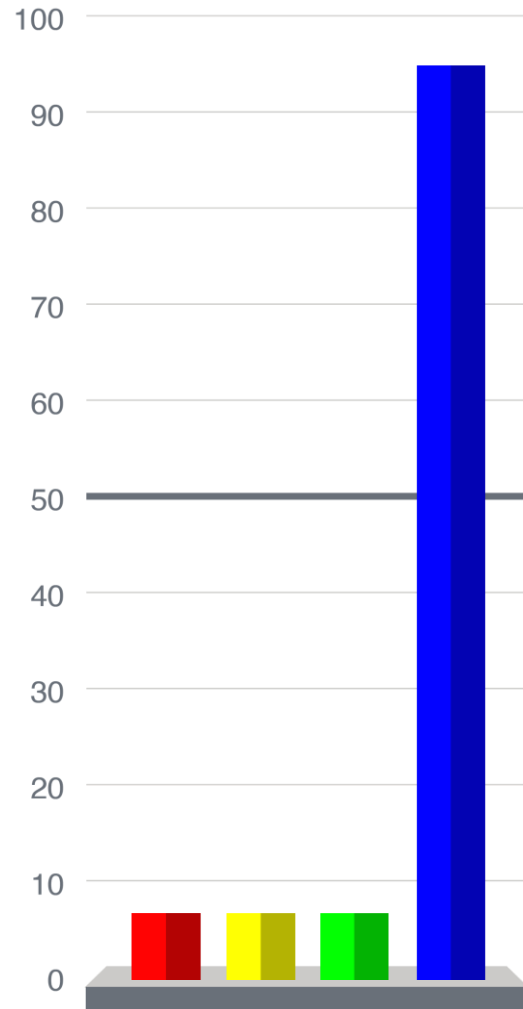
Lower C Score



Remember to:

- **Be prepared for anything**
- **Give them freedom to explore**
- **Talk about new developments or ground-breaking discoveries**
- **Be open minded to new ideas and approaches**
- **Provide several options**
- **Recognise that facts and figures aren't everything in decision making**
- **Encourage creative solutions**

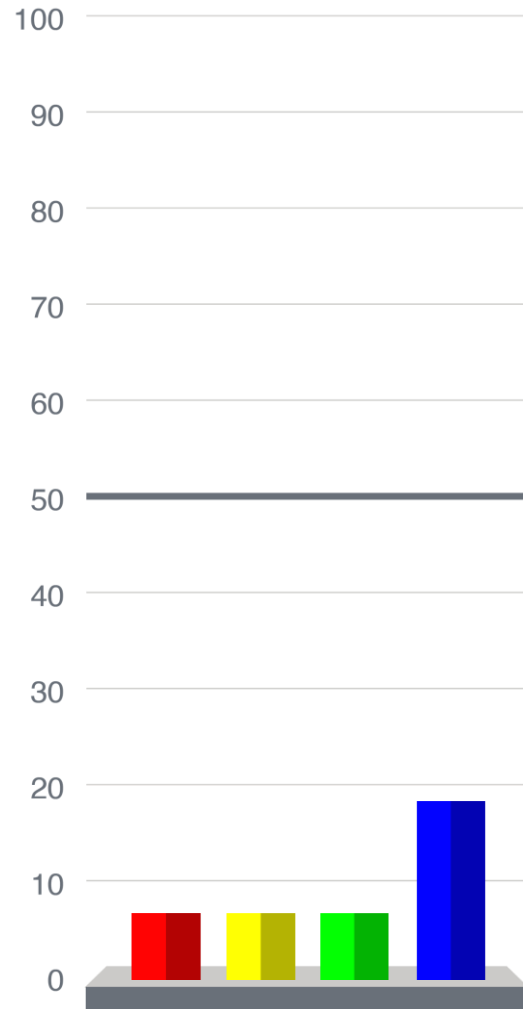
Miscommunication - Higher C Score



Try to Avoid:

- **Don't be disorganised or messy**
- **Don't be casual, informal or overly personal**
- **Don't be vague about expectations or fail to follow through**
- **Don't over promise on results/outcomes**
- **Don't rely on opinion or feelings as evidence**
- **Don't use closes or incentives to get the decision**
- **Don't get too close or touch them or their things**

Miscommunication - Lower C Score



Try to Avoid:

- **Don't get bogged down in detail**
- **Don't be rigid or dogmatic**
- **Don't say "that's the way we've always done it"**
- **Don't expect them to enjoy long lectures**
- **Don't assume they want all the facts**
- **Don't stick to the old ways if they can find a better approach**
- **Don't be put off by their desire to challenge the status quo**