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## Engagement

**Samuel Sample**

VP of Samples

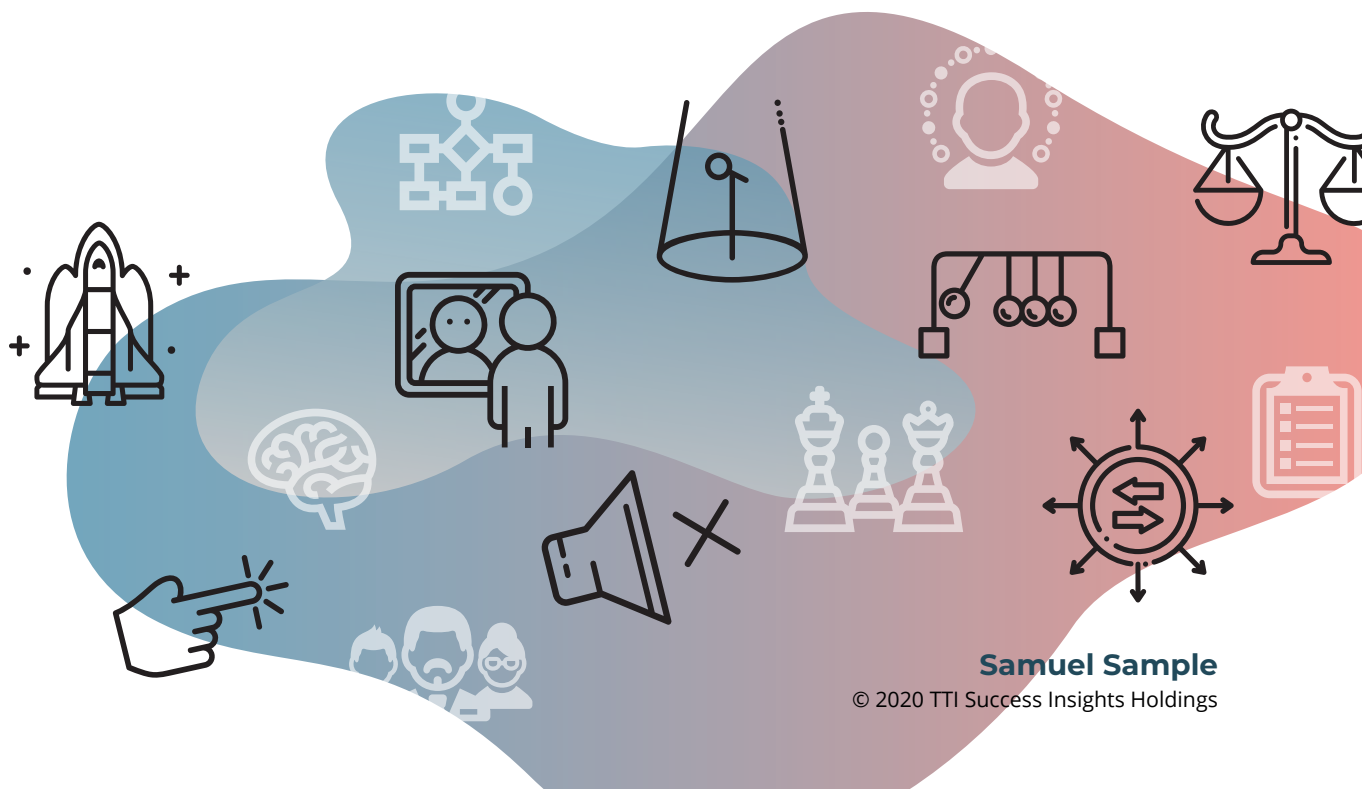
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10.22.2020

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# Where Engagement Begins

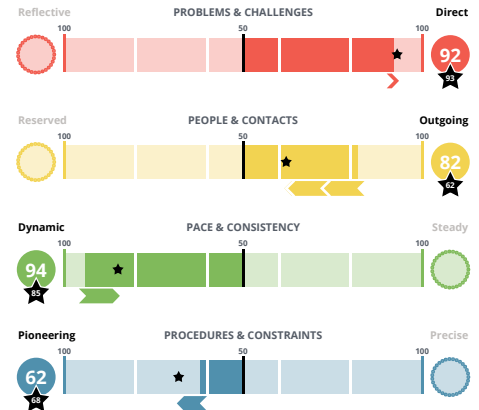
## Getting to Know the “How” of Samuel



The following report is designed to help Samuel become more self-aware and aware of others in order to raise levels of engagement. People tend to be more engaged when comfortable and connected to the activities and people they encounter. This page offers insight into HOW Samuel prefers to do what he does.

Samuel should exhibit more patience and ask questions to make sure that others have understood what he has said. To improve engagement, Samuel may need to adapt to the need for some to digest information before making a decision. To create more engaging conversations with Samuel, ask his opinion. He could communicate more successfully with others by asking constructive questions when they appear to be struggling to communicate. People who present their case effectively will have a better chance at capturing Samuel's attention. This tends to increase his engagement in the conversation both in-person and virtually.

He tends to engage people by being direct, transparent and results-oriented. His creative and active mind may potentially disengage others. He may get better results by presenting information in a form that can be easily understood by most people. He may selectively withhold his true feelings through friendly conversation.



**Act:** Which statements do you identify with the most? Choose 1 - 3 and reflect on how those shape your day-to-day interactions with others. Share your findings with a leader or colleague to increase engagement.

# Where Engagement Begins

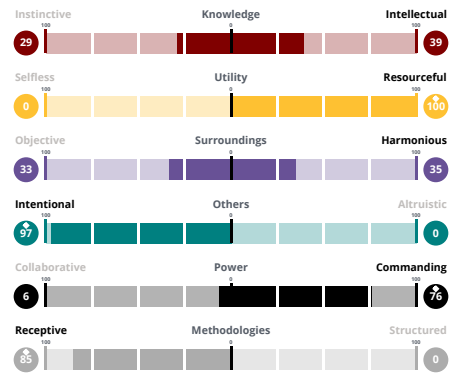
## Getting to Know the “Why” of Samuel



*What people are drawn to and what keeps people motivated differ from person to person. Below, we explore why Samuel does what he does. In general, what does he value that keeps him motivated and engaged?*

Samuel is motivated by increasing productivity and efficiency. He is driven by a long list of wants and will stay engaged, working hard to achieve them. He is driven to be very diligent and resourceful. He views people as a resource to achieve results. Being aware and adapting his approach toward others would naturally create more engagement. Samuel can buffer the feelings of others to create engagement and drive business. He uses the world as a toolset to engage in his goals.

He will challenge the status quo to increase the engagement of the group. He is always looking for new ways to accomplish routine tasks. When Samuel is very engaged in a situation, he will apply the "end justifies the means" concept. He wants to control his own adventure and positively impact others who are involved. He will focus on creating processes to ensure efficiency going forward. He is driven to maximize opportunities and engagement in order to create financial success.



**Act:** Which statements do you identify with the most? Choose 1 - 3 and reflect on how each statement contributes to your level of engagement. Share your findings with a leader or colleague to increase engagement.

# Keys to Engagement

## Unlocking Samuel's Potential



*Isn't it funny how something that excites one person, can completely turn off another? Each individual is engaged by a unique combination of approaches, topics and ideas. Below are a few of the most effective ways to keep Samuel engaged.*

### Engagement happens when...

- There is an ability to drive projects with practical results.
- He has the freedom to get desired results and improve efficiency.
- There are opportunities to create solutions with others that relate to his vision.
- He is in charge of people, resources and surroundings.
- There is an opportunity to expand his way of thinking.
- All systems and structures are cutting-edge and generating results.
- New and difficult challenges lead to prestige and status.
- Given the space and latitude to do what it takes to get the job done.



**Act:** Use this list to help keep yourself motivated during work projects. Can you seek out pieces of a tough assignment that lean toward one or more of your keys to engagement? If yes, focus on those pieces to finish strong.

# Engaging Through Communication



## How (and How Not) to Talk with Samuel

When it comes to engaging others in conversation, use the Platinum Rule. Approach others as they want to be approached. Behavioral styles have a major effect on communication preference. This section provides a shareable list of ways to and not to communicate with Samuel in order to have the most effective conversations.

### Do...

- ✓ Use compelling language when appropriate.
- ✓ Come prepared with well-organized thoughts.
- ✓ Provide systems to follow if you want consistency.
- ✓ Verify that the message was understood.



### Don't...

- ⊘ Be put off by his uneven pace.
- ⊘ Place too much emphasis on the personal relationship.
- ⊘ Forget to follow-up.
- ⊘ Use a parenting approach.

**Act:** Choose the top two Do's and top two Don'ts from the list above, (your game-changers) and review them with your manager and team to open the lines of communication.

# Creating Peak Productivity



## Where Samuel Excels

Call it a happy place, safe space or ideal environment; each of these descriptions shows how an individual's environment (including place and people) can have an effect on motivation and productivity. Each person's productive place is based on what can truly engage them. This page offers a list of Samuel's preferences that will engage his most productive self.

### Samuel's productive place includes...

- ▶ Striving for quicker, faster and better results.
- ▶ Key performance measured on results and efficiency rather than people and process.
- ▶ A platform to champion the needs of others who are willing to work for common results.
- ▶ The opportunity to show others their potential in order to drive the desired outcomes.
- ▶ An environment that promotes creative ideas for solving problems and making decisions.
- ▶ Opportunities to alter existing systems to make them bigger, better and faster.



- ▶ Continual opportunities to challenge and win.
- ▶ Opportunities to control his own destiny and potentially that of others.

**Reflect:** Where do you do your best work? What and who are in that location that makes it most productive? Is there a specific mood or tone to the happy place? Can you take any pieces of that environment with you to remain productive no matter the location?

# Make It or Break It



## How Samuel Impacts the Team

A popular saying goes, “Teamwork makes the dream work,” but has that dream ever turned into a nightmare? Understanding that each team member provides unique strengths and abilities, will help avoid conflict and maximize the engagement of the group. The list below identifies a few of those strengths and potential weaknesses that Samuel brings to the team.



### STRENGTHS

- ✓ Emphasizes timely project completion.
- ✓ Attracted to challenges and problems.
- ✓ Result- and goal-oriented.
- ✓ Straightforward communicator.
- ✓ Seeks responsibility.



### WEAKNESSES

- ✗ Push and pull rather than lead.
- ✗ Takes on too much and may lose focus.
- ✗ May overstep authority to achieve goals.
- ✗ May make remarks that are untimely or untactful.
- ✗ May overuse position of power and authority.

**Act:** When taking part in a team project, identify the 1 -2 strength(s) that makes you the best fit for the group’s assigned tasks. Share that with the team. Also, write down 1 or 2 weaknesses that you want to work-on while working with the group.





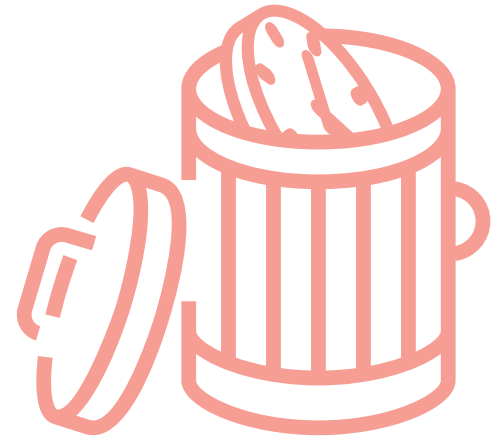
# Avoiding Time Traps

## Maximizing Samuel's Time

*If there were only more hours in the day... An individual's time is valuable, and it is important to make the most of it. Each style comes with its own set of time management issues and opportunities. This section focuses on Samuel's personal set of time traps and tips to overcome "wasting" valuable time.*

### Time traps

- ⊘ Underestimating the abilities of others.
- ⊘ A desire to solve problems quickly without adequate information.
- ⊘ Struggling to delegate.
- ⊘ Sporadic decision-making.



### Time savers

- ✓ Develop a trusted support team.
- ✓ Write down personal and job-related goals and prioritize them.
- ✓ Create and implement a plan.
- ✓ Include others in new opportunities to create a strong bench.

**Tip:** There is a chance that you have already designed ways to overcome the time traps listed in this section. If you still struggle with time management, try to identify what might be consuming your time, based on what you have learned about your style so far.

# Making an Impression



## How Others View Samuel

Stress or pressure can make people act in many different ways. But, think about how those actions might be perceived by others. Realizing others' perspectives can be an uncomfortable exercise to go through, but it is a good step toward increasing stronger self-awareness and engagement with others. The list below outlines how Samuel sees himself and how others might perceive Samuel.



### Samuel Sees himself as...

- ✓ Flexible
- ✓ Active
- ✓ Energetic
- ✓ Pressure-oriented
- ✓ Dynamic
- ✓ Ready



### Day-to-day, Others May See Samuel as...

- ✓ Intense
- ✓ Restless
- ✓ Impatient
- ✓ Rushed



### In Extreme Situations, Others May See Samuel as...

- ✓ Edgy
- ✓ Pushy
- ✓ Selective Listener
- ✓ Impulsive

**Reflect:** Have you ever felt misunderstood or that others aren't seeing your point-of-view as intended? How might you adapt some of your behaviors or actions to better communicate your intended meaning? How might that improve your engagement with others?

# Identifying Obstacles



## Getting Samuel Out of his Own Way

When faced with an obstacle, people can either press on (or attack) or take a path of least resistance. Self-awareness and awareness of others are key in persevering over or through obstacles instead of becoming disengaged. This page assists Samuel in identifying some of his potential limitations.

### Samuel may...



Dislike routine work or routine people.



Resist participation as part of the team, unless seen as a leader.



Keep too many balls in the air.



Make "off the cuff" remarks that are often taken personally.



Not be aware of how the different pace of others may affect his plan.



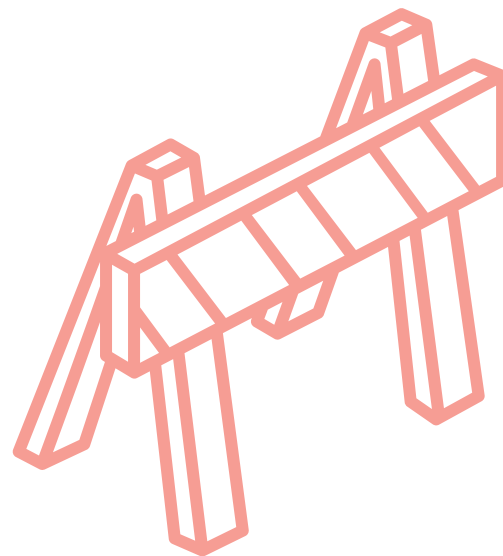
Have trouble delegating and just does it himself.



Be so concerned with big picture; he overlooks important details.



Blame, deny and defend his position--even if it is not needed.

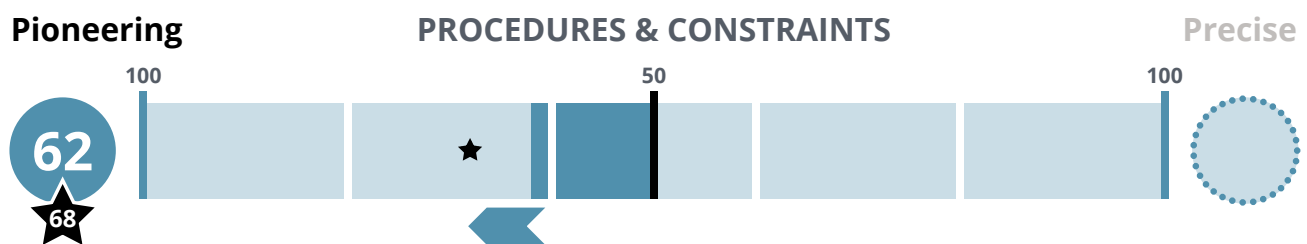
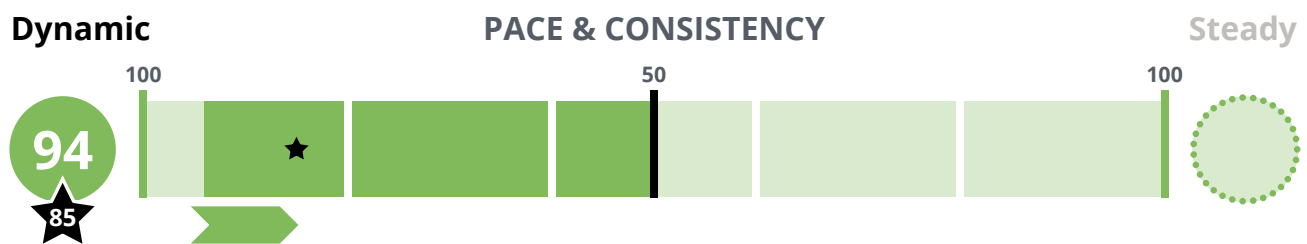
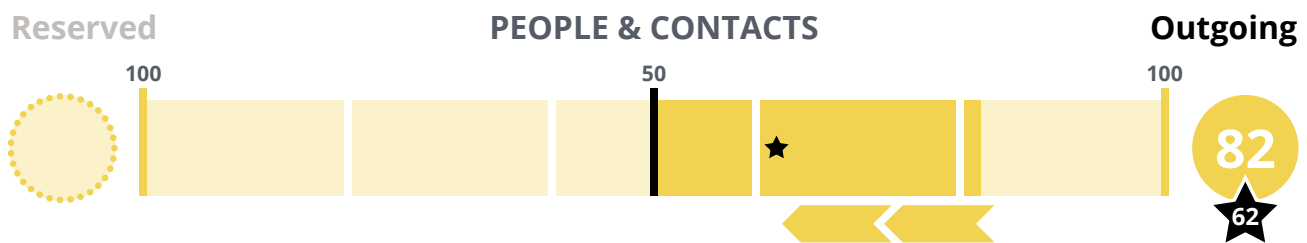
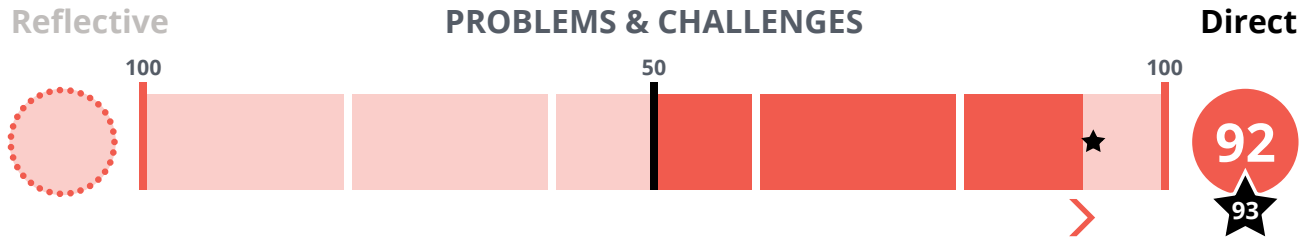


**Tip:** Weaknesses can be turned into strengths at any time. An obstacle can be an opportunity to accomplish something you never thought you could before.

# Behavioral Continuum



Everyone has a varying level of the four main behavioral factors that create their own, personal style. Each side of those factors lives on a continuum, and the combination influences individuals' level of engagement in different situations. The graph below is a visual representation of where Samuel falls within each continuum.



★ Adapted Position  
 ◀ Adapted Movement

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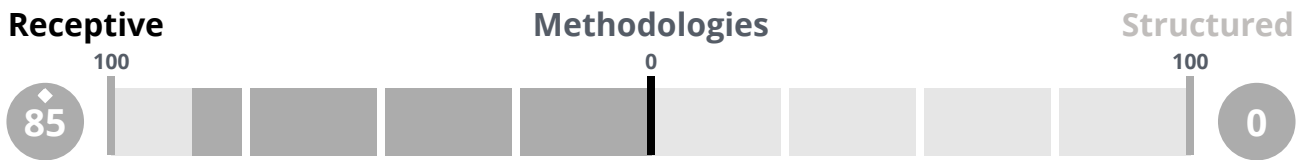
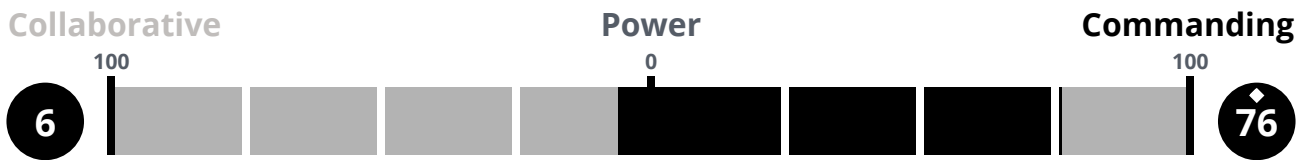
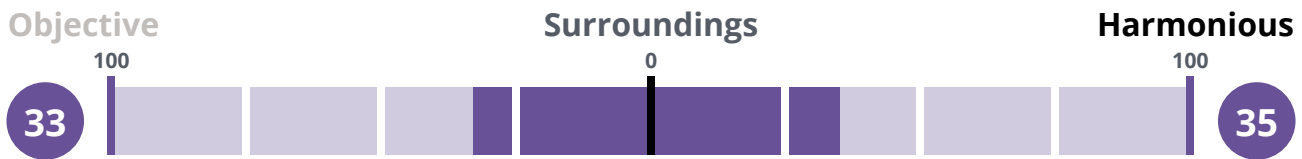
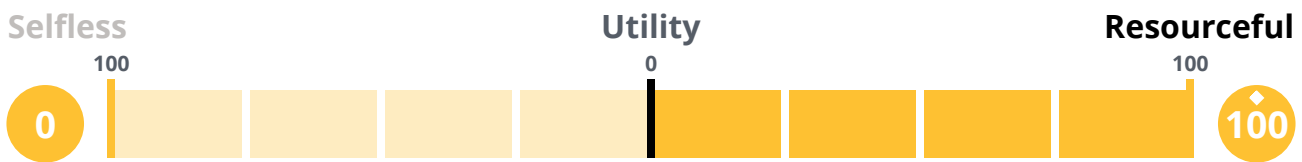
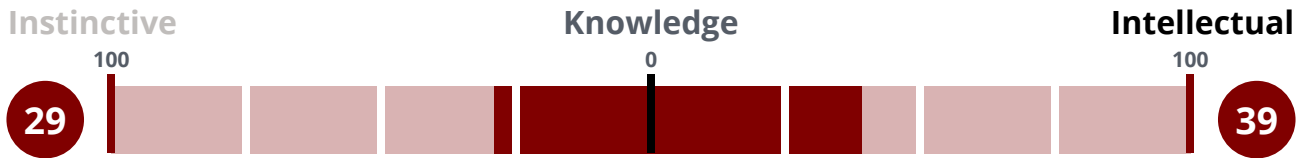
**Samuel Sample**

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# Motivational Continuum



The 12 Driving Forces® Continuum is a visual representation of what motivates Samuel and the level of intensity for each category. Diamonds indicate an individual's primary cluster. These four factors are critical to Samuel's motivation and engagement regardless of the situation.



◇ Primary Driving Force

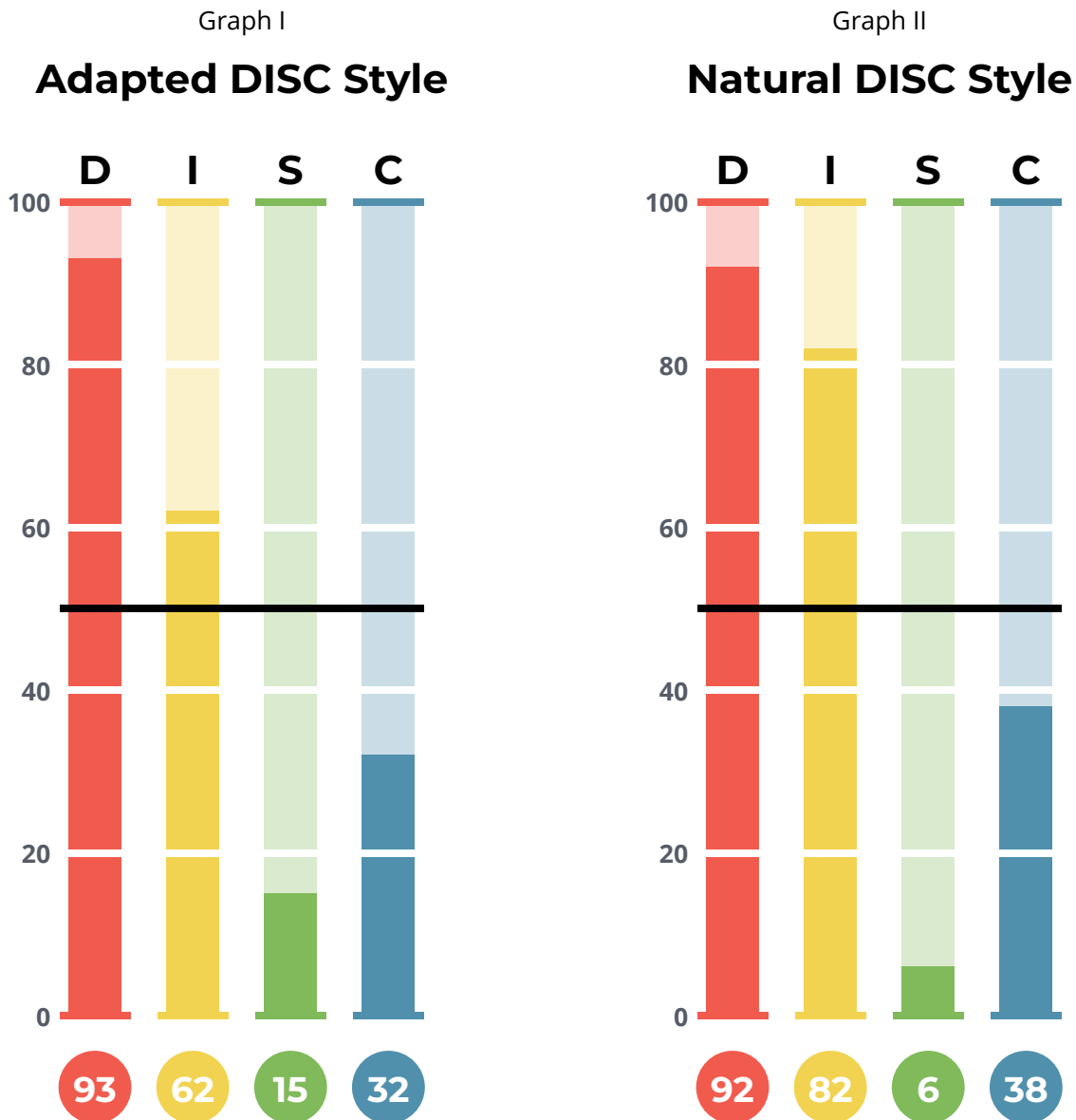
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Samuel Sample

# DISC Graph



The DISC Graph is a visual representation of an individual's behavioral style. Your score's distance from the midline indicates the intensity of observable behavior that others will see. Remember, your primary observable behavior may be above or below the midline. Below are Samuel's behavioral styles represented in both its Natural and Adapted forms.



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Samuel Sample

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