# personality assessment and interpretative report



# ... identifying your unique personality strengths

Jane Adams 11/29/2018 Your personality is as unique as your fingerprint. The INSIGHT Inventory will you better understand yourself and others and use this "insight" to improve communications, trust and effectiveness with your team members.

You'll learn:

- your personality strengths,
- how to flex your style to communicate better,
- to work more productively on teams, and
- how to increase your personal effectiveness.

## **Key Feature**

If you've ever taken a personality assessment before and said, "But I'm not that way all the time," then you'll appreciate that the INSIGHT Inventory takes into consideration that your behavior may change from one team or work group to another.

## **Strengths and Flexing**

Receiving two profiles, describing your style in different settings, gives you a broader view of your strengths and occasional reactions to stress. Understanding how you and others may change from one setting to another helps you focus on ways to flex your style and avoid labeling or stereotyping yourself and others.

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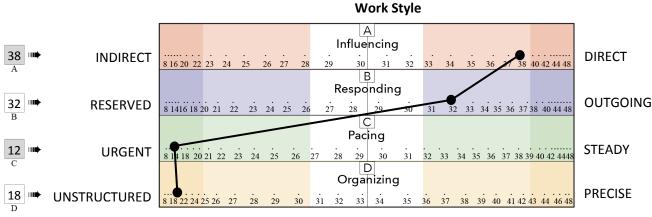
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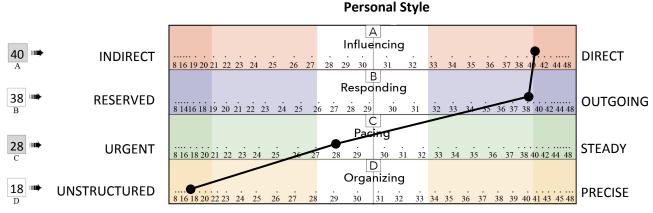
Part

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Jane Adams 11/29/2018



A number of factors could influence your behavior at work: the nature of your job, deadlines and pressures, and relationships with coworkers and customers.



Factors that influence your Personal Style include responsibilities at home, relationships with family members, and social activities with friends.

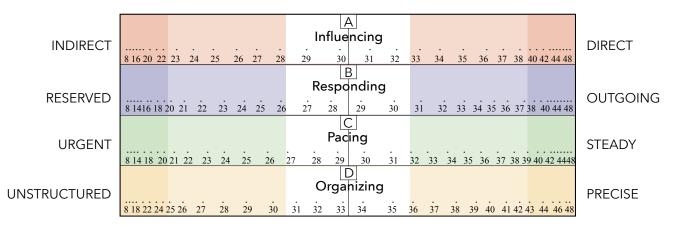


The *INSIGHT Inventory* measures four personality traits. Each trait has two opposite extremes or preferences. A score in either direction is fine–just as using either your right or left hand is acceptable. Your results indicate ways of behaving you prefer to use most of the time.

## The Four Traits and Their Opposite Preferences

A) Influencing	How you express your thoughts, present ideas, and assert yourself. The opposite preferences are INDIRECT and DIRECT.
B) Responding	How you approach and respond to others, particularly groups of people. The opposite preferences are RESERVED and OUTGOING.
C) Pacing	How quickly you take action and make decisions. The opposite preferences are URGENT and STEADY.
D) Organizing	How you structure your time, carry out projects, and handle details. The opposite preferences are UNSTRUCTURED and PRECISE.

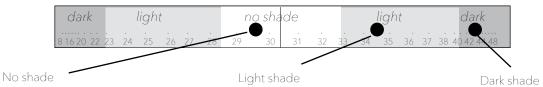
Point locations differ slightly on each trait because of norming statistics. Your score is compared to thousands of other people's scores. The Work and Personal Style charts are laid out in the following manner.



## **Trait Intensity**

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The general meaning of your scores is related to the degree of shading that surrounds them. The three paragraphs below the shaded bar explain why some of the trait descriptions fit you more closely than others.

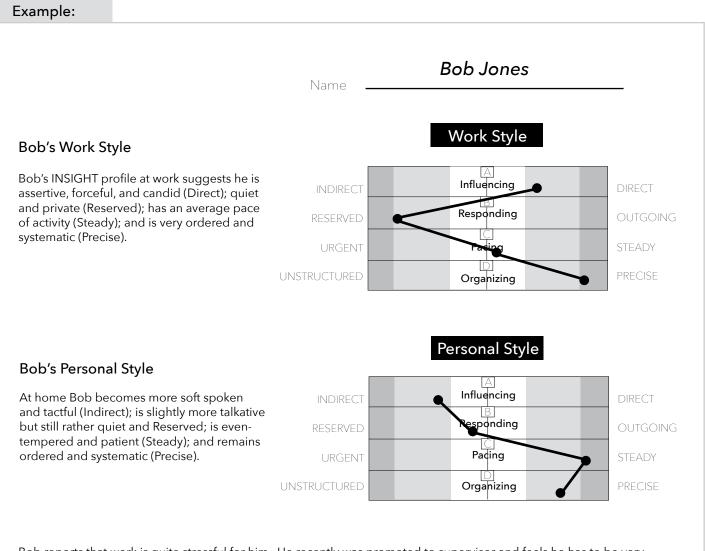


If your score falls in the middle area with no shade, some of the characteristics from both sides of the center line on that scale may describe you. If your score falls in the light shaded area, many characteristics of that preference will probably describe you. A few characteristics on the other side may also fit. If your score falls in the dark shaded area, most of the characteristics of the preference on that side will describe you. Part

Examine any differences between your Work Style and Personal Style profiles. Most people shift on at least one trait or two. Changes may be due to intentional style flexing or in response to certain pressures and stresses.

Ask yourself if differences between your profiles reflect:

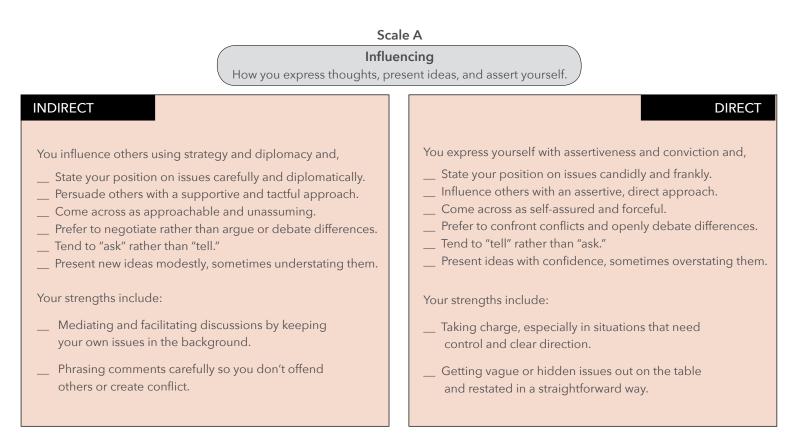
- changes due to long-term stressful demands either at work or home.
- temporary changes due to short-term pressures or stresses.
- learned skills, intentional flexing of your style to communicate more effectively with others.



Bob reports that work is quite stressful for him. He recently was promoted to supervisor and feels he has to be very forceful, authoritative, and direct, much like the previous supervisor. However, his natural style is to be Indirect. He has been trying to flex his style so much-perhaps for the wrong reasons-that this has caused him to feel stressed at work.

## Identifying your preferences on each trait.

Review the preferences on each of the four trait: A, B, C, and D. The characteristics listed reflect each trait's extremes. If you scored far to the right or left, most of the descriptions on one side will fit you. If you scored midway or near the center on a trait, some descriptions from both sides may apply. To customize the list, check () the phrases on each scale that best describe your Work Style.



## Scale B Responding

## How you approach and respond to others, particularly groups.

## RESERVED

You respond to others in a quiet, reserved manner and,

- \_\_\_\_ Are most at ease interacting with others one on one.
- \_\_\_\_ Keep your emotions rather private and self-contained.
- \_\_\_\_ Get energized when alone and away from activity.
- \_\_\_\_ Prefer to think problems through alone to clarify feelings.
- \_\_\_ Use few gestures and facial expressions when you talk.
- \_\_\_ Contact friends and acquaintances occasionally.

#### Your strengths include:

- Listening well and feeling comfortable letting others talk more than you do.
- Holding information confidential and not divulging it through observable expressions.

## OUTGOING

You respond to others in a talkative, expressive manner and,

- \_\_\_\_ Interact easily with many people and groups.
- \_\_\_ Share emotions openly and freely.
- \_\_\_ Get energized by people contact and lots of activity.
- \_\_\_ Prefer to talk problems out with others to clarify feelings.
- \_\_\_ Use many gestures and expressions when talking.
- \_\_\_ Contact friends and acquaintances frequently.

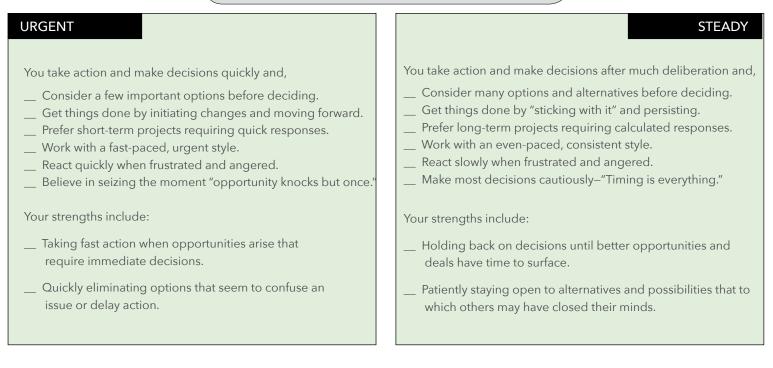
## Your strengths include:

- Meeting and greeting others, putting people at ease, and making them feel important.
- \_ Staying connected and up to date on personal issues that friends and business associates may be going through.

## Scale C

## Pacing

The speed at which you make decisions and take action.



## Scale D

## **Organizing** How you structure time, organize tasks, and handle details

## UNSTRUCTURED

You strive to keep time unstructured and plans flexible, and

- \_\_\_\_ Tend to postpone organizing and attending to details.
- \_\_\_\_ Use unconventional procedures to accomplish tasks.
- \_\_\_ Like plans open and somewhat unpredictable.
- \_\_\_ Proceed on projects before reading all the directions.
- \_\_\_\_ Take pride in doing things in new and different ways.
- \_\_\_ Get frustrated by too many guidelines and rules.

Your strengths include:

- Discovering and following innovative ways to reach goals.
- \_\_\_ Working around disorganization and getting work done in situations that might bother other people.

You strive to have your time structured and plans defined and,

PRECISE

- \_\_\_\_ Tend to organize details in a timely and thorough fashion.
- \_\_\_ Use established procedures to accomplish tasks.
- \_\_\_ Like plans clearly set and somewhat predictable.
- \_\_\_ Proceed on projects only after reading all the directions.
- \_\_\_\_ Take pride in doing things in established, proven ways.
- \_\_\_ Get frustrated by ambiguity and lack of specific guidelines.

Your strengths include:

- Bringing order and structure to disorganized situations.
- Seeing ways to improve systems and policies that help make work flow smoothly.

## **Optional Activity:**

When you're done checking your Work Style characteristics, you may find it helpful to repeat this activity focusing on your Personal Style. Place an X beside the descriptions that fit your Personal Style and then compare these to your Work Style.

If your Work Style and Personal Style profiles are different, you are probably adapting to certain responsibilities, pressures, or stresses in one or the other of these two settings.

If your Work and Personal Style profiles stay the same, this indicates that you behave consistently in these two environments. However, you may think of other settings where your behavior does shift, e.g., when making a speech, driving in rush-hour traffic, getting a performance appraisal, etc.

#### Key Point

Over time, you have probably developed a fairly predictable style. But, you may alter your behavior somewhat from one setting to another. Exploring the differences between your profiles will help you understand how you react to certain situations or pressures and identify "flexing" skills you have developed.

## LEWIN'S FIELD THEORY Behavior is a function of the Personality within an Environment. $B = P \times E$



To fully understand behavior it's important to consider both personality traits and the environment that brings them out.

## Work Style

List some factors at work that may affect your style and note whether any behavior changes are intentional or are reactions to stress.

#### Example:

At work there are many deadlines and I'm very Urgent. But, I'm naturally more Steady and take my time making decisions. Therefore, I'm often stressed at work.

## Personal Style

List some factors (people, pressures, etc.) at home that influence your Personal Style. Note how these differ from factors that influence your Work Style.

## Example:

I am more Direct at home than at work because being more forceful and controlling seems necessary when parenting my two rather strong-minded teenagers. Identifying situations that stress you and increasing your awareness of how your reactions relate to your personality style will help you develop strategies to cope with stress in more positive ways.

## Stress

Part

Situations preventing you from using your preferred style are likely to be stressful. For example, if you are Direct, you probably like being in control. When you are in situations where you have little authority or power to change things, you'll probably feel stressed.

## Key Point

If you're like most people, when you're under stress you'll tend to overuse your strongest traits. You'll do more of what you find comfortable; however, you may overdo it and forget to flex your style. When this happens, your strengths can become weaknesses.

## **Stress Reactions**

Be aware of your responses to stress when communicating with others, particularly when there is tension or conflict. Avoid moving into your "stress reaction" which usually has a negative effect and decreases communication.

FIGHT Flight Freeze Fume

Be aware of your stress reactions!

## STRESS REACTIONS

The grid below lists situations each trait finds stressful and typical reactions. Review these and identify which ones are most descriptive of you. You'll probably find that you overreact on one or two of your strongest traits, not on all four. Draw a circle around your hottest triggers. Discuss your "stress" reactions with others.

INDIRECT	DIRECT
<b>Stressful situations</b> : being confronted and drawn into arguments; having your tactfulness taken advantage of. <b>Reactions:</b> may avoid conflicts and disagreements, or give in when not really in agreement.	<ul> <li>Stressful situations: not being able to voice opinions; not knowing where you stand; loss of authority or influence.</li> <li>Reactions: may get demanding or become argumentative or overly forceful as a way of regaining control.</li> </ul>
RESERVED Respo	OUTGOING
<b>Stressful situations</b> : dealing with too many people; pressure to talk more and be entertaining. <b>Reactions:</b> may withdraw, become excessively quiet, or	<b>Stressful situations</b> : lack of people contact; loss of affirmation and group support. <b>Reactions:</b> may talk excessively, try too hard to gain approval,
withhold input when it's needed.	or come on overly friendly.
URGENT	STEADY STEADY
<b>Stressful situations</b> : lack of action, slow decision making; changes in decisions that cause delays.	<b>Stressful situations</b> : pressure to make fast decisions, last minute deadlines; frequent interruptions.
<b>Reactions:</b> may get frustrated and impatient, or make decisions impulsively.	<b>Reactions:</b> may find ways to postpone decisions or delay taking action.
UNSTRUCTURED Orga	nizing PRECISE
<b>Stressful situations</b> : too many policies and procedures to work around; lack of flexibility or support for doing things differently.	<b>Stressful situations:</b> ambiguity and lack of organization; poor planning; unpredictable change.
<b>Reactions:</b> may work around rules and not attend to details and schedules that are important to others.	<b>Reactions:</b> may get more organized than needed or overwhelm others with details and lists.

When people have opposite styles, misunderstandings and conflicts may arise, not necessarily over what is said but, how it is said. Learn to flex your style so you communicate in a manner that keeps others receptive to you.

## What does "Flexing" mean?

Flexing means to temporarily change or modify your behavior to more closely match the behavioral style of the team member you are communicating with. This helps reduce misunderstandings that are caused by style differences.

The next two pages provide guidelines for flexing your style to communicate more effectively with people having opposite styles.

Following those, you'll find guidelines for flexing your style to communicate more effectively with people having similar styles.

Each combination, flexing with people having opposite styles and flexing to communicate with people having similar styles, presents special challenges.

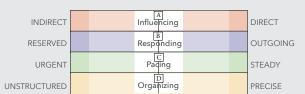
## **Skill-Building Activity**

Flexing to communicate with people having opposite styles.

You may know a person who has opposite preferences from you on several, if not all four traits. To communicate better you will want to do some flexing on each trait where you are different. For this activity, assume you are different on all four traits.

## Instructions:

- 1) On the chart to the right, draw the profile that is the exact opposite of your Work Style profile.
- 2) Locate the guidelines on the next page that describe the matches between each of your traits and the other person's opposite preferences.



Person with Opposite Traits

For example, if you're Indirect on Scale A and the other person is Direct, then the guideline grid for you to read regarding Scale A is titled, "For an Indirect to communicate better with a Direct."

3) Check (✔) the guidelines on each trait that you believe would be particularly helpful for you to use when communicating with this person.

Review the guidelines below and place a check (✔) beside those you would like to practice more often when communicating with a person having an opposite style on any of the four traits.

Influe	encing
For an <b>INDIRECT</b> to communicate better with a DIRECT:	For a <b>DIRECT</b> to communicate better with an INDIRECT:
Present your ideas and opinions more assertively and forcefully. Directs respect conviction and confidence.	<ul> <li>Avoid coming on too forcefully. Indirects may perceive this as pressure and find ways to avoid or end discussions.</li> </ul>
Stand your ground and be prepared to debate your position. Directs like to challenge and confront differences.	— Try not to come across too self-assured and overly confident; Indirects may perceive this as arrogance.
Don't use hesitant eye contact, tentative body language, or too soft a voice. Directs may read this as insecurity or deceptiveness.	— Watch your body language; don't overpower Indirects with excessive eye contact, a loud voice, or close body space.

Respo	onding
For a <b>RESERVED</b> to communicate better with an OUTGOING:	For an OUTGOING to communicate better with a RESERVED:
<ul> <li>Display more animation and enthusiasm than you normally might. Outgoing people like energy and excitement.</li> <li>Spend time getting to know Outgoing individuals personally. Open up and share more about yourself.</li> </ul>	<ul> <li>B Listen carefully and encourage Reserved people to talk. Don't talk too much or take their quiet style personally.</li> <li>Draw Reserved people out using open-ended questions. If you ask a yes or no question, you'll get a one-word answer.</li> </ul>
Use expressive mannerisms, smiling, and gestures. Outgoing people trust openness and look for body language to read.	Don't come across overly friendly, particularly if a relationship isn't established; this may be read as superficial.

	Pacing	ng
For an URGENT to communicate bet	ter with a STEADY: Fo	For a STEADY to communicate better with an URGENT:
Hold back some of your snap dea read your decisiveness as impuls		Present your ideas succinctly. Use fast speech and quick gestures. Urgent people like to get to key points quickly.
Don't pressure Steady individuals decisions; give them plenty of tin		Be ready to change topics and move ahead when Urgent people show signs of restlessness. Don't go on and on.
Try not to react too emotionally to say critical things when delayed.		Offer to take on aspects of joint projects that make use of your patience, cooperation, and concentration.

Orga	nizing
For an UNSTRUCTURED to communicate better with a PRECISE:	For a <b>PRECISE</b> to communicate better with an UNSTRUCTURED:
Be on time and be as organized as possible. Precise individuals value timeliness and order.	D Stick to the big picture and don't bring up too many small points; Unstructured people often tune out the details.
Get the facts and details together before trying to persuade Precise people; use notes and refer to them if necessary.	Stay open to unproven, vague, and innovative ideas; otherwise, you'll be seen as closed minded or set in your ways.
Don't let follow-up and details fall between the cracks. Precises see this as being unreliable.	Avoid being a perfectionist. Don't try to enforce too many rules. Unstructured people often see this as being nit-picky.

People with similar styles usually get along great initially; they act and talk alike. Problems arise when they both overuse the same traits and draw out each other's weaknesses rather than building on their shared strengths.

If you've ever worked with someone having the same style, you may have noticed:

- From the start you got along great; you seemed to think and behave almost identically.
- The other person communicated in a manner that felt comfortable and you were both at ease.
- You were able to establish a good relationship and rapport almost from the beginning.

Over time, however, you may have found your shared similarities getting in the way. To avoid this, you will need to occasionally flex-just slightly-in the opposite direction.

Flexing to offset too much similarity is less difficult than flexing to communicate with a team member who has the opposite style. On the other hand, it is more challenging to notice when similarities are causing problems. The task is easier; the timing is more difficult!

## **Skill-Building Activity**

Part

## Flexing to communicate with people having similar traits.

DIRECT

STEADY

PRECISE

OUTGOING

You may know someone who is similar to you on all four traits. If this is the case, you may need to do some flexing. Typically you notice similarities on only one or two traits and you'll only need to flex according to the guidelines on the next page on those traits.

For the purpose of this activity, assume you know someone who has the same preferences as you on all four traits.

# Instructions: 1) On the chart to the right, draw a person's profile that is the same as your Work Style profile. UNSTRUCTURED

2) On the next page, locate the guidelines for each trait that describe the match between your preferences and the other person's similar preferences.

For example, if you're Indirect on Scale A, the other person would also be Indirect, so you would read the box with guidelines titled, "For an Indirect to communicate better with another Indirect."

3) Check (✔) the guidelines for each trait that you believe would be particularly helpful for you to use when communicating with this person.

Review the guidelines below and place a check () in the blank beside those behaviors you would like to practice more often when communicating with a person having similar styles.

Influe	encing
For two INDIRECT people to better communicate:	For two <b>DIRECT</b> people to better communicate:
Use your shared tactfulness to find points of agreement, but take a firm stand on issues when needed.	A Use your shared candor to get right to the point, but be ready to negotiate whose agenda gets addressed first.
Don't avoid conflict when important things need to be discussed and dealt with.	Share control of conversations. You both like to be in charge, so find ways to trade off who has the floor.
Encourage each other to be more candid and straight- forward when giving each other feedback.	<ul> <li>Avoid getting into heated debates. Since you're both Direct, these can turn into confrontations.</li> </ul>

Resp	onding
For two RESERVED people to better communicate:	For two OUTGOING people to better communicate:
Draw out the other Reserved person's needs and concerns by asking more personal questions than you usually do.	Remind yourself to listen more and talk less; otherwise, unnecessary competition for attention may occur.
— Take the initiative in speaking, introducing yourself, and greeting other Reserved people; don't wait too long.	Focus conversations on important issues so you don't find yourselves talking about everything but the agenda.
Let each other know if anything is on your mind, otherwise important issues may not be discussed.	Avoid being the center of attention; instead, arrange it so the other Outgoing person can be noticed and heard.

Pa	cing
For two URGENT people to better communicate:	For two STEADY people to better communicate:
Slow down the decision-making process occasionally to avoid taking action in situations where you're both not quite ready.	Push each other to move quickly and take advantage of opportunities.
Avoid saying something abrupt when you get impatient; you both can fire back quickly and hurt feelings.	Express your frustrations more often otherwise, there may be times when neither of you knows what's irritating the other.
Stay open to additional options so you don't influence each other to make premature or snap decisions.	<ul> <li>Encourage each other to be more decisive so you can avoid getting stuck and lose your momentum.</li> </ul>

For two UNSTRUCTURED people to better communicate:	For two PRECISE people to better communicate:
<ul> <li>Get organized before meeting so you have productive discussions and don't overlook important details.</li> <li>Avoid operating too loosely and frustrating each other since neither of you likes dealing with rules and structure.</li> <li>Assign each other very specific items to do, otherwise you'll both tend to work without structure or order.</li> </ul>	<ul> <li>D</li> <li> Restate the big picture once in a while to keep you both from getting lost in the details.</li> <li> Don't get into disagreements over whose rules are best; you both like your own version of order and structure.</li> <li> Provide each other with lists and procedures to help you be more efficient together; you'll both appreciate this.</li> </ul>

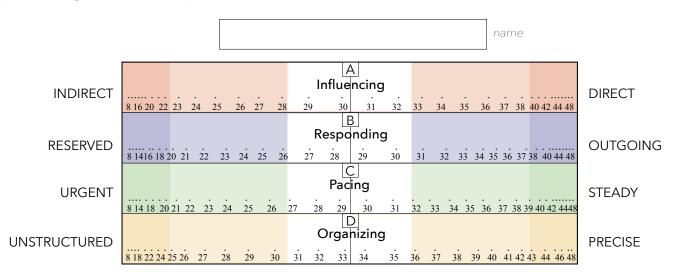
## Organizing

Having a good working relationship with each team member and especially your leader, is key to your success. One of the most important skills to develop is the ability to flex your strengths in ways that complement other's strengths.

## Keep these points in mind:

- People can't read your mind. Tell them what they can do to help you. Don't set them up to fail by withholding information.
- Leaders have their own pressures from the level above them. Learn how this added stress affects them and find ways to help.
- Don't wait for others to change or you may be waiting forever! Initiate conversations about ways to work better together before there are problems.

**ACTIVITY** Plot your team leader's or a team member's Work Style on the chart below. Then, write your responses to the four questions that follow. Share your results with the person or discuss within a group. (*permission granted to make copies*)



1) What are the best ways to express your opinions and influence this person? (Scale A: Indirect or Direct)

- 2) How should you respond to this person? Is it best to be expressive and talkative or instead a bit quiet and laid back? (Scale B: Reserved or Outgoing)
- 3) What speed of action and decision-making does this person prefer? Should you move fast and decide quickly or provide time for deliberation and exploration of options? (Scale C: Urgent or Steady)
- 4) How much organization and structure does this person prefer. Should ideas be presented in big picture and broad overview terms or with lots of detail and supporting facts? (Scale D: Unstructured or Precise)

Teams move through various stages as they progress from initial startup to fully functioning groups. People with different personality types navigate certain stages more easily than others. That's a good reason for having a diverse mix of different personalities among team members.

**DO:** Develop skill at flexing your style to best match the team stage or specific challenges your team faces.

Learn to read other team members' styles and how they react to problems and opportunities in a particular stage.

**DON'T:** Expect team members to flex their styles if you don't do it first. You can be the example others model, especially if you are the leader.

Be critical of the resistance another person may have in moving through a certain stage. Instead, find ways to help them adapt.

#### **Team Stages**

Different team stages require different leadership and membership behaviors. Both leaders and members need to flex their styles as team stages change. Note: The red line indicates how performance and progress have ups and downs.

#### Tuckman Team Stage Model

#### Forming

renewal Newly established or reformed teams begin in this stage. PERFORMANCE They need clear direction, structure, and decisiveness from their leaders. Members must be willing to follow this CHANGE POINT direction. reto Storming deform As team roles and responsibilities develop, conflict occurs. maintenance Leaders need to be patient conflict mediators and good listeners. Members need to be willing to open up and discuss issues and personal grievances. Norming growth The team grows in its ability to achieve goals. Norms for doing things develop and conflict diminishes. In this stage leaders must shift to more democratic management practices. Members need to take on more responsibility. Performing Teams peak at a level of effectiveness where members work well together and do high quality work. Leaders should use a participative, indirect style. Members need to become more self-directed and confident in their roles. TIMF **Change Point** REFORMING Teams eventually reach a point where performance begins FORMING STORMING NORMING PERFORMING to decline. Together, leaders and members must set new goals, take on new projects, and find added inspiration. DEFORMING

Activity: Place an X at your team's current stage and discuss your reasons.

Leaders are encouraged to shift back to a more Direct style and take charge of the shift to a new vision and purpose. C

High functioning team members learn to: 1) ask for help, 2) balance the tendency to overuse their strongest traits, 3) team up with others to overcome weaknesses, and 4) use their strengths to help achieve team goals. Work through the following four guidelines with your team to increase effectiveness in each of these areas.

I) ASK FOR HELP		know how they can assist you. activities that don't fit your personality preferences and nd ask for help.
	• Discuss how oth	ers can assist you and how you can, in turn, help them.
What should team memb style in order to work bet	5	What specific areas could others help you with? (Answering this takes openness and trust.)
2) BALANCE	Balance out your m	nost extreme preferences by flexing your style.
, -	-	our strengths to the point they become weaknesses.
	Lower the intens	sity of the preferences you use a lot.
How does overusing one of your preferences diminish your effectiveness at times?		What actions can you take to balance your strongest
		traits when they are working against you?
	Team up with other • Identify who car	traits when they are working against you?
diminish your effectivene	Team up with other • Identify who car	traits when they are working against you?
diminish your effectivene	Team up with other Identify who car Pair up with other	traits when they are working against you?
diminish your effectivene 3) TEAM UP Which team members ha yours?	Team up with other Team up with other Identify who car Pair up with other ave traits opposite to	traits when they are working against you?
diminish your effectivene 3) TEAM UP Which team members ha yours?	Team up with other Team up with other Identify who car Pair up with other ave traits opposite to IGTHS Find opportunities	traits when they are working against you?
diminish your effectivene 3) TEAM UP Which team members ha yours?	Team up with other Team up with other Identify who car Pair up with other ave traits opposite to IGTHS Find opportunities Seek situations a	traits when they are working against you?

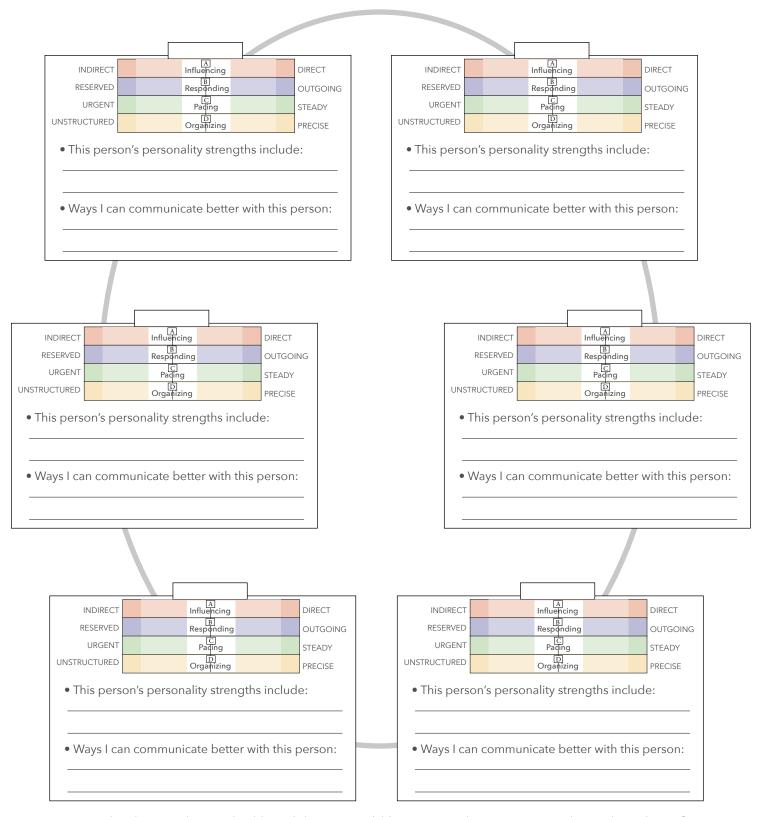
Chart the profiles of your work associates, friends, or family members.

D

Write their names in the blank boxes above the charts, then draw their profiles.

Then, discuss their personality strengths and identify ways you can communicate better with them.

## Profiles of your work associates, friends, or family members.



Have more team members? Activity sheets with additional charts are available at www.insightinventory.com in the Insight Facilitator Center.

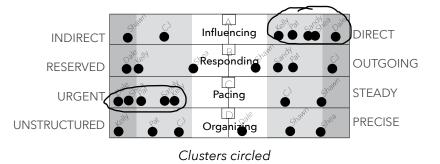
Creating a Team Map allows you and team members to spot the traits you have in common and see your differences. Your strengths as a team will become more apparent as well as issues that may predict communication problems.

## Trait Clustering and Diversity

E

People clustered closely together will use similar behaviors. This can be helpful for problem solving and shared approaches to accomplishing goals.

A wide range of diversity of scores is helpful when differing perspectives are needed.



## Don't limit this activity to teams.

Team Maps also help pairs such as: office managers and assistants, sales reps and customers, coaches and clients, and even couples. Clusters are neither good or bad. It depends on the goals and needs.

## Instructions:

Plot the scores of each person on the chart below. Add names or initials above each person's scores. Then, draw circles around any obvious clusters. Discuss which clusters or gaps are advantageous and which may be problematic.

