

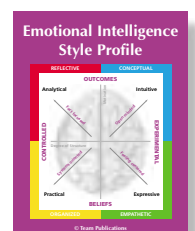
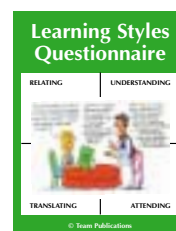
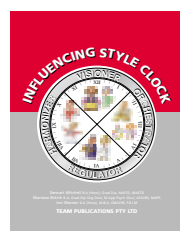
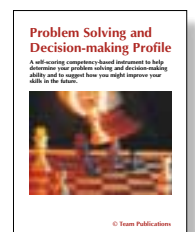
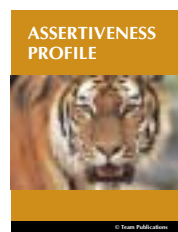
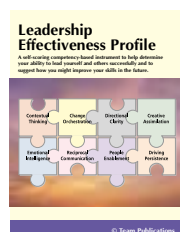
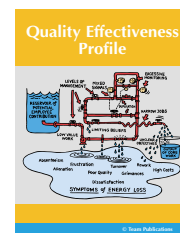
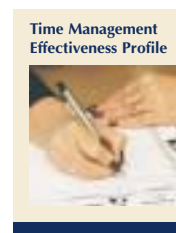
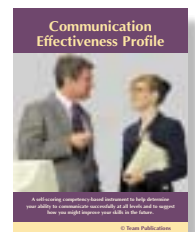
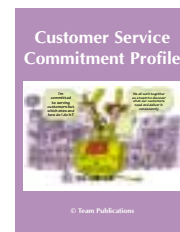
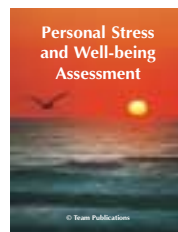
Unlock Your Potential

SELF SCORING DIAGNOSTIC INSTRUMENTS AND PROFILES

When individuals or organizations face significant situations or challenges, one of the first priorities is to understand the issues involved and to work out quickly what needs to be done. In many cases, we do not need any formal assistance to help this process and can think our way through the appropriate steps. However, on occasions the issues or problems may not be entirely clear and a structured approach can help considerably.

To meet this need, Team Publications has made available to you a suite of easy to use, comprehensive diagnostic instruments and assessment profiles to help people to understand their own skills or the situations they face more effectively.

Purchase a set of 20 diagnostic instruments presented in a complimentary binder or select the individual topics as listed overleaf



INTRODUCTION

Since 1994, Team Publications has been in the business of providing a wide range of innovative learning and development solutions to the international marketplace. This includes the comprehensive suite of diagnostic instruments, profiles or tools described in this brochure.

This brochure describes each of these individual tools and gives a brief summary of how each profile is designed or configured (and how it might apply to a particular situation or challenge). However, in addition, on the back page we also describe the website at which all of these tools can now be found in electronic form – the www.profiles-r-us.com site. This site includes the following:

1. All 25 profiles described in this brochure (which can be completed on-line or electronically and a report made available immediately to screen and printed locally).
2. A further 6 electronic profiles available only on the website.
3. A further 6 internationally renowned diagnostic instruments available to complete on-line (with more to follow in the near future).

In their electronic form, many of these instruments are available in self, 180 degree or 360 degree format – why not visit the site to learn more and try a profile for yourself. In the meantime, we invite you to experience the quality of our diagnostic tools by purchasing one of our paper-based booklets.



•Conflict Style

This instrument helps individuals to learn more about the styles that both they and others might use when facing conflict situations. There are five style categories – **Integrating, Suppressing, Sacrificing, Usurping** and **Exchanging**. In the extensive interpretation notes, individuals are also given a comprehensive model to help them to understand in what context the conflict might have arisen in the first place.

Customer Service Commitment•

This instrument looks at how much commitment exists for service excellence to customers from two perspectives – the individual's view about their own commitment, and about what they see to be the commitment to service by the wider organization around them. This provides a detailed 'gap' analysis in six service categories. These are **Service leadership and vision, the Voice of the Customer, Service standards, Empowerment for service, Process and systems alignment** and **Service rewards and recognition**.



Time Management•

This instrument looks at how effectively individuals manage their time in a range of different situations and circumstances.

The instrument divides the subject into seven separate categories. These are **Predisposition, Preparation skills, Organizational ability, Pressure management skills, Delegation skills, Interruption management skills** and **Results orientation**. Each category gives individuals a clear graph to indicate overall performance as well as detailed interpretation notes.

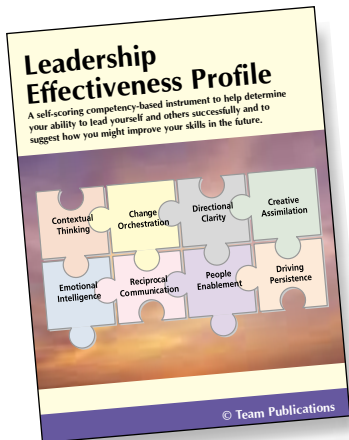
Negotiating

This instrument integrates fully with the conflict instrument in looking at the 'levels of energy' and 'levels of empathy' that may be used in a negotiation.

The instrument plots individual scores in all quadrants of a grid, which reveal their use of four distinct negotiating styles – these are the styles of **Pushy bullying, Quietly manipulating, Carefully suggesting**, and **Confidently promoting**. Full interpretation and explanatory notes are also included.



A FACILITATOR GUIDE IS AVAILABLE FOR EVERY TITLE



Leadership Effectiveness Profile•

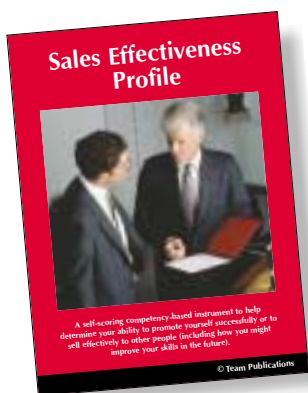
The Leadership Effectiveness Profile (LEP) – in the individual competency range of diagnostic instruments – is the core resource to which many other profiles are linked. By completing the leadership profile first, the individual will get some strong indicators about which other instruments will be useful in terms of giving them a more focused and deeper view. Each of the eight leadership effectiveness categories are shown on the diagram below and their links to eleven other instruments.

Emotional Intelligence	Critical Thinking	Directional Clarity	Creative Assimilation	People Enablement	Reciprocal Communication	Change Orchestration	Driving Persistence
<ul style="list-style-type: none"> Emotional intelligence Learning styles 	<ul style="list-style-type: none"> Problem solving and decision making 	<ul style="list-style-type: none"> Goal setting Personal effectiveness 	<ul style="list-style-type: none"> Creativity and innovation 	<ul style="list-style-type: none"> Coaching Teambuilding 	<ul style="list-style-type: none"> Listening Communication Networking 	<ul style="list-style-type: none"> Change management 	<ul style="list-style-type: none"> Assertiveness Personal effectiveness

Although there are different views about what constitutes leadership excellence, it is possible to distill the key themes or broad categories from which most good leaders will draw to greater or lesser extent. In total, eight categories are identified, and these are:

- Emotional intelligence
- Change orchestration
- Contextual thinking
- People enablement
- Directional clarity
- Reciprocal communication
- Creative assimilation
- Driving persistence

These categories are suggested to be the main factors that constitute the relative effectiveness of your efforts to lead others in a range of different situations. This might be leading a large organization, a social or community group, a sporting team or just a small temporary project group. Ideally, these categories should be viewed as individual pieces in an overall “leadership jigsaw”. Although no one piece makes for effective leadership by itself, each piece works in combination with others to reveal a fully integrated and balanced model.

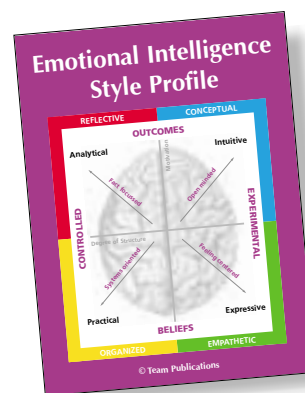
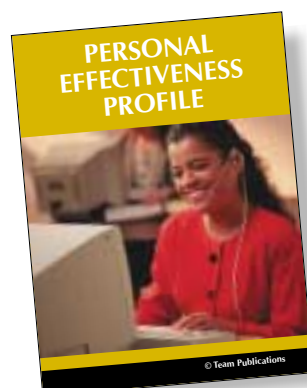


Sales Effectiveness•

This Sales Effectiveness profile looks to measure seven of the core competencies that a successful salesperson needs to use throughout the sales cycle. These competencies are **Temperament/disposition, Organizational skills, Active listening skills, Communication skills, Relationship nurturing ability, Exceeding customer expectation skills** and finally, **Drive and persistence skills**.

Personal Effectiveness•

This Personal Effectiveness profile is a broadly based instrument that looks to measure the personal leadership capabilities of individuals (whether or not they are directly responsible for leading others). The seven personal effectiveness categories are **Delivering results, Achieving to higher standards, Straight talking, Developing yourself, Taking responsibility, Pulling together** and **Exceeding customer expectations**.



Emotional Intelligence

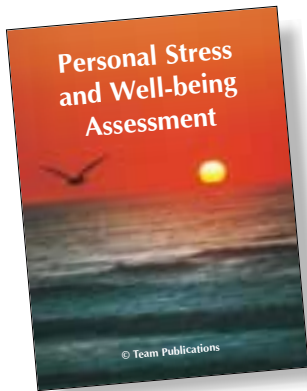
This instrument uses the two scales of “Degree of structure” and “Motivation” or “Drive” to create a four quadrant grid to help describe the style of emotional intelligence that people are likely to use. The four different styles are **Reflective, Conceptual, Empathetic and Organized**. The instrument plots relative individual scores in all these quadrants and provides detailed explanation/interpretation notes.

Creativity and Innovation•

The Creativity/Innovation Effectiveness Profile provides a detailed process for assessing an individual’s existing capacity to be creative. This is done by measuring creativity and innovation in seven competency categories. These are **Creative consciousness, Level of curiosity, Pattern breaking skills, Idea nurturing ability, Willingness to experiment and take risks, Courage and resilience level** and **Energetic persistence**.



INSTRUMENTS & PROFILES



Stress and Well-being•

This instrument looks at the whole subject of stress and well-being in seven separate categories. These are **Predisposition, Physical fitness, Nutrition and diet, Personal well-being, Emotional balance, Emotional habits and control, and Work life.** Each category gives individuals a clear graph to indicate their relative levels of stress and detailed interpretation notes to use in personal action planning for improvement.

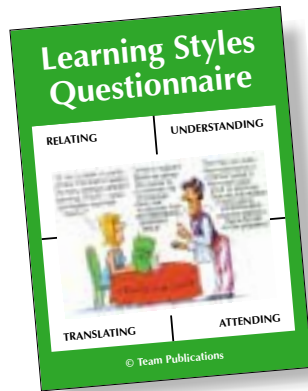


Cultural Awareness and Diversity•

This instrument looks at how much commitment to diversity and awareness of differences in culture exists from two perspectives – the individuals view about their own commitment and awareness and what they see to be the commitment and awareness of the wider organization around them. This provides a detailed 'gap' analysis in six diversity and cultural awareness categories. These are **Awareness and climate, Levels of inclusion, Tolerance and understanding, Degree of empathy, Organizational adaptation and Persistence and commitment.**

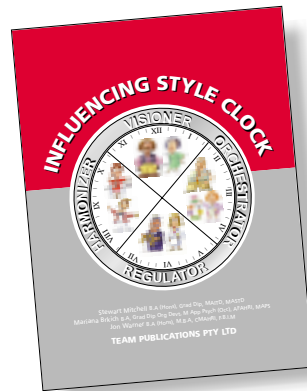
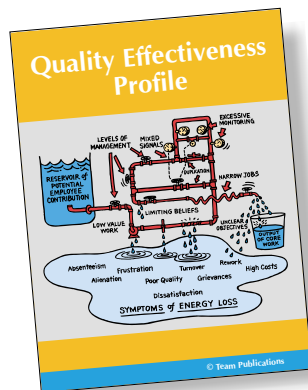
Learning Styles

This instrument looks at an individual's styles or preferences in absorbing information and learning about new things, both formally and informally. Based on in depth doctoral research into learning transfer, individual styles are assessed in four stages of an overall effective learning cycle. These are **Attending** (focus and attention), **Translating** (interpreting what we see and hear), **Relating** (linking information with what we already know) and **Understanding** (making sense of what we experience). This instrument provides extensive interpretation notes on individual style preferences as well as explanatory information.



Quality Effectiveness•

This instrument looks at how much focus is given by an individual to quality in their workplace in seven categories linked to the international total quality frameworks that exist. These categories are **Leadership for quality, Strategy and policy, Employee satisfaction, Data and resource management, Process and systems management, Supplier/customer focus and Outcomes and results focus.**



Influencing Style Clock

This instrument looks at the style that individuals are likely to adopt when looking to influence others. Four summary styles are identified. These are **Visioner, Orchestrator, Regulator and Harmonizer.** Individuals are given scores on all four styles and their greatest style preference revealed. Each style has full explanatory and interpretation notes and combined style notes are also provided. As a self scoring instrument the Influencing style clock provides a highly cost effective alternative to other non self scoring team and influencing style instruments in the market place.

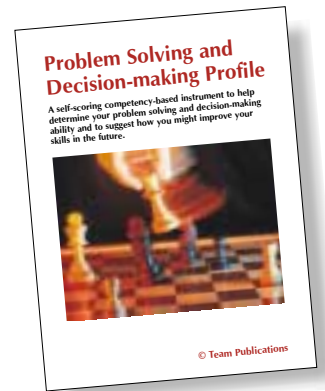


Assertiveness

This instrument fully integrates with both the conflict and negotiation instruments in looking at an individual's assertiveness style. The instrument plots individual scores in all quadrants of a grid, which reveal their use of four distinct assertiveness styles – these are the styles of **Aggressively controlling, Passively observing, Warmly proposing, and Firmly asserting.** Full interpretation and explanatory notes are also included, for personal action planning and improvement.

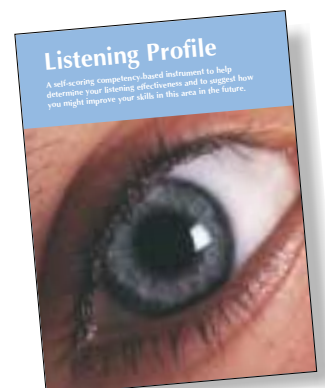
Problem Solving and Decision Making•

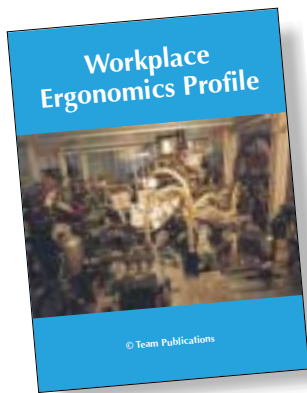
This instrument looks at an individual's ability to solve problems and make decisions using seven separate categories. These are **Critical thinking, Data gathering and processing, Tool selection methods, Lateral conceptualization, Alternative weighing ability, Risk assessment skills and Perception and judgement.** Each category gives individuals a clear output graph to indicate their relative performance as well as detailed interpretation notes to use in personal action planning for improvement.



Listening•

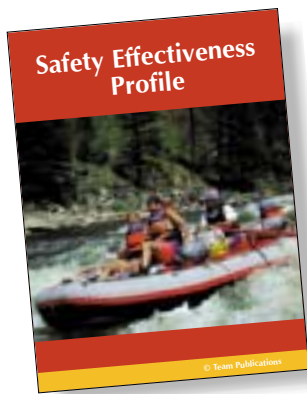
This instrument looks at an individual's capacity to listen effectively or to listen empathetically and attentively using seven separate categories. These are **Predisposition/temperament, Creating a conducive climate, Showing positive interest, Reading the speaker, Empathizing, Paying attention and concentrating, and Understanding and reflecting the message.** Each category gives individuals a clear output graph to indicate their relative performance as well as detailed interpretation notes to use in personal action planning for improvement.





Workplace Ergonomics•

Although effective ergonomic management requires many varied actions to be taken, it is possible to distil some key themes or broad categories, from which most good ergonomic interventions will come to a greater or lesser extent. In total, seven categories are identified, and these are **Equipment design and layout, Force and velocity of tasks, Duration and repetition of tasks, Posture, comfort and position, Rest breaks/recovery time, Work environment and Control effectiveness.**

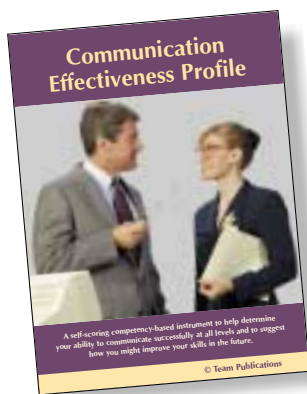


Safety Effectiveness•

This instrument looks at how much focus is given by an individual to safety in their workplace in eight categories that describe the most critical areas. These categories are **Risk/prevention strategies, Personal and occupational health, Environmental health and hygiene, Levels of pressure/stress, Workplace ergonomics, Safety control effectiveness, Training and awareness and finally Safety systems and administration.**

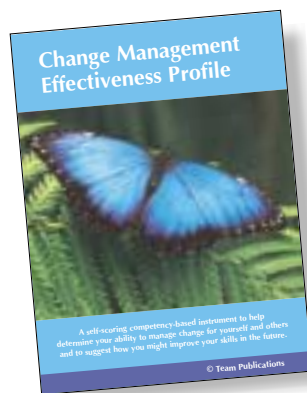
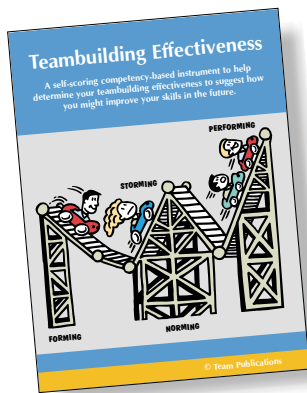
Communication Effectiveness•

This instrument looks at an individual's ability to effectively get their message across clearly using seven separate categories. These are **Empathizing, Receiving, Clarifying, Understanding, Reading non verbal clues, Feedback giving and Transmitting your message.**



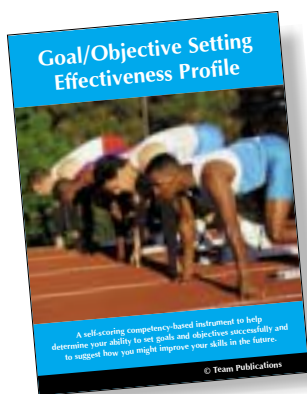
Teambuilding•

This instrument looks at an individual's ability to effectively build the team using the Forming, Storming, Norming and Performing model and using seven separate categories in all. These are **Vision and directional focus, Alignment of values, Team role and competency clarity, Groundrules determination, Performance appraisal effectiveness, Team learning and Results focus and Boundary management.**



Change Management Effectiveness•

This instrument looks at an individual's capacity to manage change successfully (for themselves and others) using seven separate categories. These are **Proactive thinking, Preparation for change, Involving others, Visualizing the future, Communicating clearly, Breaking from the past, and Consolidating new learning.**

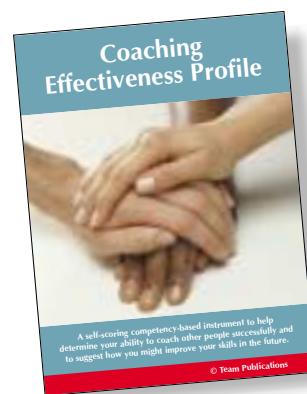


Goal Setting Effectiveness•

This instrument looks at an individual's ability to effectively set goals and objectives for themselves and others using seven separate categories. These are **Vision clarity, Direction and target setting, Planning and organizing, Measurement and milestones, Communication and engagement, Motivation and commitment, and Results focus and orientation.**

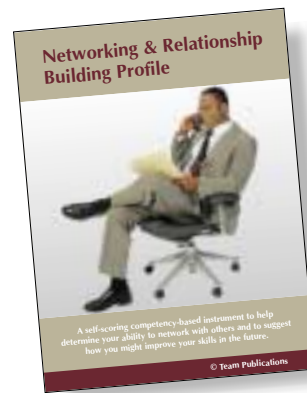
Coaching Effectiveness•

This instrument looks at an individual's ability to coach others successfully using seven separate categories. These are **Empathizing ability, Listening skills, Capacity to confront and challenge, Problem solving ability, Feedback giving skills, Capacity to empower, Mentoring skills.**



Networking & Relationship Building•

This instrument looks at an individual's capacity to network effectively with other people or to successfully build relationships in seven separate categories. These are **Temperament/disposition, Strategizing ability, Organizational skills, Communication skills, Nurturing ability, Social involvement and Persistence skills.**



• indicates Detailed Coaching Guides also available.

WHAT YOU GET

DIAGNOSTIC INSTRUMENTS & PROFILES

Our diagnostic tools fall into three categories and individually achieve one of three aims:

1. Measurement of the **person** or **individual** which measures competency.
2. Measurement of **the team** or **organization's performance** as a whole.
3. Measurement of a particular **task** or **situation**.

Each instrument or profile is approximately 15-20 pages and contains a comprehensive or simple to complete questionnaire, clearly illustrated diagrams, scoring sheets and action templates.

Buy 20 diagnostic tools and you will receive a FREE 3-ring binder in which to store them.

This binder is an ideal resource for individuals wishing to complete a questionnaire on a particular subject by themselves (and gain a detailed insight into their own competencies or style) or to use as a convenient reference set in order to look at a skill area in more detail ahead of a training, coaching or mentoring situation.

FACILITATOR GUIDES

In all cases, instruments have comprehensive facilitator guides to explain the underpinning structure of the profile and to help facilitators to provide structured feedback (either one-to-one or in a group feedback situation).

Each facilitator guide is approximately 50 pages in length and provides clear explanations of how to administer the accompanying instrument, interactive exercises, discussions catalysts, and in some cases, several overheads.

DETAILED COACHING GUIDES

All of the marked diagnostic tools in this brochure have a 3-ring binder containing the instrument feedback guide and an entire page of explanatory notes and coaching tips for every single question in the profile.

HOW TO ORDER

Complete the order form overleaf once you have selected your items for purchase, then:

POST

Send your order form, cheque or credit card details to:

Team Publications
PO Box 652
Mudgeeraba Qld 4213

TELEPHONE

1800 657 025
or
(07) 5593 4399

FAX

(07) 5593 4377

Alternatively, you may like to visit the following websites:

www.teampublications.com
www.profiles-r-us.com



MULTIPLE SALES ATTRACT DISCOUNTS

www.profiles-r-us.com website

Many of the Team Publications diagnostic instruments and profiles are now available on an exciting new website – **www.profiles-r-us.com**. This site allows individuals to complete each questionnaire on-line and to print a 20-40 page output report (depending upon the profile) immediately.

Apart from providing a self-rating option for many of the tools, the profiles-r-us.com site also allows individuals to set up a full 360 degree assessment on every instrument, whereby they can nominate a supervisor/mentor and up to ten peers or colleagues to rate them (also on-line).

All colleague scores are confidentially aggregated and an output report shows the self, supervisor and aggregated colleague ratings as bar charts **at individual question level**.

In addition to allowing individuals to rate themselves (either personally or via 180 or 360 degree feedback) the profiles-r-us.com site also allows individuals to rate their organization (at team, departmental or entire enterprise level). The resultant aggregate reports (in areas like quality, safety, customer service, diversity and cultural awareness etc.) provide a highly cost effective but detailed measure of organizational performance, as well as suggesting ways in which improvement may be brought about in the future in particular categories and areas.

The profiles-r-us.com website is an exciting on-line tool that can help every individual to learn more about themselves or the organization of which they are a part. Have a look for yourself and try one of the profiles.

The entire range of diagnostic instrument titles is shown on the right on our exciting new web site www.profiles-r-us.com. This site allows individuals to complete all of these instruments on-line and to do many of them as full 360 degree feedback profiles. The site also contains several internationally known third party diagnostic instruments and tools.

www.profiles-r-us.com

A wide range of in-depth measurement tools to help optimize individual and organizational performance.

