



# Discovery<sup>®</sup>

Personal Profile

Luisa Muster

17 January 2016

Foundation Chapter  
Management Chapter  
Effective Selling Chapter  
Personal Achievement Chapter  
Interview Chapter

## Personal Details

Luisa Muster  
luisa@muster.de

Telephone:

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## Introduction

This Insights Discovery profile is based on Luisa Muster's responses to the Insights Preference Evaluator which was completed on 17 January 2016.

The origins of personality theory can be traced back to the fifth century BC, when Hippocrates identified four distinct energies exhibited by different people. The Insights System is built around the model of personality first identified by the Swiss psychologist Carl Gustav Jung. This model was published in his 1921 work "Psychological Types" and developed in subsequent writings. Jung's work on personality and preferences has since been adopted as the seminal work in understanding personality and has been the subject of study for thousands of researchers to the present day.

Using Jung's typology, this Insights Discovery profile offers a framework for self-understanding and development. Research suggests that a good understanding of self, both strengths and weaknesses, enables individuals to develop effective strategies for interaction and can help them to better respond to the demands of their environment.

Generated from several hundred thousand permutations of statements, this profile is unique. It reports statements which your Evaluator responses indicate may apply to you. Modify or delete any statement which does not apply, but only after checking with colleagues or friends to identify whether the statement may be a "blind spot" for you.

Use this profile pro-actively. That is, identify the key areas in which you can develop and take action. Share the important aspects with friends and colleagues. Ask for feedback from them on areas which seem particularly relevant for you and develop an action plan for growth personally and interpersonally.

## Overview

These statements provide a broad understanding of Luisa's work style. Use this section to gain a better understanding of her approaches to her activities, relationships and decisions.

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### Personal Style

Luisa is sympathetic, empathic and affable. She wants to be indispensable to others and her desire to please is so strong that she can sometimes lose her own identity by ignoring her own needs. Luisa should try to stand back occasionally and look at herself and at her work more objectively. She tries to live each moment as a satisfying personal experience. She can work alone without supervision but may not always be motivated to follow through on projects.

If she makes a serious mistake at work she may feel guilty for a long time. She is more comfortable with people who are prepared to take the time to get to know her and understand her inner drives. Luisa tends to be at her most flexible, adaptable and easy-going in everyday living, preferring to fit in harmoniously with those around her. She readily sees the solution in crisis situations and will rally support for her point of view. Loving and unselfconscious, she may lack a clear sense of her own identity and self worth.

She may have specific goals and abilities relating to personal values. She tends to be fiercely loyal to her friends, prepared to sacrifice her own wants for the needs of the other person. She will not seek to make others feel guilty for not responding as she would like. Highly independent, Luisa enjoys speculative and imaginative activities and work. She is easy-going and low key and may be prone to doubting her own ability.

She likes to enjoy the current experience without feeling pressured to rush on to the next. Luisa is patient, flexible and usually easy to get along with, having little personal desire to dominate and control others. She is comfortable letting others manage the more technical aspects of a project so she can devote her full energies to creating a co-operative, comfortable environment. Luisa displays fierce loyalty to and for people who report to her. Because she tends to live for the present moment, she does not sense the need to prepare or plan more than is necessary.

She may speak of or express her ideals indirectly. Luisa seeks greater fulfilment in her life through the offering of help and service to others. Luisa values people who take the time to understand her personal goals and values. Theoretical work holds little interest for her and she needs to feel she is doing something rather than just thinking about it. She gains comfort from knowing that she has others' support and agreement.

### Interacting with Others

Luisa is alert to other peoples' emotions and interests and can deal well with complex or complicated people. She tends to value others but may adopt a romantic, idealised version of people and their potential. In day-to-day matters Luisa is flexible, tolerant and adaptable. She has strong family ties and to keep in close contact is an essential part of her make-up. She may modify her feelings to suit the needs of others. She may even adapt to the point where she suppresses her own needs.

Looking for perfection in a relationship can result in her sensing a vague dissatisfaction with the reality of the way things are. Luisa is sensitive to body language and is often aware of subtle

cues or nuances long before others notice them. She abhors a lack of caring in others, and working with people who lack a desire to support and assist others can cause her concern. She finds it difficult to take a fixed position on issues that are not important to her. As a result, she may be seen by others as rather lacking in conviction. Epitomising common sense and friendliness, she can be gently persuasive and a major asset to most positions where customer service is involved.

She is reticent about conflict and can usually detect, ahead of others, when a disagreement is about to erupt. Her primary desire is to be of service to other people. She may find it painful to face reality when there are difficult problems with people she cares deeply about. She might confess to being puzzled by other's perception of her as rigid and intractable. This perception may result from her tendency to always express her opinion of others in a positive way. She constantly focuses on what is good in others, so she tends to downplay others' faults, forgiving them for minor slights or hurtful behaviour.

### Decision Making

Luisa will usually encourage democratic or even consensus decisions, as opposed to having them imposed autocratically. She may find it difficult to make decisions based purely on objective considerations. She prefers tasks or projects which allow flexibility of scheduling. She can be self-effacing and accommodating and is usually content to support others emotionally without expecting too much in return. She is prepared to make decisions through group consensus.

She takes a personal approach to living, assessing events through the personal values and ideals which govern her life. She may value opinions over facts in considering a possible course of action. She may have so many ideas on the go that she has difficulty in making up her mind on the best course of action. She may make decisions without considering all the consequences of her actions. Equally comfortable thinking things through or talking them out, Luisa balances these two processes well.

Highly technical or factual information may appear dry and uninspiring to her and may not receive her full attention. It is in gaining others' acceptance of her ideas that she provides quality leadership. She may tend to be misunderstood because of her tendency not to express herself forcefully. Trying to focus more on the facts, not just on the people, can be helpful in her decision making. One of her challenges is that she may not obtain enough direction or discipline at work, or be sufficiently involved in planning for the future.

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### Personal Notes

## Key Strengths & Weaknesses

### Strengths

This section identifies the key strengths which Luisa brings to the organisation. Luisa has abilities, skills and attributes in other areas, but the statements below are likely to be some of the fundamental gifts she has to offer.

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#### Luisa's key strengths:

- Trustworthiness.
  - Learns from experience - won't get hurt by the same situation twice.
  - Painstaking, conscientious, industrious and dependable.
  - Looks for the good in others.
  - Curious and keen observer of life.
  - Makes time for people and their problems.
  - Willing and accommodating.
  - Unassuming, patient, relaxed and non-threatening.
  - Not easily ruffled or flustered.
  - Tolerant and giving.
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### Personal Notes



## Key Strengths & Weaknesses

### Possible Weaknesses

Jung said “wisdom accepts that all things have two sides”. It has also been said that a weakness is simply an overused strength. Luisa’s responses to the Evaluator have suggested these areas as possible weaknesses.

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#### Luisa’s possible weaknesses:

- A tendency to give up easily when she feels isolated.
  - May not express her opinions as quickly as the situation warrants.
  - Settles snugly into her comfort zone with ease.
  - May appear slow to make decisions.
  - May avoid resolving tough issues.
  - Gives much credence to others emotive views.
  - Digs in if not convinced of need for change.
  - Preserves relationships - can interfere with task completion.
  - Over-tolerant of others' inability to perform.
  - May not forcefully express her ideas or feelings.
- 

### Personal Notes

## Value to the Team

Each person brings a unique set of gifts, attributes and expectations to the environment in which they operate. Add to this list any other experiences, skills or other attributes which Luisa brings, and make the most important items on the list available to other team members.

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### As a team member, Luisa:

- Offers emotional support to others.
  - Is sensitive in dealing with team conflict.
  - Values tradition and stability.
  - Is a calming presence in conflict resolution.
  - Is keenly aware of group dynamics and involvement.
  - Brings fun and light-heartedness to any environment with which she is familiar.
  - Uses her highly-developed relationship skills.
  - Will be sympathetic to others needs.
  - Adapts in performing her role and responsibilities.
  - Can organise the social calendar.
- 

### Personal Notes

## Communication

### Effective Communications

Communication can only be effective if it is received and understood by the recipient. For each person certain communication strategies are more effective than others. This section identifies some of the key strategies which will lead to effective communication with Luisa. Identify the most important statements and make them available to colleagues.

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#### Strategies for communicating with Luisa:

- Avoid detailed reports, focus on people issues.
  - Provide an environment which allows her to express her thoughts.
  - Acknowledge her flashes of creative brilliance.
  - Provide lots of opportunities for team contact.
  - Appeal to her need to be of service.
  - Help her feel at ease.
  - Accept that “reflecting time” is essential to enhance her performance.
  - Listen to her opinions.
  - Agree exactly what needs to be done.
  - Avoid unnecessary distractions - keep to the point.
  - Expect some resistance if you are suggesting change.
  - Take time to listen to her feelings about the reactions of others.
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#### Personal Notes

## Communication

### Barriers to Effective Communication

Certain strategies will be less effective when communicating with Luisa. Some of the things to be avoided are listed below. This information can be used to develop powerful, effective and mutually acceptable communication strategies.

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#### When communicating with Luisa, DO NOT:

- Assume that because you have “told it like it is”, this will make the slightest difference to the way that she does things.
  - Get bogged down in procedure.
  - Question or challenge her personal values.
  - Fail to respect her need for occasional isolation.
  - Demand change that ignores her personal values and/or beliefs.
  - Demand an instant reaction.
  - Make critical comparisons in relation to other staff.
  - Become too impersonal.
  - Act aggressively or reject her ideas without explanation.
  - Forget to be aware and tolerant of her views.
  - Create a hostile environment devoid of feelings.
  - “Tell”, instruct or command.
- 

#### Personal Notes

## Possible Blind Spots

Our perceptions of self may be different to the perceptions others have of us. We project who we are onto the outside world through our “persona” and are not always aware of the effect our less conscious behaviours have on others. These less conscious behaviours are termed “Blind Spots”. Highlight the important statements in this section of which you are unaware and test them for validity by asking for feedback from friends or colleagues.

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### Luisa’s possible Blind Spots:

Because Luisa places such a strong priority on experiencing new things, she sometimes allows her other responsibilities to suffer from lack of attention. She focuses on emotions to the point that she may fail to see the logical consequences of her actions. She finds it hard to face conflict and will be tempted to run away from or ignore problems rather than seek the tough solutions.

She needs to try to anticipate what dangers might be in store and develop an alternative plan in case things should become unpleasant. She enjoys positions of authority and influence in her peer group and her ability to join in quick decision making within the group may be countered by a need to reflect, and later attempt to reverse, important decisions made. Her constant ready socialising can interfere with the job at hand and get her into trouble. Because she is rather easily distracted, she may have difficulty disciplining herself to complete the task at all costs. She values established institutions and tends to enjoy an active and co-operative membership in committees and organisations. She is not always sure she is participating for the right reason. Her own personal feelings in relationships and decision making are trusted by her and used to the exclusion of more objective data.

Although she can do certain detailed work she will tend to be less careful and more restless in longer term projects. She is genuinely interested in others and may seek to get on closer terms with those who particularly interest her. She is occasionally taken advantage of and can be hurt in the process. By applying some objectivity and even scepticism to her analysis, she might become a better judge of others. She should try to suppress her automatic good feeling towards people who treat her well, applying a cooler perception to the reality of the situation. Her active life keeps her so busy that sometimes she fails to plan ahead.

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### Personal Notes

## Opposite Type

The description in this section is based on Luisa's opposite type on the Insights Wheel. Often, we have most difficulty understanding and interacting with those whose preferences are different to our own. Recognising these characteristics can help in developing strategies for personal growth and enhanced interpersonal effectiveness.

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### Recognising your Opposite Type:

Luisa's opposite Insights type is the Reformer, Jung's "Thinking" type.

Reformers are creative and abstract thinkers. They have a competitive drive for results, which is balanced by a restraining need for everything to be perfect for them. They have difficulty maintaining a positive, non-judgmental approach, which can make their performance erratic. They tend to be indecisive, and can become upset when found to be wrong. Reformers will tend to canvass support for their ideas long after a different decision has been made and accepted by others.

Luisa may see Reformers as reserved and cold. Reformers may become authoritarian when their hard work is not recognised. Often blunt, Luisa may see their egocentricity as overbearing. Reformers often rely on intimidation and the threat of retribution as a way of seeing it is their justice that is done. Lacking poise, they may appear to be unconcerned with the needs of others. Reformers will not readily take the blame for a project that goes off the rails.

Reformers have a sense of precision and can pay attention to detail. Prone to display their anger, they have strong opinions and may become upset if others simply do not follow their lead. Luisa will often see the Reformer as both aloof and argumentative.

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### Personal Notes

## Opposite Type

### Communication with Luisa's Opposite Type

Written specifically for Luisa, this section suggests some strategies she could use for effective interaction with someone who is her opposite type on the Insights Wheel.

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#### Luisa Muster: How you can meet the needs of your Opposite Type:

- Stick to business at all times.
- Ensure that your strong assertions are correct!
- Give her verifiable facts.
- Allow time for her to think of the consequences.
- Take responsibility for your own actions and errors.
- Be thorough, organised and on time.

#### Luisa Muster: When dealing with your opposite type DO NOT:

- Criticise her ideas or take issues with them.
  - Leap between topics in an unstructured way.
  - Be inefficient or irrational.
  - Be immature, childish or silly.
  - Offer opinions on personal issues unless she asks for them.
  - Be too informal or waste time on social trivia.
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### Personal Notes

## Suggestions for Development

Insights Discovery does not offer direct measures of skill, intelligence, education or training. However, listed below are some suggestions for Luisa's development. Identify the most important areas which have not yet been addressed. These can then be incorporated into a personal development plan.

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### Luisa may benefit from:

- Judging ideas on their practical merits rather than on their potential.
  - Looking for inconsistencies and weaknesses in others' arguments.
  - Taking a conscious decision to simplify, rather than complicate matters.
  - Getting going when the going gets tough.
  - Seeking the positive side of every situation.
  - Awareness that she may be suppressing her true feelings.
  - Being less sensitive to the needs of others.
  - Accepting that decisions based on solid analysis are more reliable than intuitive decisions alone.
  - Be more open about her feelings.
  - Asking herself "what is the worst thing that can happen?" then being prepared to accept it should it occur.
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### Personal Notes



## Management

### Creating the Ideal Environment

People are generally most effective when provided with an environment which suits their preferences and style. It can be uncomfortable to work in an environment which does not. This section should be used to ensure a close match between Luisa's ideal environment and her current one and to identify any possible frustrations.

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#### Luisa's Ideal Environment is one in which:

- There are opportunities to socialise with colleagues in and out of work.
  - She has freedom from authority and bureaucracy.
  - Personal pain and suffering is avoided for everyone.
  - She can have her own work space.
  - Regular feedback and encouragement is given.
  - There is a shared philosophy of excellent service.
  - Her inspirational vision is nurtured.
  - Relationships are informal and there is opportunity for social contact with colleagues.
  - Long term security is available.
  - She has some contact with others.
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### Personal Notes

## Management

### Managing Luisa

This section identifies some of the most important strategies in managing Luisa. Some of these needs can be met by Luisa herself and some may be met by her colleagues or management. Go through this list to identify the most important current needs, and use it to build a personal management plan.

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#### Luisa needs:

- Opportunities and encouragement to meet and mix with more assertive and openly energetic people.
  - Freedom from bureaucracy.
  - Practical follow-through and a support structure to handle the completion of projects.
  - Long term security.
  - Help to determine the pace and deadlines.
  - Help in thinking “outside the box”, or beyond the traditional.
  - A “walkabout” manager whose presence is obvious.
  - Regular feedback and genuine encouragement.
  - Respect for her domestic commitments.
  - To be a key player in a small but successful team.
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#### Personal Notes

## Management

### Motivating Luisa

It has often been said that it is not possible to motivate anyone - only to provide the environment in which they will motivate themselves. Here are some suggestions which can help to provide motivation for Luisa. With her agreement, build the most important ones into her Performance Management System and Key Result Areas for maximum motivation.

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#### Luisa is motivated by:

- Being asked for her opinion.
  - Scope to express her innermost feelings.
  - Being free from supervision and details.
  - Promises fulfilled.
  - Having her opinion sought on support services.
  - Opportunities to share experiences with a small, relaxed group of colleagues.
  - Responsibility, within well defined areas.
  - Small gestures of goodwill that enhance her feeling of belonging.
  - Those she feels are in need of her support.
  - Being involved only in well thought through change processes.
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#### Personal Notes

## Management Style

There are many different approaches to management, most of which have different situational applications. This section identifies Luisa's natural management approach and offers clues to her management style, highlighting both gifts and possible hindrances that can be further explored.

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### In managing others, Luisa may tend to:

- Be too trusting of her people.
  - Challenge unfairness and seek to moderate it.
  - Delegate tasks, but find it difficult to let go of the reins on extensive projects.
  - Allow team members with a stronger personality to "rule the roost".
  - Worry too much about minor issues.
  - Ignore completely those whose views conflict with her strong sense of values.
  - Lose confidence if she is not regularly encouraged.
  - Set and maintain a sense of neatness and order.
  - Delegate only simple, straightforward tasks which fail to challenge others.
  - Make mountains out of molehills and fail to deal with challenges quickly.
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### Personal Notes

## Effective Selling Chapter

Effective selling has three main requirements:

First, the salesperson must understand him or herself, and how to build on strengths and develop any areas of weakness, aware of how different customers perceive him or her.

Secondly, the salesperson must understand others - particularly customers - who are different. Customers will often have opposing needs, expectations, desires and motivations than those of the salesperson. These distinctions need to be appreciated and respected.

Thirdly, the salesperson must learn to adapt his or her behaviour to relate to, connect effectively with, and influence, the customer.

This chapter is designed to support the development of each of these requirements at each stage of the sales process.

The model below illustrates the conceptual overview of each of these different stages and the corresponding sections explored in this chapter.

Use the Effective Selling Chapter to develop strategies for improved customer relationships, greater self-understanding and more & greater sales.



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## Selling Style Overview

These statements provide a broad understanding of Luisa's selling style. Use this section to gain a better understanding of her approaches to her customer relationships.

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### Selling Style Overview

Appreciative of other's needs, Luisa is at her best in smooth-running and friendly customer situations. Her ability to bring a personal interest to the sales process usually generates high levels of trust from the customer. She is a generous person, giving extra help and assistance to customers over and above that expected.

As a very empathetic salesperson, she needs to be careful to resist a tendency to become over-involved in the emotions of other people. She displays a warm and sensitive disposition towards customers and makes the most of what life has to offer. She is an individualistic and independent person. This may not always be obvious to customers, due to her desire to enjoy warm, harmonious relationships. She is best relating to customers when there is the opportunity to convey aspects of her specialist knowledge. When interacting with customers, she projects an amicable and easy-going style.

She is often keen to avoid over-directing the sales outcome. She ensures that she can devote a similar amount of time and energy to every prospect she visits. As a salesperson, she is skilled at blending planned outcomes with an interest in, and compassion for the customer. She normally reads customers well, continually looking for the good in people. With a strong need to contribute to the welfare of her customers she is both empathetic and compassionate.

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### Personal Notes

## Before The Sale Begins

The sale begins long before the formal sales process starts and continues long after it ends. Here are some of the key ideas that Luisa needs to be aware of in the initial stages when planning and approaching the customer.

### Luisa's key strengths before the sale begins:

- Enjoys a team approach to business generation.
- Appears to her prospects as warm and approachable.
- Generates quality leads by spending time with others.
- Is usually prepared, yet can be spontaneous.
- Empathises well with the customer's issues.
- Will mentally rehearse presentations to ensure a good personal performance.

### Before the sale begins Luisa could:

- Focus more on the task, not just people issues.
- Set personally testing activity standards.
- Be prepared to get to the point quickly.
- Aim to generate business more quickly while building the relationship.
- Remember that failure can often mean a step closer to success.
- Plan focused outcomes for the meeting.



### Personal Notes

## Identifying Needs

In identifying needs, the goal is to find out what the customer's real problems are. Here is an overview and some advice relating to how Luisa may identify customer needs.

### Luisa's key strengths in identifying sales needs:

- Can listen sympathetically for long periods.
- Generates call successes with her empathetic, gracious and considerate manner.
- Bonds by encouraging her customers to share relevant personal information.
- Emphasises the importance of the relationship through quiet consideration.
- Asks innovative questions.
- Finds it easy to assume the role of the trusted partner.



### Personal Notes

### When identifying needs Luisa could:

- Really focus on the customer's hot buttons, and push them at the appropriate moments!
- Ask for regular feedback around what the customer "thinks".
- Stay objective.
- Openly discuss complex or challenging areas.
- Avoid letting any negative customer response shut her down.
- Use closed questions more frequently to hone in on key issues.



## Proposing

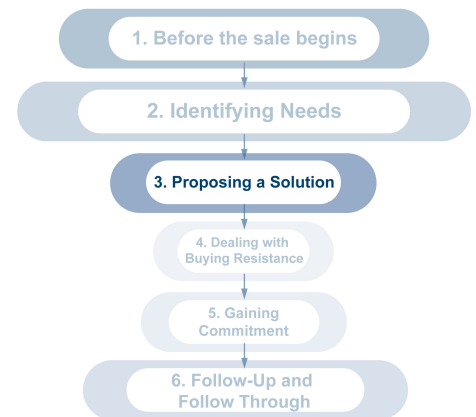
Having identified the customer's needs, the proposing phase should close the gap between their needs and the current situation. Here are some of the keys for Luisa to develop a powerful and effective proposing style.

### Luisa's key strengths in proposing:

- Projects an easy going approach.
- Tunes in psychologically to customers deeper requirements.
- Rarely upsets customers by her manner.
- Understands the customer's values set, and proposes accordingly.
- Knows the appropriate pace and response.
- Can accept and reflect back customer values.

### When proposing Luisa could:

- Avoid getting side-tracked by personal issues.
- Present a more formal, business-like persona.
- Stick to the point.
- Not be afraid to direct the customer.
- Remember that it is she who is the expert - not the customer.
- Heighten the authority of her delivery.



### Personal Notes

## Handling Buying Resistance

If the customer relationship has been built effectively, buying resistance should be low. However, this section suggests strategies for Luisa to deal effectively with buying resistance.

### Luisa's key strengths in dealing with buying resistance:

- Is perceptive and empathetic in identifying potential resistance.
- Encourages the customer to speak openly about any concerns or uncertainty.
- Readily displays her desire to serve the customer.
- Ensures a harmonious and equitable environment is sustained.
- Listens carefully to the precise nature of an objection before replying.
- Meets customer concerns with a tolerance.



### Personal Notes

### When dealing with buying resistance Luisa could:

- Learn to anticipate common objections and how to address them.
- Deal with objections as and when they are raised.
- "Resist the desire to agree and give in!"
- Tackle some issues head-on!
- Recognise that objections are sometimes a sign of interest, not disinterest.
- See objections less as a refusal and more as a potential buying signal.

## Gaining Commitment

The close should be the natural progression of the sale, not the conflict at the end! When your customer trusts you, is clear about what they are buying and needs what you have to sell, you are ready to propose commitment. Here are the strengths and suggestions for development in Luisa's closing style.

### Luisa's key strengths in gaining commitment to the sale:

- Prefers a softer and harmonious approach.
- Creates high levels of trust in customers.
- Is enthusiastic and persistent in closing.
- Dedicates herself to long term relationships.
- Pauses before responding so as not to appear to have all the answers.
- Always honours her obligations.



### When gaining commitment Luisa could:

- Keep the ideal outcome in view and crystal-clear at all times.
- Develop a more assertive range of closing questions.
- Talk confidently about money issues rather than showing embarrassment about the matter.
- Remember that she is there to gain a result.
- Say: "Why don't we just do it now?" if appropriate.
- Recap on benefits.

### Personal Notes

## Follow-up and Follow Through

It is your job, having built a relationship with your customer, to continue that relationship and to be of service to your customer beyond the initial sale. Here are some ideas which Luisa can use to support, inform and follow-up with the customer.

### Luisa's key strengths in sales follow-up and follow through:

- Has a natural sensitivity to changing customer needs.
- Disciplined at keeping in contact with her customers.
- Develops close relationships with long-standing customers.
- Provides help above and beyond that which is expected.
- Regularly servicing her customer's needs.
- Finds it fulfilling to develop long-term relationships with her customers.

### When following-up and following through Luisa could:

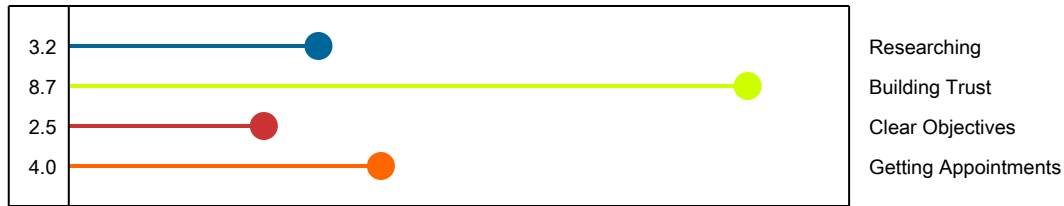
- Concentrate more on customers with the real revenue potential.
- Avoid spending so much time in this area that prospecting new clients takes second place.
- Spend less time worrying about a business relationship that has gone wrong.
- Keep the follow-up agenda and objective clearly in mind.
- Be prepared to fully resolve the tough issues that emerge.
- Ask for referrals with greater authority.



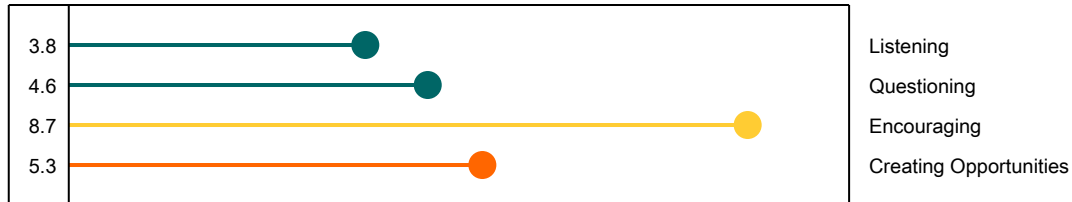
### Personal Notes

# Sales Preference Indicators

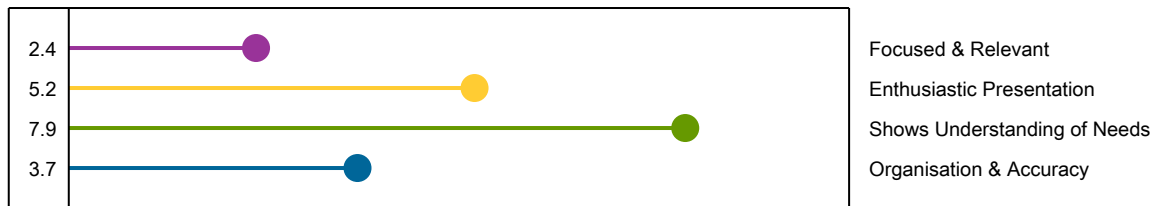
## Before The Sale Begins



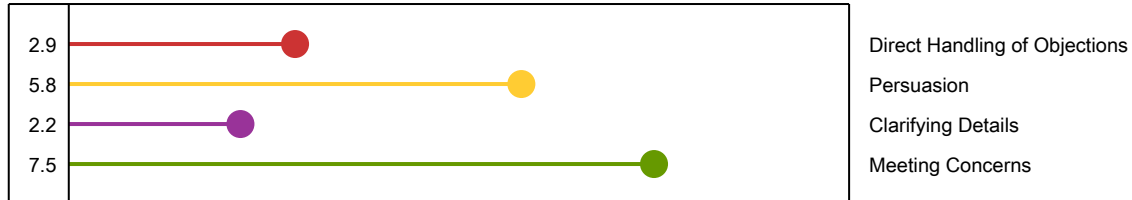
## Identifying Needs



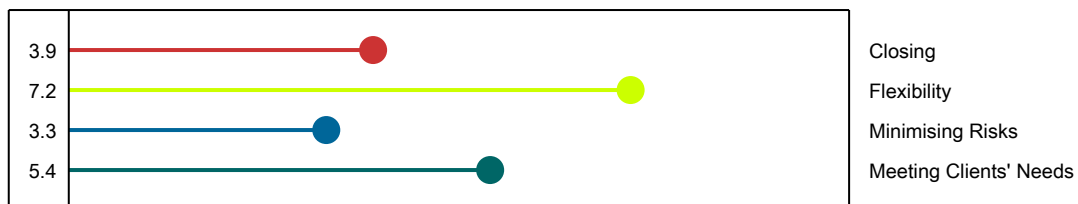
## Proposing



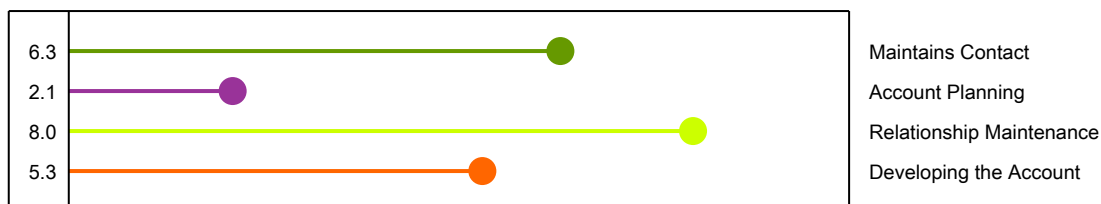
## Handling Buying Resistance



## Gaining Commitment



## Follow-up and Follow Through



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## Personal Achievement Chapter

At its best, life is a rewarding journey of personal exploration and growth.

This chapter is designed to focus on several highly important aspects of personal development. Using the guidance suggested in these pages can lead to exciting changes and can have a profound impact on success.

The sections will help Luisa define her life's purpose, set her goals and organize her time and life to achieve them. It offers suggestions on how she can tap into her natural creativity, and unleash further creative potential from deeper aspects of her personality, to overcome any obstacle.

Finally, it gives powerful suggestions for Luisa to understand and enhance her preferred learning styles.

When applied, the ideas contained in this profile can provide insights and support to life's journey of development.

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## Living on Purpose

Having a sense of purpose and worthy goals are important to building a strong foundation for a successful life. Here are some of the things Luisa should be aware of in setting goals and defining her purpose.

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### Living on Purpose

Deeply concerned for the welfare of others, Luisa's goals centre on the needs and expectations of a wide range of people, not just herself. Psychology, counselling and education may hold great appeal for her. Her goals may be non-specific and overly flexible. She might prefer to aspire to one major long term personal goal instead of a number of smaller ones.

In order to perform at her best Luisa prefers specific and detailed instructions before starting a task, and appreciates clarity around precisely what is required. As her planned future generally includes her world becoming a nicer place, outcomes need to incorporate this element to ensure wider significance for her. Her goals can be thwarted by the demands of others. She should realise that it can be essential to say "no" at times. Her goals will often relate to people issues. She may need to be reminded to concentrate more on the task to provide some balance. Exhibiting a tendency to become concerned and hurt if her ideas are met with indifference, she may be tempted to set more mediocre goals that will meet with universal approval.

Although she can work well on repetitive tasks, enhanced performance is likely if her goals show variety and balance. Lifelong goals take precedence for Luisa over shorter term objectives. She could benefit by continually embracing shorter term motivations to add to the momentum of her life. Even though her focus is often inward, meditative and reflective, she would still be well advised to remember to clarify her goals and write them down. She usually sets stretching though achievable work-related goals. She should also maintain personal life goals which involve physical exercise. People are clearly more important to her than task related issues, and her values tend to reflect this. For each "people focused" goal, a career related goal could be set simultaneously.

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### Personal Notes

## Time and Life Management

Benjamin Franklin said "Dost thou love life? Then do not squander time, for that is the stuff life is made of". This section contains some strategies that Luisa can use to become more effective in the area of time and life management. Choose the most significant ones and apply them every day for high levels of effectiveness.

### In managing her time, Luisa,

### Suggested Action For Development

Works well with committees, focus groups and steering parties.

→ Avoid unnecessary meetings and concentrate on action and productivity.

Is talented in coordination and organisation roles.

→ Avoid excessive planning unrelated to the task in hand.

Supports team members who may constantly struggle.

→ Apply stricter time limits to giving of self.

Allows time for people development programmes.

→ Develop a greater sense of urgency and momentum.

Accommodates most requests for help.

→ Remember the benefits of occasionally saying "NO"!

Sometimes defers difficult situations to another day.

→ Sometimes the longer the delay the more energy may be required in the long term.

### Personal Notes



## Personal Creativity

Creativity has been defined as seeing the same thing as someone else but thinking something different. Different people have different creative strengths. This section identifies some of Luisa's creative characteristics and how she can build on them.

### In her creativity, Luisa,

### Suggested Action For Development

Builds solutions through people.	→ Focusing on outcomes will provide clarity.
Will attract input from others in a friendly manner.	→ Maintain a balance between self-generated and others' ideas.
Listen to others' ideas.	→ Assist those concerned with making things happen.
Finds solutions through listening closely.	→ Be careful not to rely too much on the ideas of others.
Likes to share her ideas with others.	→ Give additional time to pre-planning the sharing.
Reaches solutions based on her personal beliefs and values.	→ Be prepared to question those beliefs.

## Personal Notes

## Lifelong Learning

Continual learning is a key part of personal development and growth. This section identifies several ideas Luisa can use to learn more effectively. Use these statements to map out a learning strategy and to create the environment for optimum personal growth.

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### Luisa's preferred learning style is supported when she:

- Feels comfortable with the group with whom she is working.
- Can absorb information from the experiences of a wide range of persons.
- Can make the most of her gift of patience by working steadily forward.
- Is given regular appreciation for her efforts.
- Has a clear understanding about how new concepts will affect her colleagues.
- Can understand why the learning is important, particularly if a supervisor has prescribed it.

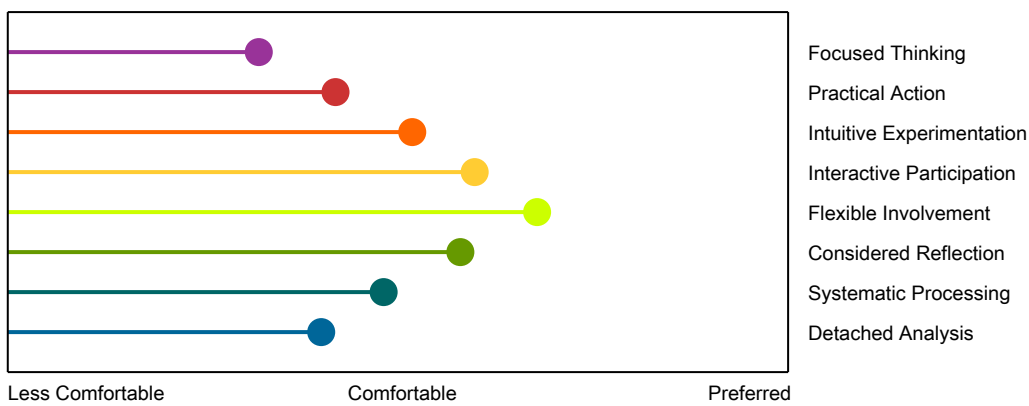
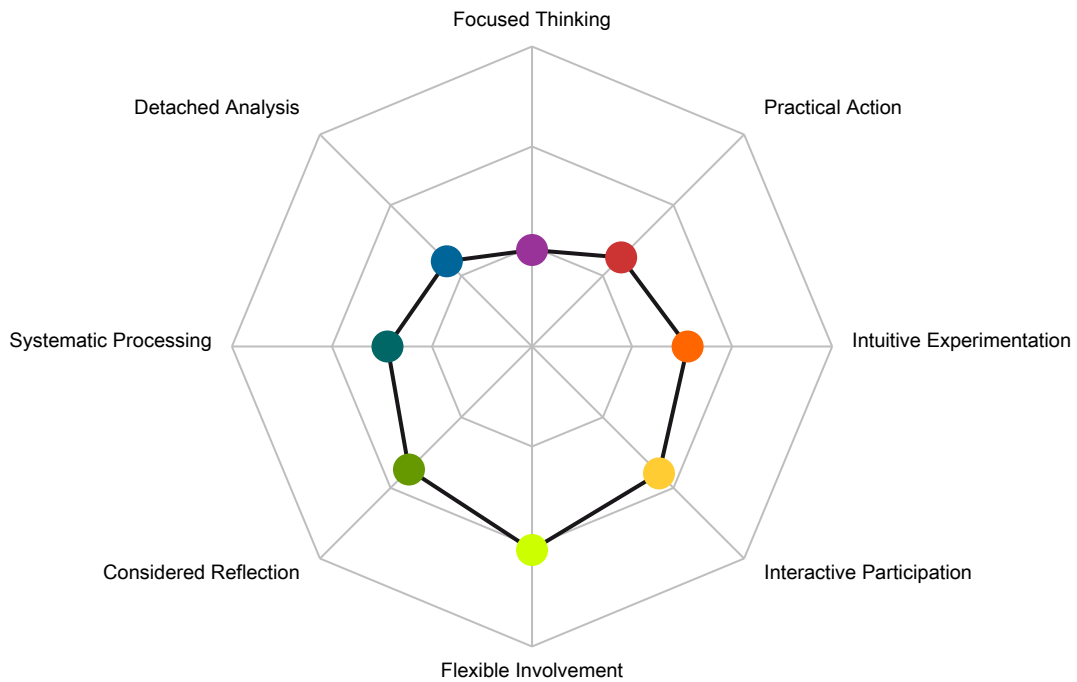
### Luisa can stretch in learning by:

- Attending workshops which may be a bit more practical and fast-paced.
  - Sometimes asking the question "what is the real, practical benefit of doing this"?
  - Relating seemingly abstract knowledge to practical application.
  - Getting round to doing the thing she has never gotten round to doing.
  - Taking the time to review her progress regularly.
  - Exploring the philosophy of "let's do it now".
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## Personal Notes

# Learning Styles

17 January 2016



## Interview Questions

This section lists several questions which can be used in interviewing Luisa Muster. The questions can be used as they appear here, or can be adapted to suit the interviewer's own style or needs. The questions are raised by considering issues Luisa may be less comfortable with - those development areas in which she may have fewer strengths. Some or all of these topics should be used along with other questions which may be job specific. Using them will help establish the level of Luisa's self-awareness and personal growth.

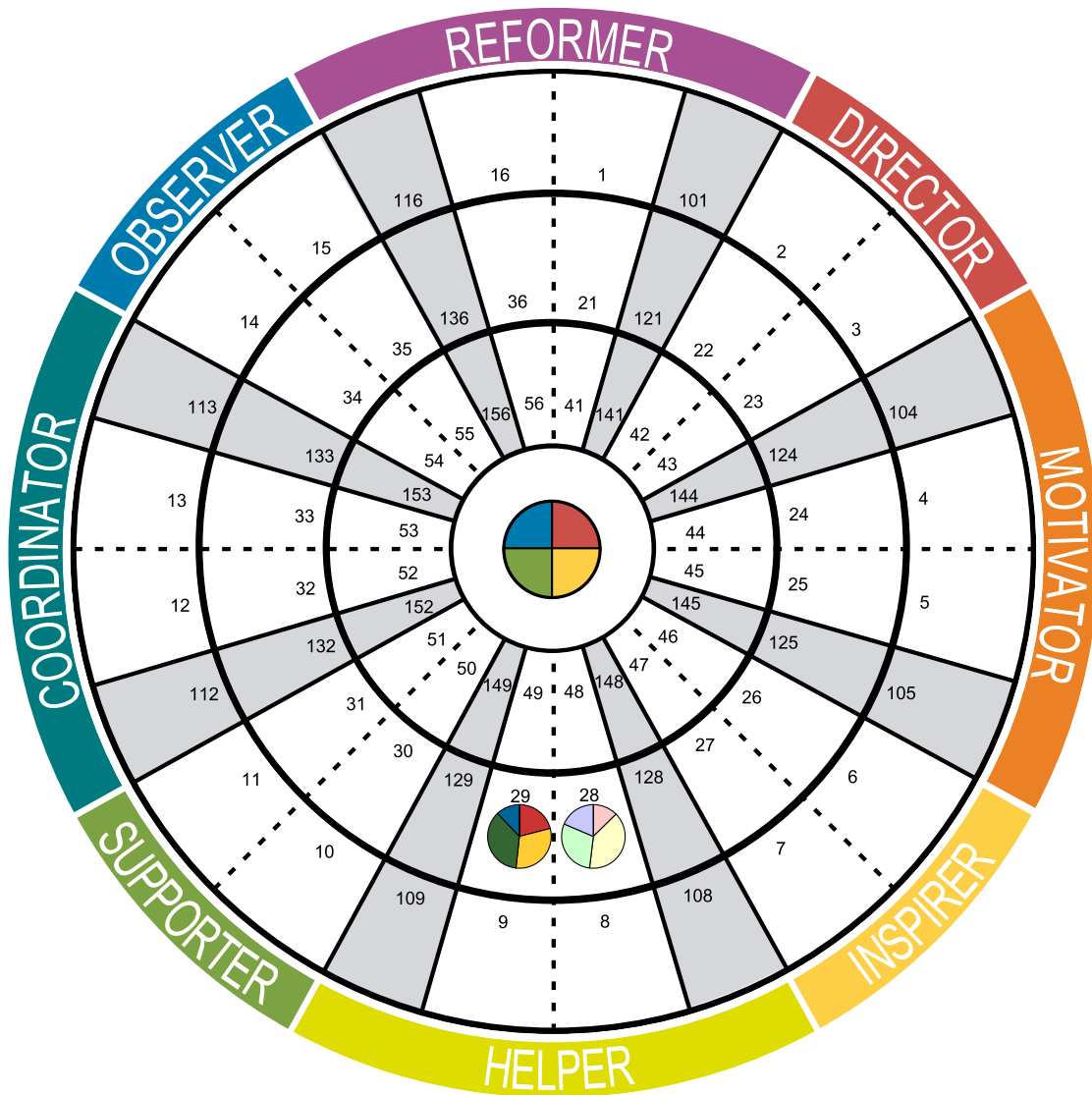
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### Interview Questions:

- How do you assess your decisions against the objective of the task?
  - How do you communicate your feelings of stress?
  - What do you do to ensure that your opinions are taken into consideration in a group meeting?
  - How do you assess your lifetime goals and potential in reaching them?
  - The roof has fallen in, all hell has broken out. How would you mobilise people to take action?
  - How easily can you refuse a reasonable request?
  - Why should we be careful not to dismiss others point of view?
  - What would your reaction be if asked to captain the company sports team?
  - Describe how you learn from your mistakes and disappointments.
  - Sometimes taking a direct approach to problems results in casualties. What do you feel?
- 

### Personal Notes

# The Insights Discovery® 72 Type Wheel



### Conscious Wheel Position

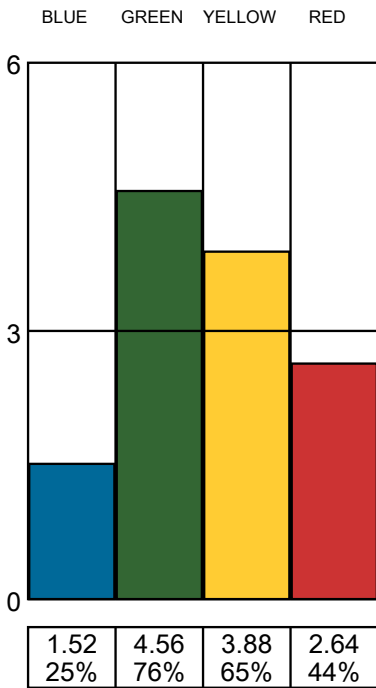
29: Supporting Helper (Classic)

### Less Conscious Wheel Position

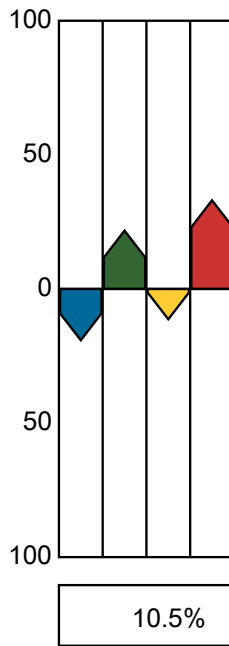
28: Inspiring Helper (Classic)

# The Insights Discovery® Colour Dynamics

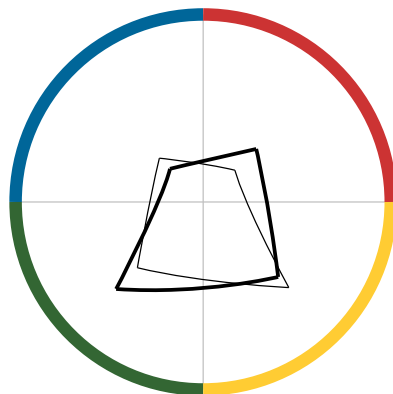
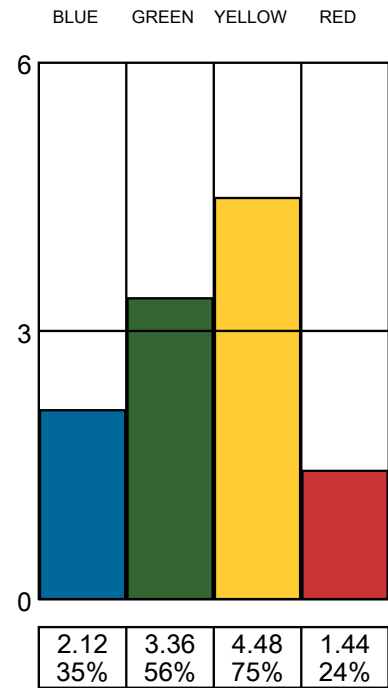
Persona (Conscious)



Preference Flow



Persona (Less Conscious)



— Conscious  
— Less Conscious



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GLOBAL HEADQUARTERS  
Insights Learning & Development  
Terra Nova, 3 Explorer Road, Dundee, DD2 1EG, Scotland, UK.  
TEL: +44(0)1382 908050 FAX: +44(0)1382 908051  
EMAIL: [insights@insights.com](mailto:insights@insights.com) WEB: [www.insights.com](http://www.insights.com)