

Phone Call 21FEB2006

MB is personality measurements

- How you make decisions
- How you communicate to influence
- Stability How you react to the pace of your environment
- How we comply to other people's rules and regulations
- This is important to change
- Compliance
- The jury is out on changing your personality (MB)
- But I can change my behavior
- Pretty easy to learn
- Used it in about 100 companies
- Haven't had a negative response
- Its not a "test" there is no A or F
- Oh, I'm different but not "bad"
- Often times they are surprised at the accuracy
- does it depersonalize?
- takes a little of the threat out of it
- Is it possible to do the assessment
- If you set it up right there are usually 3 or 4 with same
- You can present history
- If you are more scientific
- Show there is research
- Measures your behavior when you are being yourself
- Wheel
- Also measures the behavior in the work environment
- And had a life change
- Is the correlation there
- Natural style doesn't change much
- Let's say someone took this
- Workplace graph can change quite a bit
- So you can get different results if you take at various times
- Not a character type
- Usually some other circumstances
- What do you find about the differences
- Report doesn't pin-point the circumstance
- just that something is happening
- Once they take the assessment
- Have them set very specific goals to improve relationship with very specific people
- 18% don't clam up / 82% do clam up
- Show them how to read styles
- Have them create strategies and find common areas
- Many people see something that is unfavorable
- Is there things management can do?
- Sometimes the hiring and assignments might not take advantage of skills and tendencies
- Would you go into an organization
- Tool doesn't say specifically
- It is more the way the adaptive factors go down
- You have an indication but not a diagnostic
- Work with the group
- so they understand how they are behaving
- What do you do with the outcome
- But also why they are behaving
- get management on board as well
- maybe take the best/worst performers
- You can use it for hiring
- create a benchmark
- benchmark the job
- You can (with a different tool) benchmark the job
- You don't have to be a psychologist to apply
- Not enough experience
- She suspects that every quadrant can contribute
- But at different phases or time
- What would an ideal Lean supporter look like?
- 40% are high S . want stability resist change
- 14% conform to rules
- It needs a lot of advanced warning to reduce the push back
- Communication plan not just for the people ready to change
- Probably wouldn't work that way
- Generally don't introduce the assessment until people trust me
- Could we test management and decide Lean will never work
- I don't lead with the assessment tool
- Need to build that trust first
- Motivation
- I use it when I'm not getting buy-in
- There is another assessment
- It is for attitudes & values
- Find out what is important to them
- Build a better case

DISC

Pam

Friend of Paul P.

- She introduced disruptive technologies for about 13 years
- We didn't call them disruptive
- They co-created a change management course
- She used to work in the DC area
- Bridges is a "change" person
- Managing Transitions (\$18)
- More of a workbook
- Talks about human aspect of change
- gives you some very practical do's and don'ts
- very tactical
- Pam also does coaching
- primarily work with people in business
- Owners or top execs
- www.businesssucsstools.biz

Discussion

- Got an e-mail from John Allen
- He has contacted someone from Toyota
- David is familiar with them
- DDI
- They are extremely perscrptive
- They work with a lot of hospitals
- You say these words with this inflection
- Hospitals, Quint Studer?
- Studer Group
- Turn around artist
- Research on specific words used in health care field
- talks about hospitals
- Might have two doing the same work
- but one has high rates of complaints
- based on word pictures and body language
- everyone makes quick cultural assessments
- Gladwell's book "Blink"
- A little history
- A lot of the engineers were comfortable with the tools
- But it wasn't a sustained implementation

Spin-off Group on Management

- David C.
- Had a good session today
- Want to create an SME leadership institute
- have a full range of offerings
- from floor to executive office

Attendees

- Craig Boewe
- Robert Rowen
- Terry Begnoche
- Jim McNeely
- Lorelei Hudspeth
- James Garrick
- Rodney Grover
- Mike Schaffner
- David Csokasy
- Paul Parent
- Pam Butterfield
- Juergen B.