Personality Profiling Training

Reliable Tools for Business & their People

‘Analy-sis’ = resolve, resolution, use of calculus in problem solving

“The Personality Profiling tool has dramatically impacted the quality of results for our organisation. We estimate a 10 fold return on our investment”

J Watson CEO The Watson Company

Personality Profiling Analysis and Reports help your people understand themselves and others. When properly introduced to your company, and when your target administrators are properly trained via a one day workshop, they will understand the cornerstones of this tool’s success;

Trust - Cooperation - Understanding - Acceptance

Without these four positive attitudes towards human behaviour, organisations can suffer enormously with internal conflict. However, with these positive attitudes and a keen awareness of different behaviours, organisations flourish, and they are more productive and competitive. Personality Profiling fosters trust, cooperation, understanding, better communication and acceptance, particularly at times of change and broadening diversity.

As self-administering people development and business tools, the Personality Profiling Analyses and Reports are important instruments to improve interpersonal communications, teamwork and business performance. The generic tool is used by more than 20 million people in 55 countries. The Infinity Personality Profiling tool, is one of the fastest, simplest and most efficient on the market, designed to motivate and interest the individual, not de-motivate with hundreds of questions or by presenting them with a thick book of laborious text to wade through.

The Personality Profiles are based on the D.I.S.C dimensions of behaviour model, which groups behavioural responses into four dimensions or clusters. These dimensions are:
• D Dominance
• I Influence
• S Steadiness
• C Conscientiousness

Our Profiling are renowned for their incisiveness and accuracy, and honesty and compassion with which they are presented.

The DISC behaviour model was built on the work of William Moulton-Marston. Marston theorised that human behaviour could be studied on a two-axis bipolar model, according to peoples' perceptions of their working environment as favourable or antagonistic, and their perception of being more or less powerful than their environment.

Once your company representatives are trained, via a one day highly participative workshop, Infinity Personality Profiling Analysis Exercises contain everything your team members need for guided or self-directed completion.

• Easy to administer
• Fast to complete (7 – 10 minutes)
• Easy to score
• Easy to graph and understand results
• Easy to understand yet comprehensive interpretation

The tremendous value of our system is its speed and accuracy. In a short period of time a great deal of accurate information can be learned about a person- for the benefit of both the individual and the company.

The tool is based on a simple psychologically written questionnaire consisting of 24 groups of words from which two preferences- Most (M) and Least (L), are selected by the candidate from a work perspective. The exercise is completed manually.

With a trained practitioner on site, verbal feedback can be given to the candidate immediately. More frequently though, for speed and convenience, the exercise is faxed back to us, this is a same day service by prior arrangement, and our experienced personal service provides a comprehensive written report, supported by unlimited telephone feedback advice and support.
What Can They Do For Me And My Company?

Personality Profiling Analyses & Reports:

- Improve recruitment and selection procedures
- Assist in developing teams
- Help identify the training needs of individuals
- Determine appropriate ways of motivating staff
- Guide annual appraisals and produce valuable performance management information
- Aid self-evaluation and self-development
- Make career guidance and development more effective
- Identify the management and working styles of individuals
- Aid redevelopment and re-allocation of staff
- Identify and increase appreciation of different work and behavioural styles
- Capitalise on peoples’ strengths
- Anticipate and minimise potential conflict with others

The Analyses and following Reports are a first class tool, which provides a positive, non-judgmental language to discuss behaviour and approaches at all times and at all levels. The tool offers insights to help with promotion, assigning projects, managing conflict, assembling balanced teams and benefits organisations in dozens of different ways.

The overriding positive end-result is that managers and their teams communicate better which breaks down barriers, reduces stress and alleviates conflict.
APPLICATIONS

Sales Training

All Sales people prefer to sell on their strengths: using the selling style with which they are most comfortable and effective. Yet that approach may not be effective when used with prospects that don’t share the sales person’s style of behaviour.

The information the Infinity Profiling Reports produce, helps sales personnel learn about and recognise their own behaviour, but importantly learn to recognise what motivates the customer, what the customer is really saying and how to adapt to the customer’s primary behavioural style, thus improving the sales person’s performance, increasing empathy levels and ultimately increasing their rate of sale.

Key Benefits

- Higher sales
- Increased motivation and morale
- Greater client retention
- More confident and productive sales teams
- Increased turnover and increased profit

Team Building

The information and benefits the tool provides assists team members to recognise and capitalise on contrasting behavioural styles. Teams develop communication strategies to accommodate their team mates’ differing styles. They discover how to influence others in a positive way and come to understand their own value to the team.

Key Benefits

- More productive winning teams
- Improved company communications
Organisational Development

Personality Profiling is often used to create more positive organisational culture. This tool can help reduce employee turnover by improving interpersonal relationships, which is a key factor known to have a negative impact on job satisfaction. The information the Analysis and subsequent Report provides, can teach and reinforce the use of a shared vocabulary to describe behaviour that is respectful and non-judgemental. It is key to diverse workforce appreciation and for creating connections and mutual respect between people who are different. Above all, when employed the information this toll provides, eases conflict by helping employees realise, perceive and respond to the same situation differently, based on their behavioural style.

Key Benefits

- Produces positive progressive cultures
- Organisational success
- Increased workforce satisfaction
- Improved company morale

Customer Service

Having gained a valuable insight into their own behaviour and that of their customers, Customer Service teams become more adept at interacting with customers whose styles may be quite different then their own. The information allows customer service personnel to understand their own behavioural tendencies and to recognise customers who sometimes have dramatically different styles. They learn to appreciate the customer as an individual and to manage the challenges of differing styles less personally. For example, customers who seem threatening or intimidating in stressful situations are often handled more effectively when the customer service representative is taught not only to recognise but also to effectively manage these sorts of challenging behaviours.

Key Benefits

- More satisfied customers
- Increased Customer Service morale and motivation
- Fewer complaints, better problem solving
- Increased sales
- Reduced employee turnover
• Improved working environment and reduced stress levels in customer care teams

Management Development

Effective managers recognise that their employees are not all cast in the same mould. The information derived from the Infinity Reports can help managers adapt their own behaviour to improve relationships on a one-to-one basis, those they manage and those which they have throughout the company and on a personal and social level. The knowledge gained allows managers to communicate more effectively and to efficiently manage those workers who have a different behavioural style.

Key Benefits

• Improved internal communications
• Better departmental efficiency
• Increased productivity, turnover and profit
• Decreased stress levels
• Improved management efficiency
• Less conflict and disruption

Other tried and tested applications include Recruitment, Personnel, Training and Development, Company Inductions, Performance Review Programmes amongst many others. We’d be pleased to advise on any specific requirements arising from the tool and we remain on hand to offer our clients specialist support and back up as and when they need it.
Moving Your Organisation Forwards By Employing Personality Profiling Analysis Training

The Workshop

Highly enjoyable and participative days usually delivered in house. The workshop introduces delegates at all levels to the model and familiarises them with the 4 behaviours/styles. Delegates leave our workshops fully competent to administer the Analysis within their own companies, and will be able to train others in its correct use.

Duration

Minimum two days  9.30 am - 4.30 pm

Numbers

Min - 1  Max - 10

There is no minimum number for the workshop. We coach individuals or up to 10 representatives of your company, which offers excellent value by allowing all strata of your people the opportunity to understand the tool’s use, benefit, and application.

Location

In house, at your premises, or at any other external location which is suitable. (Free venue sourcing available).
Individual Personality Profiling Analysis & Reports Costs Thereafter

We have the expertise and experience and sophisticated bespoke software and necessary supporting resources required to produce detailed personal Psychological Profile Reports. Once the analysis has been completed on site, by the trained representative in your company, it can be faxed or sent to us for analysis and a personal and confidential report will be produced and sent back to you. Our premium service offers same day return.

Exercises are sold in batches of 10 and analyses are requested as required.

Our fee includes a detailed report, D.I.S.C. graphs, telephone explanations, advice and support and expert opinion. As service to those clients who have been trained by us, by arrangement, and free of charge, our past clients can take advantage of our premium service, which offers same day return of reports.

This is particularly advantageous to the recruitment industry, personnel departments or anyone else conducting interviews where same day advice is extremely helpful. As candidates are still often on site, information provided by the report can be analysed, meaning that any necessary pertinent information can be highlighted to clients, who are then able to decide whether to pursue/clarify at interview. Furthermore, this facility might prevent costly 2nd interviews and the need to make unnecessary and possibly embarrassing telephone calls to qualify the personality profile report’s findings, following their attendance at interview.