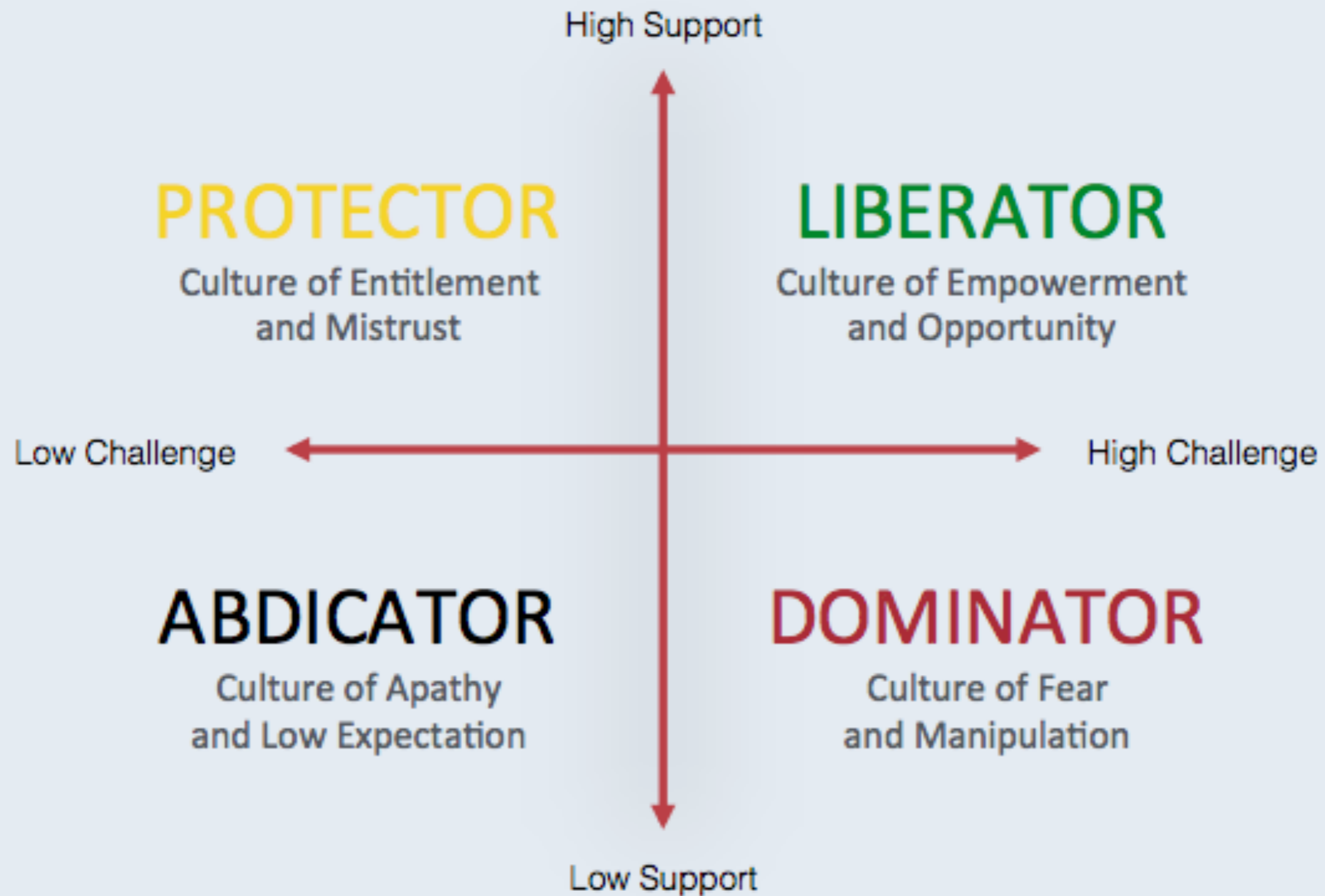
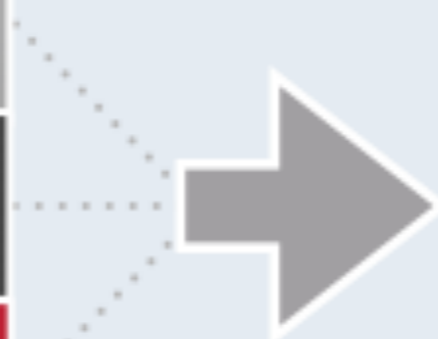


# SUPPORT CHALLENGE MATRIX

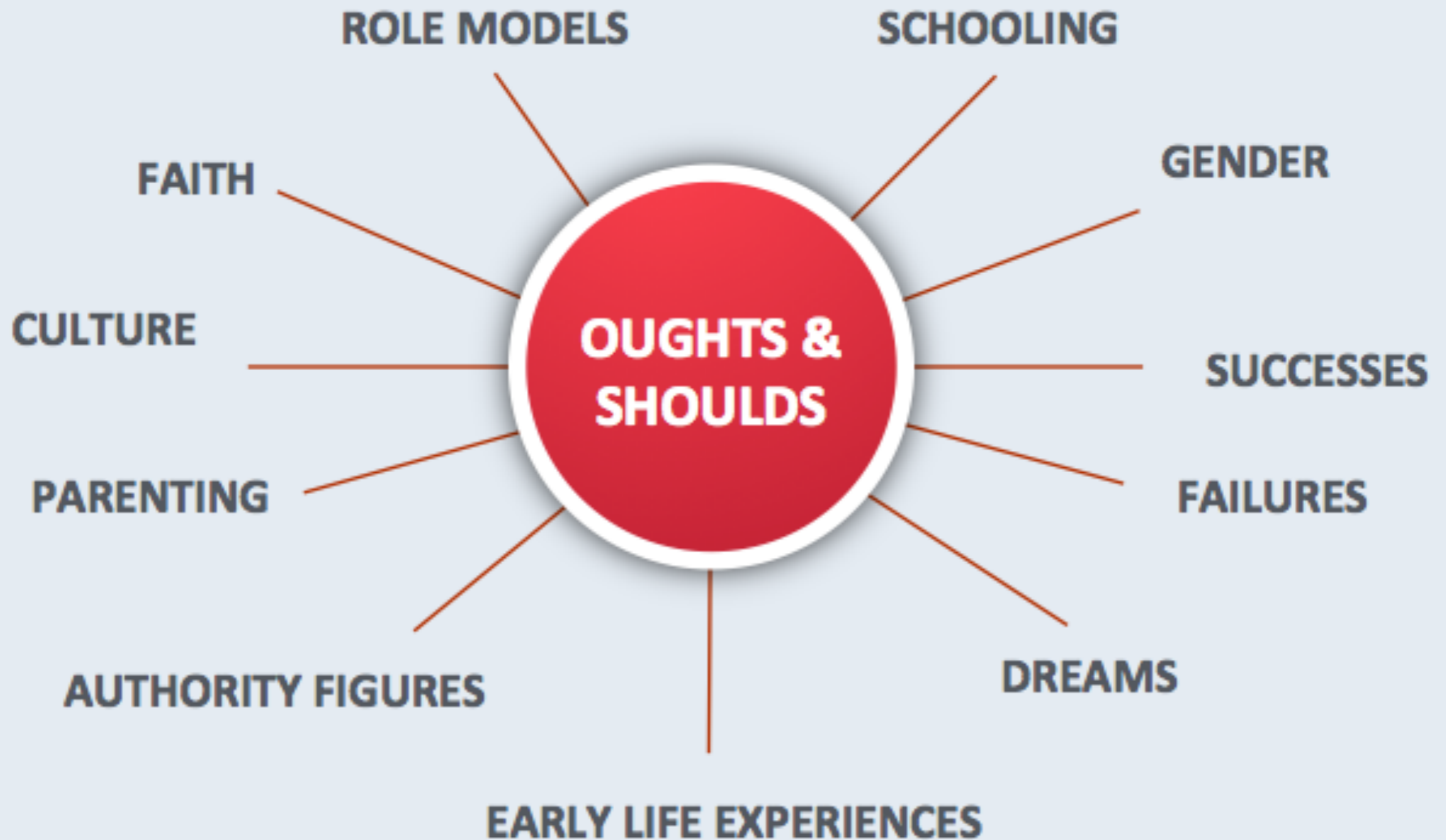


# DRIVERS THAT AFFECT YOUR BEHAVIOR

---



# THE OUGHTS AND SHOULDLS OF "NURTURE"



## 5 CIRCLES OF INFLUENCE

# INTENTIONAL



# ACCIDENTAL

# Questions to Help Explore E-I Preference

- Your perfect dinner party?
- Invite to a Ski lodge holiday?
- Talk out loud or Talk inside?
- When you are absolutely shattered how do you re-charge?
- If you are given a challenging problem to solve? Think – Do – Think?
- What is it like for you in group situations? At work? Socially? How do you usually contribute?
- What is it like for you when you have to spend a lot of time alone?
- What is your preferred working environment?
- Breadth or Depth?



# Some Key Words

## Extraversion

Active  
Outward  
Sociable  
People  
Many  
Expressive  
Breadth

## Introversion

Reflective  
Inward  
Reserved  
Privacy  
Few  
Quiet  
Depth





# Questions to Clarify S-N Preference

- What makes something new (an idea or the practical application) interesting to you?
- How do you feel about change? Why is this?
- Do you enjoy “Blue Sky Thinking”?
- How do you develop your view of the long term future?
- Do you jump off at tangents in conversation?
- When you look at a picture in a gallery or magazine, what kinds of things do you tend to notice? What strikes you first and what do you remember?
- Where is your starting point (the specifics or the big picture)?
- What draws you to learning something new? What kinds of things do you like/dislike learning about?



# Some Key Words

## SENSING

DETAILS  
PRESENT  
PRACTICAL  
FACTS  
SEQUENTIAL  
DIRECTIONS  
REPETITION  
ENJOYMENT  
PERSPIRATION  
CONSERVE  
LITERAL

## INTUITION

PATTERNS  
FUTURE  
IMAGINATIVE  
INNOVATIONS  
RANDOM  
HUNCHES  
VARIETY  
ANTICIPATION  
INSPIRATION  
CHANGE  
FIGURATIVE





# Questions to Clarify T-F Preference

- Are you someone who naturally tries to solve problems or prefers just to listen and be there?
- How do you like to be appreciated?
- When are you most confident about your decision making?
- In group discussion making, what can you most helpfully contribute?
- How to do you react to conflict?
- Team holiday in Barbados dilemma?
- How do you find the appraisal process?
- Would people describe you as “critical?”



# Some Key Words

## Thinking

Head

Objective

Justice

Cool

Impersonal

Critique

Analyse

Precise

Principles

## Feeling

Heart

Subjective

Harmony

Caring

Personal

Appreciate

Empathise

Persuasive

Values



# Questions to Clarify J-P Preference

- How do you work with deadlines?
- How do you feel when the goal posts are moved on the project you are working on? How do you feel when plans need to be changed at the last minute?
- Tell me about what you will be doing at the weekend.
- How do you use lists? Daily or longer term?
- Where are you going on Holiday next?
- Do you enjoy being spontaneous? If someone rang and gave you ½ hour notice how would you react?
- How do you feel about structure and routine?



# Some Key Words

## Judging

Organized

Structure

Control

Decisive

Deliberate

Closure

Plan

Deadline

Productive

## Perceiving

Flexible

Flow

Experience

Curious

Spontaneous

Openness

Wait

Discoveries

Receptive

