

USING THE INSIGHT INVENTORY TO BUILD INDIVIDUAL AND GROUP EFFECTIVENESS

The INSIGHT Inventory is a personality assessment tool (with several application versions) that helps people better understand themselves and others. Just as importantly, it assists them to take responsibility for improving their relationships by "flexing" their style to better communicate with others.

This 2 day program provides a thorough explanation of how to use the extremely powerful Insight Inventory and also offers a range of highly practical strategies that can be adopted to optimise the overall effectiveness of individuals and teams in the work situation. The course is highly interactive and applies a range of instructional methods to engage the participants. These include lectures, self-assessments, group discussion role-plays, and group exercises, as well as the incorporation of real issues from the participant's own work environment.

The INSIGHT Inventory is an easy-to-use, self-scoring personal style inventory that provides participants with a positive way to learn more about themselves, to discover their personal strengths and to improve their communication skills. The INSIGHT Inventory is based on the idea that behaviour is determined by the interaction between personality and environmental (field) factors or pressures.

To complete the Inventory, users check the degree to which 32 descriptive terms describe their behaviour both at work and in their personal life. Results provide score intensity on four factors with profiles being generated for both environments.

Interpretation of the results focuses on identifying strengths and teaching the individual to flex their style as they move from one environment to another and/or as the communication dynamics change in a particular setting.

By utilising the Insight Inventory, this workshop focuses on:

- The design of the Insight Inventory assessment
- Identifying the relative strengths of different personality styles
- Recognising the positives in the personality styles of others
- Helping individuals to understand the range of possible stress reactions that people with different style patterns may have
- Assisting individuals to learn how to 'flex' their style to communicate more effectively with others of different styles
- Using the Insight Inventory in a range of practical workplace areas such as leadership, motivation, teambuilding, conflict resolution, communicating, interviewing and selling

To book a place on our next public course:

- Phone + 61 7 5593 4350 now to reserve your place
- To pay by credit card complete the booking form and card details on the back page of this brochure and fax it to 07 5593 4377 OR
- To pay by cheque complete the booking form and post it with a cheque to the address provided



What is the Insight Inventory™?



Based on Dr Kurt Lewin's Field Theory, INSIGHT Inventory is a comprehensive self-report behavioural style measure which presents two profiles – one showing how participants behave at work and one showing their behavioural style away from work.

The inventory provides users with a quick and effective way to learn about their behaviour characteristics in four key areas. The commonsense questionnaire looks at the interaction of the four personality traits and influences in the two environments. These traits are:

Scale A: Getting Your Way

This scale indicates how you influence and approach others and express yourself when attempting to get your thoughts and opinions understood and accepted. The opposite preferences are **Indirect** and **Direct**.

Scale B: Responding to People

This scale indicates how you approach other people (particularly in groups) and how openly you share your feelings with others. The opposite preferences are **Reserved** and **Outgoing**.

Scale C: Pacing Activity

The third scale indicates the process you prefer to go through in making decisions and the pace at which you choose to take action. Opposite preferences are **Urgent** and **Steady**.

Scale D: Dealing With Details

The fourth scale indicates the manner you use to structure your time, carry out projects and attend to details and tasks. The opposite preferences are **Unstructured** and **Structured**.

USING THE INSIGHT

HOW CAN THE INSIGHT INVENTORY BE UTILISED?

The Insight Inventory offers a powerful diagnostic process to help individuals and teams to understand current preferences, roles and team dynamics, and to use the information to optimise team performance in a highly focused manner.

The INSIGHT Inventory is different from other personality and style inventories in that it takes into consideration how your behaviour may change from one setting to another. Most other instruments provide reports that attempt to describe you in general or classify you into a particular type or category. The INSIGHT Inventory provides two profiles which describe how you tend to behave in two different environments, at work and at home.

You may demonstrate similar behaviour in each environment or you may show different sides of yourself. By comparing and contrasting your characteristics you'll gain further insight into yourself and why you behave the way you do in certain situations.

Due to its developmental nature, the Insight Inventory is well-suited for both individual and team development. It can be used to address issues of team building, personal effectiveness, and stress management.

The output from using the INSIGHT Inventory

The Insight Inventory contains information about your personality preferences that will help you to:

- understand your strengths and why you behave the way you do
- improve your relationships with co-workers
- identify ways to flex your style in order to improve your communication with others of differing styles
- clarify which work situations are stressful to you and provide strategies for managing this stress
- communicate more effectively with the people in your life, including co-workers, friends and family



INSIGHT INVENTORY

BUILDING GROUP EFFECTIVENESS USING INSIGHT

All participants in this program will have the opportunity to discover their personality profile by undertaking the Insight Inventory. The program then focuses on how to understand the results at a detailed level and looks at the implications in a range of management and interpersonal skill areas.

DAY 1

- The Insight Inventory system – overview and introduction
- Introduction to the various assessment and interpretation versions of Insight
- **Teambuilding** – identifying personality strengths in yourself and others and ways to use the differences to build more productive teams
- **Communicating** – how people with various personality styles communicate differently and identifying the ways in which they can appropriately ‘flex’ their behaviour
- **Leading and managing** – how different personality styles affect the approach to setting goals, communicating and solving problems when supervising others

DAY 2

- **Interviewing** – understanding how strengths can be highlighted to enhance career growth and progression
- **Selling** – helping individuals to appreciate how they come across to customers and how to adapt their style to become more effective more often
- **Improving customer service** – understanding how personal style is likely to affect the service provided to internal and external customers and managing the pressure and stress that can sometimes arise
- **Resolving conflict** – discovering the role that personality differences may play in conflict with others and how conflict may be better managed and resolved
- **360-degree feedback** – helping individuals to get third-party input to their work behaviour and style

FREE WORKSHOP MATERIALS

Every participant who attends this 2-day Workshop will receive a suite of training and support materials free of charge. With a retail value of more than \$650, this includes:

- A quick start guide
- A full training manual with skill-building activities
- Technical manual
- Comprehensive 55 minute video you can use to present the entire program
- CD with colour PowerPoint® presentation
- A start-up pack of 10 paper Insight Inventories

Who is the workshop for?

This program is designed for individuals who want to use this unique, well validated style assessment in their workplace to build long term individual and team effectiveness. This may include individuals working in small or large organisations of all kinds, involved in functions such as human resource management, training and development, recruitment and selection, sales and marketing management, coaching or line supervision and management. Internal and external consultants would also find the course extremely useful.

WORKSHOP AIMS

At the completion of the 2-day workshop, participants will be able to:

- Administer the Insight Inventory in an ethical and professional manner (and understand why this is important)
- Learn to use the model to identify potential strengths, weaknesses and stresses of individuals
- Recognise how to use Insight to help reduce and resolve individual and group conflicts
- Learn about style flexing skills when communicating with others
- Utilise the Insight 360 degree Style Feedback set
- Utilise the companion Interviewing with Insight and Selling with Insight instruments



YES I want to register for the Using the Insight Inventory program. Enrol me today.

- ① Phone (+617) 5593 4350 NOW to reserve your place.
- ② Complete the Booking Form and attach your cheque (made payable to the Pacific Centre for Organisational Development).
- ③ Mail the Booking Form and cheque to: **Pacific Centre for Organisational Development, PO Box 652, Mudgeeraba, Gold Coast, Queensland 4213.**

REGISTRATION DETAILS

Fee: \$1250 + \$125 GST = \$1375 which includes comprehensive documentation, free on-line feedback profiles, lunch and refreshments. A tax invoice will be issued and fees are payable in advance.

\$125 discount: When two or more delegates from your organisation register at the same time, the fees are \$1375 (incl. GST) for the first delegate and \$1250 (incl. GST) for each additional delegate.

Save further with our in-house training: We would be pleased to run a two-day Insight Inventory program for your staff anywhere in Australia or New Zealand. Simply phone one of our staff to discuss your specific needs on (+617) 5593 4350.

CANCELLATIONS

If you are unable to attend, a substitute delegate is very welcome. We will make a full refund (less \$100 + GST administration fee per delegate) for cancellations received in writing (letter or fax) at least 14 days prior to the course start date. Alternatively you may choose a 100% credit note for the full value of the paid registration fee to apply towards a future course. For cancellations or postponements received in writing at least seven days prior to the course we will give you a 50% credit note for

a future course. Unfortunately, no refund can be made for cancellations or postponements received less than seven days prior to the program start date or for delegates who fail to attend the course. The Pacific Centre for Organisational Development reserves the right to change the program, venue and tutors without notice. In the event that a course is cancelled, the Pacific Centre for Organisational Development's liability is limited to the return of the course fees only. Credit notes are valid for 12 months.

FUTURE DATES

Information about our training and certification workshop programs is available on our website www.OD-centre.org. Click on the Training/Certification link or download our latest brochures.

VENUE

The Pacific Centre for Organisational Development is based near Burleigh Heads on the Gold Coast. Situated a few hundred metres from the Pacific Highway and only 15 minutes by car from Coolangatta Airport (or an hour from Brisbane Airport), the centre is ideally placed for visitors and accreditation course attendees to not only gain valuable training, but also to experience the many attractions of the beautiful Gold Coast.

BOOKING FORM: Using the Insight Inventory (Please print clearly. Photocopy to register more than one delegate.)

First name: _____

Surname: Mr/Ms _____

Job title: _____

Organisation: _____

Phone: _____ Fax: _____

Email: _____

Postal address: _____

State: _____ Postcode: _____

Approving Manager (print): _____

Their position: _____

Method of payment: Cheque Credit Card

Visa Mastercard Amex Bankcard

Card No.

Expiry Date: _____

Name on card: _____

To confirm your registration, mail this Booking Form with your cheque, or for credit card payment fax it to (+617) 5593 4377.