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# **FIRO Business™ Leadership Report with FIRO Business™ Profile**

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Report prepared for

**TEST CASE**

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## INTRODUCTION

The FIRO Business™ tool gives you information about your interpersonal needs in three areas that affect your work relationships:

### INVOLVEMENT

Inclusion, participation, recognition, belonging, and how you relate to groups

### INFLUENCE

Control, leadership, responsibility, and decision-making authority

### CONNECTION

Warmth, understanding, closeness, openness, and how you relate to individuals

Each of these needs areas is measured along two dimensions:

### EXPRESSED BEHAVIOR

- How much do you prefer to initiate the behavior?
- How do you behave toward others with respect to the three interpersonal needs?
- How consistently do you engage in the behaviors associated with the three needs?

### WANTED BEHAVIOR

- How much do you prefer others to take the initiative?
- How much do you want to be the recipient of those behaviors?
- How consistently do you want others to direct their behaviors associated with the three needs toward you?

This profile reports your results on the expressed, wanted, and total aspects of the three interpersonal needs areas described above and includes basic interpretive information for each. These interpretations are based on more than 40 years of research on the three interpersonal needs. The results presented in this report are based on comparisons to the results of more than 2,500 people who completed the FIRO Business assessment in 10 languages.

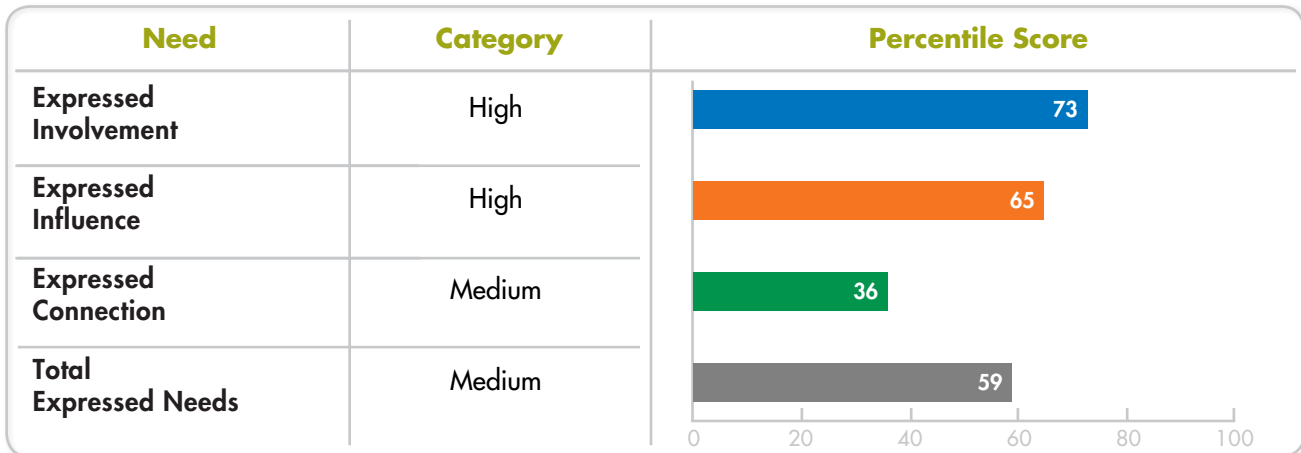
The following pages show your results as percentile scores indicating how your results on the assessment compare to those of the participants in the sample used to generate this report. If your percentile score is 75, for example, that means you scored higher than 75% of the sample. If your percentile score is 10, you scored higher than 10% of the sample. Interpretive categories —high, medium, low—are based on the percentiles, again comparing your scores to those of the sample participants.

As you read through this profile, consider how the results compare with your sense of how you interact with others. You may want to incorporate the insights from the profile into your personal development action plan.

Keep in mind that results should not be used to make a judgment about whether any behavior or any person is good or bad. Likewise, you should avoid making major decisions based on the results of only one assessment.

## YOUR EXPRESSED NEEDS

The chart below shows your interpretive categories and percentile scores for Expressed Involvement, Expressed Influence, Expressed Connection, and Total Expressed Needs. Remember, “expressed” refers to behaviors that you demonstrate or initiate when interacting with others.



### Expressed Involvement—High

Your Expressed Involvement score is in the high range, indicating that you are likely to:

- Include others in your meetings and work activities
- Create an inviting and welcoming climate
- Freely share knowledge and information

### Expressed Influence—High

Your Expressed Influence score is in the high range, indicating that you are likely to:

- Try to exert control over people and situations
- Enjoy being in a position of authority
- Assume responsibility willingly

### Expressed Connection—Medium

Your Expressed Connection score is in the medium range, indicating that you probably:

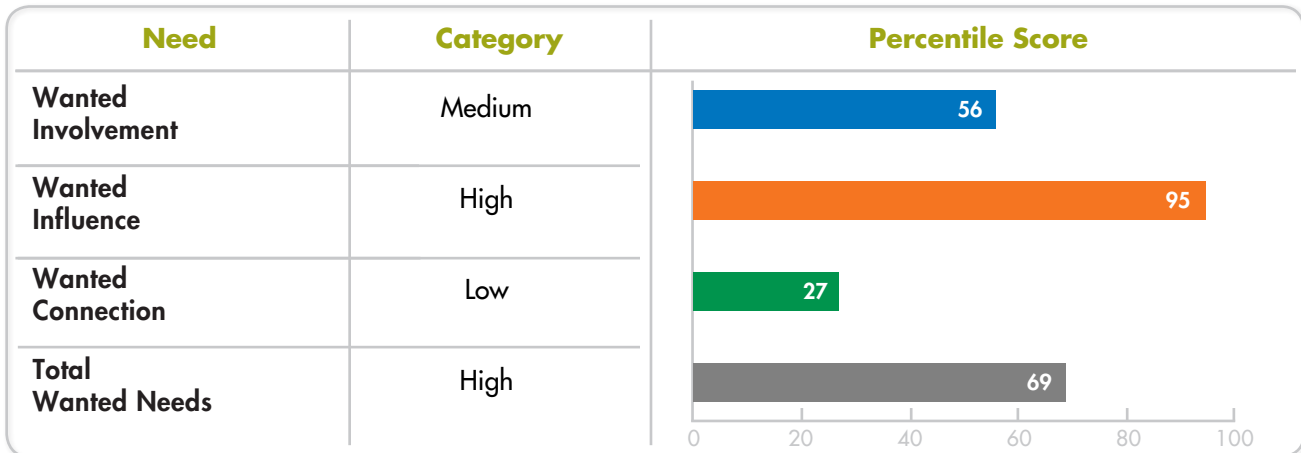
- Engage some, but not all, of your colleagues on a personal level
- Are moderately supportive and reassuring
- Maintain friendly but businesslike relationships with colleagues

### Total Expressed Needs—Medium

Your Total Expressed Needs score is in the medium range. This indicates that you usually think about when and with whom to initiate activities, projects, and interactions.

## YOUR WANTED NEEDS

The chart below shows your interpretive categories and percentile scores for Wanted Involvement, Wanted Influence, Wanted Connection, and Total Wanted Needs. Remember, “wanted” refers to behaviors you want others to initiate.



### Wanted Involvement—Medium

Your Wanted Involvement score is in the medium range, indicating that you probably:

- Want some inclusion in your colleagues’ work activities and after-work events
- Enjoy some public recognition
- Want to be kept in the loop, but do not need every detail

### Wanted Influence—High

Your Wanted Influence score is in the high range, indicating that you likely:

- Enjoy working in well-defined situations
- Prefer clear expectations and instructions
- Are willing to be persuaded as to the best course of action

### Wanted Connection—Low

Your Wanted Connection score is in the low range, indicating that you tend to:

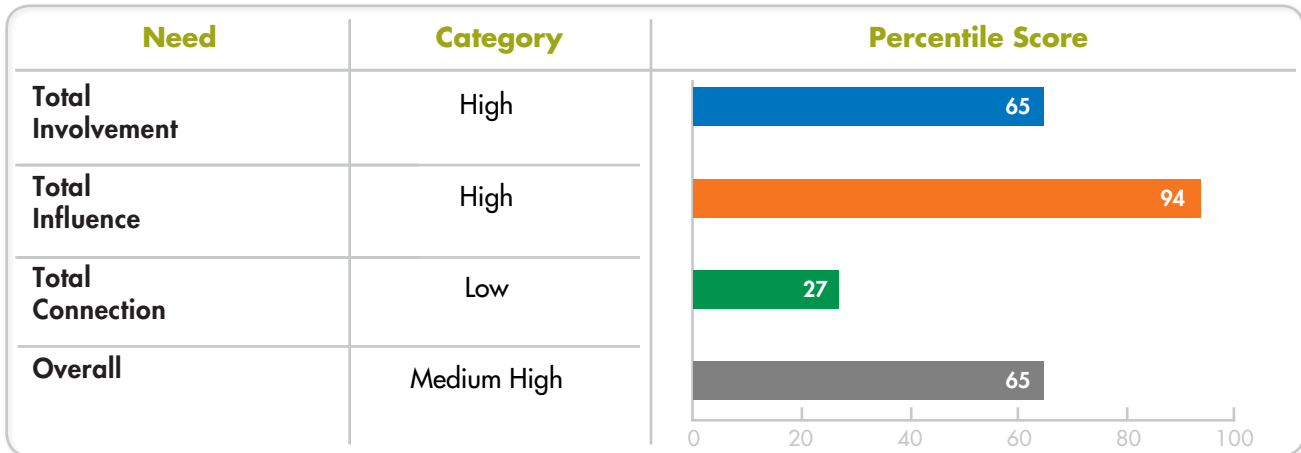
- Be uncomfortable when colleagues share too much personal information
- Be self-motivated, needing little encouragement from others
- Appear to others to be private and difficult to get to know

### Total Wanted Needs—High

Your Total Wanted Needs score is in the high range. This indicates that you generally like others to initiate interpersonal activities and are comfortable relying on others.

## YOUR TOTAL AND OVERALL SCORES

Below are your total scores for Involvement, Influence, and Connection, and your Overall score.



### Total Involvement—High

Your Total Involvement score is in the high range, indicating that you usually:

- Prefer active participation with your colleagues
- Like to have contributions from everyone
- Enjoy contributing to high-profile projects and receiving public recognition

### Total Influence—High

Your Total Influence score is in the high range, indicating that you probably:

- Like more structured situations
- Prefer clear lines of authority and responsibility
- Want to make an impact

### Total Connection—Low

Your Total Connection score is in the low range, indicating that you typically:

- Prefer more formal, businesslike work relationships
- Like a calm, efficient atmosphere
- Appreciate others’ privacy and want others to respect yours

### Overall—Medium High

Your Overall score summarizes the strength of your need for interpersonal contact and interaction. Your score is in the medium-high range, indicating that you generally:

- Work most effectively with small groups and regular contacts
- Prefer to work with others but sometimes need time to reflect
- Consider yourself more extroverted than introverted



## INTRODUCTION

Working in an organization means working with other people. How you interact with and relate to many different kinds of people plays an important role in your success at work. This report demonstrates how your results from the FIRO Business™ assessment can help you understand your interpersonal needs and how you interact with others in your organization. Information from the FIRO Business tool can help you maximize the impact of your actions and behavior at work, identify options for increasing your job satisfaction and productivity, and explore alternative ways to achieve your goals.

As you read through this report, keep in mind that all instruments have limitations. The FIRO Business assessment provides information on your fundamental interpersonal relations orientation. It is a measure of interpersonal needs in the areas of involvement, influence, and personal connection. It is not a comprehensive personality assessment, nor is it a test of abilities, career interests, or success.

Each of the first five sections of this report (see the list below) describes your preferred approach to the topic and indicates some of the strengths and challenges of your approach. Each section ends with “developmental stretches”—strategies you might try, new thoughts you could entertain, feedback you might seek in order to stretch yourself to develop new capacities as a leader. The “Next Steps” section, at the conclusion of this report, helps you plan how to use the developmental stretches to enhance your interpersonal effectiveness.

### How Your FIRO Business™ Leadership Report Is Organized

- Relating to Your Coworkers
- Relating to Your Manager
- Relating to Your Direct Reports
- Handling Negotiation and Conflict
- Making Decisions and Setting Priorities
- Next Steps

## RELATING TO YOUR COWORKERS

One of the important aspects of being a leader is “leading across,” or managing your relationships with your coworkers. People have different levels of interest in interacting with their coworkers, and those levels strongly influence how much time and energy they devote to interacting with others on a daily basis.

The chart below shows four possible levels of interest in interacting with others. Your level of interest, based on your responses to the FIRO Business assessment, is shown in bold.

### LEVELS OF INTEREST IN RELATING TO COWORKERS

Likely to spend most of your time and energy interacting with coworkers rather than working independently on your own projects

**Likely to spend at least half your time and energy interacting with coworkers rather than working independently on your own projects**

Likely to spend at least half your time and energy working independently on your own projects rather than interacting with coworkers

Likely to spend most of your time and energy working independently on your own projects rather than interacting with coworkers

### Your Strengths in Relating to Coworkers

Your results, based on your responses to the FIRO Business assessment, show that you are interested in spending at least half your time and energy interacting with your coworkers rather than working independently on your own projects. This suggests that:

- You are likely seen as a team player and believe that you do your best work when you can collaborate with others; however, there are probably certain tasks you enjoy and are most effective working on alone.
- You are likely to ask a lot of questions so that everyone on the team will know the opinions and feelings of the other team members, which prevents surprises and will help unify the team.
- You are likely to communicate your opinions and feelings to particular people whose opinions you respect and with whom you most enjoy working.
- Although you prefer to work on teams or with groups much of the time, you welcome certain assignments that give you a chance to work alone or with smaller groups.
- You are willing to be front and center in public situations (e.g., open meetings, staff meetings, team projects) if necessary, but you also are willing to step aside and allow others to assume a leadership role when the situation calls for it.
- Although you have a wide network of people on whom you can call for support or help with a project, you keep some things private, sharing them only with a select few individuals whom you have come to trust and whose opinions you value.

## Possible Challenges of Your Approach to Coworkers

- You may get interrupted or distracted because you don't give people clear messages about when you need private time to think or work, or just to recharge.
- Your approach may sometimes confuse people who don't know whether you are open to being approached or need private time.
- In public situations, you sometimes talk too much or say things about which you should have been more discreet, and then later regret having been so open.
- Your willingness to talk through issues in group settings may lead others to view you as dominating group time.
- Because you sometimes seem quite sociable and at other times are quite private, others may mistakenly attribute your changes in behavior to hidden motives.

## Developmental Stretches

- Make sure you have enough time alone to keep yourself energized and engaged.
- Be explicit with coworkers about when you need private time and when you will be available again; arrange signals so that people will know (e.g., door closed or open). It will help if you schedule regular quiet times so your colleagues can anticipate your needs.
- Analyze how to best allocate your time between teamwork and individual work; identify which projects most require collaboration and which require periods of uninterrupted thinking or writing.
- Think strategically about when you want to be the center of attention, or at least share the stage, and when it would be better to back off and let others take the lead.
- Be transparent when shifting between the social and private aspects of your style so as to avoid misinterpretation of your motives, especially if you are in a high-visibility leadership role.



## RELATING TO YOUR MANAGER

Another important aspect of being a leader is “leading up,” that is, managing your relationship with your manager. Different people like to work with managers who have different kinds of characteristics. Three distinct managerial styles are described in the chart below. The style most important to you in a manager is shown in bold.

### MANAGERIAL STYLES

Involves and brings people together and makes you feel a part of it all

**Provides direction and focuses on goals and tasks**

Encourages, supports, and shows a personal interest in you

### Your Preferences in a Manager

Your results suggest that you like a manager who sets a direction and provides a clear set of expectations, roles, and responsibilities. The characteristic you find least important in a manager is striving to develop a close one-on-one relationship with you. You don't expect your manager to be your only source for mentoring, coaching, and development. Your best performance may be stimulated by a manager who:

- Clearly identifies problems and describes what success will look like
- Defines your role and responsibilities in relation to the immediate problem
- Asks for periodic progress reports to help you maintain critical momentum
- Clarifies priorities and delegates authority and resources
- Challenges you to reach stretch goals and provides access to resources that can help you achieve the goals
- Arranges access to other decision makers and influencers
- Expects you to align your efforts with established priorities
- Holds you accountable for delivering results on time and on budget
- Makes necessary decisions to help you clear obstacles
- Clearly outlines processes and procedures

## Possible Challenges of Your Preferences

Given what you want from a manager, some issues are likely to surface, as noted below. This list offers points for you to consider and evaluate. Keep in mind that a manager's style is influenced by many factors, including personality, interpersonal needs, and life experiences, and thus it is difficult to predict exact issues in your relationship with your manager.

- You may want your manager to provide more direction and structure than he or she is comfortable providing.
- You may ask too many questions and check in too often to see whether you are on track.
- You may not know how to proceed if your manager is at all ambiguous about his or her goals.
- You may offend your manager by rebuffing his or her attempts to get to know you personally.
- You may resist your manager's attempts to provide mentoring and advice about navigating organizational politics, believing that advancement should be based solely on your productivity and the quality of your work.

## Developmental Stretches

- Take the initiative to identify additional tasks that could improve a project; go beyond what your manager has requested.
- Determine how much your manager wants to be involved in your project.
- Don't wait for your manager to connect you with other people who can help with your project—take the initiative to find new partners and let your manager know that you are doing so.
- Identify colleagues who are highly knowledgeable in particular areas who might be able to answer some of your questions.
- When faced with an obstacle, try to overcome it yourself or with the assistance of colleagues, without always going to your manager for help.

## RELATING TO YOUR DIRECT REPORTS

Just as it is important for you as a leader to be skillful in leading across and leading up, it is also critical that you be skilled at “leading down,” that is, managing your relationships with the people who report to you. People have different preferences for how much they like to be in charge of others. See the chart below for the alternatives. Your result is highlighted in bold.

### ORIENTATIONS TO DIRECTING OTHERS

#### **Likely to enjoy managing and directing others**

Largely depends on the situation and what is expected of you

Likely to prefer working on your own projects rather than managing others

### Your Strengths in Leading Direct Reports

Managers and leaders often feel that they are *supposed* to be in charge 100% of the time. Your results indicate that you frequently assume leadership or management responsibilities. You are inclined to offer direction whenever there is an opportunity to do so (although there may be some exceptions), even when your role or the expectations for the work are unclear. You do not shy away from the opportunity to lead others. This doesn't mean that you will always be an effective leader; it just indicates that you welcome the chance to take charge. When you lead direct reports, your leadership is characterized by:

- Sharing your thoughts while welcoming those of others, and remaining open to changing your mind depending on what you learn in the exchange
- Creating systems to support operations and improve productivity
- Delegating authority and relying on others to accept assignments, report concerns, and resolve problems while upholding standards and following procedures
- Designing reporting metrics, calibration methods, or other information systems to measure progress and hold work groups accountable
- Directing others by providing just-in-time instruction, giving immediate feedback, correcting errors, and reviewing work samples
- Carefully preparing yourself and others before launching into new areas or tackling problems; learning from prior experience, and conducting practice runs and simulations
- Fulfilling requirements of end users and higher authorities and maintaining responsiveness to their needs and preferences
- Working willingly with formal lines of authority and standard operating procedures

## Possible Challenges of Your Approach to Direct Reports

- Your need for structure and organization may be too intense and impractical in certain situations (e.g., a start-up operation, when there is a lack of funds for infrastructure), particularly when things are going well.
- It may be difficult for you to allow spontaneous conversation and to support unstructured problem solving.
- Direct reports may not be ready to take on as much responsibility as you want them to assume.
- Your penchant for giving direction may be viewed by others as micromanaging, stifling, or interfering.
- You may neglect informal systems that help support productivity, such as skunk works, work-arounds, and shadow systems.
- You may confuse others if you tend to alternate between periods of intense work and periods of complete relaxation.

## Developmental Stretches

- Create ways to defer or minimize your inclination to direct others and provide structure (e.g., write down ideas for providing structure but don't act on them for 72 hours; your delay may allow someone else to learn by initiating action).
- Regularly practice how to let go of your need for order and control and appreciate the benefits of improvisation; allow the creativity of the people on your staff to emerge out of unstructured situations.
- Decline to offer advice and learn to ask more questions and inquire about how your direct reports think something should proceed.
- Learn to postpone decisions that don't need to be made right way; consider whether a decision is premature; set a date for when you can revisit the issue with your direct reports and achieve closure.
- Make a habit of learning how others achieve the same or better outcomes using procedures and processes that are different from yours.
- Regularly communicate your respect for individual judgment and professional discretion; encourage others to think about the processes and procedures they use to accomplish tasks.

## HANDLING NEGOTIATION AND CONFLICT

Working with others often involves having to negotiate and resolve differences. This report explores three broad strategies people use to reach an acceptable solution. If the first strategy doesn't work, they typically have a backup approach. The third approach is one they may use as a last resort. Your preferences regarding the three strategies used to negotiate and handle conflict are shown in the chart below.

### NEGOTIATION AND CONFLICT STRATEGIES

**Your primary strategy is to identify common goals and appeal to common interests.**

**Your backup strategy is to rely on formal authority and attempt to legitimize your position.**

Your strategy of last resort is to empathize with the position of others and understand their personal motive.

### Your Approach to Handling Negotiation and Conflict

Your results suggest that the first strategy you will use when negotiating is to engage the other party in finding common ground—a sense of the bigger objective on which you can agree despite your differences. You will try to put the negotiation into a larger context that can encompass both of your positions. Your backup strategy will be to use a power-based approach—make an executive decision, appeal to higher authorities, pull rank, or use formal laws, rules, or standards. You are least likely to attempt to resolve differences by making a personal connection, showing that you deeply understand and can empathize with the opposing or alternate position. Your strategies have these advantages:

- You can get people focused on the larger goal and less interested in specific positions, requests, and demands that they then have to defend.
- You suggest early in the negotiations that win-win solutions are possible. You help others feel that you are all on the same side or “in the same boat.”
- You begin by trying to get all the information on the table and securing the involvement of everyone who needs to be engaged.
- You provide a fair, balanced process so that everyone has an opportunity to express his or her point of view and feel heard.
- Given that your backup strategy is to claim formal authority, you are careful to not overstep your bounds early on or give up any discretion that you might need later.

## Possible Challenges of Your Approach

- It takes time to get all the information out in the open and get everyone to agree on the facts; you may not have time for this if the situation is urgent.
- You may not have built up sufficient trust or legitimacy with the other party to establish a broader context or common ground for the negotiations.
- You may share information too quickly in the interest of finding common ground.
- After having first established a level playing field, you may find it difficult to fall back on formal authority later; others might see such a sudden change in approach as heavy-handed, which could greatly reduce trust.
- Because your strategy of last resort is to make a personal connection, others may feel you don't have their best interests at heart. If there has been a history of mistrust or people are not confident about what they want, they will need more time to get a sense of your values and motives before allowing themselves to be influenced.

## Developmental Stretches

- Try to get early agreement on the process for the negotiations.
- Be sure to get all the facts out and hear both sides before you begin trying to “sell” the other party on common interests.
- Outside of the negotiations, try out your reasoning and share your ideas with some carefully selected confidants who can help you test your assumptions.
- Avoid using formal authority as a fallback position until you are sure you have exhausted all possibilities for establishing common ground.
- If tensions are high and trust is low, consider involving someone allied with you who can provide a more personal, empathetic approach.

## MAKING DECISIONS AND SETTING PRIORITIES

Every leader must make decisions and set strategic priorities for the organization. The chart below outlines three approaches that you as a leader can use to make decisions. Your preferred decision-making method is in bold.

### DECISION-MAKING METHODS

#### **Striving for common understanding and consensus**

Pushing for closure, consistency, and follow-through

Promoting candor, openness, and depth of commitment

### Your Approach to Decision Making

Your results indicate that you purposely engage others as part of your decision-making process. You may not think out loud about every issue, but you do take time to strategically share information, exchange opinions, and ask others to provide counsel to you.

When faced with routine decisions, you likely encourage open sharing of information, and you work through barriers to consensus and build common understanding. Alternatively, when faced with new and unfamiliar decisions, you likely consult specific authorities and available experts and structure the process of exploring options. Advantages of your decision-making approach include the following:

- Having the flexibility to change your decision-making approach—more focused on consensus building when situations are routine and more structured when situations are not routine
- Engaging others and bringing them into decisions with the expectation that there will be shared responsibility in the long term
- Building buy-in before a decision is final and expecting deference to the decision during implementation
- Creating an understanding of how different parts affect the whole so that people can coordinate their future actions more closely
- Producing a sense of joint ownership and mutual accountability during challenging times
- Building the sense that everyone shares the challenges that may shape the future

## Possible Challenges of Your Decision-Making Approach

- Others may misinterpret your change in approach between routine and nonroutine decisions as inconsistency, moodiness, or a lack of trust.
- When overdone, striving for consensus and common understanding can suppress individuality and creativity.
- Because you put less emphasis on mutual support, you may find that when decisions are implemented, a quiet resistance has accumulated, leading to avoidance or lack of persistence when an obstacle arises.
- With lower levels of attention to mutual support, your decisions may be viewed as too businesslike, dismissive, or unresponsive to growing resentment or morale problems.
- Due to your low receptiveness to support, encouragement, or individual coaching from others, your decisions may be seen as reserved, unsympathetic, and detached.
- You may be stressed when others engage in decision-making processes that require lots of individual consultation and sharing of private concerns or reactions before conclusions are reached.

## Developmental Stretches

- Don't strive for unanimity (i.e., 100% are in favor of the decision) when only consensus is needed (i.e., no one will actively block the decision). Develop rules for decision making that make it clear when people disagree but will not block a particular course of action.
- Get expert help in minimizing the hidden process costs associated with achieving greater understanding and a shared sense of direction. There is often a temptation to struggle together in this process while the hidden costs of time delays are rising. Outside process experts or trained group facilitators can help accelerate the pace and minimize those costs.
- Decide when transparency, fairness, and equity are most needed or will result in the most gains, rather than trying to use this process for every decision.
- Make deliberate efforts to allow others to talk with you one-on-one about their personal reactions and concerns. Allow time in these conversations for the other person to ask you probing questions related to your decisions, and be prepared to talk about your personal motives and reactions.
- Ask someone you trust to listen for individuals who are not voicing their frustrations and reservations in public. Meet with those people to hear their point of view; you are not obligated to take their advice, but you will be demonstrating a special interest.
- Don't overreact when others attempt to solicit your personal reactions to or concerns about a decision. Instead, work to control nonverbal behaviors that show you are not comfortable with these types of interactions. If you are not sure what your nonverbal cues are, ask a colleague to observe you and offer feedback. Don't mistakenly assume that people are being intrusive or trying to manipulate you.



## NEXT STEPS

The developmental stretches identified for you throughout this report suggest ways to improve your leadership effectiveness. Look at the stretches as promising avenues for you to explore, not as reasons to feel discouraged. Every person who receives this report gets lists of developmental stretches, just as you did. But each person's list differs because everyone has different interpersonal needs and preferences.

Review the first three sections of this report, which describe how you relate to your coworkers, manager, and direct reports.

- Identify the groups with which you *most* need or want to improve your working relationship at this time. If all three are important, prioritize them. Your relationships with all three may be good, but there is probably room for improvement.
- In the section that is most important to you now, look over the developmental stretches. Don't try to do all of them at once. Instead, pick those that are the most important for you to develop and to which you are willing to commit yourself. You can go back and work on the others later.
- Now, write a short plan for each developmental stretch that you have identified as most important. What are the steps you will take to learn new behaviors? When will you complete each step? What resources will you need? Draft an action plan and discuss it with someone who can give you feedback and encouragement.
- Another option is for you to identify a person with whom you would like to have a better working relationship. Ask the professional who administered the FIRO Business assessment to you to request that your colleague take the assessment as well. Then you and your colleague can discuss your reports and what each of you needs from the other to be more effective.

Now review the two sections of this report that describe how you negotiate and handle conflict and how you make decisions and set priorities.

- Identify which of these leadership skills you *most* need or want to improve.
- In the section that is most important to you now, look over the developmental stretches and choose a few strategies that are crucial to you in your current work.
- Make a plan for working through each of the developmental stretches you have identified. List the steps you will take to learn new behaviors, set target dates by which you will complete each step, and list the people who may be able to offer ideas, support, or opportunities to use the new behaviors.

