



TFK

Get the know-how to be a
more effective communicator

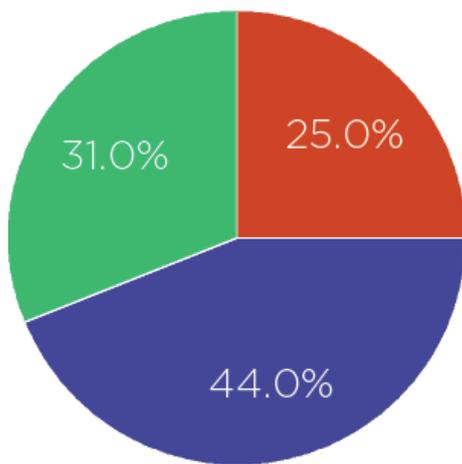
Report prepared for:

David Pelmer

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Your Think Feel Know indicator At a Glance



This is a quick one-page summary of how you prefer to process information and express yourself.

You have a Think Know Feel style. Your preferences are:

- 44% Think
- 31% Know
- 25% Feel

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Your Think Know Feel style indicates that you tend to:

- Be curious about the world around you
- Listen carefully to what is being said
- Be happy to research things further
- Remain objective double-checking facts if required
- Take time reaching your conclusions
- Provide the detail and the background to ensure understanding
- Stick to the rationale and be direct about what you think
- Show you're concentrating.

Your relationships with others: You tend to find it:

- Easier connecting with and understanding people who also have a Think Know Feel style.
- More difficult to connecting with and understanding someone who has Think as their Other One or Feel as their primary.

Understanding People

Think Feel Know shows how you normally respond to information and gives you the ability to actively process that information differently. It allows you to understand what other people are really saying and choose how to respond to them effectively. By understanding yourself, you can understand others.

We all have the capability to use all three communication styles, however we have discovered that most people have a strong preference for one style. This Indicator Report identifies your preferred style and how it impacts on your ability to communicate with others who have a different primary communication style. Once you're able to recognise and understand other peoples' preferences, you'll be able to connect with them more easily and you'll have a greater chance of being heard and understood.

You will improve your relationships with family and friends, motivate your staff, connect with your children and proactively resolve differences.



"It's helped me to use all of my strengths. I used to get stressed and now I am able to exploit that stress and channel it to good use." - John



" Thank you so much for my Think Feel Know Indicator. This is such a powerful tool!"
- Marion



" I am a better manager, our team communicates better and our company is much better at problem solving. The techniques are easy to grasp, instantly actionable and amazingly powerful." - Simon

Your Style Preferences

You have a **Think Know Feel** communication style, and that means:

- **Think** - your **Primary** - the communication style you use the most
- **Know** - your **Secondary** - the style you use after your **Think**
- **Feel** - your **Other One** - the style you least like using.

How do we communicate?

When we communicate with each other, we do three things:

- We **receive** information from the world around us.
- We **process** this information internally.
- We then **express** ourselves externally (both verbally and non-verbally).

How do you receive and process information?

Here's how you tend to receive and process information using your **Think Know Feel** communication style.

You tend to:

- Be **curious** about the world around you
- **Listen carefully** to what is being said
- Be happy to **research** things further
- Remain **objective**, double-checking facts if required
- **Take time** reaching your conclusions

How do you receive and process information?

Considering this in more details, you may recognize most of the following characteristics in the style in which you **receive and process** the world around you:

- As **Think** is very much your preferred way of communicating, you're often curious about the world about you. This is because you have a huge capacity for receiving **data**.
- You carefully **listen** to what people say as well as absorbing all the **details** about the environment you're in. You ask additional **questions** if required to ensure that you have fully understood what you're being told.
- You like process in the way that you process! You spend time reviewing all of this information in a **methodical** and **logical** way, looking for the **underlying rationale**. You **double-check** information where required to make sure you have all the **facts** before eaching a conclusion and research things further if required.
- Because you don't jump to conclusions, you have the capacity to remain **objective** in highly emotional settings as you step back and try to understand the **underlying causes** of the problem. You don't give up easily in trying to discover the facts.
- With **Know** as your Secondary, when you have processed all the **data**, you have the ability to draw some conclusions from all you have found out and what you will do next. With your **Think** so strong, you may need to make an effort to move yourself into **Know**, but this is worthwhile as it can help you to make a decision.
- As **Feel** is your Other One, you don't always acknowledge or react to other people's **energy**, preferring to focus on **hard facts** rather than how other people are **reacting** at the time.

How do you receive and process information?

Here's what some of our clients have said about how they receive and process in **Think**:

"I listen really carefully to what people say. I take it all in. Every single bit."

"There's always so much to discover, so much to be explored. I'm endlessly fascinated by the world around me."

"I'm far more confident about my decisions when I have all the detail."

How do you express yourself verbally and non-verbally?

Here's how you tend to express yourself using your **Think Know Feel** communication style.

You tend to:

- Provide a significant amount of **detail**
- Like to give the **background**
- Repeat points to ensure **understanding**
- Stick to the **rationale**
- Be **direct** about what you **think**

Your Verbal Communication

Considering your external communication in more detail, you may recognize most of the following characteristics in the style in which you communicate **verbally**:

- With **Think** as your Primary, you provide a significant amount of **detail** when you communicate with others, making sure you give the all the background to a situation.
- You communicate in a **structured, factual** and **rational** way. This may include telling events in a chronological order or breaking information down further into specific points eg A, B, C.
- You're keen to use **examples** to illustrate or reinforce particular points.
- With **Know** as your Secondary, you're **direct** in how you communicate your **Think** to other people around you. When you're convinced by the rationale, you're keen to move towards implementation.
- With **Feel** as your Other One, you don't tend to use much **energy** in how you communicate. You **stick to the rationale**, rather than **tell stories** or add extra colour or drama for effect.

Here's what some of our clients have said about how they express themselves in **Think**:

"I'll happily back things up with the rationale and the evidence. I'm more than willing to be open about how I've reached my conclusions."

"I like to remain objective - make sure what I say is based in fact."

"There's nothing I enjoy more than a good discussion about a topic over a glass of wine with friends."

Your non-verbal Communication

We communicate non-verbally through our body language and the tone of our voice. This is often just as significant in influencing how our communication is received by others as our verbal communication.

Here's how you tend to express yourself non-verbally using your **Think Know Feel** communication style.

You tend to:

- Show you're **concentrating**
- **Look up** into our heads a lot
- **Don't need to look at someone** when you're listening to them

Your non-verbal communication

Considering your **non-verbal Think** communication in more detail, you may be able to recognize the following body language:

- When you're in **Think**, you're processing lots of **information – data, words** and **numbers**. **Think** requires **concentration** so you are likely to reflect this in your facial expressions.
- You're more likely to appear to **frown** – the characteristic “furrowed brow.” This is really you in deep thought.
- When calculating **numbers**, your eyes tend to **look upwards** rather than straight at the person you may be talking to.

Here's what some of our clients have said about how they express themselves non-verbally in **Think**:

“Sometimes I look away when people are talking to me and they may believe I'm not listening. Actually I'm really thinking about what they are saying.”

“I may look worried sometimes, and may even sit with my head in my hands. It's just me thinking!”

Your Communication and Your Relationships

Communication is two-way. This is what creates our relationships with one another. When we have relationship problems (both at work and at home) it is often because we fail to recognize that we communicate differently. Many relationships could be improved, or even saved, by focusing on our different communication styles.

Here's how your **Think Know Feel** communication style interacts with others:

- You're likely to find it **easier to communicate** with people who have **Think** or **Know** as their Primary
- You might find that you need to **increase your awareness and understanding** of how you communicate with people who have **Think** as their Other One
- You're likely to be **most challenged** when you're communicating with people who have **Feel** as their Primary – this effort can be worthwhile as it may help you reach a conclusion and make a decision more quickly

Understanding your communication style helps you to understand how you communicate with others. Generally, people who share the same communication style seem to speak the same language as you. You may have to work harder to understand someone who has a very different style. This effort is often worthwhile as it can bring greater unity to your relationships.

Your Communication and Your Relationships

Here's how your **Think** interacts with others' Primary communication style:

Interactions	Characteristics
<p>Think to Think</p>	<ul style="list-style-type: none"> • You both enjoy sharing the data and the conversation is rich and detailed as you explore all the possibilities and relish discussing the facts. • You share ideas and options and are keen to spend time analyzing situations or people to get to the bottom of things. • You're both happy to talk a lot and to listen to what the other has to say. • Be careful, though, that you seek to bring your discussions to a conclusion as you easily go through all the options without sometimes reaching a conclusion.

Your Communication and Your Relationships

Here's how your **Think** interacts with others' Primary communication style:

Interactions	Characteristics
<p>Think to Know</p>	<ul style="list-style-type: none"> • When you're communicating with someone in Know you probably feel an instant sense of rapport as they maintain a calm energy and generally make good eye contact with you. • However, sometimes you may wish they said more in response, as their silence can sometimes make them seem removed and disengaged. • Their communication is likely to be quite concise and direct compared to your own style as they just don't share the same enthusiasm for data as you do. • To help your communication with someone in Know it can be helpful to give them the facts in bullet point form as this ensures your message gets heard.

Your Communication and Your Relationships

Ideally, to enhance relationships with other people, it helps to use all three communication styles - **Think** and **Feel** and **Know**. When we are able to recognize the other person's style being used in that moment, we can tune into what they are saying more easily. Using Think Feel Know in this way can help create greater understanding and harmony in our communication with others.

Interactions	Characteristics
<p>Think to Feel</p>	<ul style="list-style-type: none"> • Someone communicating in Feel brings energy to your conversation. Often they initially get quite excited by what you have to say, especially if it gives a new insight or a different angle on something. • Because of your ability to listen so well and ask questions, they also feel as if you're interested in what they have to say. However, be wary of talking for too long as they may become bored and stop listening. This may leave you feeling frustrated and you may become irritated by their lack of desire to share as much detail. • If you can respond to their change in energy and identify when they are beginning to lose concentration, you're far more likely to keep the conversation going and enjoy the dynamic it has to offer.

How this influences your relationships

Understanding our communication style can also help us to understand our relationships at work; at home; in sport; at school. Here's how your **Think Know Feel** communication style influences your relationships:

You tend to:

- Welcome the opportunity to **bounce ideas around**
- Be keen to **explore detail** further
- Do a **thorough** and **reliable** job
- Be **accurate** as you'll spend time checking your work
- Be properly **briefed** about what's required

You may find it helpful to raise awareness of **Think Feel Know** in different areas in your life as it can bring a fresh perspective on all relationships. It can shed light on whether there is a **Think Feel Know** connection or clash. In this way, understanding **Think Feel Know** can help us to communicate with our friends, family, team mates and colleagues.

Potential Difficulties When Communicating

You communicate primarily in **Think**. With any strength, we can sometimes overlay it.

Here's a summary of some of the difficulties you may experience when communicating primarily in **Think**:

- Sometimes seeming **long-winded**
- **Repeating** points unnecessarily
- Sometimes **obsessive** in needing the detail
- A tendency towards **indecision**

Here's what tends to happen when you overlay your **Think** primary style:

- Your communication may sometimes seem **long-winded**. Because of your need to communicate all the data, your conversations tend to be longer than in either **Know** or **Feel**. You won't be deflected from saying all it is you have to say, even if the other person has grown tired of listening.
- As you like to ensure you have explained everything clearly, you tend to stress or **repeat particular points** to ensure the other person has understood. This can come across as repetitive or sometimes a bit patronizing.
- You can appear a bit **obsessive** in your need to explore all the data. If challenged, you can go to great lengths to prove a point, where others may shrug or walk away from a situation.
- You can sometimes be **indecisive** as you like to leave no stone unturned as you analyze all the facts. However, with **Know** as your secondary, this helps you reach a conclusion more quickly based on the facts you have available at the time.

Potential Difficulties When Communicating

Here's what some of our clients have said about how they are less effective when communicating in **Think**:

"I can be a bit pedantic sometimes."

"Sometimes I'd be better off saying less. It may help to make my arguments more powerful, especially with others who don't share my Think style."

How Do You Strengthen Your Other One?

We describe your lowest scoring communication style as your Other One. This is the communication style you least like using. To ensure we connect with others and are understood in all our relationships, it is important we use all three communication styles and actively develop each, especially our Other One.

Given **Feel** is your Other One, you may need to watch for:

- Not acknowledging **people's energy** when reaching a decision
- Sometimes **dismissing** other people who may not make decisions as quickly as you

Here's what some of our clients have said about how they are less effective when communicating because **Feel** is their Other One:

"I realize I steam ahead and sometimes forget to take people with me as I haven't invested enough time taking their feelings on board."

"I sometimes realize I challenge others I don't perceive to be taking a logical approach but sometimes this can be perceived as cold to others. I'm working on it."

How Do You Strengthen Your Other One?

To strengthen how you communicate, you may find it helpful to:

- Appreciate others' need for you to understand **how they are feeling** at that moment in time
- **Talk more** when this is required by others – sometimes your silence can **feel intimidating** and may **appear cold** even without you realizing it

What Now?

This report is designed to give you an initial insight into your current behavioural choices - to help you to make better business decisions and be more effective.

By understanding where you are now, you can use the tools to help inform the choices you make to navigate your future path.

We recommend re-taking the indicator once per year or whenever your business circumstances change. This could mean a new role, a change of business direction, a new team etc.

But this report is just the start!

Here's how you can get much more value from your indicator result -

For More Insights:

- The Compass platform has a suite of videos and articles all designed to help you use your indicator result in different areas of your business and personal life.
- To watch the videos click here: <https://goo.gl/S8eLCw> to visit the Compass YouTube Channel

For Support:

- We have coaches all over the world helping business people grow, fund and exit their businesses. If you would like to speak to a Shirlaws Coach to get more depth on the concepts and thinking behind each indicator and support you in improving your business and personal performance, please drop us a line at: compass@shirlawsgroup.com

For Using with Colleagues:

- If you would like to explore how you can bring Compass into your business to improve team performance, talk to us about our workshop programme. We run a wide range of training and coaching programmes, starting with an individual workshop and going all the way through to global business roll-outs. Contact us at: compass@shirlawsgroup.com

For Discussing, Learning and Sharing:

- Share your stories with us and see how others are using Compass indicators by joining the discussion in our LinkedIn group: <https://www.linkedin.com/grp/home?gid=8319169>