



Guide to Understanding Human Behavior

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Four Behavior Factors

Behavior Styles/ Temperament	D DOMINANCE	I INFLUENCE	S STEADINESS	C COMPLIANCE
 Focus	PROBLEMS How you tend to approach problems, tasks and challenges	PEOPLE How you tend to interact with others and share information	PACE How you prefer to pace things in your environment	PROCEDURES Your preference for established rules, standards and constraints
 Needs	Goal achievement Results	People and relationships Experiences	Security and trust	Information, accuracy and details
 Characteristics	Driving Results-oriented Quick decisions Competitive	Ideas Inspiring Enthusiasm Fun	Friendly Predictable Stable Steady	Factual Cautious Perfectionist Analytical
 Emotions	Anger Slow to anger	Optimism Pessimism	Non-emotional Emotional	High fear Low fear
 Limitations	Tends to over-delegate Be too direct Moves too quickly	Poor time management Inattention to detail Too trusting	Resist change Wait to be told what to do Internalizes feelings	Fears high-risk decisions Overly critical Tends to back down
 Communicating with...	Be clear and specific Don't ramble Have an action plan	Allow time for socializing Listen to their ideas Ask their opinions	Don't rush through Don't force a quick decision Be human Build trust	Be organized Have your facts prepared Be straightforward Give them data

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