### Think-tion<sup>TM</sup>

### Integrating Thinking to Actions

Part 1

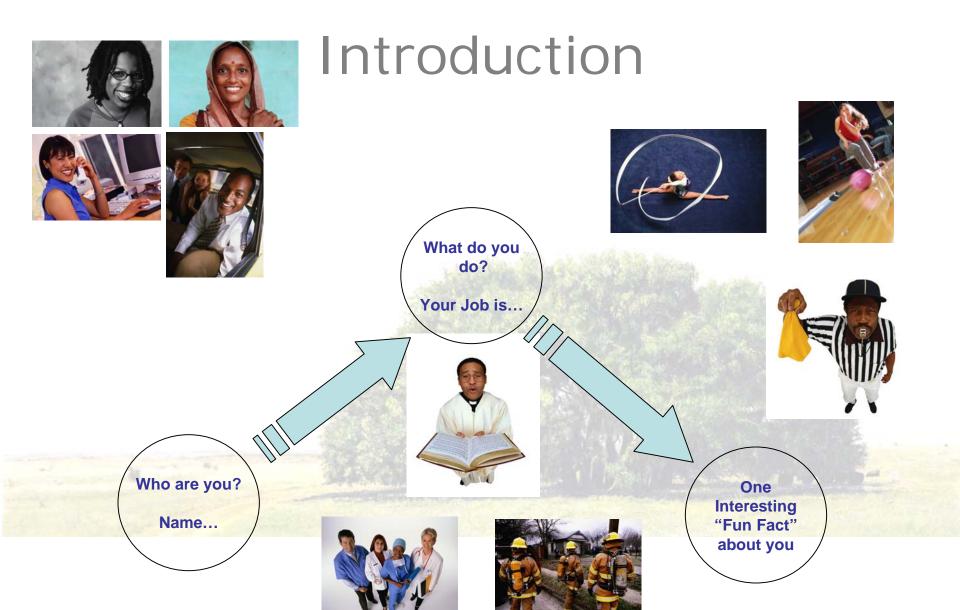
[S] Situation [T] Thinking [A] Action [R] Result

Dale S. Deardorff

In2: InThinking Network 2008 Forum April 17<sup>th</sup> 2008

1:15 - 4:15 PM







### Overview

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- Intro to *Actions*
- Background
- **Action** Statements
- Traditional Thinking
- STAR Process Flow
- [S] Situation
- [T] Thinking
- [A] Action

- [R] Result
- Cognitive Exercise I & II
- HBDI Brain Quadrant Model
- Think-tion<sup>TM</sup> Model
- Simple and Practical
- Framework Quick Reference
- Conclusion
- Next *Action* Steps



### Background





- The way we *Think*, our **Reactions** and our **Communication**.
- Do we......*Think* and then take *Action*....or?
- We may assume that *Action* is obvious and easy but.....
- Actions require a Thinking Process....even a simple one
- Actions without Thinking are chaotic and unpredictable



### Introduction



- Multiple modes of *Thinking* are required to effectively deal with **Uncertainty** and **Change**
- **Deciding** to do something might be considered a mental *Action* others think it is not an action unless the decision is carried out
- Chaos can come from trying to use the wrong Thinking-to-Action mode
- There must be an ability to produce dynamic change from Leverage Points in a *Thinking*-to-*Action* Model
- This requires "Smart" *Thinking* for complex situations



### Traditional Thinking

- Assumption's organize our experience prematurely forcing it to conform to what is expected and limiting our *Actions*
- Traditional *Thinking* is part automatic and part based upon a range of common assumptions
- Becomes easily rigid and predictable
- Does not *Think* about the **Result** first (it's assumed)
- We need Leverage Points where we can intervene in the "System" to optimize the cognitive direction



### Traditional Thinking

- The two hemispheres of the Brain control different characteristics of **Thinking** and *Action* (Left versus Right)
- Jumps from a quick perception of an event or a person to land in a category of habitual response that is assumed to be appropriate
- Puts events into pigeonholes with a habitual kind of *Action* ready to deal with it
- Never considers Leverage Points to intervene in the "System"
- It is *Thinking* on cruise control which blocks Learning and Innovation





### Introduction

- The way we typically describe Actions is.... Situation-Action-Result (SAR).....where is the *Thinking*..??
- We propose a change to.....

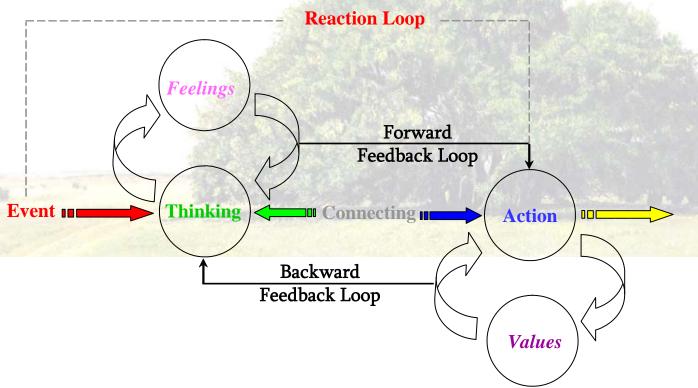
Situation-Thinking-Action-Result (STAR flows)



### Thinking to Action Process Flows

[S] Situation [T] Thinking [A] Action [R] Result

#### Think-tion<sup>™</sup> Model





## Thinking to Action Statements



How often have you heard......

- Think Harder
- That wasn't what I was *Thinking* about
- Think before you act
- Better *Think* about that again

- I was not *Thinking* when I did it
- I can not get my mind around that
- I can't *Think* strait
- What were you *Thinking*?



## Thinking to Action Phrases



Modern Organizations are composed of Leaders who provide directions like....

• Do The Right Thing!!!

(Your Accountable for what you do so if you make a mistake it's your problem)

• Be Innovative

(I'm to dense to come up with any ideas to solve your problem so you need to figure it out for yourself)

Create Shareholder Value

(Do something that we can use to justify and explain our costs to our customer)



## STAR Thinking-to-Action Flows

[S] Situation

[T] Thinking

[A] Action

[R] Result

• Why not SAR like everyone else uses...?



- Initiated by a Situation which creates the need
- Takes into account the deliberate *Thinking* to establish a pattern for *Action*
- The *STAR* process implies *Action*...reaching a predictable and desired **Result**
- The *Action* needed to fix a watch is different from the *Action* needed to tear down a building.

## STAR Thinking-to-Action Flows

[S] Situation [T] Thinking [A] Action [R] Result

- STAR process can be used to improve Thinking fluency
- Training of *Thinking-to-Action* Skills
- A simple 4-Step Cognitive process



- Allows the breaking down of *Thinking* into four distinct HBDI brain quadrant modes
- Allows the breaking down of *Action* into six unique *Action* modes

### STAR Thinking



- Traditional thinking can jump from a quick perception of an event or a person to land in a category of habitual response that we may assumed to be appropriate
- Traditional thinking can put events into pigeonholes with a habitual kind of *Action* ready to deal with it
- Using STAR will integrates a Process Step for *Thinking* into your *Actions*
- Not using it is *Thinking* on cruise control which blocks Learning and Innovation





# [S] Situation

- It Is the "Current State" and is the trigger for an Event!!
- May be based upon or influenced by *Perceptions & Paradigms*
- May require dissection into different Viewpoints to get an accurate understanding or collective Point-of-View
- Types of Situations: Good, Bad, Awkward, Hard.....
- These may be out of your control to change, shift or modify





# [T] Thinking

- Projects the wanted or desired "Ideal State"
- Establishes a new mental Model to represent it
- Uses the HBDI 4-Quadrant Model with separations for:

Logical Thinking (Strategic)
Sequential Thinking (Planning)
Interpersonal Thinking (Feelings)
Synthesizing Thinking (Innovative)



# [A] Action

• Uses the Think-tion<sup>TM</sup> Model with separations for:



#### Aligned Value Actions

Leadership Actions
Accountability Actions
Learning Actions
Passion Actions
Fun Actions
Opportunity Actions

Matrixed together to understand the....

Changes required to create *Action* planning using Idea Triggers



# [R] Result

• Or the "Desired Result"



- The Result is what happened after-the-fact from the Actions
- Lessens Learned and Best Practices can be established from these
- May benefit from PDSA Review as Check/Balance for accuracy
- All steps are connected in a Flow assuming that the thinking component is not a separate step is limmiting to the complexity
- Remember that *Systems* are complex......
  - and it is very dangerous to generalize about them!



### Brain Research & Articles

#### This Is Your Brain on a Strong Brand: MRIs Show Even Insurers Can Excite

IG BRANDS make bigger brain waves. According to new research examining brain reaction to commercial brands, strong product identities can create more excitement than weaker ones even in areas generally perceived as dull, such as insurance

That research, to be p annual conference of the I North America in Chicag the first ever to use mag resonance imaging to stud impact of brand-recognition brains, says Christine Born German radiologist who rected the research.

Dr. Born, who specializ the use of MRI to study n logical questions at Luc Maximilians University in nich, says the brand stud volved no industry funding got under way when a me of her university's Institu Marketing approached about the possibility of medical technology to neuroeconomics.

A group of combined me and economic researcher signed a study that would ine neurological reaction strong and weak brands product categories, cars a surance. They selected 20 men and women who mean age of 28 and a hig of education, and placed t

an MRI machine that had been rigged with a small video screen. The logo of Volkswagen flashed across the screen for three seconds, followed by the logo of a lesser-known European brand called Seat (also owned by Volkswagen).

Film of their brains during that sequence found that the Volkswagen logo produced a strong pattern of activity in the part of the

brain associated with positive emotions identification and rewards Seat logo provoked activity brain associated with negat as memory-suggesting that work for a response.

What surprised Dr. Born logo activated the decision-

igh the subje ses of ensuri answer a image.

But the that under brains resp fully to stro as to strong says Dr. 1 prised her,

'cars are a status symbol. Insurance is an abstraction.'

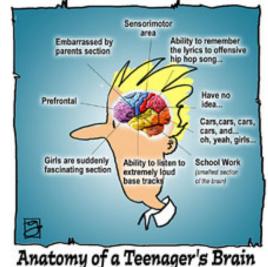
In the MRI study, the logo of the strong insurance brand-a European insurer named Allianz-produced just as powerful a reaction as did Volkswagen. The weaker brand of insurance-Volksfursorgeevoked the same response as

the Seat brand of auto. Dr. Born says the study suggests that the psychological pull of strong brands may be even greater than previously thought, though she cautions that this study is small, pioneering and, as

yet, unpublished.

the purchase of cars, app and goods for the homepurchase of insurance, s hold cleaners and paper Silverstein, a senior vice sulting Group and an ex ping behavior. And despi











### STAR Thinking [4-D's]



A full robust process that is.....

- Dynamic.....Adaptive and able to change, shift or evolve
- Diverse.....Able to embrace multiple ideas or thoughts
- Different......Concept is much richer and more complex
- Directed......Focused & repeatable model which can be learned, practiced and optimized for success



# Where do you do your Best Thinking?

1) $\dots In t$
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- 2) ......While Sleeping?
- 3) ......While Exercising?
- 4) ......In the Shower?
- 6) .....at WORK?



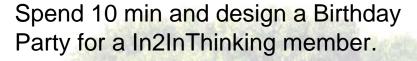


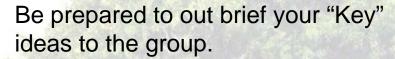
### Birthday Party Exercise





Break into groups of 3-5 members and select a scribe to document.

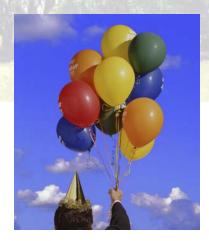












## Thinking Comfort Zone

Step 1: Deal 5 cards to each team member

Step 2: Have them select their top 3

Step 3: Trade with other people to get to 1

Step 4: Place the single card in appropriate

location on board





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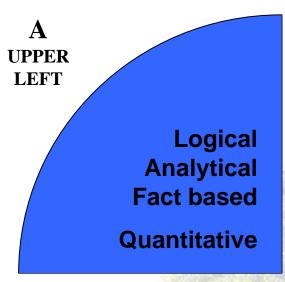


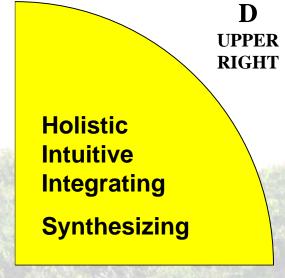
How did it feel to have the perfect card for you ??

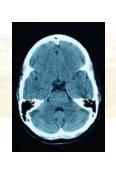
How did it feel to have the cards that were not accurate descriptors?

### Whole Brain Model

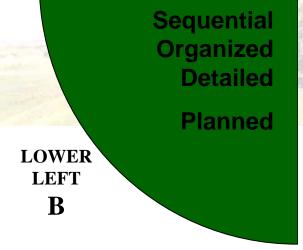








Left Brained







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**Limbic Mode** 

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#### **Cerebral Mode**

- Gathering facts
- Analyzing issues
- Problem solving logically
- Arguing rationally
- Considering financial aspects
- Measuring precisely

Left

**Brained** 

Understanding technical elements

- •Reading the signs of coming change
- Seeing the big picture
- Recognizing new possibilities
- Tolerating ambiguity
- Integrating ideas and concepts
- •Bend or challenging established policies
- Synthesize unlike elements into new whole
- •Inventing innovative solutions to problems
- Problem solving in intuitive ways

- Finding Overlooked Flaws
- Approaching problems practically
- Standing firm on issues
- Maintaining a standard of consistency
- •Reading fine print in documents/contracts
- Organizing & keep track of essential details
- Develop detailed plans and procedures
- Articulate plans in an orderly way
- records strait

- •Recognizing interpersonal difficulties
- Anticipating how others will feel
- •Intuitively understanding others feelings
- Engendering enthusiasm
- Persuading
- Teaching
- Coaching
- Understanding emotional elements
- Considering values

### Our 4 Different Selves

A SELF
Analyzes
Quantifies
Is logical
Is critical
Is realistic
Likes numbers
Knows about money
Knows how things work

Infers
Imagines
Speculates
Take risks
Is Impetuous
Breaks rules
Likes surprises
Is curious / Plays

Take preventive action
Establishes procedures
Gets things done
Is reliable
Organizes
Is neat
Timely
Plans

B

SELF

Is sensitive to others
Likes to teach
Touches a lot
Is supportive
Is expressive
Is emotional
Talks a lot
Feels



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# A Quadrant: The Rational Self

SELF SELF **Analyzes Quantifies** Is logical Is critical Is realistic Likes numbers **Knows about money Knows how things work** 

At School: Math, Science,

Computers

At Work: Finance, Engineer,

Chemist, Technician

**Decision Making:** Gathers Facts,

**Argues Rationally** 

**Problem Solving:** Forms Theories, Solves Logically, Measures Precisely

**Hobbies:** Model Making, Home Improvements, Computer Games



# B Quadrant: The Safekeeping Self

Take preventive action
Establishes procedures
Gets things done
Is reliable
Organizes
Is neat
Timely
SELE

**At School:** Geography, History, Language (grammar)

At Work: Manager, Administrator, Project Management, Travel Agent

**Decision Making:** Stands Firm, Conservative, Procedural

**Problem Solving:** Approaches Problems Practically

**Hobbies:** Travel, Fishing, Camping, Spectator Sports, Golf, Reading



# C Quadrant: The Feeling Self

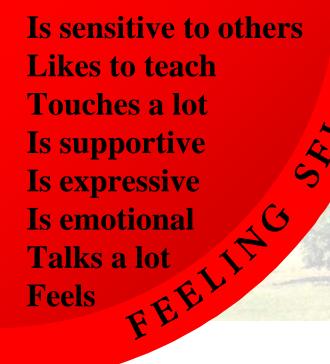
**At School:** Social Science, Literature, History, Geography, Drama

At Work: Social Worker, Teacher, Trainer, HR Professional, Sales Person

**Decision Making:** Involves Others, Interpersonal, Intuitive, Emotional

**Problem Solving:** Considers Others, Intuitive, Picks Up on Non verbal and Interpersonal Clues

**Hobbies:** Reading, Listening to Music, Travel, Walking, Relaxing





EXPERIMENTAL **Infers Imagines Speculates** Take risks Is Impetuous **Breaks rules** Likes surprises Is curious / Plays

# D Quadrant: The Experimental Self

**At School:** Science, Math, Arts and Crafts

At Work: Self Employed, Entrepreneur, Artist, Designer, Advertising, Marketing, Sales

**Decision Making:** Imaginative, Risk Taking, Forward Looking

Problem Solving: Inventive, Intuitive, Sees the Big Picture

**Hobbies:** Arts & Crafts, Creative Writing, Music Playing, Photography



A

D

George bought a house for the family on price alone. He didn't consider its location, convenience, layout or design. It was a good financial investment and would show a good capital gain in 5 years. That was all that mattered.

Michael brought a car without checking to see if his golf clubs would fit in the back. When he got home he discovered they wouldn't.

**Real Stories About Real People** 

Betty kept everything in her pantry in alphabetical order. Therese took her vacuum cleaner on camping trips to keep the tent clean. Alison traveled everywhere with her 3 teddy bears. When asked why, she explained "One hotel room looks the same as any other. At least when I go back at night I have my friends to keep me company."

B

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Betty kept everything in her pantry in alphabetical order or Therese, who took her vacuum cleaner on camping trips to keep the

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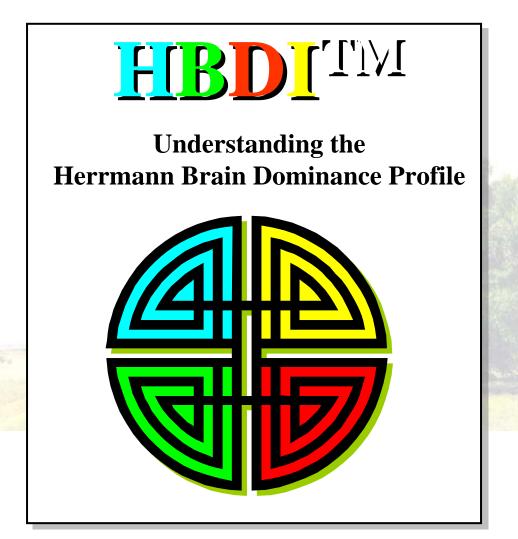


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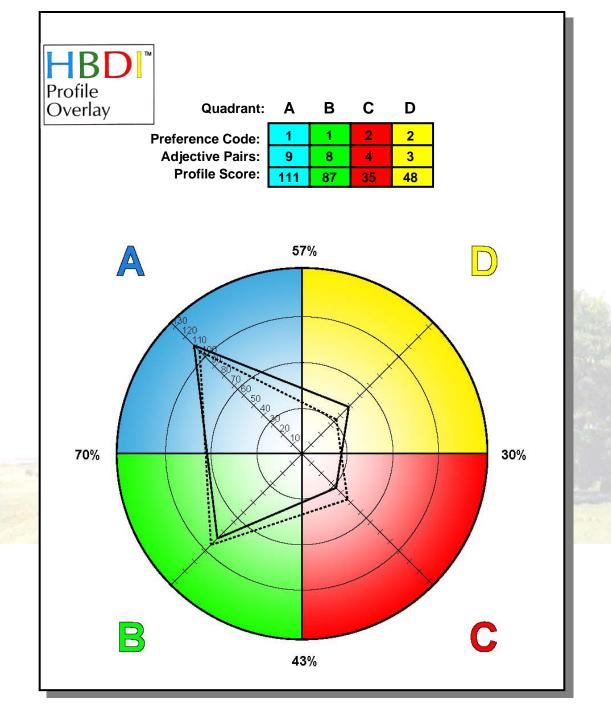




### Hand Out the Individual Profiles











#### **HERRMANN BRAIN DOMINANCE INSTRUMENT** DATA CHMMADY

	DA	TA SUIVIIVIAR I		
Name: Occupation:		Gend		OUP ate:
	COLUMN A UPPER LEFT	COLUMN B LOWER LEFT	COLUMN C LOWER RIGHT	COLUMN D UPPER RIGHT
PROFILE SCORES PREFERENCE CODE	111 1	87 1	35 2	48 2
ADJECTIVE PAIRS (distribution of 24 points)	9	8	4	3
KEY DESCRIPTORS  X = selected  * = most descriptive	Factual x Quantitative Critical Rational x Mathematical Logical * Analytical x	Conservative x Controlled Sequential x Detailed x Dominant Speaker Reader	Emotional Musical Spiritual Symbolic Intuitive Talker Reader	Imaginative Artistic Intuitive Holistic Synthesizer Simultaneous x Spatial
WORK ELEMENTS (5 =most, 1=least)	Analytical 4 Technical 5 Problem Solving 5 Financial 2	Organization 4 Planning 2 Administrative 1 Implementation 5	Teaching 5 Writing 4 Expressing 3 Interpersonal 3	Integration 2 Conceptualizing 4 Creative 3 Innovating 3
Adolescent Education Education Focus Occupation Hobbies			_	=
	primary right	Right/ some left m	left/ ixed some right	primary left
HAND DOMINANCE	X		qual	night
ENERGY LEVEL	day x	ec	1444	mynt
		none	some	frequent
MOTION SICKNESS	introverted			extroverted
INTROVERT/EXTROVERT (self-placement)	Introverted	х		CALIOVELLEG

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HBDI data explanation for **John Doe** February 03, 1999

Your HBDI Profile Sheet provides you with a visual plot of your thinking style preferences. The Consolidated Score Sheet gives a breakdown of what quadrant many of the questions fall into. This explanation page will describe each of the quadrants in descending order of your preference.

The thinking style quadrant you most prefer, based upon your responses to the HBDI Survey, is the A Quadrant, with a value of 111. Descriptors of this thinking style which you selected are Factual, Rational, Logical and Analytical, with Logical representing your "Key" Descriptor - the one most descriptive of you. These descriptors represent a general overview of your mental preferences in day-to-day life. Work Elements you strongly relate to in this quadrant include Analytical, Technical and Problem Solving. These Elements reflect your mental preferences at work. Work preferences may align completely with general preferences, or they may stem from situations unique to one's working environment. In the forced-choice, Adjective Pairs section of the Survey, 38% of your responses registered in the A Quadrant. For comparison purposes, your A Quadrant Profile Score represents 40% of your total Profile.

Your next most preferred is the B Quadrant, with 87 points. In this thinking style, you selected Conservative, Sequential and Detailed as descriptive of you. Work Elements you identified as ones you do well include Organization and Implementation. In Adjective Pairs, 33% of your responses registered in the B Quadrant, compared to 31% of your overall Profile.

By quite a margin, your next most preferred is the D Quadrant, with 48 points. In this thinking style, you selected Simultaneous as descriptive of you. Work Elements you identified as ones you do well include Conceptualizing. 13% of your Adjective Pairs responses fell in the D Quadrant, compared to 17% of your Profile.

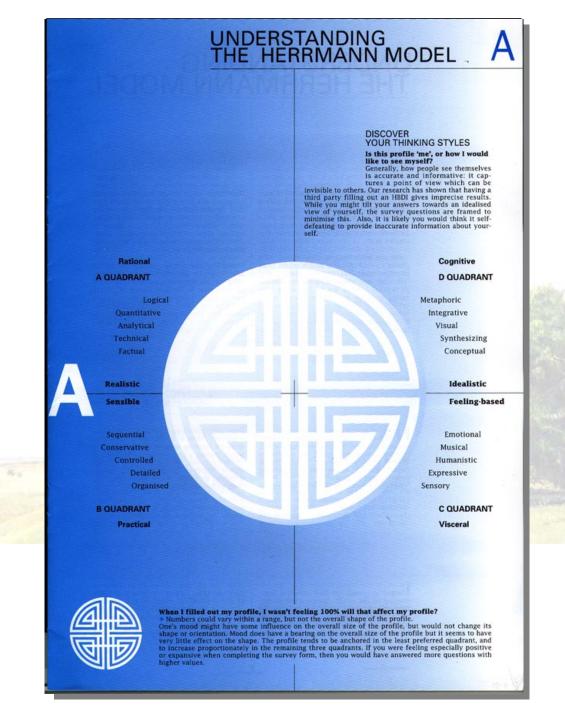
Your least preferred quadrant, based upon your Survey responses, is the C quadrant, with a value of 35. There were no Descriptors in this Quadrant which you felt were characteristic of you. Work Elements you identified as ones you do well include Teaching and Writing. 17% of your Adjective Pairs responses fell in the C Quadrant, compared to 12% of your Profile.

The Adjective Pairs result tells us something about how we react when under pressure. This may or may not be consistent with our general behavior. The distribution of your responses to these questions into the A, B, C and D Quadrants was 9, 8, 4, 3, respectively. This distribution, while not perfectly aligned with your profile, is not radically out of alignment either. This suggests that there may be some shifts in your thinking style when under pressure, perhaps with a less-preferred quadrant becoming more dominant or a generally preferred one receding into the background.

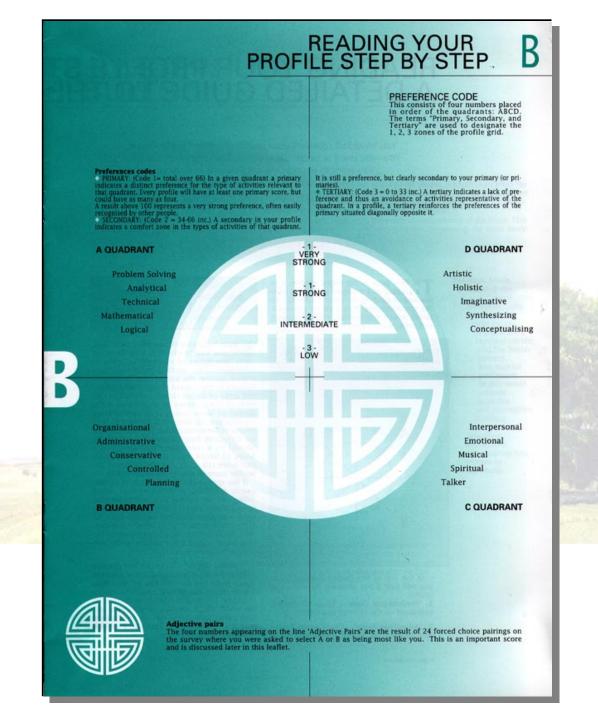
The Profile Code is a categorization of profiles. It can be helpful in identifying generally similar Profile configurations. Your Profile Code is 1122, which is discussed on page 14 of the Understanding Your Profile booklet.

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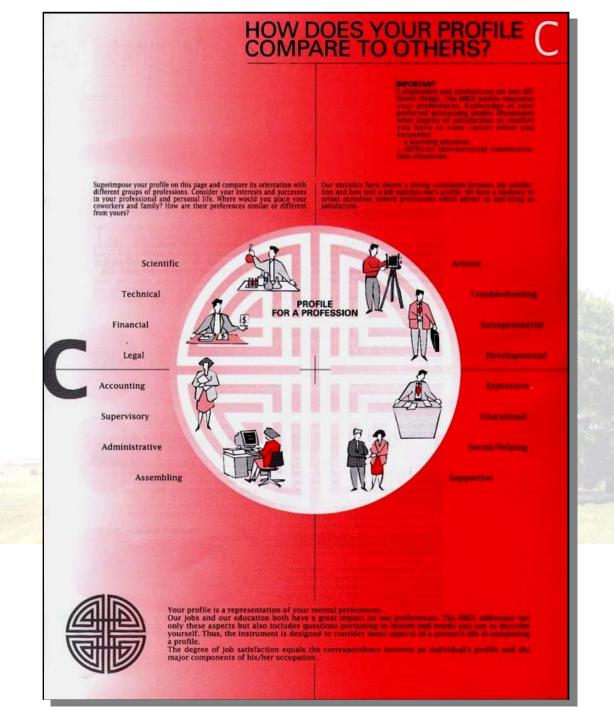




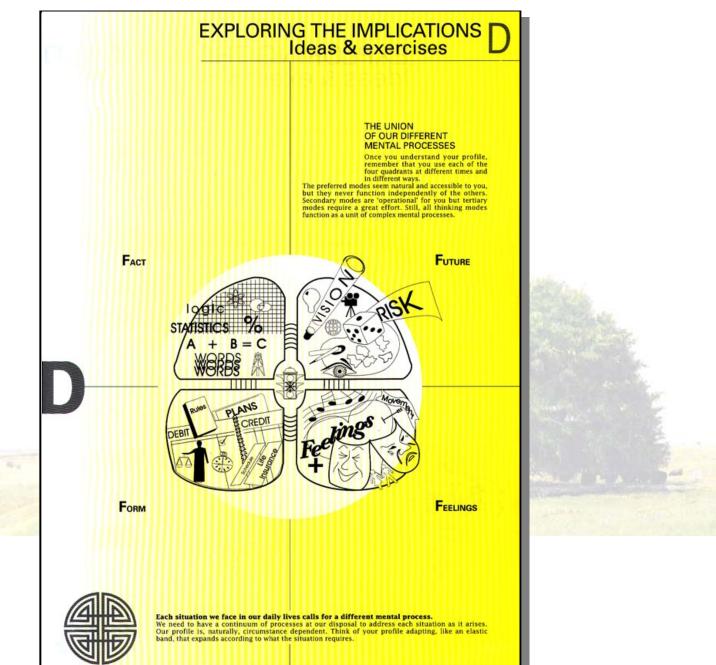




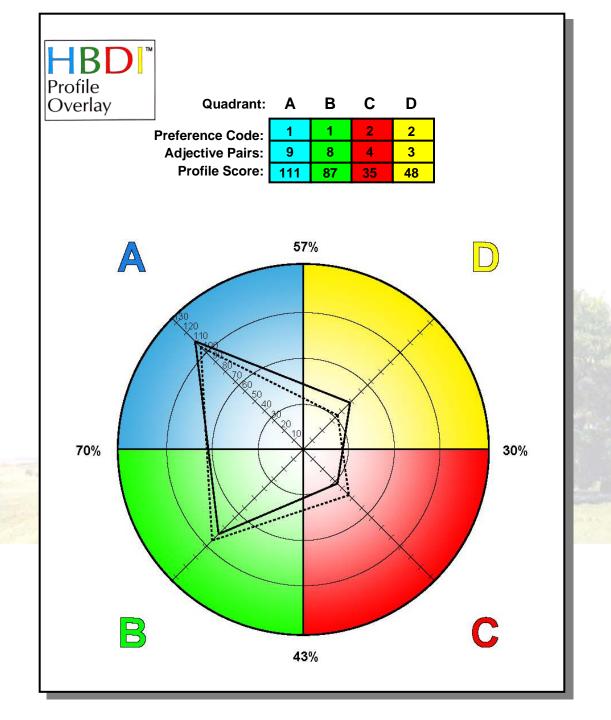








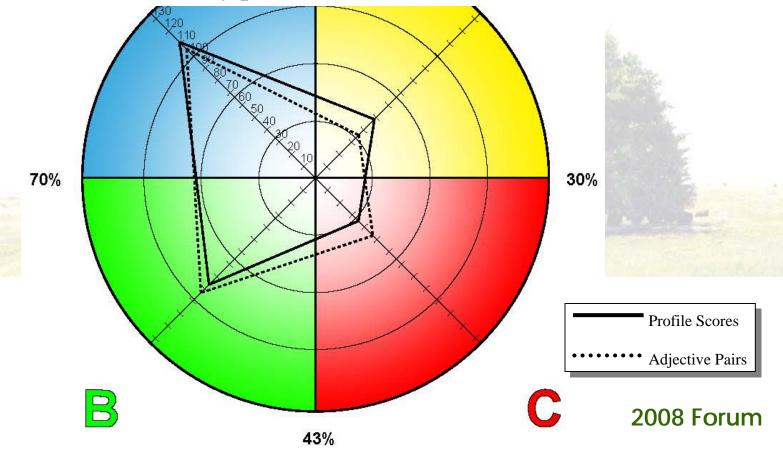






Quadrant:	<u> </u>	В	С	D	
Preference Code:	1	1	2	2	
Adjective Pairs:	9	8	4	3	
Profile Score:	111	87	35	48	

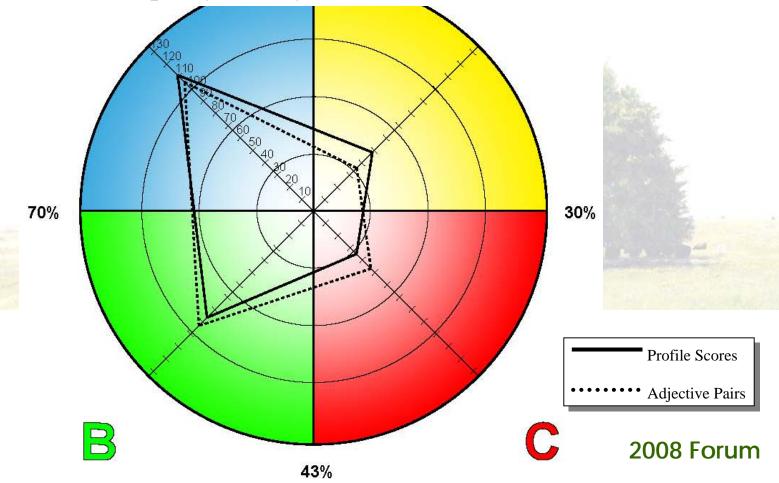
1=Primary preference STRONG
2=Secondary preference MEDIUM
3=Tertiary preference LOW





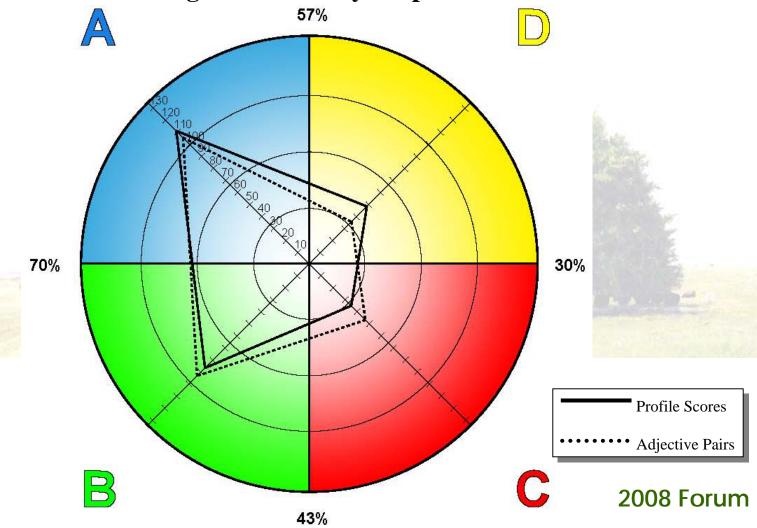
Quadrant:	<u> </u>	В	С	D	
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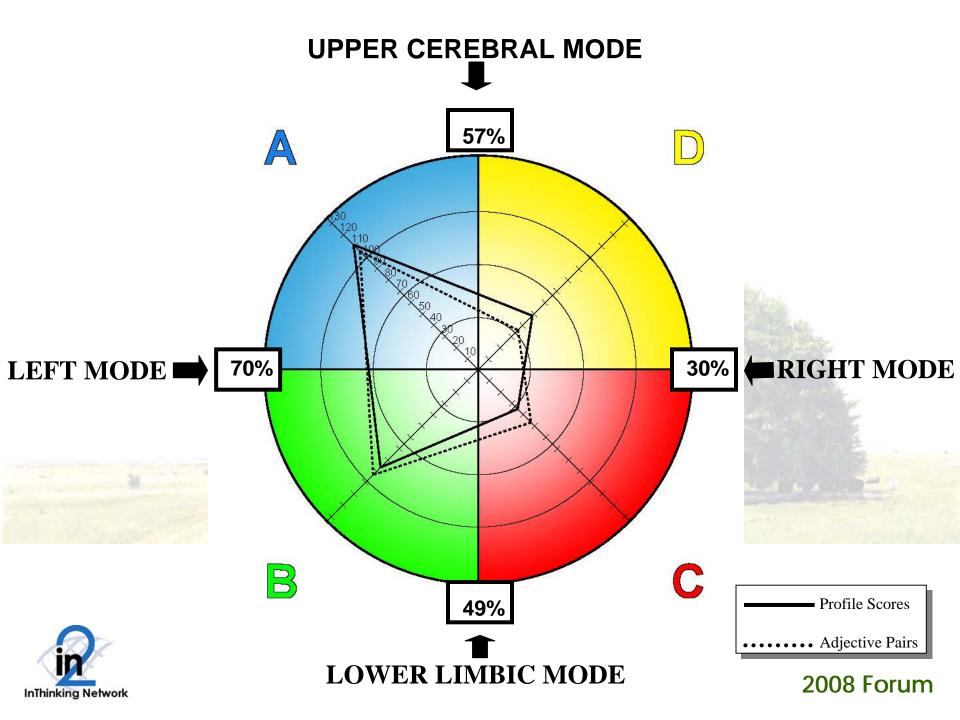
24 Points distributed across the quadrants. Look for your highest points-that is your "backup" style or style under stress.



Quadrant:	Α	В	С	D	
Preference Code:	1	1	2	2	
Adjective Pairs:	9	8	4	3	
Profile Score:	111	87	35	48	

Profile Score=Total for each quadrant forming the basis for your profile.





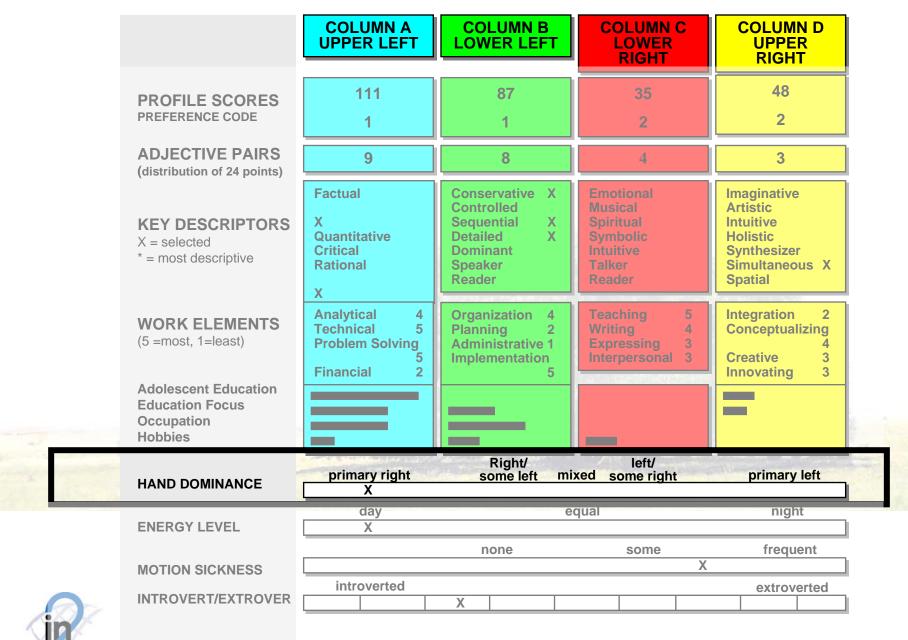
	COLUMN A UPPER LEFT	COLUMN B LOWER LEFT	COLUMN C LOWER RIGHT	COLUMN D UPPER RIGHT	
PROFILE SCORES PREFERENCE CODE	111 1	87 1	35 2	48 2	
ADJECTIVE PAIRS (distribution of 24 points)	9	8	4	3	
KEY DESCRIPTORS  X = selected  * = most descriptive  WORK ELEMENTS	Factual  X Quantitative Critical Rational  X  Analytical 4 Technical 5	Conservative X Controlled Sequential X Detailed X Dominant Speaker Reader  Organization 4 Planning 2	Emotional Musical Spiritual Symbolic Intuitive Talker Reader  Teaching 5 Writing 4	Imaginative Artistic Intuitive Holistic Synthesizer Simultaneous X Spatial  Integration 2 Conceptualizing	
(5 =most, 1=least)  Adolescent Education Education Focus Occupation Hobbies	Problem Solving 5 Financial 2	Administrative 1 Implementation 5	Expressing 3 Interpersonal 3	Creative 3 Innovating 3	
HAND DOMINANCE	primary right	Right/ some left mix	left/ xed some right	primary left	
ENERGY LEVEL	day X	e	qual	night	
MOTION SICKNESS	introverted	none	some X	frequent	
INTROVERT/EXTROVER	Introverted	X		extroverted	

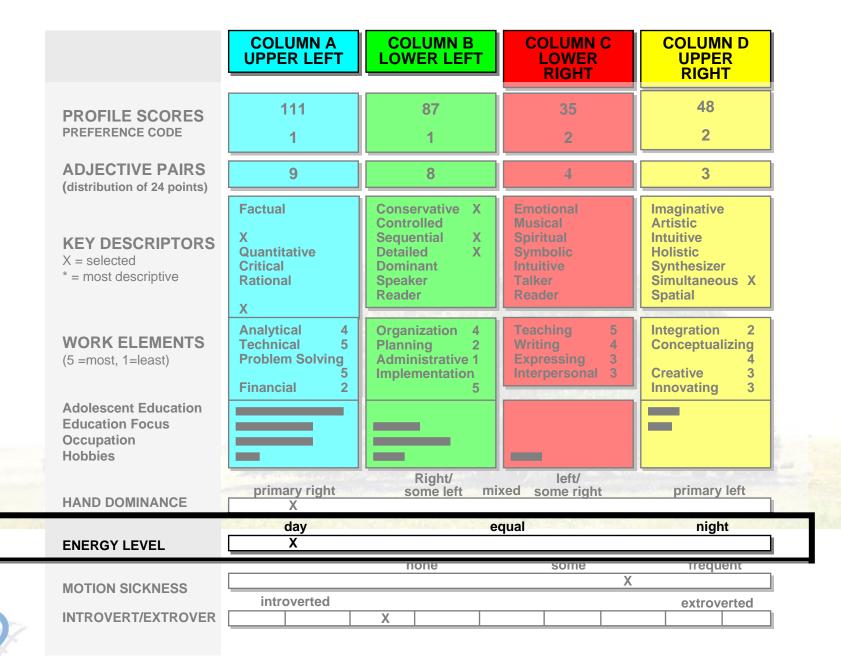
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HAND DOMINANCE	primary right	Right/ some left m	left/ lixed some right	primary left
ENERGY LEVEL	day X	(	equal	night
MOTION SICKNESS		none	some X	
INTROVERT/EXTROVER	introverted	X		extroverted



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ENERGY LEVEL	day X	е	qual	night
MOTION SICKNESS		none	some X	frequent
INTROVERT/EXTROVER	introverted	X		extroverted

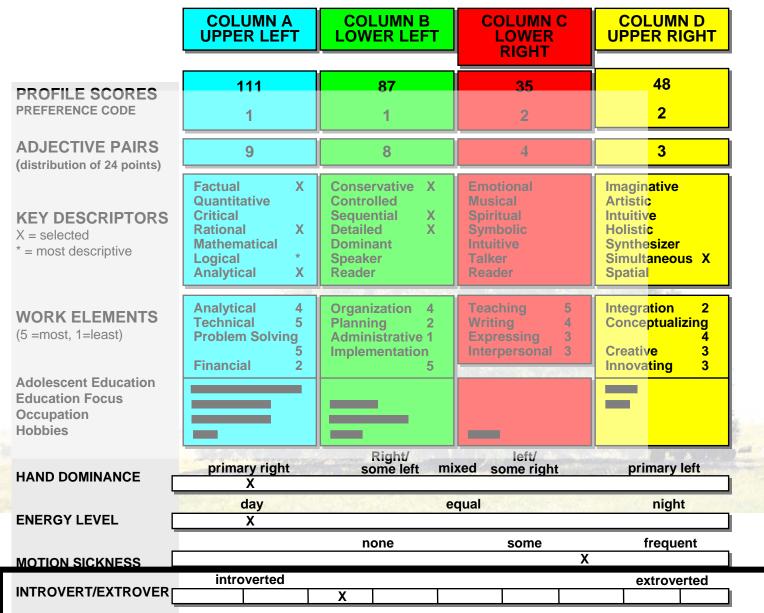






	COLUMN A UPPER LEFT	COLUMN B LOWER LEFT	COLUMN C LOWER RIGHT	COLUMN D UPPER RIGHT
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ADJECTIVE PAIRS	9	8	4	3
(distribution of 24 points)  KEY DESCRIPTORS  X = selected  * = most descriptive	Factual  X Quantitative Critical Rational	Conservative X Controlled Sequential X Detailed X Dominant Speaker Reader	Emotional Musical Spiritual Symbolic Intuitive Talker Reader	Imaginative Artistic Intuitive Holistic Synthesizer Simultaneous X Spatial
WORK ELEMENTS (5 =most, 1=least)	Analytical 4 Technical 5 Problem Solving 5	Organization 4 Planning 2 Administrative 1 Implementation	Teaching 5 Writing 4 Expressing 3 Interpersonal 3	Integration 2 Conceptualizing 4 Creative 3
Adolescent Education Education Focus Occupation Hobbies	Financial 2	5		Innovating 3
HAND DOMINANCE	primary right	Right/ some left mi	left/ xed some right	primary left
ENERGY LEVEL	day	е	qual	night
MOTION SICKNESS		none	some X	
INTROVERT/EXTROVER	Introverted	V		extroverted







### Clusters

**Upper Left** A

Intellectual thinking

Factual Critical Rational Realistic Rigorous thinking Knows the basis of things

Originate **Imaginative** Innovative Creative Curious Artistic Originate

Playful **Upper Right** Breaks rules Risk taking

Intuitive

Logical Analytical Problem solving Test & prove Knows how things work

Financial Numerical **Ouantitative Mathematical** Knows about money

Artistic **Spatial** 

(solutions) Strategic Visual Integration Future oriented Synthesizing Imaginative Holistic

Simultaneous **Impetuous** Likes surprise<mark>s</mark>

Intuitive (solutions)

Conceptual Metaphorical

Conservative **Traditional** Controlled

**Dominant** 

Safekeeping

On time organized Reliable

**Technical** 

Emotional Feeling

Spiritual

Talker Teaching/ training Expressing Communicator

Detailed

**Implementation** Speaker Gets things Reader done

Symbolic Intuitive (people)

Musical

Writer

Reader

**Lower Left** B

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Linear **Sequential** Step by step Procedural

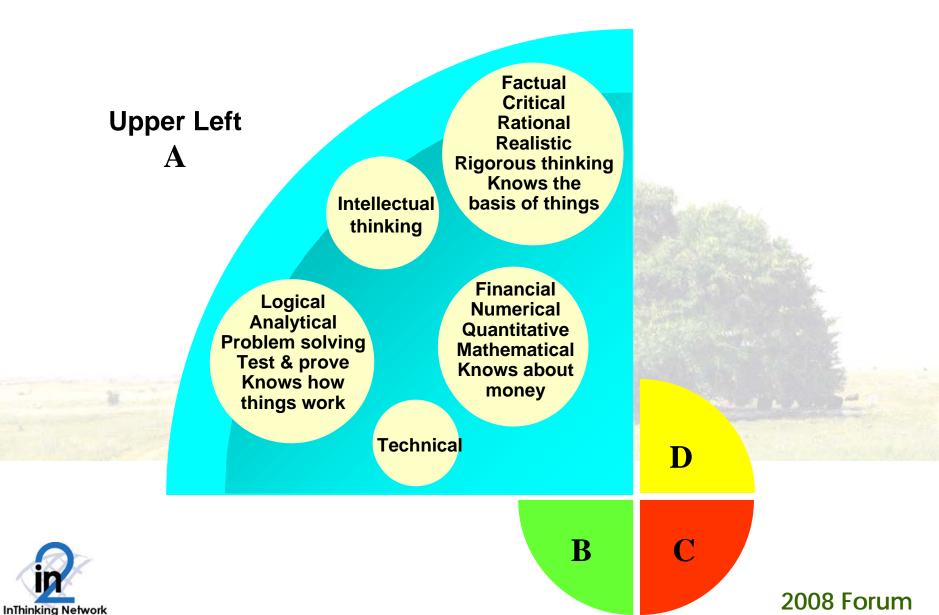
Neat Organized Planning Administrative Preventive

Intuitive (people) Interpersonal Friendly Sensitive to others Supportive People oriented **Empathetic** 

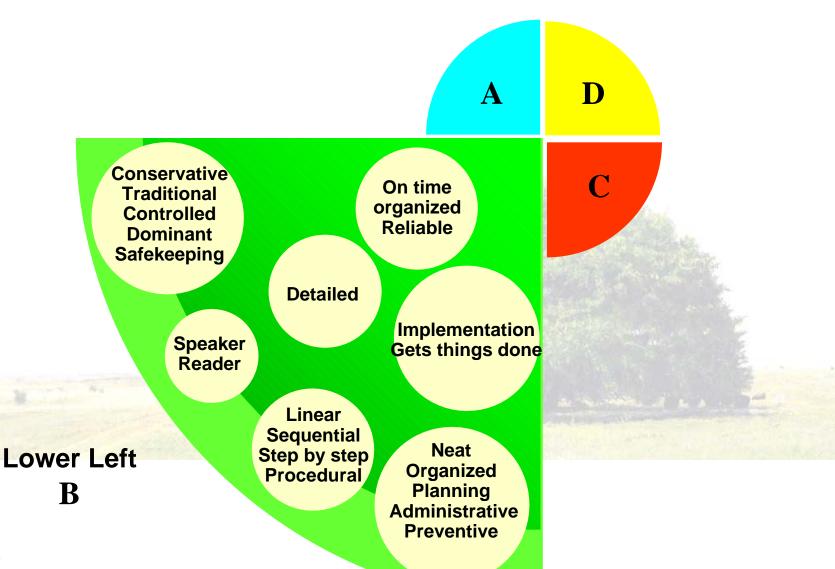
**Lower Right** 

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#### A-Quadrant Clusters

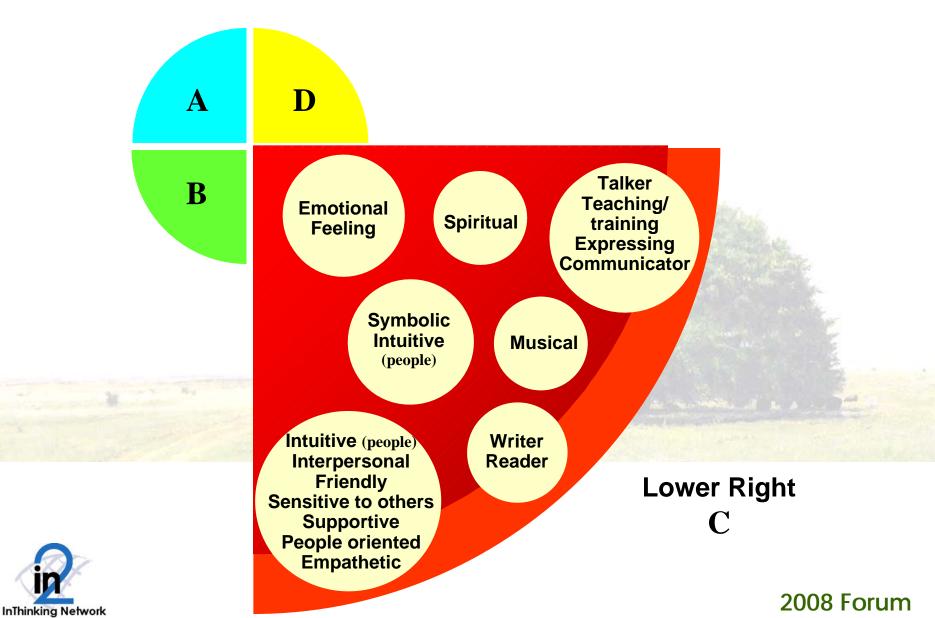


## **B-Quadrant Clusters**

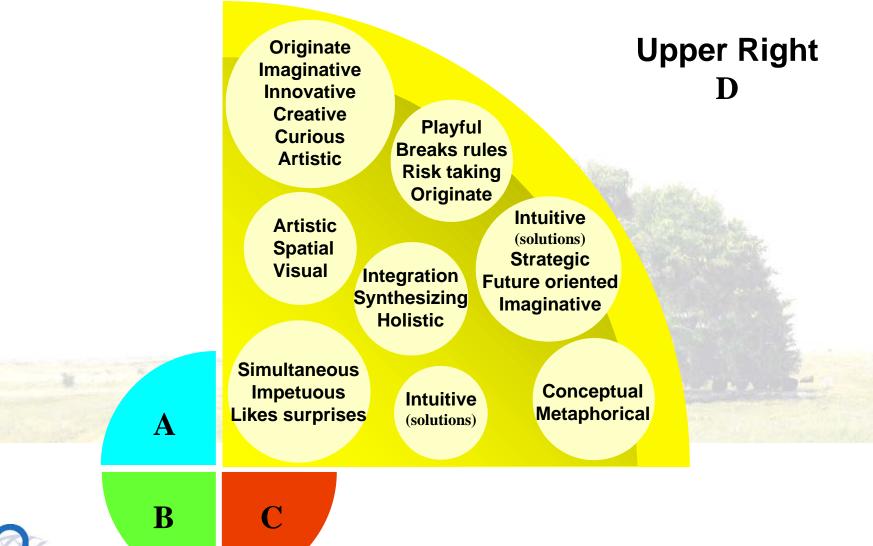




#### C-Quadrant Clusters

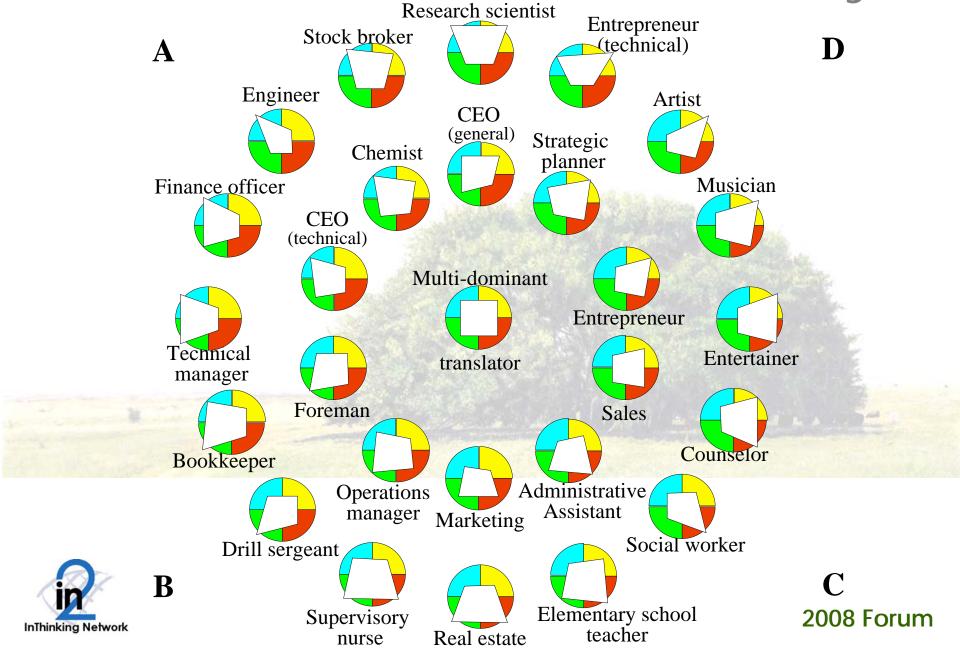


## **D-Quadrant Clusters**

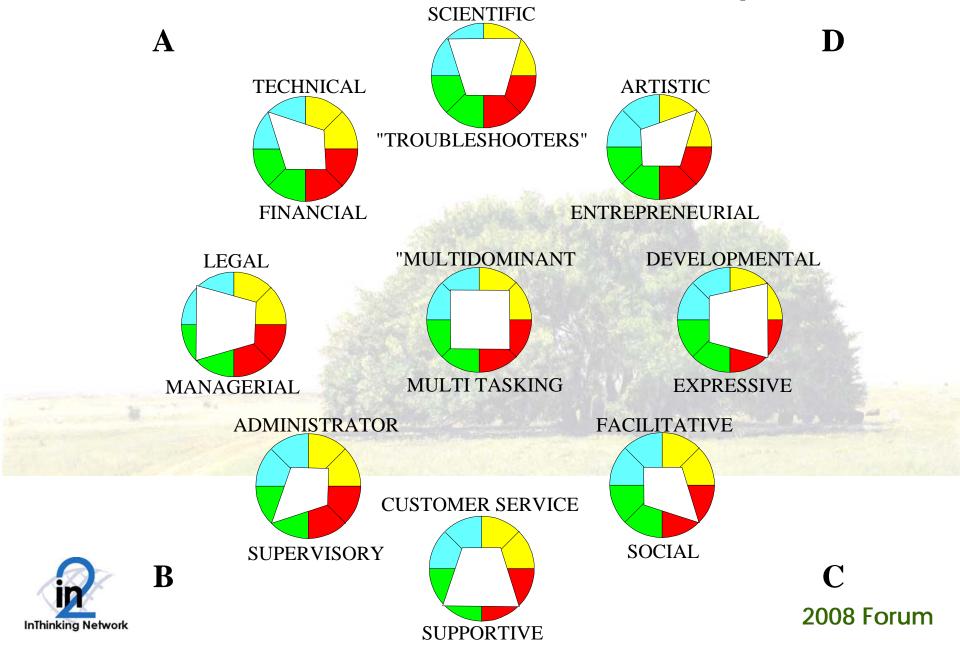




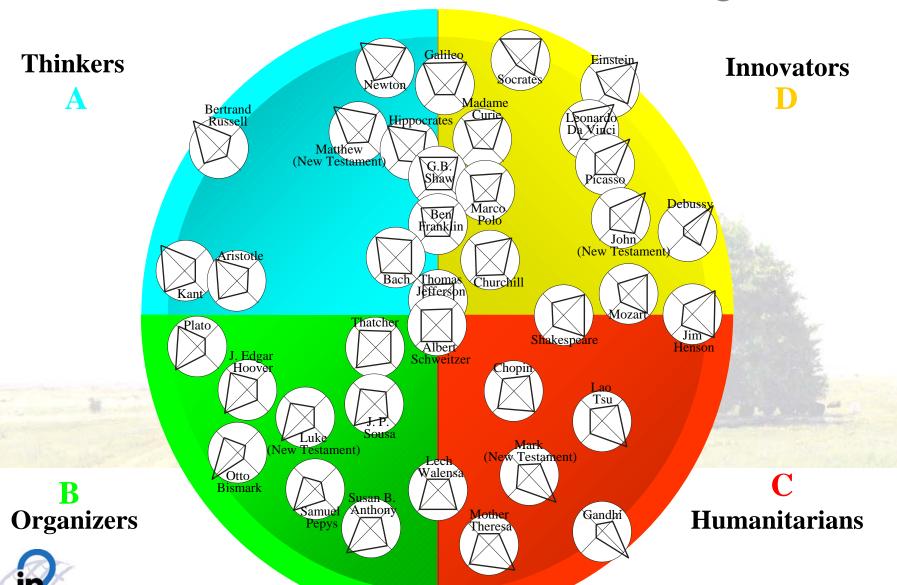
# Proforma Profiles of Mentality



## Proforma Profiles of Occupation



## Great Brains in History



InThinking Network

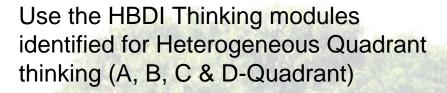
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# HBDI Birthday Party Exercise





Spend 15 min and design a Birthday Party for a In2InThinking member.



Be prepared to out brief your "Key" ideas to the group.











### End of Part # 1

Any Questions???



