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# TTI DNA<sup>®</sup>

# Understanding Others

*A session from  
Rx Online*

## Understanding Others

***Understanding the uniqueness and contributions of others.***

### Why is this skill important?

A person who is skilled at Understanding Others knows that each human being is a unique individual that brings unique talents and perspectives to the world. And they set out to understand those talents and perspectives from as many people as they can.

Understanding Others is all about understanding, being aware of, being sensitive to, and connecting with another person. In other words, Understanding Others is understanding who someone else is on a deeper more personal level.

As a leader, Understanding Others will enable you to make the most of your interactions with your team. You will be able to build rapport and trust with your employees. You will know each individual for who they really are and will be better able to assign tasks that fit their unique skills. As a result employees will be more engaged and more productive and your company will be known as a place that truly values its people, a reputation not to be overlooked in today's tight employment market.

In contrast, a person with a low score in Understanding Others may have difficulty identifying with and truly connecting with others. They may rely too heavily on stereotypes of people instead of getting to know the individual. They will not be able to assign the right roles to the right people because they have not taken the time to get to know that person's personal strengths, weaknesses and life goals. As a manager, they will seem callous and cold, focusing only on the work at hand and not on the individual.

There are two main components to becoming more understanding of others: listening to others and building relationships with others. Those who are skilled in Understanding Others love to get to know new people and build relationships. They listen without judgment or prejudice, because they are just eager to learn about this new individual.

## What skills are associated with Understanding Others?

Someone who has mastered skills associated with Understanding Others:

- Demonstrates the ability to evaluate others.
- Strives to understand the unique qualities of all people.
- Evaluates many aspects of the people in her surroundings.
- Recognizes how other people can contribute.
- Accepts individuals' unique abilities and looks for ways for them to contribute.
- Utilizes feedback to identify strengths in other people.
- Seeks to understand how certain decisions can impact others.
- Sees the unique contributions of colleagues.
- Relates and connects with others.
- Understands the unique motivations, needs and aspirations of others.

## How do you develop your own skills in Understanding Others?

- Demonstrate awareness of how actions will directly and indirectly impact others.
- Summarize key points to verify understanding and awareness.
- Send a written summarization of your key points to demonstrate your understanding.
- Attentively listen to others.
- Stop what you are doing when others talk to you.
- Make eye contact to demonstrate you are interested in what they are saying.
- Close the door or create a private environment if the conversation warrants it.
- Demonstrate regard for and sensitivity to the feelings of others.
- Never say negative things about others.
- Refrain from using language that others may feel is offensive or disrespectful.
- Value and respect the diversity of others and their beliefs.
- Encourage others to stand up for what they believe.
- Be open-minded to the different viewpoints and values of others.

# Understanding Others

## Activities

### Activity 1: Investigation

1. Make it a goal to use at least one open-ended question in every conversation you have tomorrow. If you have listened attentively and summarized the speaker's comments in your own mind, this should be easy to do.
2. The next time someone disagrees with something you have said, take it as an opportunity to learn why there is a disagreement. Ask "Why do you feel that way?" or say, "Tell me more about your position on this issue."
3. The next time you're working with a new group take time before starting your project to get to know them. Ask what their goals for the assignment are. Ask which parts of the project they are looking forward to the most. This will help you better understand their personal motivations and drivers. You can use this information to help assign tasks to those that are naturally excited about them.

### Activity 2: Commit to Improving How Well You Understand Others

Use the following table to begin your plan for improving your Understanding Others skills and commit to a day that you will start to practice each activity. Add any additional thoughts you may have for personal improvement in your Understanding Others skills.

Activity	Start Date
Keep track of how many open-ended questions you ask during a day.	
Move out from behind your desk when you are talking with someone.	
Double the number of times you paraphrase what a speaker has told you.	
Ask someone you trust to count how many times you interrupt them in various conversations.	
Take time for informal chats with other people, being sure to express interest in their personal lives.	
Engage with others in the moment and be truly present during your conversations.	
Allow someone to disagree with you without defending yourself or giving in to their point of view.	
Other:	
Other:	
Other:	

### Activity 3: Imagining Where Others Are Coming From

Think about recent interactions you have had with people at work or at home as you answer the following questions:

**Can you think of times recently when others overreacted with anger to something that you said or did? Write down several reasons why they may have reacted so strongly. Did you accidentally step on one of their Core Values? Did you disregard or devalue their work? How might your actions or words have come across to them?**

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**Can you think of times recently when others seemed vague or distant, uninterested in what was going on? Write down several reasons why they may have seemed to have lost interest so noticeably. Have they always been uninterested in this type of work? Or was this a one time thing? Was the work naturally engaging for them? Was it challenging for them?**

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**Can you think of times recently when others seemed suddenly happy or joyful? Write down several potential reasons why they were so happy. Are they usually so emotive, or is this an extreme circumstance? What is it that they value so much that it has caused this reaction?**

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