

Be on the Winning Side of Interpersonal Relationships with Structure/Function Traits

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Nine areas and steps will help you achieve success in business and any communication. This is done by:

1. Modifying our behaviours and approach
2. Acknowledging the other's needs
3. Focusing on similarities between us

As explained in great depth in *Under the Code* by Gordon Stokes and Daniel Whiteside, a person's physical traits, especially in the face and head, can offer important clues to their behavior and thinking styles. The information in this paper is based on *Under the Code* and many years of personal experience in the business world.

Few people will fit the exact description of each trait, but this outline will give you a guideline as to what a particular person may be like. Learning the combinations and reactions is just one way of how you can move to the winning side of relationship.

1. THINKING STYLE

What to look for:

How slanted is the forehead?

THE DOER: The more *slanted* the doer's forehead, the more direct and fast you need to present details. She or he will respond quickly or move on.

THE ANALYZER: This person needs all the details and doesn't like to be pressured by time. Their forehead is *more vertical* in shape.

2. PERSONAL COMMITMENT

What to look for:

How far apart are their eyes?

THE SOMEDAY PERSON: This person has all the intentions of completing a project and commitments but it is important to be liked. Their eyes are *set far apart*. If you want

their commitment, don't pin them down to a time, give a wide range.

THE FAST PERFECTIONIST: This person expects everyone to live up to their word and do it right the first time. Their eyes are *set close together*. This individual is deadline and priority focused. They will agree to tight deadlines and can usually organize their time well.

3. INVOLVEMENT

What to look for:

Are their eyebrows set high or low?

THE EASY SELL: This individual is the person who will go with consensus decision making in a meeting. They prefer to go with the flow avoid a hassle. Their eyebrows are *very low*.

THE SLOW INTEGRATOR: This person needs time to observe and evaluate a new situation. They prefer a formal structure to 'hide behind'. Their eyebrows are *set extremely high*. This lets more light into their eyes -- light onto the world. They would not do well in a fast changing business environment.

4. CONFIDENCE

What to look for:

Is their face broad or narrow?

THE CHANGE MASTERS: This person loves change and loves new situations. They respond quickly to deadlines and rush projects. Their face is *extremely broad through the eyes*.

THE BOY SCOUT/GIRL GUIDE: They like to be prepared. They require time to get organized and perform. For them, their self-confidence is learned from past experience. Their face is *long and narrow*.

5. SENSITIVITY

What to look for:

Do they have thin or thick skin?

THE REFINED SPIRIT: This person is aware of subtle and minute changes in moods, feelings and environment. Often they are considered to be "super sensitive". They like to be recognized and acknowledged. They have **very thin skin**. In meetings, it is important to listen to them, hear their observations and acknowledge their contribution.

THE FREE SPIRIT: This person is often considered insensitive because they jump in and get things done, not caring for feelings or ownership. This person has **very thick skin**. This person is ideal for taking on unpleasant or urgent tasks.

6. EXPRESSION

What to look for:

Is their upper lip thin or full?

THE SILENT ONE: This person does not express their feelings, expects meetings to run smoothly and quickly. When dealing with this person, get right to the point. This individual has a **very thin upper lip**.

THE TALKER: When meeting with this person, allow plenty of time for social discussions. They will probably be involved in side conversations in presentations and like to share their feelings. This person has a **full/thick upper lip**.

7. INTENSITY OF INVOLVEMENT & ACKNOWLEDGEMENT

What to look for:

Is the lower lip full or thin?

THE CHAMPION: This person will get very involved in projects and topics that are of specific interest to them. However, they need recognition. If you ask them to take on a special project, plan to recognize their contributions throughout. This person has a **very thin lower lip**.

THE CRISIS MASTER: This individual will give of themselves in any situation without any thought of recognition or reward. They don't always realize that others may need

this recognition. In a team environment, be aware of this personality and involvement them. This person has a **very full lower lip**.

8. THE LOOK OF AUTHORITY

What to look for:

Is the jaw narrow or well-defined?

THE ATTENTION GETTER: This person needs to have their personal authority unchallenged. If this happens, they will feel in control and no fear will be felt. If this is not experienced, they will go out of their way to get attention and be acknowledged. This person has a **narrow jaw**.

NOBODY UNDERSTANDS ME!: This person appears confident and is often given projects and tasks on that basis. However, they feel they are not understood and do not respond to pressure well. Communication with this person requires stroking and acknowledgment of achievements and present fears. This person has a **very wide, well-defined jaw**.

9. CONTROLLED FEELINGS

What to look for:

Are the eyebrows straight or curved?

THE AVOIDER: This person will avoid confrontations at almost all costs. They avoid arguments and unpleasant situations. Their beliefs will tell them that people shouldn't express their emotions, especially in a business world. This person would respond to a controlled structured situation, well detailed and organized. This person has **very straight eyebrows**.

THE EXPRESSER: This person will feel boxed in and pressured if they were put in a controlled planned situation or environment. They need to be able to express their feelings and experiences. This person has **very curved eyebrows**.

