



PERSONAL GROWTH LAB

IIIT, Sri City

Interpersonal Relationships

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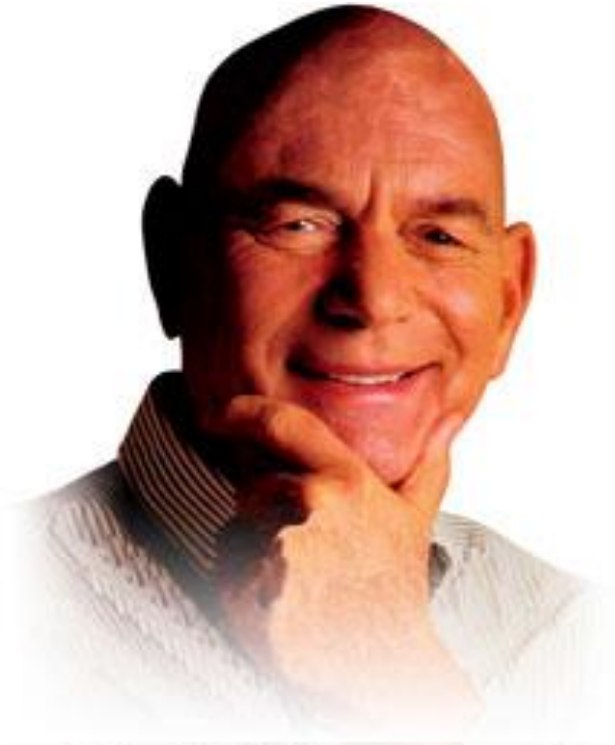
Agenda

- Assessment
- Understand the Concept
- Score and interpret
- Insights and Actions

End of this session you will understand

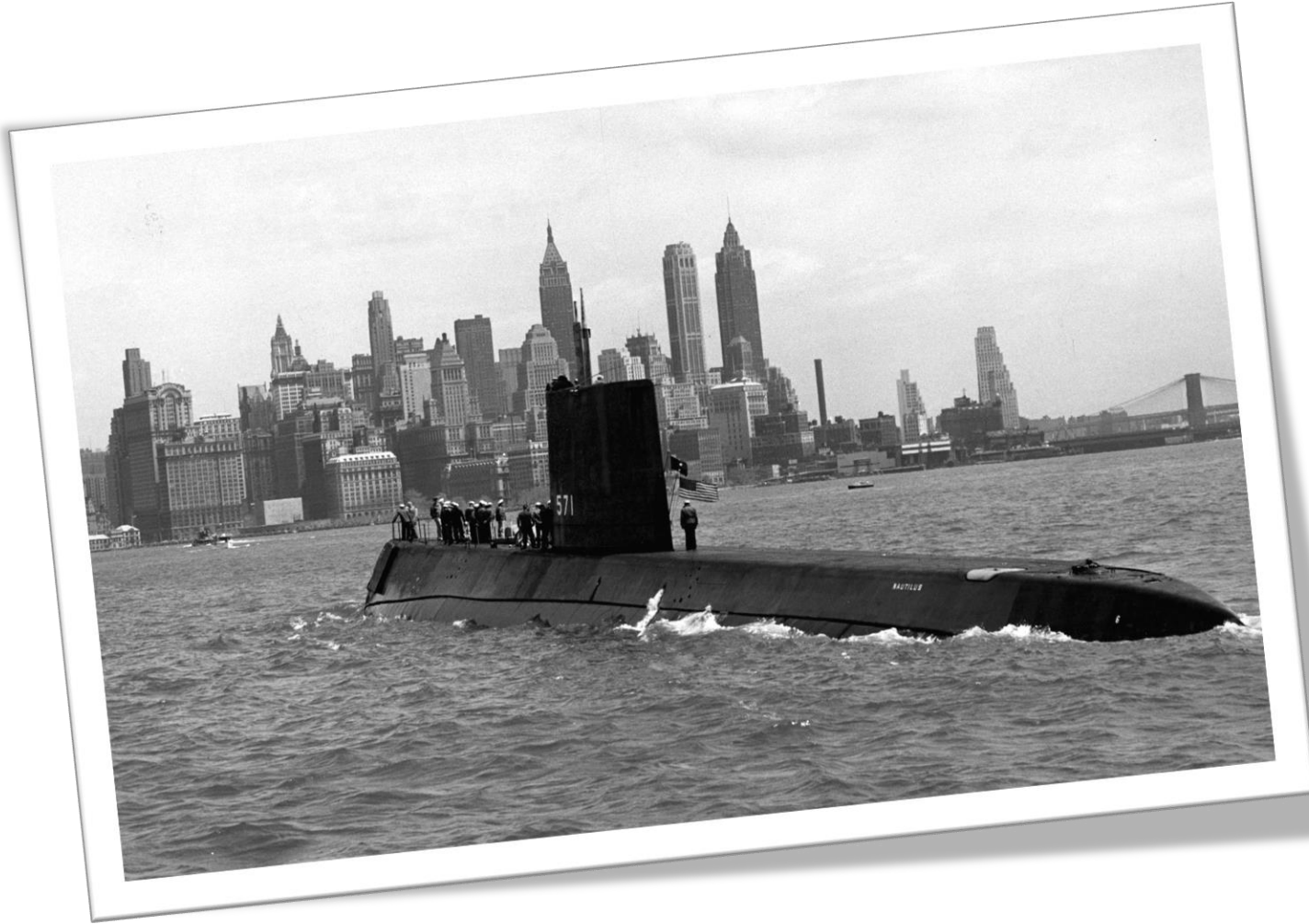
- How you come across to others & why this may not be the way you see yourself or the impression you might want to make
- How and why conflict develops between well-meaning people
- How to understand your own needs & how to manage them as you interact with others.

Dr. William Schutz



- Psychologist 1925-2002
- Fundamental Interpersonal Relations Orientation (FIRO) is based on social need theory
- Originator of FIRO-B ® in 1958

Korean War - US Naval Operations



- In 1952 **Dr. Schutz** from the Naval Research Laboratory, Washington, DC was assigned the task of understanding and improving the performance of CIC's - (Combat Information Centers) teams aboard ships.

Interpersonal Behavior

- Interpersonal Behavior includes any interaction that occurs between people.
- We all have different degrees of interpersonal needs.
- Lets explore the 3 needs in detail now
 - INCLUSION,
 - CONTROL
 - AFFECTION

FIRO-B Measures

- How you typically behave with other people & how you expect them to act towards you
- FIRO is based on Social Need theory.
- Need is a psychological condition that if not met produces discomfort or anxiety
- Three needs are assigned in Two dimensions

Needs & Dimensions

EXPRESSED – How much we prefer to initiate the behaviour towards others

WANTED – How much we prefer others to initiate the behaviour towards us

- **INCLUSION** - Need to maintain and establish a satisfactory relation with people with regards to association.
- **CONTROL** - Need to maintain a satisfactory relation with people with respect to power and authority
- **AFFECTION** - Need for affection, love, emotional acceptance & friendship in a relationship.

FIRO Model

BEHAVIOURS

Inclusion

Being part of a group, recognition

Control

Influencing the situation, leading, responsibility

Affection

Being close with individuals, rapport

Expressed

What you tend to do.
How much you initiate this behavior to others.
Observable action

How much do I connect with others?

How much do I take charge?

How much do I share myself with others?

NEEDS

Wanted

What you tend to want others to initiate this behavior with you.
How much you prefer to be recipient

How much do I want others to connect with me?

How much do I want others to be in "driver's seat"?

How much do I want others to reach out to me?

FIRO - Behavioural Model

- There are no good or bad results, two ways to interpret results
- **Find out more about yourself as an individual in the society**
- Highest score indicate the areas where you are most socially comfortable
- **Discover compatibility and incompatibility between people**
- People work well in teams with complementary control profile
- “I want to control” working with “I want to be controlled”
- People offering and expecting openness work with employees with the same profile

Inclusion

- Inclusion is about you in relation to groups, whether small or large.
- The need to establish and maintain satisfactory interactions and associations with other people.
- How much you generally include other people in your life and how much attention, contact and recognition you want from others.

Inclusion - Expressed & Wanted

- **Expressed Inclusion** – I make an effort to include and involve other people in my activities. The extent to which I try to belong to join social groups

***Share examples** of when you have actively Expressed recognition and attention towards others achievements.*

- **Wanted Inclusion** – I want other people to include me in their activities and to invite me to belong, to give me a sense of belonging and acceptance

***Share examples** of when you have actively Wanted recognition, attention, acknowledgement and a feeling of belonging*

Control

- Control is about one to one relationships as well as your behaviour as part of a group.
- The need to influence or direct the behavior of others and how much you want others to lead and influence you.
- The degree to which one desires to assume responsibility.

Control - Expressed & Wanted

- **Expressed Control** – I try exert control and influence over things. The extent to which I enjoy organizing things and directing others.

***Share examples** of when you have actively **Expressed** authority, given direction, regulated the discussion and demonstrated leadership in a situation.*

- **Wanted Control** – How conformable I feel working in well defined situations, the extent to which I want to receive clear expectations and instructions

***Share examples** of when you have actively **Wanted** others to show authority, make decisions and exercise leadership in a situation.*

Affection

- Affection is about the need to establish comfortable one to one relationships.
- The need to have close, warm personal relationships especially in one-on-one interactions.
- The degree of openness, warmth and personal connection one desires with others

Affection - Expressed & Wanted

- **Expressed Affection** – The extent to which I make an effort to get close to people. How comfortable I am expressing personal feelings and being supportive to others

***Share examples** of when you have actively **Expressed** warmth and encouraged openness and closeness with others.*

- **Wanted Affection** – The degree to which I want others to act warmly towards me. How comfortable I feel when people share their feelings with me and when they encourage my efforts.

***Share examples** of when you have actively **Wanted** others to extend warmth, openness and closeness to you.*

FIRO-B Scores/Self Assessment

High scores
7, 8, 9

Behavior is displayed with most people most of the time, can be considered characteristic of that person.

Medium scores
3, 4, 5, 6

Behavior will be noticeable characteristics, but only some of the time

Low scores
0, 1, 2,

Person does not engage in this behavior very often and or does so only with a select group of people

*Scores vary between 0 - 9 , numbers represents two different aspects of behaviour.
E.g. expressed inclusion or Wanted inclusion.*

High Level Meaning

NEEDS

Expressed

What you tend to do.
How much you initiate
this behavior to
others. Observable
action

Wanted

What you tend to want
others to initiate this
behavior with you.
How much you prefer
to be recipient

Inclusion

Being part of a
group, recognition

**How much do I connect
with others?**

"I initiate interaction
with others"

High - "Outstanding"

Low - "Shy"

**How much do I want
others to connect with
me?**

"I want to be included"

High - "Friendly"

Low - "Aloof"

BEHAVIOURS

Control

Influencing the situation,
leading, responsibility

**How much do I take
charge?**

"I try to control others"

High - "Authoritarian";

Low - "Absent-minded"

**How much do I want
others to be in "driver's
seat"?**

"I want to be controlled"

High - "Submissive"

Low - "Rebellious"

Affection

Being close with
individuals, rapport

**How much do I share
myself with others?**

"I try to be close and
personal"

High - "Empathetic"

Low - "Cold"

**How much do I want
others to reach out to
me?**

"I want other to be close
and personal with me"

High - "Needy"

Low - "Defensive"

Total Expressed/Wanted Scores

- **0-7 are low** - may mean that you neither initiate activities or want others to initiate activities with you
- **8-19 are medium** - may mean that you sometimes initiate or want activities with others and sometimes don't
- **20-27 are high** - indicate you usually initiate activity and like for others to do so.

Total Expressed/Wanted Scores

- If your total “Expressed Score” is higher than the “Wanted Score”, you probably enjoy taking the initiative more than others.
- When your total “Wanted Score” is higher than your total “Expressed Score”, you probably prefer that others take the initiative
- When your E/W scores are equal, you probably prefer to take a wait and see attitude before deciding to take initiative. You might be asking questions like... What do others want? What do you feel like doing? What seems appropriate? Etc.

Strength of Your Needs

Highest Score

- Most comfortable interpersonal area
- Need area you will be the least willing to sacrifice in social situations
- Situations that satisfy this need will be those you return to often
- Need you will focus on when in a new area
- Once this need has been met the other needs can be addressed

Lowest Score

- The need satisfaction you are drawn to the least
- The need you are most willing to sacrifice

Thank You
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