

TRAITS - BEHAVIOURS MAPPING TOOL

How to Use This Guide:

Before stepping into a key conversation take the time to identify any traits you want to address and get clear on the specific behaviours the person displays. Then consider 'what would good look like?' to help identify potential desired behaviours. This is your planning tool to help support even greater clarity for behaviour change to occur.

Name: _____

Date: _____

Trait	Example Behaviours	Desired Behaviours

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Examples of Traits and Observable Behaviours

Disorganized

- Consistently misses deadlines without prior communication
- Keeps workspace cluttered with incomplete tasks
- Unable to locate important documents when needed

Proactive

- Identifies potential problems before they escalate
- Initiates new projects without being asked
- Prepares contingency plans for key deliverables

Unreliable

- Arrives late to meetings without notice
- Makes commitments without following through
- Provides incomplete work at the last minute

Collaborative

- Actively seeks input from team members
- Shares resources and information unprompted
- Offers help to colleagues during busy periods

Resistant to Change

- Repeatedly says "This is how we've always done it"
- Finds problems with every new suggestion
- Delays implementing new processes

Detail-oriented

- Double-checks work before submission
- Creates comprehensive documentation
- Identifies inconsistencies in data

Poor Communicator

- Sends unclear emails requiring multiple clarifications
- Fails to update stakeholders on project status
- Interrupts others during discussions

Leadership Potential

- Takes initiative in group settings
- Mentors junior team members voluntarily
- Proposes solutions to team challenges

Customer-focused

- Responds to client inquiries within one hour
- Follows up after service delivery
- Sends customer clear guide on next steps