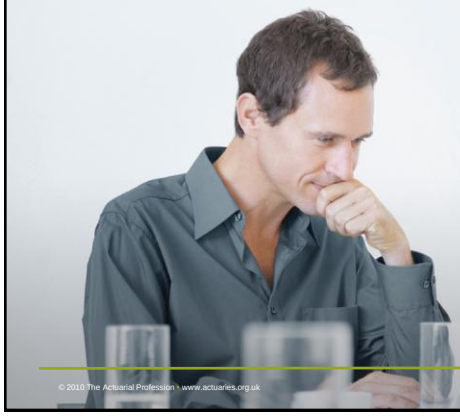
The Actuarial Profession
making financial sense of the future

Pension conference 2011
Adrian Jones



Touchy feely stuff
Work, learn and live

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Who I am



Adrian Jones
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Current	• **Senior Manager** at **PwC Netherlands**
Past	• Senior Manager at PricewaterhouseCoopers UK • Analyst at Cartwright Consulting Ltd
Education	• University of Nottingham - Nottingham University Business School
Recommendations	
Connections	**217** connections
Websites	
Twitter	adrianleejones
Public Profile	http://nl.linkedin.com/pub/adrian-jones/13/3b5/116

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Who we are – the assumption?





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Who we are – the reality (almost)



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Objectives

An introduction to models and theories that tell us how we:

- Differ;
- Learn;
- Respond; and
- Work together.

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Jung – Psychological Types (1921)

Cognitive functions:

- Thinking (T) / Feeling (F)
- Sensing (S) / Intuition (N)

Two orientations:

- Extraverted (E) / Introverted (I)

Myers-Briggs added:

- Judging (J) / Perceiving (P)

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Myers-Briggs - types

ISTJ *Inspector*	ISFJ *Protector*	INFJ *Counsellor*	INTJ *Mastermind*
ISTP *Crafter*	ISFP *Composer*	INFP *Healer*	INTP *Architect*
ESTP *Promoter*	ESFP *Performer*	ENFP *Champion*	ENTP *Inventor*
ESTJ *Supervisor*	ESFJ *Provider*	ENFJ *Teacher*	ENTJ *Field Marshall*

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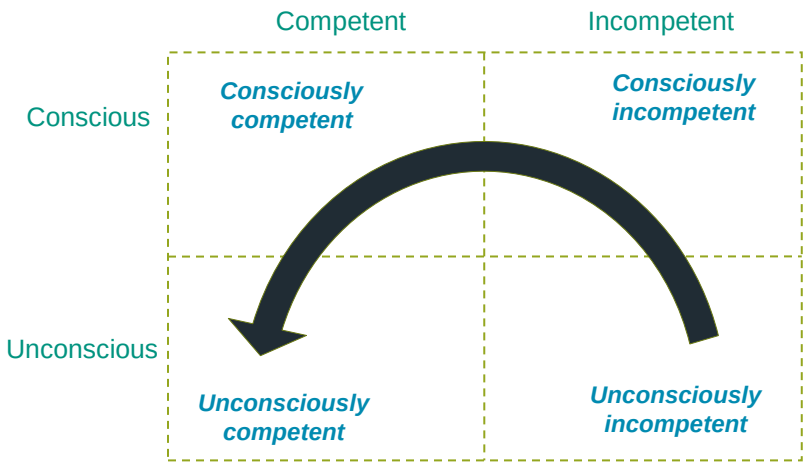
How we learn



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The learning process



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Learning (and working?) styles

Style	Explanation	Main downside	Likely to say
Pragmatist	Relevance, want the answer	Miss the detail	'Let's just call them', 'Bring me solutions, not problems'
Activist	Variety, visual, learn by talking / on feet, participate	Wander off the agenda	'Let's take a step back a second', 'Let's draw a picture', 'Walk with me'
Reflector	Analysis, thinking, lists, information	Slow at taking decisions	'Let's draw up a plan', 'Let me sleep on it'
Theorist	Links to theories, overall picture, logic	Over analyse	'Let's think about this', 'Let's apply a theory'

Honey and Mumford learning styles

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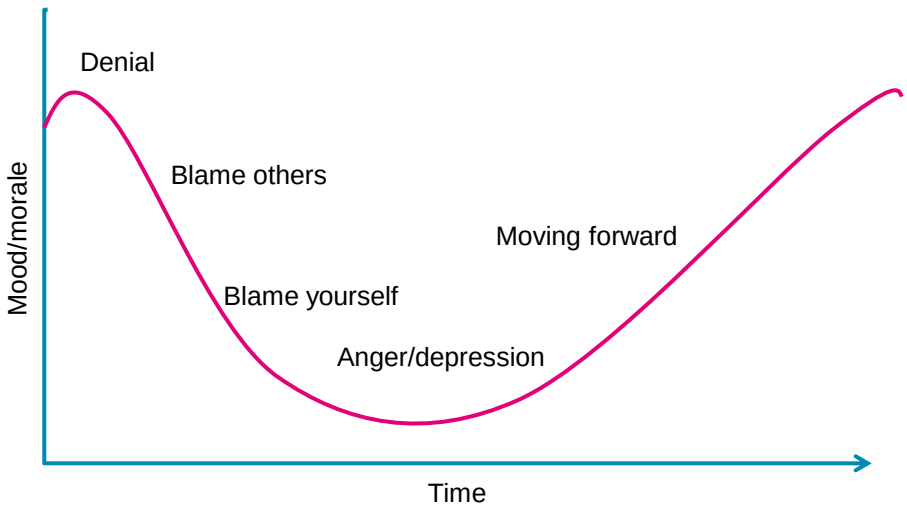
How we respond



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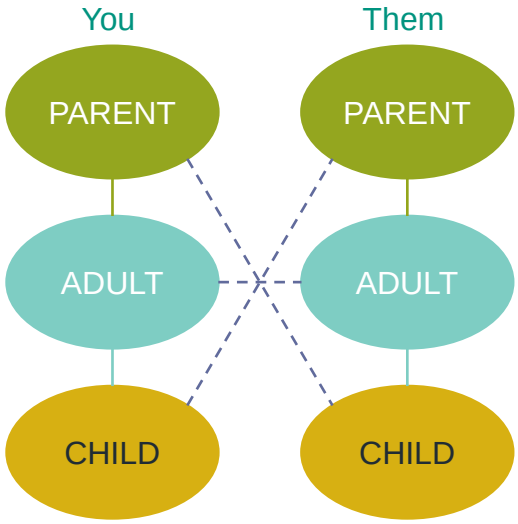
Kubler-Ross – grief, change, information



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Berne - transactional analysis



How a "child reacts"

- Rebel
- Tantrum
- Sulk
- Petulance
- Mope
- Delay
- Being bored
- Withdraw

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How we work together (or not)



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Chess - a team sport



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Chess – we all have a role

Piece	Importance – role in the team	Weaknesses/development challenges
King	*Leader:* icon, direction, strategy, motivation	*Respect:* Maintaining respect
Queen	*Warrior:* Allrounder, who the competition fears, role model	*Reliance:* Doing too much, martyrdom, moving on to be a King
Bishop	*Innovator (angles):* Creative, technical whiz, cutting edge	*Managing:* Delegation, communication, management
Rook	*Organiser (straight):* Manager, 'rallies the troops', clear plans	*Creativity:* Missing the creative spark to drive the project
Knight	*Adapter:* flexibility, adaptability, strength in emergencies	*Growth:* moving on, leadership, management
Pawn	*Worker*: Workload, commitment, learning, unexpected	*Limits:* usefulness, experience, movement

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Key messages



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Sources and further reading

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- www.peterhoney.com
- www.ekrfoundation.org
- www.ericberne.com
- www.ted.com

- Counselling for Toads: A Psychological Adventure, Robert de Board
- Working with Emotional Intelligence, Daniel Goleman
- Understanding Organisations, Charles Handy

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