

Personal User Manual

A guide to working with me—my communication style, how I think, and what helps me collaborate effectively.

Intent: I look forward to getting to know everyone I work with individually over time, but I like to proactively get ahead of ambiguities and be open about my shortcomings. This is not meant to be directive by any means but rather a shortcut with transparency and openness.

Context: *A great idea from Noel Brier, CEO of Percolate is the “introduce yourself” email which is an email send out by new hires to the team on their first day. It includes a photo (which is encouraged to be silly) and some brief information about their interests and quirks and any personal history they are happy to share.*

Taking this idea a step further and not just for new employees is the idea of your own user manual, aimed at providing other people with an insight into your character, how you would like to deal with them and how they should deal with you. It makes so much sense rather than taking an extended time to learn the quirks of your work associates, to simply have them tell you off the bat.”

[-Communicating to yourself and others — Your Personal User Manual and other great tools | by Tom Connor | 10x Curiosity | Medium](#)

這是我前一陣子從一位朋友那裡聽到的概念，他正在進行這件事，希望可以改善他和他的團隊的溝通品質。對於有趣的概念我總會好奇，於是搜尋了一下有沒有具體的方法和範本，發現這其實是設法讓別人知道「我是怎麼樣的人、我希望別人如何跟我相處」的方法。

[-老查專欄》寫一份自己的「使用說明書」，讓溝通更順暢](#)

More info on Personal User Manuals in the [bottom of the doc](#). I'd love for people who work with me to make their own and share them with me!

Bessie's Personal User Manual



A bit about me... 簡單自我介紹

Background

- 🇹🇼 I'm Taiwanese-American did exchange in Taiwan at 台大
- 🌴 Grew up in LA in the 626
- 🏡 Spent time in the Bay Area
- 🗽 Call NYC home
- 🌐 Worked extensively with global teams in APAC, EU, and LATAM

Education



Teams



My style

- I can come across as blunt and as either enthusiastic or overly intense
 - This has been either seen as, "I care about solving problems that matter and helping teams make progress, so I like to dive directly into issues" or "hey there, coming on too strong"
 - I'm actually a lot more flexible than the momentary enthusiasm would suggest - facts are very persuasive to me, and I value the truth above ego
- I am willing to try things even if they may fail because thought exercises can lead to different way to looking at or solving the problem
- I like being right, but I will change my mind if arguments are compelling
- Having the right information is very important to me because I have a curious nature
- I prefer direct communication
- I do not shy from conflict
- I want to treat people how they want to be treated versus one approach, but I'm not the best person at feeling this out.
 - **Please** let me know how you want me to communicate with you, etc. so we can best work together

How I like to be approached

- I like when people are prepared and come with potential solutions to workshop, even if incomplete, versus just problems
- I appreciate straight direct communication - in fact, I am not great at contextual clues
 - This doesn't have to be face-to-face, an e-mail or msg is welcome
- Credibility and preparation matter to me. If you haven't done the work, don't expect me to take you seriously. I expect place high expectations on the same from myself

What I value

- Integrity and honesty
- Thoughtfulness, curiosity, and learning
- Hard work combined with smart work
- Willingness to admit and risk failure
- Flexibility and adaptability

How I like communication

- I prefer e-mail for async - will get back within a day
- I try to work in Pomodoros and blocks so work actually gets done, so it may take time to get back on Slack
- I am not the most responsive to text and can forget to respond. If it's urgent, call me
- I'm happy to accommodate time zone differences provided we trade-off evenly

Favorite working conditions

- Flexibility is most important to me. I work hard and will extend people the same grace for doing the same
- I love collaboration, but focus time in the morning is important to me for deep work

- I try hard not to get on the “meeting treadmill” where we end up treading water with discussions but without time, ability, or will to execute
- Emergencies are fine, but I generally draw clear boundaries between the hours I’m working and not. I try to do my work in a way where people aren’t left hanging (eg. docs) if I’m out
 - I take my relationships and personal obligations very seriously and have the same respect for others
- Learning and hearing others perspective is very important to me, especially in the context of product development, and I expect the people I work with to do the same for each other

How I make decisions

- A mix of information and looking at future possibilities even if the data may not be available
- Weighing everyone’s opinions and larger context of the economic environment
- I generally believe in playing the long game, but understand quick wins need to be distributed on a regular cadence

How can people help me

- Point out what I’m not seeing. Fill me in on the details and context. If I haven’t brought it up, it is most likely I am being totally clueless. I don’t have a problem with saying I’m intentionally not doing x, y, z.
 - Slack, e-mail, 1-1 meetings, coffee, calls are really helpful for this
- Let me know if I or a situation is overwhelming them
 - Asking if we should take a break or revisit is a good signal
- Help me understand how I can help them reach their goals
 - As I get to know everyone, I really care about talking to people 1:1 and getting to know what they care about

I deeply value honesty, equality, and hard work. Therefore I find the following behaviors unacceptable

- Unethical behavior, treating your colleagues poorly, creating a toxic workplace, and bullying
- Bigoted behavior, eg. sexism and treating people as less than based on immutable innate traits
- Lack of effort without explanation

What people misunderstand about me

- I’m willing to change my mind with facts and arguments
- People mistake my enthusiasm and willingness to debate as self-serving, but I believe one of the best things I can do is advocate for positions based on that energy and am willing to advocate for the ideas and accomplishments of others, not just my own
- When the pressure is high, I can appear aloof and uncaring when I’m in fact trying to focus and/or get out of people’s way

My Blind Spots

- My decisiveness and presence can turn people off
 - I try to be aware of this and intentionally try to give people space
- I can get frustrated if I perceive others are not working as hard as I am or have the same sense of urgency as me, but I can accept that priorities are different if I am informed
 - Having the right information is key for me here
- On the flipside of that, I can get calmer and almost cold as pressure goes up, sometimes people misinterpret that as me not caring or emotionally distant vs me trying to turn down the temperature to focus
 - I've been focused on trying to convey more clearly what I am feeling and thinking in the moment

Various Personality Test Results

- I take these with a grain of salt, but I think they are helpful in understanding my strengths and weaknesses
- I refer to these once in awhile to make sure I'm working within my strengths and managing areas that are weak or energy-draining for me

GALLUP®

CliftonStrengths®

Bessie Chu

SURVEY COMPLETION DATE: 02-15-2023

Depending on the order of your themes and how you responded to the assessment, some of your themes may share identical insight statements. If this occurs, the lower ranked theme will not display insight statements to avoid duplication on your report.

Your Top 5 Themes

1. Command
2. Self-Assurance
3. Strategic
4. Achiever
5. Activator

1. Command

People who are especially talented in the Command theme have presence. They can take control of a situation and make decisions.

2. Self-Assurance

People who are especially talented in the Self-Assurance theme feel confident in their ability to manage their own lives. They possess an inner compass that gives them confidence that their decisions are right.

3. Strategic

People who are especially talented in the Strategic theme create alternative ways to proceed. Faced with any given scenario, they can quickly spot the relevant patterns and issues.

4. Achiever

People who are especially talented in the Achiever theme have a great deal of stamina and work hard. They take great satisfaction from being busy and productive.

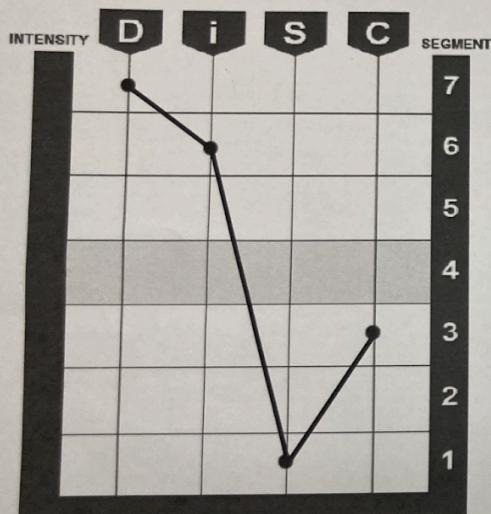
5. Activator

People who are especially talented in the Activator theme can make things happen by turning thoughts into action. They are often impatient.

Bessie Chu (May 2022)

Inspirational Pattern

DISC Classic Personal Profile System 2800: North American version



Emotions	Accepts aggression; tends to outwardly downplay their need for affection
Goal	Controlling their environment or audience
Judges others by	How they project personal strength, character and social power
Influences others by	Charm; direction, intimidation, use of rewards
Value to the organisation	"People mover", initiates, demands, compliments, disciplines
Overuses	"Ends justify the means" approach
Under pressure	Becomes manipulative; quarrelsome; belligerent
Fears	Being too soft; loss of social status
Would increase effectiveness with more	Genuine sensitivity; willingness to help others succeed in their own personal development

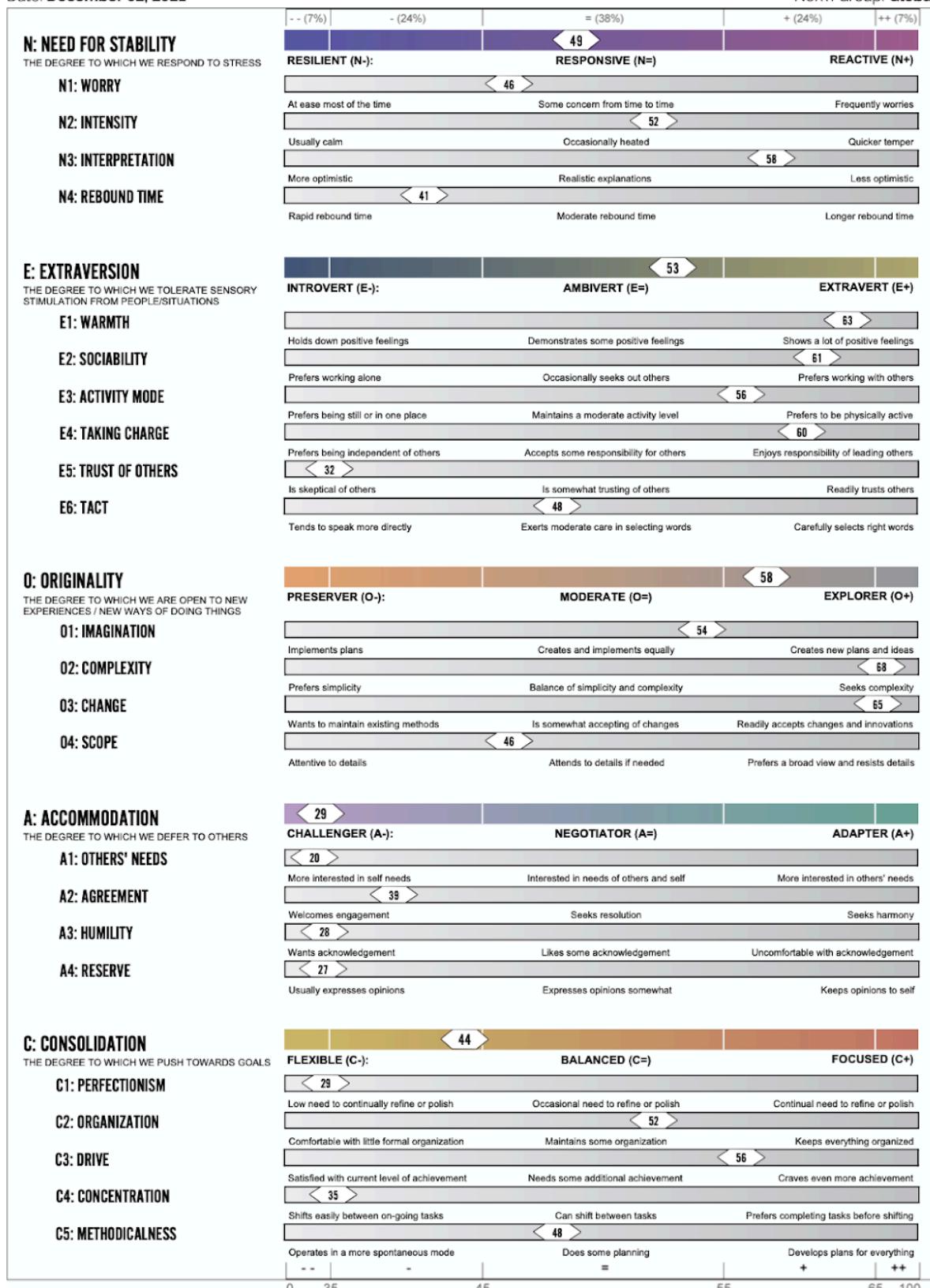
Persons with the Inspirational Pattern consciously attempt to modify the thoughts and actions of others. Seeking to control their environment, they are astute in identifying and manipulating another person's existing motives and directing the resulting behaviour toward a predetermined end.

Inspirational Persons are clear about the results they want, but do not always verbalise them immediately. They introduce the results they want only after they have created a climate of readiness in the other person. For example, Inspirational Persons offer friendship to those desiring acceptance, more authority to those who seek power, and security to those seeking a predictable environment.

Inspirational Persons can be charming in their contacts with others. They are persuasive in obtaining assistance for repetitive and time-consuming details. However, people often experience a conflicting sensation of being drawn to them and yet being curiously distanced. Others may have a feeling of being 'used.' While they sometimes may inspire fear in others and override their decisions, Inspirational Persons are generally well liked by coworkers. This results from using their considerable verbal skills to persuade others whenever possible. Inspirational Persons clearly prefer to accomplish goals by working through others rather than by dominating them.

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For more information: DISC Personal Profile System (2800 series) book



Character strengths are the core personality traits that define your unique identity and make you feel authentic, alive and engaged in life. Your free Character Strengths Profile below lists your strengths from highest to lowest based on the positive qualities that are strongest in you! Research shows learning about your strengths and how to express them can make you happier, less stressed, more productive at work and better connected to others. Interested in exploring the best parts of yourself? Check out our personalized, in-depth Total 24, Top 5 and Youth Reports and use your strengths to build your best life.

YOUR SIGNATURE STRENGTHS



1 Love of Learning

WISDOM

Mastering new skills, topics, and bodies of knowledge, whether on one's own or formally; related to the strength of curiosity but goes beyond it to describe the tendency to add systematically to what one knows.



2 Curiosity

WISDOM



4 Leadership

JUSTICE



3 Bravery

COURAGE



5 Honesty

COURAGE



YOUR LESSER STRENGTHS



20 Self-Regulation

TEMPERANCE



23 Prudence

TEMPERANCE



<https://www.viacharacter.org/survey/surveys/finished/21765312>

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VIA Character Strengths Survey Results | VIA Institute on Character | VIA Institute



21 Forgiveness

TEMPERANCE



24 Humility

TEMPERANCE



22 Fairness

JUSTICE



References

- [Five Steps to Create a Personal User Manual](#)
- [Personal User Manuals — The Good, the Bad, and a Template | by Camin McCluskey | Better Programming](#)
- [camin-mccluskey/personal-user-manual-template](#)

- [Communicating to yourself and others — Your Personal User Manual and other great tools | by Tom Connor | 10x Curiosity | Medium](#)
- [Miro Template Exercise Example](#)