



Providing Functional Fluency tools to enhance:

- leadership development
- management effectiveness
- team building
- parenting skill and confidence
- caring competence and compassion

For all general information contact:

The Fluent Self Company c/o Jane Hicks, Secretary, Hawthorn Cottage,
Lower Tregongeeves, Polgooth, St Austell, Cornwall, PL26 7AY

T: 01726 61856 E: info@fluentself.org www.fluentself.org



TEMPLE INDEX of FUNCTIONAL FLUENCY
Maximising Interpersonal Effectiveness



Photograph ©revival design

For more Functional Fluency and TIFF® details:

Contact Susannah Temple, 10 Berry Lane, Bristol BS7 9SA

T: 0117 979 1519 E: info@functionalfluency.com www.functionalfluency.com

Susannah Temple PhD is the creator of the Functional Fluency model and the Temple Index of Functional Fluency (TIFF). Her doctoral research culminating in TIFF won a European Association of Transactional Analysis silver medal in 2003.

**TIFF puts the personal back into personal development.
Its purpose is to enhance people's abilities
for building positive relationships.**



What is the Temple Index of Functional Fluency (TIFF®)?

- TIFF is a well-researched personal development tool based on the Functional Fluency model.
- It is a self-report questionnaire that provides a profile of a person's patterns of social behaviour.
- Using TIFF promotes the self-awareness and understanding that enhances emotional literacy.
- Expert feedback offers support, discussion and guidance for how to make use of the TIFF Profile.

Note: TIFF does not measure abilities or 'type' people in any way. Feedback is collaborative with a focus on what people already do well. It is designed to boost morale and the courage to make the changes chosen for developing effectiveness.

What is Functional Fluency?

Functional Fluency is the art and skill of interpersonal effectiveness. It is the use of those positive and flexible ways of responding to each other that help us to communicate well.

It is about how to 'respond' more and 'react' less.

It is about increasing our 'response-ability'.

Who can use TIFF®?

- Individuals interested in developing their interpersonal skills.
- Leaders wanting to enhance their ability to inspire and empower others.
- Managers and team leaders.
- Teams and staff groups.
- Teachers, trainers, coaches, facilitators and mentors.
- Workers in the helping professions.
- Parents and families wanting to get along better together.
- Counsellors and psychotherapists.

What do people learn from TIFF®?

They learn to balance their energy effectively in relating to others, developing their positive behaviour patterns and transforming those that are counterproductive:

- How to reduce stress by rebalancing their energy output.
- How to use authority so that every one benefits.
- How to care without becoming worn out.
- How misunderstandings happen and how to avoid them.
- How to stay more objective and not jump to conclusions.
- How to enjoy being individuals in their own right.
- How to get along better with others, both at work and play.

A special feature of TIFF is that it provides a profile unique to the person, not just an allocation of a category to belong to.

What does the process involve?

- Completion of TIFF (20 - 30 minutes), usually completed online.
- Learning about the Functional Fluency model.
- Individual feedback on the TIFF profiles with planning for personal development.
- Follow-up sessions using the TIFF framework, arranged as necessary.

How can I access use of TIFF®?

TIFF is available from licensed TIFF Providers.

Visit www.functionalfuency.com for more information and TIFF Providers to contact.

Are you interested in becoming a TIFF® Provider yourself?

[Become a TIFF Provider](#)