

# DISC TIPS

## Do You Deal with a “D”?

### What is a “D”? - Dominant

#### Quick Tip...

*They are driven by results, competitive, logical and decisive.*



#### How to Spot a "D":

**Conversation:** Charges right into issue.

**Example:** *"Market's going down, how are you?"*

**Pace:** Fast & abbreviated.

**Example:** *"Susan? Dan. Bob there?"*

**Tone:** All business, confident, demanding.

**Focus:** Solve problems...quickly!

**Power Cues:** They determine time & place.

**Example:** *"I'll call you at 3:00 PM tomorrow."*

#### How to Talk with a "D":

**Approach:** ABC's - Be Abridged, Brief & Concise.

**Wants to Know:** What it does, by when, and what it costs.

**Pace:** Maintain fast pace or be perceived as incompetent.

**Provide:** Options & supportive analysis.

**Save Them Time:** Be efficient & help them accomplish their goals.



# DISC TIPS

## Do You Deal with an “I”?

### What is an “I”? - Interactive

#### Quick Tip...

*They are idea and people-oriented, persuasive and animated.*



#### How to Spot an "I":

**Conversation:** Opens with informal message.

**Example:** *"What's Up?!" or "What's happening?!"*

**Pace:** Spontaneous, speaks rapidly.

**Example:** *"I have a great idea for the business, oh, and did you receive my email about my fantastic vacation?"*

**Tone:** Enthusiastic, optimistic, inspirational.

**Focus:** Builds alliances, generates ideas. Talks & Listens in feeling terms.

**Power Cues:** Prestigious awards on wall. Loves to talk on phone.

**Example:** *"I just called because I'm bored..."*

#### How to Talk with an "I":

**Approach:** Wants YOU to be stimulating.

**Wants:** Admiration, recognition & compliments.

**Pace:** Conversational, playful, upbeat.

**Provide:** Incentives for performance.

Support their ideas, goals, opinions & dreams.

**Example:** *"What a great idea!"*

**Save Them:** Dealing with details, if possible.



# DISC TIPS

## Do You Deal with an “S”?

### What is an "S"? - Steady

*Quick Tip...*

*They are relationship-oriented, team-focused and consistent.*



### How to Spot an "S":

**Conversation:** Opens with a personal greeting.

**Example:** *"Hi there Susan, how are you today? How are those lovely kids?"*

**Pace:** Methodical, Process-driven, and Contemplative.

**Tone:** Friendly, Compassionate and Soft-spoken.

**Focus:** Relationships, natural listeners.

**Example:** *"Joe, if you need help on that report, just let me know."*

**Power Cues:** Family photos, mementos, and serene artwork.

### How to Talk with an "S":

**Approach:** Non-threatening, wants to know something personal about you first.

**Wants:** To know where they fit into the group and that their work matters.

**Pace:** Give them time to prepare.

**Example:** *"We will be reviewing department changes 2 months from now on June 29th."*

**Provide:** A secure environment with as little surprises as possible.

**Save Them:** Embarrassment. Prefer quiet, one-on-one recognition rather than high profile.

**Example:** *"Mary, great job on the presentation yesterday. It's being seriously considered by the executive team."*



# DISC TIPS

## Do You Deal with a “C”?

### What is a “C”? - Compliant

*Quick Tip...*

*They are dependable, detail-oriented problem solvers..*



### How to Spot a "C":

**Conversation:** Formal & Factual.

**Example:** *"Mr. Hall, where is the justification for your request?"*

**Pace:** Methodical, procedure-driven, analytical.

**Example:** *"Please follow the timeline exactly as it is."*

**Tone:** Business-like, controlled, logical, listens quietly & then asks why.

**Example:** *"Our current software is working, why buy the new version?"*

**Focus:** Procedures, accuracy, quality.

**Example:** *"We will ship the parts when they are correct."*

**Power Cues:** Spreadsheets, technical manuals, books, reference materials are sequenced.

### How to Talk with a "C":

**Approach:** Be exact, logical, & structured.

**Example:** *"You will see the proposal begins with an in-depth analysis of our distribution vendors."*

**Wants:** Justification, facts, data & prefers email.

**Example:** *"This report provides the pros & cons as to whether we should be running 2 or 3 shifts."*

**Pace:** Allow time to analyze & strategize.

**Provide:** Organized, detailed agenda.

**Save Them:** Interaction & congratulatory attention. Start with Business Overview, purpose, not a friendly anecdote.

**Example:** *"As you see in the outline, we will be assessing the viability of the stock."*

