

DISC TIPS

Non-Verbal Communication of a "D"?

What is a "D"? - Dominant

Quick Tip...

Use actions that indicate confidence.



Non-verbal Communications ... of a "D":

"D's" Body Language

- Handshake - Firm and not held long
- Gestures - Used to speed things up
- Eye Contact - Have strong eye contact if they are listening to you
- Posture - Alert, ready for action
- Sitting - When sitting...sits "up"
- Walking - Typically walk quickly from point A to point B
- Stance - Hands on hips or arms crossed

"D's" Actions

- D looks at their watch/computer/calendar = D has enough info, done listening and now ready to end meeting.
D's eyes have a glazed over, "frozen in time" look = D considers topic has been fully discussed and they have tuned you out.
- D gets up from desk and goes to the door = meeting has ended!

Responding to Non-verbal Communications ... of a "D":

Your Body Language

- Handshake - Grasp with your complete hand and squeeze
- Gestures - Keep high emotions out of the situation
- Facial - Keep eyes glued on the "D"
- Posture - Poised to get up quickly and take care of business
- Sitting - Sit across from the "D". Body squared with yours, not at an angle. Don't get too comfortable as if you're going to stay awhile
- Stance - Remain low-key

Your Reactions

- D looks at their watch/computer/calendar ... You should move onto another point or topic.
- D's eyes have a glazed over, "frozen in time" look ... You should wrap-it-up with something for them to consider.
- D gets up from desk and goes to the door ... Immediately stand-up, because you are being asked to leave. And don't get your feelings hurt, as they mean nothing by these behaviors.

Extra Tips...

- Other person is a "D" and **You Are a "D"**
Keep yourself in "check" while the other "D" is wanting the focus.
- Other person is a "D" and **You Are an "I"**
Focus on business-like approach. Don't repeat yourself
- Other person is a "D" and **You Are an "S"**
Take fewer notes. They want to see you acknowledging their input
- Other person is a "D" and **You Are a "C"**
Don't over-analyze. Communicate you are tracking with them (e.g. nod your head)



DISC TIPS

Non-Verbal Communication of an "I"?

What is an "I"? - Interactive

Quick Tip...

Eye contact is a must.



Non-verbal Communications ... of an "I":

"I's" Body Language

- Handshake - Welcoming and lively. Communicates "Happy to see YOU!"
- Gestures - Animated. Uses hands to emphasize a point.
- Eye Contact - Looks steadily and intensely to engage you.
- Posture - Anticipating your response.
- Sitting - Perched and ready to act.
- Walking - Energetic pace.
- Stance - Surveying for next opportunity.

"I's" Actions

- The "I" enthusiastically begins to make notes = The "I" is fully engaged and wants to get ideas down before they lose them.
- The "I" is looking at you with eyes glazed over = The "I" is completely distracted by another subject or idea.
- The "I" is multi-tasking while you enter their office and continues to multi-task = While finishing current task, "I" will give you topical conversation.

Responding to Non-verbal Communications ... of an "I":

Your Body Language

- Handshake - Be willing and given with a smile
- Gestures - Utilize them moderately
- Eye Contact - Maintain
- Posture - Poised
- Sitting - Keep in close proximity
- Walking - Match the "I's" fast pace
- Mental Stance - Stay alert for change

Your Reactions

- The "I" enthusiastically begins to make notes... Offer to take notes so the "I" can continue to be engaged.
- The "I" is looking at you with eyes glazed over... To re-engage, ask them to share their ideas, "How do you feel about that?"
- The "I" is multi-tasking while you enter their office and continues to multi-task... If just dropping in their office, offer to meet later. If you had an appointment, ask "Are we set to meet?"

Extra Tips...

- Other person is an "I" and **You Are a "D"**
Stop "doing" and give them the focus
- Other person is an "I" and **You Are an "I"**
Give them your full attention
- Other person is an "I" and **You Are an "S"**
Remain calm and anchor the meeting
- Other person is an "I" and **You Are a "C"**
Look up from your paper work and have eye contact



DISC TIPS

Non-Verbal Communication of an "S"?

What is an "S"? - Steady

Quick Tip...

Respect their personal space.

Non-verbal Communications ... of an "S":

"S's" Body Language

- Handshake - Solid, but friendly
- Gestures - Minimal
- Eye Contact - Direct without being intense
- Posture - Leaning back, when relaxed or leaning forward, showing interest. Arms may be loosely crossed or hands loosely clasped in front of them.
- Sitting - Comfortable, composed
- Walking - Easy-going, with head slightly looking down (to see where they are going.)
- Stance - Calm, stable



"S's" Actions

- The "S" just nods while you are talking = *The "S" is listening*
- The "S" has an inquisitive look on their face = *The "S" is processing*
- The "S" has a blank expression = *They are not tracking with you, not following your line of thought*

Responding to Non-verbal Communications ... of an "S":

Your Body Language

- Handshake - Willing and open
- Gestures - Moderate
- Eye Contact - Attentive
- Posture - Stand calmly
- Sitting - Sit back and relax
- Walking - Even-paced
- Stance - Casual and cooperative

Recommended Reactions

- The "S" just nods while you are talking...Clarify that they have understood you
- The "S" has inquisitive look on their face...Ask if they might have a question
- The "S" has a blank expression...Expand on the topic you are discussing, provide more explanation

Extra Tips

- Other person is an "S" and **You Are a "D"**
Ask more, tell less or an "S" will close down.
- Other person is an "S" and **You Are an "I"**
Communicate in a more linear fashion or you could lose credibility.
- Other person is an "S" and **You Are an "S"**
Sustain balance between business and relationship agendas. Important to be sure to weave in the business or it may not be accomplished.
- Other person is an "S" and **You Are a "C"**
Make a point to make some eye contact.



DISC TIPS

Non-Verbal Communication of a “C”?

What is a “C”? - Compliant

Quick Tip...

Approach with caution.

Non-verbal Communications ... of a "C":

"C's" Body Language

- Handshake - Formal
- Gestures - Deliberate
- Eye Contact - Sparse
- Posture - Closed
- Sitting - Prefers distance between you
- Walking - Detached and quiet
- Stance - Contemplative

"C's" Actions

- The "C" continues to look at the screen when you enter their office = *Your entrance is an interruption*
- The "C" has the door shut = *They prefer to keep it that way*
- The "C" looks perplexed as you present data = *The "C" is analyzing while you're presenting*



Responding to Non-verbal Communications ... of a "C":

Your Body Language

- Handshake - Business appropriate, polite
- Gestures - Keep them limited to topic
- Eye Contact - Intermittent
- Posture - Reserved
- Sitting - Allowed if you have an appointment
- Walking - Pace yourself
- Stance - Receptive

Recommended Reactions

- The "C" continues to look at the screen when you enter their office ... *Pause and ask permission to approach*
- The "C" has the door shut ... *Unless emergency, walk away, send an email*
- The "C" looks perplexed as you present data ... *Offer more data points, give time to process*

Extra Tips

- Other person is a "C" and **You Are a "D"**
Include facts in the conversation.
- Other person is a "C" and **You Are an "I"**
Stay focused on the subject matter. Respect their personal space.
- Other person is a "C" and **You Are an "S"**
Stay on topic.
- Other person is a "C" and **You Are a "C"**
Calculate extra time to thoroughly analyze all details.

