

# DISC TIPS – Entering the Office of a “D”

## Office of a “D”

What is a “D”?

*Quick Tip...Office is for business, not chit chat.*

### It's a "D" Office When:

**Desk:** Massive desk keeps others at a distance. Often has papers stacked neatly and bulging In/Out basket.

**Non-Verbal Message:** *"Let's get down to business."*

**Chair:** Large chair behind "power desk." Often remains seated when you enter. May not have a chair for visitors.

**Non-Verbal Message:** *"I'm powerful. I'm in control."*

**Walls:** Trophies, awards, diplomas, commendations. One wall may have large planning timeline or calendar.

**Non-Verbal Message:** *"I know how to win."*

### When in a "D" Office:

**Tone:** State purpose. Be serious, focused and formal.

**Example:** *"I know you're on a tight schedule, so I'll get straight to the point."*

**Provide Answers:** Executive Summary. Be efficient in word selection. Be brief, be bright, be gone.

**Example:** *"Issue-aluminum supplier was late. We added third shift and had vendor absorb delivery cost. Result-product will ship on time."*

**Leave When:** They start looking at their watch or stand up behind desk. Wrap it up.

**Example:** *"I'll finish the update in a brief email to you and let you get back to your work."*



# DISC TIPS – Entering the Office of an “I”

## Office of an "I"

What is an "I"?

*Quick Tip...Office is for creating and connecting.*

### It's an "I" Office When:

**Desk:** Multiple projects and messages are highly visible. Reflects their optimism for getting a lot accomplished.

**Non-Verbal Message:** *"I'm a creative problem solver"*

**Chair:** Comfortable, swivels, easy to get out of. Often leaves chair to sit next to you for a lively conversation.

**Non-Verbal Message:** *"I need to feel I know you before we can talk business."*



**Walls:** Motivational slogans, posters and action-oriented photos. Often adds background sounds (music, radio) to energize their environment.

**Non-Verbal Message:** *"Live your life to the MAX."*

### When in an "I" Office:

**Tone:** Upbeat, enthusiastic, optimistic and informal.

**Example:** *"Hey George,... got a minute?"*

**Your Timing:** Allow them to share their outlook & ideas.

**Example:** *"Karen, how do you feel our team is doing?"*

**Leave When:** They become distracted. Once their attention is lost, it's best to wrap it up.

**Example:** *"Why don't I bring the prototype by tomorrow."*



# DISC TIPS – Entering the Office of an “S”?

## Office of an "S"

What is an "S"?

*Quick Tip...Office is for relationship building.*

### It's an "S" Office When:

**Desk:** Unassuming desk with family photos and mementos arranged for viewing from chair.

**Non-Verbal Message:** *"My work is not my life."*



**Chair:** Comfortable & functional. Prefers friendly side-by-side seating arrangement.

**Non-Verbal Message:** *"I'm personable & accessible."*

**Walls:** Conservatively-framed landscapes, motivational posters & certificates recognizing community service.

**Non-Verbal Message:** *"I'm traditional, contemplative & giving of my time."*

### When in an "S" Office:

**Your Tone:** Sincere, pleasant & non-intrusive.

**Example:** *"If you have a moment, I'd like to get your opinion on something."*

**Your Timing:** Patient & non-threatening.

**Example:** *"If you could get it to me by next week, then we can proceed with phase two."*

**Leave When:** You have communicated your message. Give them ample time to respond.

**Example:** *"Is there anything else we need to consider?"*



# DISC TIPS – Entering the Office of a “C”?

## Office of a "C"

What is a "C"?

*Quick Tip...Office is doing quality work.*

### It's a "C" Office When:

**Desk:** Neat, uncluttered, usually facing a wall, with useful objects accessible.

**Non-Verbal Message:** *"I want to be left alone to work."*

**Chair:** Functional. Seating is arranged to maintain distance from visitors.

**Non-Verbal Message:** *"Communications will be conducted in a controlled business-like manner."*

**Walls:** Charts, graphs & models about specific products/services are arranged with pristine accuracy.

**Non-Verbal Message:** *"I'm an expert in my field."*

### When in a "C" Office:

**Your Tone:** Cs are sensitive to criticism, so be non-judgmental, especially when asking questions.

**Example:** *"What are your thoughts on the Harrison project deadline? Do you see any special problems?"*

**Your Timing:** When a C says, "Give me some time to think about it," you should.

**Example:** *"Here's the report. Look it over, then let me know what you think after lunch."*

**Leave When:** The task at hand is done. No chit chat.

**Example:** *"This is exactly what I needed. Thank you."*

