

DISC TIPS

Problem Solving with a “D”

What is a “D”? - Dominant

Quick Tip...

Address their goal!!

Are you Problem Solving with a "D"?

First start with assessing...

Tone/Words: All-business, direct, and decisive. Competitive. Expresses strong opinions. Firm, factual, logical. Focused on efficiency & results.

Example: *"It's obvious if we don't meet or beat our deadline, we'll lose 20% market share this year."*

Strategy: Winning is number one priority. Open to challenging people or rules, if that will resolve the issue. May use formal position as leverage.

Achieving the goal justifies the means.

Example: *"As the Marketing Manager for 5 years, I know why our T-7 Series failed - we were not the first in the marketplace and not willing to create a sense of urgency. What is it going to take to make this happen?"*



Flex if Problem Solving with a "D"

Now that you know their Style, start with...

Strategy: Know what the "D" wants. Do your homework. If you disagree, argue with facts rather than feelings. Be organized. Summarize key data points. Be brief, direct & hit the high points.

Example: *"I understand you think if the prototype is out by the 2nd quarter, our position as the market leader will be established. However, the facts remain, we are hindered by limited resources and dwindling budget. If this aggressive deadline is to be achieved, other funding options must be allocated."*

Tone/Words: Be strong, assertive & succinct as you use stats to back up your recommendation(s.) State your purpose upfront. Maintain composure, otherwise you will be perceived as weak, incompetent and wasting their time.

Example: *"I already contacted the CFO and she made it very clear that my division is not at the top of her priority list. Maybe you can convince the CFO or CEO to increase our budget."*



DISC TIPS

Problem Solving with an “I”

What is an “I”? - Interactive

Quick Tip...

They love to brainstorm.



Are you Problem Solving with an "I"?

First start by assessing...

Tone/Words: Informal, expressive & energetic. Passionate, upbeat, lively & spontaneous. Driven by generating & exchanging lots of ideas. Creativity is their friend.

Example: *"Oh, this is great! I've been wanting to jump on board. And, if we pulled one person from each department & have a working lunch, well...we could get this project done in no time!"*

Strategy: Recognition is number one priority. Open to being an active participant, as long as there is some fun. They tap into current relationships for support. Networking creates opportunity to grow relationships.

Flex if Problem Solving with an "I"

Now that you know their Style, start with...

Strategy: Develop mutually acceptable/beneficial objectives. Acknowledge, praise & capitalize on their ideas whenever you can. If you have concerns, ask them for their input. Keep their "win/win" orientation in mind.

Example: *"Great job on the new graphic design for the package. Star Corp will love it. But, this client is ready to launch the product at their upcoming convention. We are behind schedule, so how n we get the rest of the project completed by next Friday?"*

Tone/Words: Be open & positive. Use a conversational, informal approach. Allow time for brainstorming. Illustrate your point with a personal story or testimonial. Include what the reward (extra recognition) might be.

Example: *"You know Jan, I bet if we take an hour to brainstorm some ideas, we can solve this billing problem asap. Remember, we did it last month. And, if we get the plan to our boss by the end of day, we look like heroes!"*



DISC TIPS

Problem Solving with an "S"?

What is an "S"? - Steady

Quick Tip...

Be ready to develop a plan.



Are you Problem Solving with an "S"?

First start by assessing...

Tone/Words: Moderate pace, conscientious, planful.

Listens to learn each side of the issue. Diplomatic contributions. Uses "we" to partner to solutions.

Example: *"What do you think we can do to fix it?"*

Strategy: Consensus - wants each person's views heard. Prefers total agreement to final solution.

Appreciates expectations clarified so action items and timelines are understood by all.

Example: *"Before we end the meeting, could we review the assignments and due dates?"*

Flex if Problem Solving with an "S"

Now that you know their Style, start with...

Strategy: Provide reasons for issue, why you have asked them to join you in solving the problem, and relevant information prior to the meeting. Give them time to prepare. You will receive more input from them if the meeting is just one on one or in a small group. After discussion, allow time for processing.

Offer them time to study the issue before a solution is determined.

Example: *"Let's take a week to review our options."*

Tone/Words: During the meeting, your suggestions need to consider the impact on others. Offer concrete examples. If you disagree with their ideas, ask exploratory questions. Maintain a relaxed mode throughout.

Example: *"It doesn't seem like it would take a month to implement. What am I missing?"*



DISC TIPS

Problem Solving with a “C”

What is a “C”? - Compliant

Quick Tip...

Allow for detailed analysis.



Are you Problem Solving with a "C"?

First start by assessing...

Tone/Words: Quietly observes, then determines in detail what they will say, followed with asking pertinent, specific questions. If climate seems receptive, they will build-up to making statements.

Example: *"If we do not adequately evaluate the faulty process, how will we know the error ratio?"*

Strategy: Priority is an in-depth review of pros & cons. You can rely on them to conduct research, crunch numbers & develop methods. Rational resolution is dictated after they have substantiated that all data is correct.

Example: *"An impact study covering the last year should indicate exactly which of the seven distribution channels have produced the most profitable return on a consistent basis."*

Flex if Problem Solving with a "C"

Now that you know their Style, start with...

Strategy: Be systematic, logical & well prepared. Provide facts & justification for your recommendations. Expect scrutiny over issues discussed. Clarify milestones & due dates.

Example: *"Initially, our hiring calculations were based on 3 offices and to date we have 5, with plans to open another office by end of the year. I think a reassessment within two weeks should occur so we are adequately staffed."*

Tone/Words: Emphasize quality throughout your contributions. Establish credibility by detailing the process you used. When acknowledging their contributions, use appropriate terms (e.g. efficiency.) Keep your communications business-oriented & procedures driven.

Example: *"Your report provides a very thorough comparison of our sales before & after our expansion. I think this is precisely the information that will enable us to generate intelligent options."*

