

DISC Tips

HOW YOU TALK WITH A “D”

What is a “D”? – Dominant

They are driven by results, competitive, logical & decisive

How to Spot a “D”:

Coversations: 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.

HOW YOU TALK WITH AN “I”

What is an “I”? – Interactive

They are idea & people oriented, persuasive & animated

How to Spot an “I”:

Conversation: Opens with informal message.

Example: “What’s up?!” or “What’s happening?!”

Pace: Spontaneous, speaks rapidly.

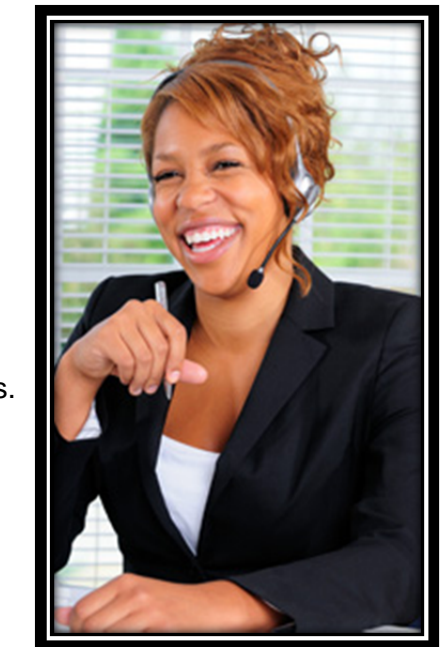
Example: “I have a great idea for the business, oh, and did you receive my email about my fantastic vacation?”

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 Time: Dealing with details, if possible.



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HOW YOU TALK WITH AN “S”

What is an “S”? – Steady

They are relationship oriented, team focused & 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, contemplative.

Tone: Friendly, compassionate & soft-spoken.

Focus: Relationships, natural listeners.

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

Power Cues: Family photos, mementos & serene artwork.



How to Talk with an “S”:

Approach: Non-threatening, want s to know something personal about you first.

Wants: To know where they fit into the group & 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.”*

HOW YOU TALK WITH AN “C”

What is a “C”? – Compliant

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.”*

