

*DISCcert Presents...*

*Team Communications –  
Formula for Success*

**DISC**

Participant Guide



*Creating Powerful Results Together*



# The DISC Debriefer

## The DISC Debriefer – Does this Sound Like You?

### Dominant

- Energized when Assertive with Problem Solving /Challenges

#### Descriptors

- Problem Solve
- Challenge
- Results

### Interactive

- Energized by Inspiring People

#### Descriptors

- People-Limelight
- Idea Person
- Light-hearted

### Steady

- Energized by Accommodating when Planning

#### Descriptors

- Plan/Routine
- Cooperative
- Reliable/Steady

### Compliant

- Energized by Accuracy with Procedures

#### Descriptors

- Accurate
- Cautious
- Logical

### Energy Line

### Dominant

- Prefers to be Reflective before Solving Problems & Challenges

#### Descriptors

- Process
- Careful
- Reflective

### Interactive

- Prefers to be composed when talking to people

#### Descriptors

- Subtle
- Modest
- Behind the Scenes

### Steady

- Prefers to be Spontaneous if Planning

#### Descriptors

- Spontaneous
- Care-free
- Impulsive

### Compliant

- Prefers to be big Picture focused with Procedures

#### Descriptors

- Break the rules if needed
- Risk Taker
- Big Picture Focus



# Team

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## Team - Overview

*DIRECT – Fast Pace*

*GUARDED –  
Task  
Oriented*

*OPEN –  
People  
Oriented*

*INDIRECT – Slower / Cautious Pace*

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## Comparing the Two Graphs

### COMPARING – DISC Graph II “Natural You” at Work & Home, 24-7 With – DISC Graph I “Snapshot of You” 1 Day at Work

1. **Start with Graph II:** Use **YELLOW** marker to plot Graph I I. Highlight the words that correspond D, I, S, C
2. **Refer to Graph I:** Use **BLUE** marker to plot Graph I. Highlight the words that correspond D, I, S, C
3. **Compare Graph II and I** for D, I, S, C: Did Graph I go up or down for each?
4. **Count the words in between the D, for Graph II & Graph I.** Write that number in the section at the bottom of the page. Apply this same process for the other three styles I, S, & C.
5. **If your point spread is 5 or more,** read the corresponding descriptions.
  - Ask yourself what was going on for you the day you took assessment at work?
  - Any changes? Did you need to stretch?
  - Ask yourself, if this stretch is daily required or occasionally? Same stretch prolonged may need extra checking.

	<b>DOMINANCE</b>	<b>INTERACT</b>	<b>STEADINESS</b>	<b>COMPLIANCE</b>	
6	ASSERTIVE COMPETITIVE DRIVING AMBITIOUS	ANIMATED INSPIRING MAGNETIC TRUSTING	AMIABLE ACCOMODATING RELAXED RESPONSIBLE	ACCURATE PRECISE EXACTING FACTUAL	
5	PIONEERING STRONG-WILLED STRATEGIC DECLARATIVE	INTENSE DEMONSTRATIVE OPTIMISTIC PERSUASIVE	COOPERATIVE PATIENT LOYAL CONSISTENT	LOGICAL CAREFUL WELL DISCIPLINED PRIVATE	
4	DETERMINED RESOLUTE DELIBERATE INDEPENDENT	COLLABORATIVE HOPEFUL RESOURCEFUL ENTHUSIASTIC	AGREEABLE TACTFUL SYSTEMATIC STABLE	ANALYTICAL CONVENTIONAL CONCERNED BALANCED-JUDGMENT	
3	FIRM CALCULATING CONTEMPLATIVE PENSIVE	SOCIABLE MODEST LOW-KEYED RESERVED	FRIENDLY DIPLOMATIC DISCRETE FLEXIBLE	TENACIOUS OPEN-MINDED WILLFUL INNOVATIVE	<b>ENERGY LINE...</b> HELPS DETERMINE STYLE INTENSITY.
2	THOUGHTFUL INDIRECT ASSESS REFLECTIVE	MODERATE CONSERVATIVE UNDERSTATED SUBTLE	EAGER EXPEDIENT RESTLESS ARDENT	CREATIVE FLUID PLIABLE CHANGEABLE	
1	PROCESS DISCERNING CAUTIOUS HESITANT	CALM COMPOSED TEMPERED RESTRAINED	VIGOROUS CAREFREE SPONTANEOUS RISK-TAKER	ARBITRARY ADVENTUROUS UNINHIBITED BIG PICTURE FOCUSED	

- |   |                   |                         |   |
|---|-------------------|-------------------------|---|
| — | <b>D goesUP</b>   | BECAME MORE ASSERTIVE;  | Pressure, Deadline, Demand, Decision now, Crisis  |
| — | <b>D goesDOWN</b> | BECAME LESS ASSERTIVE;  | Following through on Task. Increased Paperwork.   |
| — | <b>I goesUP</b>   | BECAME MORE OUTGOING;   | Leadership responsibilities, e.g. Meeting Leader. |
| — | <b>I goesDOWN</b> | BECAME LESS TRUSTING;   | Changes in Policy, Management, Procedures.        |
| — | <b>S goesUP</b>   | BECAME MORE METHODICAL; | Planning, Reporting, Attend Meetings.             |
| — | <b>S goesDOWN</b> | BECAME LESS STRUCTURED; | Time Crunch, Staff Reduced, Increased Workload    |
| — | <b>C goesUP</b>   | BECAME MORE PROTECTIVE; | New Procedures, Management Change                 |
| — | <b>C goesDOWN</b> | BECAME MORE RISK TAKER; | Deadline moved up. Resources Reduced.             |



## They excel at...

### **D**ominant

- Asking **questions** that challenge tradition
- Working **quickly** to resolve issues



### **I**nteractive

- Bringing a sense of **enthusiasm**
- Easily **negotiating** conflicts between teams



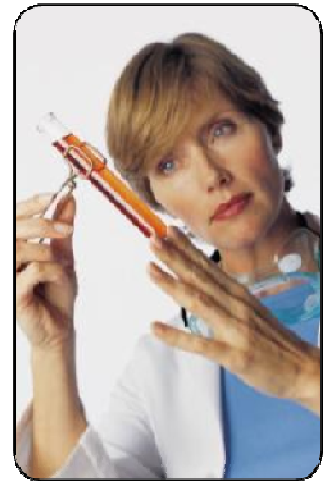
### **S**teady

- **Calming** disagreements
- Looking for **different** approaches



### **C**ompliant

- **Clarifying** complex issues
- Demonstrating **technical expertise**



## They tend to prefer...

### **D**ominant

- **Authority** equal to responsibility
- Opportunities to express ideas and opinions



### **I**nteractive

- **Recognition** for skills and insights
- Power to control own career path



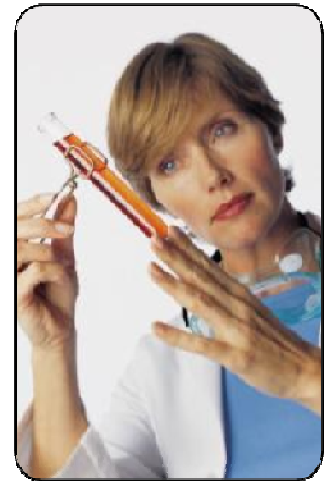
### **S**teady

- **Sincerity** from groups and peers
- Sufficient time to adjust to change



### **C**ompliant

- **Tasks** completed right first time
- Projects highly specialized



## When communicating with them, ...

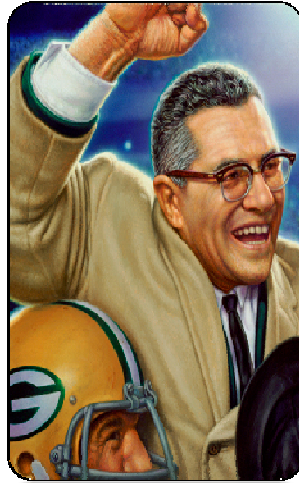
### **D**ominant

- Get to the **point** quickly; Don't ramble
- Be prepared to handle some objections



### **I**nteractive

- Be **engaging** and fast-paced
- Provide immediate incentives for them



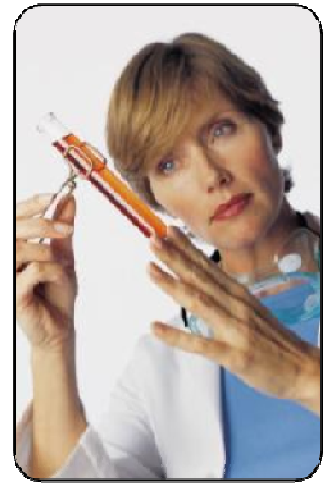
### **S**teady

- Be **candid**, open and patient
- Provide assurance on their input and suggestions



### **C**ompliant

- Present ideas **logically**
- List pros and cons of suggestions you make





## Genopix HR Team Tips

Name	Style	Strengths	Motivators	Communication Tips	Action Items

## When they're communicating with you, they ...

**D**ominant



Are direct, concise, candid, open, decisive. Tell it like it is.

**Appreciate**

no-nonsense communication in return

**I**nteractive



Use colorful language, casual, optimistic, outgoing, opinionated, sometimes loud, playful and can appear to be unfocused.

**Appreciate**

upbeat tone to communication

**S**teady

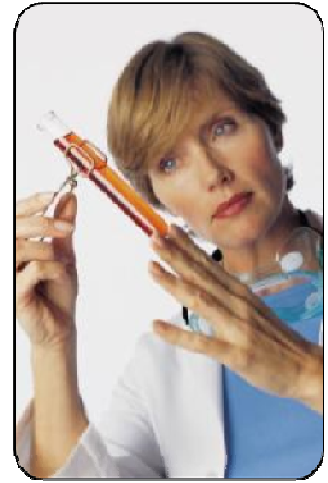


Are team-oriented, patient, strive to avoid conflict, slower paced, peace-maker, tends to be cautious in decision-making.

**Appreciate**

more time for decision making

**C**ompliant



Seem careful, conscientious, correct, accurate, task-oriented, less assertive, reserved in communication.

**Appreciate**

focus on facts and details

# Decoding Email

## D, I, S, C? Underline the Signs & Signals

Send	To...	Staff
	Cc...	
	Subject:	Performance Reviews

Hello Sam, Jane, Scott, Fred,

With only one week until the Performance Reviews are due, I think we should discuss our completion progress. As you all know, it is critical to meet the due date, so promotions can follow the Performance Review Process. If you are still missing a few Performance Reviews from some of your assigned managers, please connect with them today and if at all possible, help them finish today. Let's meet at 4:00 P.M today in the conference room to review our status.

I appreciate all your efforts,  
Patricia

Give me update on Performance Reviews by 5 today. PN

Hi Everyone,

I hope your week has been great. What do you think about getting together this afternoon or tomorrow morning so we can look at the progress we've made in getting the Performance Reviews done on time? Be sure to bring any suggestions on how you were able to motivate the managers to get their Reviews done on time. And, if you're having any challenges on acquiring a manager(s) Review, we'll all brainstorm and help you so you leave the meeting with a successful plan.

Be Well,  
Pat

Human Resources Team Members,

The deadline for the Performance Reviews is in two weeks. Therefore, I'd like to assess the completion status. Please send me two groups of information by this Friday, 3P.M. First group is to be the name of each Manager who has not completed their Performance Review and why it is not done and what you are doing to rectify the situation.

Respectfully,  
Patricia Nickels

# Style Based Action Plans

DOMINANT STYLE	
Characteristics:	So You...
Concerned with being #1	- Show them how to win, new opportunities
Think logically	- Display reasoning
Want facts and highlights	- Provide concise data
Strive for results	- Agree on goal and boundaries, then support or get out of their way
Like personal choices	- Allow them to “do their thing,” within limits
Like Changes	- Vary routine
Prefer to delegate	- Look for opportunities to modify their work-load focus
Want others to notice accomplishments	- Compliment them on what they’ve done
Need to be in charge	- Let them take the lead, when appropriate, but give them parameters
Tendency towards conflict	- If necessary, argue with conviction on points of disagreement, backed up with facts; don’t argue on a “personality” basis

COMPLIANT STYLE	
Characteristics:	So You...
Concerned with aggressive approaches	- Approach them in an indirect, non-threatening way
Think logically	- Show reasoning
Seek data	- Give it to them in writing
Need to know the process	- Provide explanations and rationale
Utilize caution	- Allow them to think, inquire and check before they make decisions
Prefer to do things themselves	- When delegating, let them check before they make decisions
Prefer to do things themselves	- When delegating, let them check on others’ progress and performance
Want others to notice their accuracy	- Compliment them on their thoroughness and correctness when appropriate
Gravitate toward quality control	- Let them assess and be involved in the process when possible
Avoid conflict	- Tactfully ask for clarification and assistance you may need
Need to be right	- Allow them time to find the best or “correct” answer, within available limits
Like to contemplate	- Tell them “why” and “how

INTERACTIVE STYLE	
Characteristics:	So You...
Concerned with approval and appearances	- Show them that you admire and like them
Seek enthusiastic people and situations	- Behave optimistically and provide upbeat setting
Think emotionally	- Support their feelings when possible
Want to know the general expectations	- Avoid involved details, focus on the “big picture”
Need involvement and people contact	- Interact and participate with them
Like changes and innovations	- Vary the routine; avoid requiring long term repetition by them
Want others to notice THEM	- Sincerely compliment them personally and often
Often need help getting organized	- Do it together
Look for action and stimulation	- Keep up a fast, lively, pace
Surround themselves with optimism	- Support their ideas and don’t poke holes in their dreams; show them your positive side
Want feedback that they “look good”	- Mention their accomplishments, progress and your genuine appreciation

STEADY STYLE	
Characteristics:	So You...
Concerned with stability	- Show how your idea minimizes risk
Think logically	- Show reasoning
Want documentation and facts	- Provide data and proof
Like personal involvement	- Demonstrate your interest in them
Need to know step-by-step sequence	- Provide outline and/or one-two-three instructions as you personally “walk them through”
Want others to notice their patient perseverance	- Compliment for their steady follow-through
Avoid risks and changes	- Give them personal assurances
Dislike conflict	- Act non-aggressively, focus on common interest or needed support
Accommodate others	- Allow them to provide service or support for others
Look for calmness and peace	- Provide relaxing, friendly atmosphere
Enjoy teamwork	- Provide them with a cooperative group
Want sincere feedback that they’re appreciated	- Acknowledge their easygoing manner and helpful efforts, when appropriate

# What Actions Will You Take?

**D**ominant



Athlete

**I**nteractive



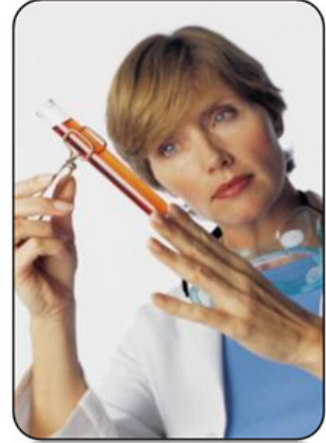
Coach

**S**teady



Teacher

**C**ompliant



Scientist

*How will you use the skills and information you've learned right away?*

**ACTION**

**DATE**

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*Describe one insight you gained from today's session?*

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# Leverage DISC to Build Peak Performing Team

## 4 Stages of Team Development

Forming  
Storming  
Norming  
Performing

## Emotional Bank Account

Deposits  
Withdrawals  
Ratio

## Emotional Intelligence

Self – Awareness  
Self – Management  
  
Social – Awareness  
Social -- Management

## Situational Leadership

Tendency to Manage in DISC Style

D's - Delegate (or Dump)  
I's - Motivate (Cheerleader)  
S's - Support (Be the Friend)  
C's - Paperwork (Micro-manage)

**Quick Tip...** *Email is preferred way of communicating.*

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

**Starts with:** A directive instead of a salutation.

**Example:** *Send quarterly report ASAP!*

**Format:** Short, to-the-point statements & bulleted lists.

**Example:** *In my office tomorrow at 8:30 sharp. Send results now:\* Latest Profit & Loss Summary & Status on Smith account*

**Tone:** Formal, urgent & authoritative.

**Example:** *Your work last week - acceptable, but what about the market analysis report due today?*

**Power Cues:** Uses control through confronting/debating/testing.

**Example:** *Smith status report is due – where is it?*

## Dominant



### When E-mailing a "D":

**Pace:** Write email as if it's a text message. Immediate response is best; longer elapsed time =less credibility.

**Example:** *Consider it done.*

**Format:** Be organized. Keep it to one key point per e-mail.  
Be Brief, Be Bright, Be Gone!

**Example:** *See charts below. Tests are correct You were right .*

**Provide:** Solid solutions with justification. Keep to the facts.

**Example:** *Here are 3 best options and why:*

*A - Reduces our costs by 10%,*

*B - Increases productivity by 5%,*

*C - Combination of A&B but 50% higher upfront investment required.*

**Closing:** Include all contact information to expedite response.

**Example:** Kerry Jones, [kjones@san.rr.com](mailto:kjones@san.rr.com) 619.800.0023

**Quick Tip...** *Email is for sharing thoughts and feelings.*

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

**Starts with:** Enthusiastic, uplifting greeting in a conversational style.

**Example:** *Shelly, THANK YOU!! Your referral is now my largest client. I owe you lunch.*

**Format:** Covers multiple topics in one email, often mixing personal with business.

**Example:** *Check out this cool article on leveraging our technology to connect with people. I'm starving, where's the lunch spot today?*

**Tone:** Optimistic, inspirational & appreciative.

**Example:** *You folks rock!!!! For the 3rd month in a row, you beat the deadline!! KUDOS!?!?*

**Power Cues:** Expressive, seeks recognition, comfortable with "tooting their own horn."

**Example:** *Wow..I'm flying high - got a raise - going golfing with CEO & vacation starts Friday!*

### When E-mailing an "I":

**Pace:** Write with feeling & share short stories.

**Example:** *Things are going well! Last week I fought with the copy machine; this week we're friends again! LOL.*

**Format:** Include emoticons; using symbols to express emotions. e.g. smiley face : )

**Example:** *Hi Jim, I'm psyched about our assignment. We're going to kick butt!!!! Dan : )*

**Provide:** Admiration for their specific accomplishments.

**Example:** *Excellent presentation! Great info & so entertaining...you're hilarious!*

**Closing:** Be sure to include an acknowledgement or compliment.

**Example:** *Jan, again, thank you for an awesome job! ~Brandon*

## I nteractive

