



# DISCcert

*The DISC Certification Experts*

*Presents*

## Team Communications - Formula for Success



San Diego, California



*Creating Powerful Results Together*



# Plan . . . Formula for Success

## Purpose

Leverage Communication Style

Build upon your Communication Style

## Process

**DISC**  **You & Team**

4 Stages of Team Development

Emotional Bank Account

Emotional Intelligence

Situational Leadership

## Payoff

Peak Performing Team



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# DISC refers to . . .

## DISC Assessment

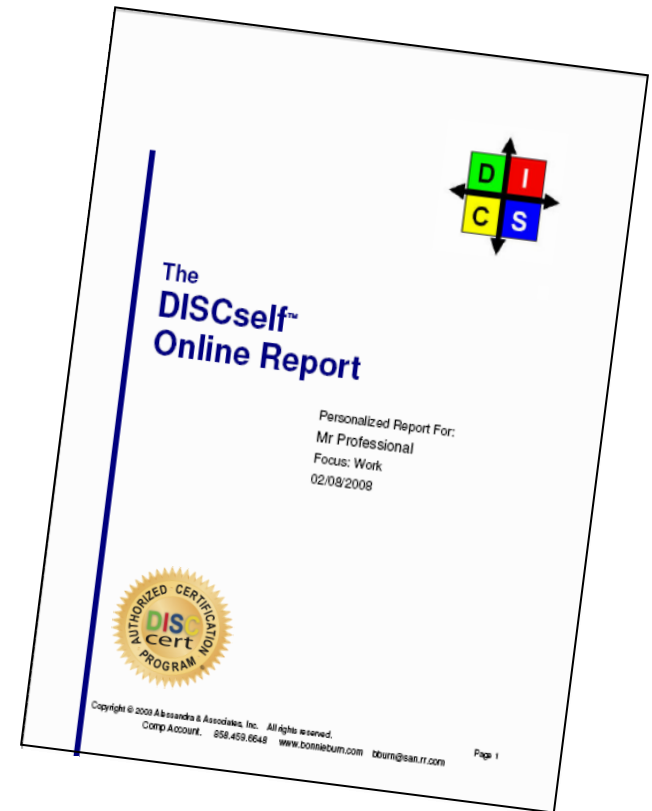
- Based on observable behavior (not personality)
- Measures Pace (how direct)
- Measures Priorities (how open)

## DISC Report includes Graphs

- Part 1: Understanding your own personal style
- Part 2: Action Plans for interaction...
  - Team, Internal & External Customers

## DISC Communication Style

- Describes how we are “wired”
- Based on Nature & Nurture
- You’re OK!



*If .....???*

*Try to speak?*

*Why? Don't want to be  
\_\_\_\_\_ American!*

*Stretch/Flex  
Native language remains*



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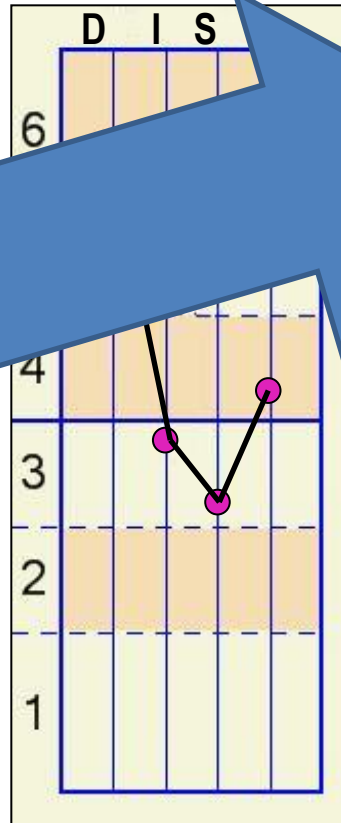
# Activity - Identify Natural Style

1. Page 5 DISC Report

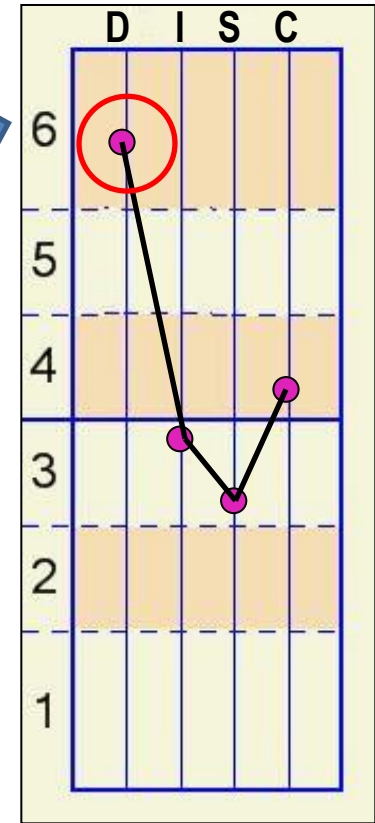
2. Find Natural Style – Graph II

3. Circle highest point(s)

Adapting Style  
Graph I



Natural Style  
Graph II



# Activity

Based on highest point on your Natural Graph II

Please go to your side of the room.

D



Right Side of Room

I



S



Left Side of Room

C



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# Trip to 4 Countries

Native language (or style) remains

## Each has positive characteristics

**D**ominant



Athlete

**I**nteractive



Coach

**S**teady



Teacher

**C**ompliant



Scientist



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# DISC World Tour - Basic Words & Actions

D

Athletes



I

Coaches



Scientists



Teachers



C

S

D I S C



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# Video



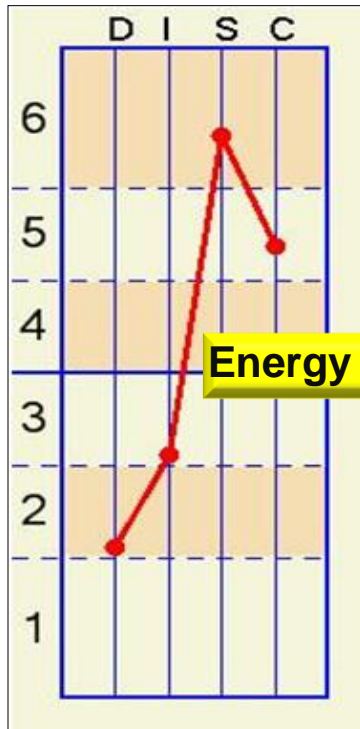
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# Write on Page 5 - Styles Assessment NOT Skill Assessment

Snapshot of  
One Workday

Adapting Style  
Graph I



Natural Style  
Graph II

Real You – 24/7  
At Work or Home



Energy Line

Style	Emphasis
D – Dominant	Problem Solving
I – Interact	People
S – Steady	Plan
C – Compliant	Procedures



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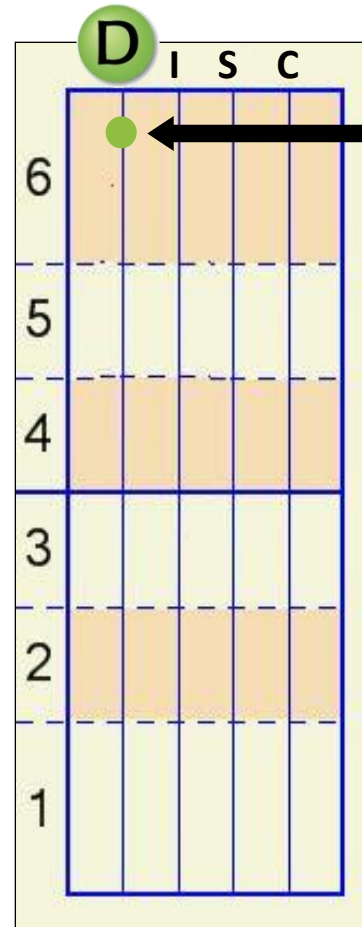


# STYLE - High D

# Problem Solver (Quick)



Strong "D" – your example?



High Intensity =  
**Problem Solve NOW!**



**May rush into  
decision making**

Energy Line =  
**Energized when Assertive.**



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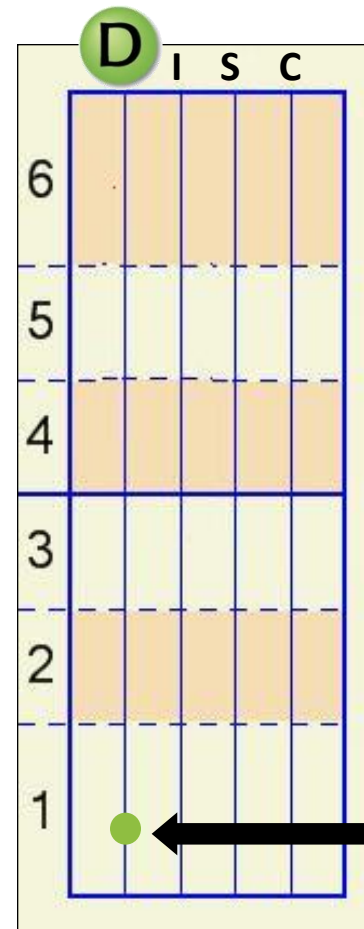
# STYLE - Low D

# Problem Solver (Cautious)

- **Thinks** before deciding on a solution
- **Reflects** before selecting a conclusion.
- Priority is to first **gather** information, then determine best options.



- Can develop **SKILL** to make quick decisions if needed.



High Intensity =  
Problem Solve Now

Energy Line =  
Energized when Assertive.

Low Intensity =  
**Process First,**  
then Solve Problem

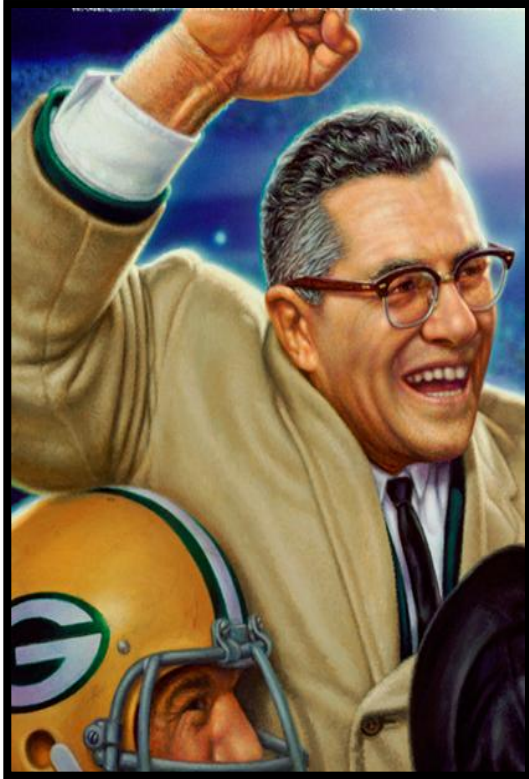


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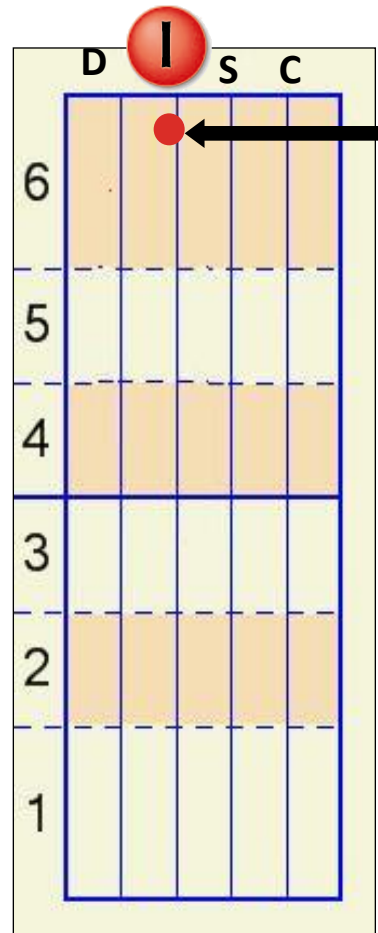


# STYLE - High I

# People (Expressive)



Strong "I" - your example ?



High Intensity =  
*Be out front*



*Enthusiasm can overpower*

Energy Line =  
*Energized when Interacting.*



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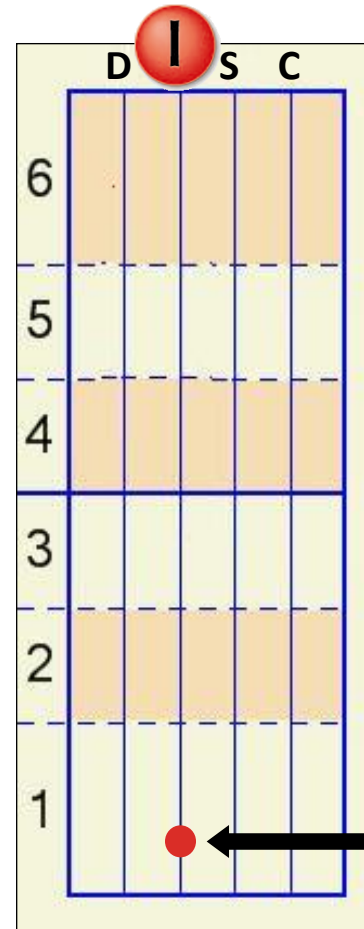
# STYLE - Low I

# People (Reserved)

- Prefers to be **behind the scenes**, not center stage.
- Approaches interactions in a more **reserved** manner.
- More apt to **observe** before engaging in conversation with someone new.



- **Can learn SKILL to be outspoken, speak in front of groups.**



High Intensity =  
*Be out front*

Energy Line =  
Energized when  
Interacting.

Low Intensity =  
*Prefers calm  
interactions*



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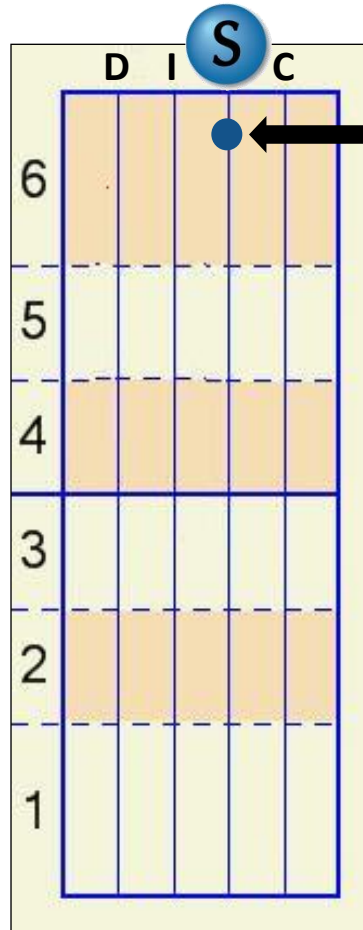


# STYLE - High S

# Plan (Methodical)



Strong "S" - your example?



High Intensity =  
*Supportive. Orderly plans.*



*May want to keep things status quo*

Energy Line =  
**Energized by Planning.**



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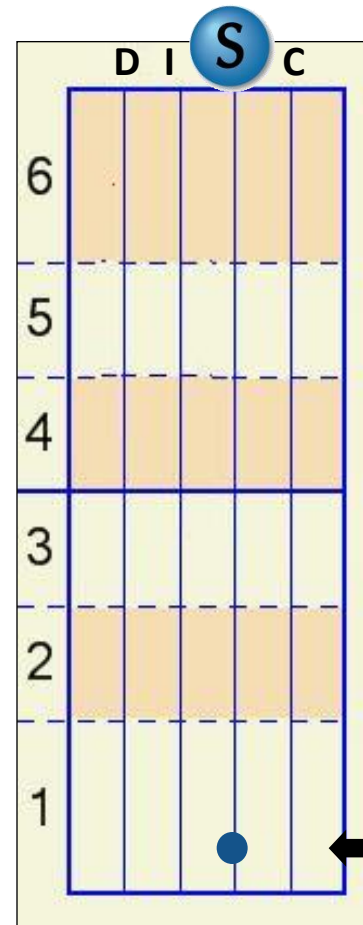
# STYLE - Low S

# Plan (Spontaneous)

- May have a plan and then **quickly changes** to a whole new approach.
- If project is not fun or exciting, may generate new strategies to get themselves motivated.
- Prefers **others do the planning**.



- Can develop **SKILL** to be organized and follow timelines.



High Intensity =  
*Supportive. Orderly plans.*

Energy Line =  
Energized by Planning.

Low Intensity =  
*Spontaneous, loves  
brainstorming*



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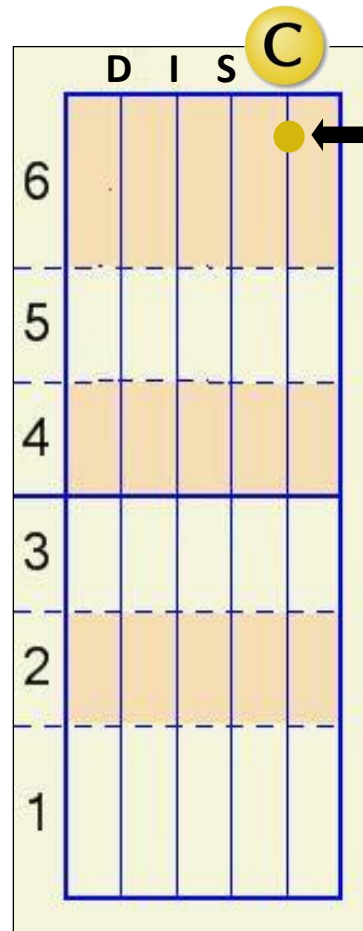


# STYLE - High C

# Procedures (Accuracy)



Strong "C" - your example?



High Intensity =  
*Analyzes, prefers  
procedures.*



*Can get stuck in the details*

Energy Line = Energized by  
Procedures & Details.



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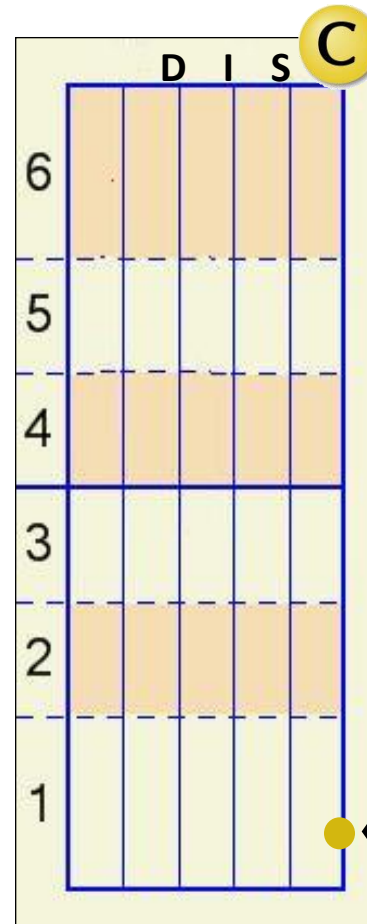
# STYLE - Low C

# Procedures (Sees Possibilities)

- **Changes the rules** if they don't seem to fit the situation.
- **Independent.**
- Has a “**Can Do**” attitude.
- Results don't always have to be 100%.



- Can learn the **SKILL** of doing accurate paperwork.



High Intensity =  
*Analyzes, prefers  
procedures.*

Energy Line =  
Energized by Procedures  
& Details.

Low Intensity =  
*Big Picture.  
Conceptual.*



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next



# The DISC Debriefer – Does this Sound Like You?

## **D**ominant

- Energized when **Assertive** with Problem Solving /Challenges

### Descriptors

- Problem Solve
- Challenge
- Results

## **I**nteractive

- Energized by **Inspiring** People

### Descriptors

- People-Limelight
- Idea Person
- Light-hearted

## **S**teady

- Energized by **Accommodating** when Planning

### Descriptors

- Plan/Routine
- Cooperative
- Reliable/Steady

## **C**ompliant

- Energized by **Accuracy** with Procedures

### Descriptors

- Accurate
- Cautious
- Logical

## Energy Line

## **D**ominant

- Prefers to be **Reflective** before Solving Problems & Challenges

### Descriptors

- Process
- Careful
- Reflective

## **I**nteractive

- Prefers to be **composed** when talking to people

### Descriptors

- Subtle
- Modest
- Behind the Scenes

## **S**teady

- Prefers to be **Spontaneous** if Planning

### Descriptors

- Spontaneous
- Care-free
- Impulsive

## **C**ompliant

- Prefers to be **big Picture** focused with Procedures

### Descriptors

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



# Graph II - \_\_\_\_\_ Team



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2.



# Based on Graph II - Team - Overview of Styles

***DIRECT – Fast Pace***

***GUARDED –  
Task Oriented***

***OPEN –  
People Oriented***



***INDIRECT – Slower / Cautious Pace***

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5.

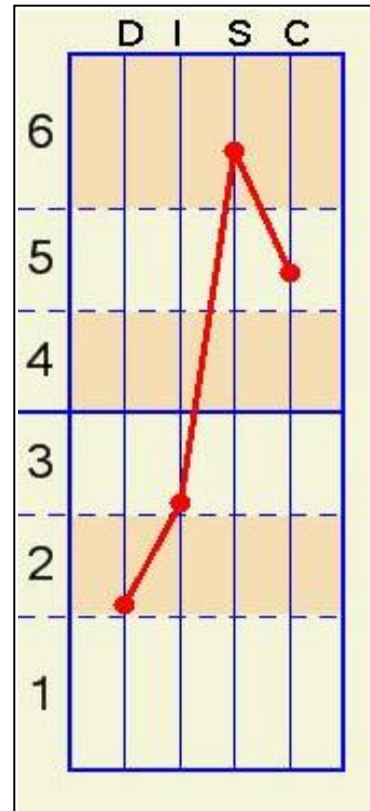


# Graphs I & II - Similar

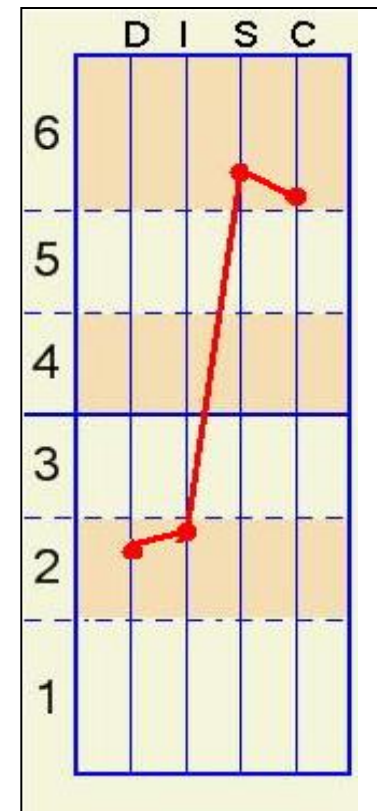
- If both Adapting Style & Natural Style are similar:
  - You tend to use same behavioral traits across environments.
  - Work feels inline with how you would like to be communicating.

Page 5 of your report

Adapting Style  
Graph I



Natural Style  
Graph II



=

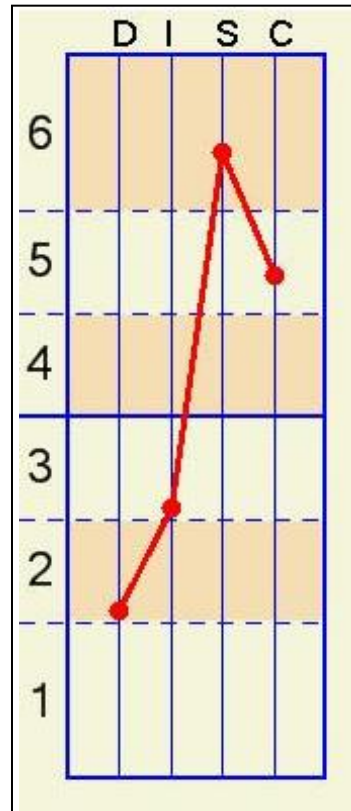


# Graphs I & II - Different

- If Adapting Style is significantly different than Natural Style:
  - Going out of comfort zone (style) to get job done.
  - Shows flexibility.
  - If prolonged, can cause stress.
- Helpful – recall what responsibilities you were carrying out the day you took the DISC.

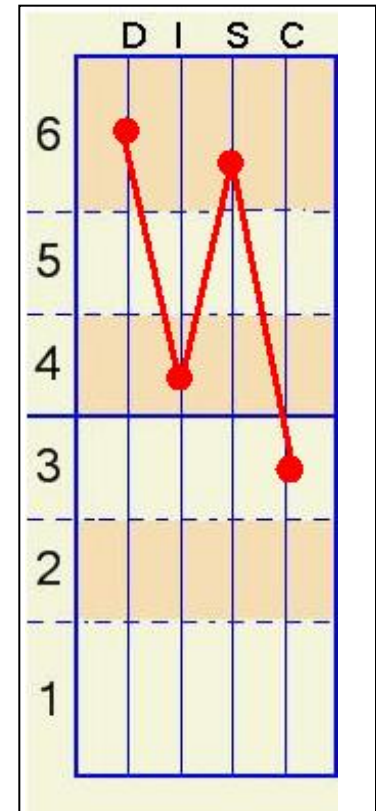
Page 5 of your report

Adapting  
Style Graph I



≠

Natural Style  
Graph II





# Comparing DISC Graph II with I Participant Guide – Page 2

**Comparing**  
  
**Graph II**  
**“Natural You”**  
  
**with**  
  
**Graph I**  
**“Snapshot of 1**  
**Day at Work”**



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*Communication Strategies Using DISC*

### 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**

- Start with Graph II: Use **YELLOW** color and highlight the words that correspond with D, I, S, C.
- Refer to Graph I: Use **second color** marker to plot Graph I. Highlight the words that correspond D, I, S, C.
- Compare Graph II and I for D, I, S, C: Did Graph I go up or down for each?
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- 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.

	DOMINANCE	INTERACT	STEADINESS	COMPLIANCE	
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	ENERGY LINE... HELPS DETERMINE STYLE INTENSITY.
3	FIRM CALCULATING CONTEMPLATIVE PENSIVE	SOCIABLE MODEST LOW-KEYED RESERVED	FRIENDLY DIPLOMATIC DISCRETE FLEXIBLE	TENACIOUS OPEN-MINDED WILLFUL INNOVATIVE	
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</b>	goesUP	BECAME MORE ASSERTIVE & CHALLENGE-ORIENTED.
—	<b>D</b>	goesDOWN	BECAME LESS ASSERTIVE.
—	<b>I</b>	goesUP	BECAME MORE OUTGOING & PEOPLE-ORIENTED.
—	<b>I</b>	goesDOWN	BECAME LESS TRUSTING, GUARD WHAT YOU SHARE.
—	<b>S</b>	goesUP	THE WORLD SLOWED DOWN.
—	<b>S</b>	goesDOWN	ACTIVITY LEVEL & PACE INCREASED.
—	<b>C</b>	goesUP	RESPONDED TO PROCEDURES, LOWER RISK TAKING OR PROTECT SECURITY.
—	<b>C</b>	goesDOWN	BECAME MORE INDEPENDENT, BE YOUR OWN PERSON.

D
I
S
C

6.



# Start with Graph II

Start with **Graph II , D Style**

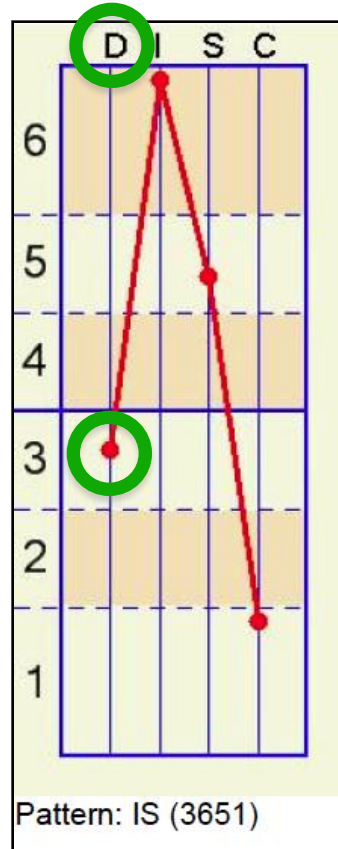
**Example  
Graph II**

D – Middle of Section 3

**Worksheet:**

Dominance - locate corresponding  
Word & highlight in yellow -

“Calculating.”



Communication Strategies Using DISC  
Comparing the Two Graphs

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5	PIONEERING STRONG-WILLED STRATEGIC	INTENSE DEMONSTRATIVE OPTIMISTIC	COOPERATIVE PATIENT LOYAL	LOGICAL CAREFUL WELL DISCIPLINED	
4	DECLARATIVE DETERMINED RESOLUTE DELIBERATE INDEPENDENT	PERSUASIVE COLLABORATIVE HOPEFUL RESOURCEFUL ENTHUSIASTIC	CONSISTENT AGREEABLE TACTFUL SYSTEMATIC STABLE	PRIVATE ANALYTICAL CONVENTIONAL CONCERNED BALANCED-JUDGMENT	
3	<b>CALCULATING</b> CONTEMPLATIVE PENSIVE	SOCIABLE MODEST LOW-KEYED RESERVED	FRIENDLY DIPLOMATIC DISCRETE FLEXIBLE	TENACIOUS OPEN-MINDED WULFUL INNOVATIVE	<b>ENERGY LINE...</b> HELPS DETERMINE STYLE INTENSITY.
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— D goes UP BECAME MORE ASSERTIVE & CHALLENGE-ORIENTED  
 — D goes DOWN BECAME LESS ASSERTIVE.  
 — I goes UP BECAME MORE OUTGOING & PEOPLE-ORIENTED  
 — I goes DOWN BECAME LESS TRUSTING, GUARD WHAT YOU SHARE  
 — S goes UP THE WORLD SLOWED DOWN  
 — S goes DOWN ACTIVITY LEVEL & PACE INCREASED.  
 — C goes UP RESPONDED TO PROCEDURES, LOWER RISK TAKING OR PROTECT SECURITY.  
 — C goes DOWN BECAME MORE INDEPENDENT, BE YOUR OWN PERSON.

D I S C



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# Continue process with I, S, C

## Example:

I - top of section 6

“Animated” is yellow.

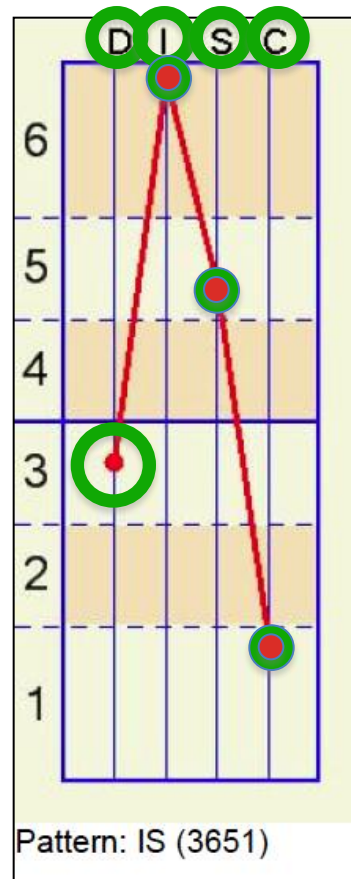
S - middle of section 5

“Patient” is yellow.

C – top of section 1

“Arbitrary” is yellow.

Then connect yellow.



## Communication Strategies Using Disc

### Comparing the Two Graphs

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 — S goes UP THE WORLD SLOWED DOWN.  
 — S goes DOWN ACTIVITY LEVEL & PACE INCREASED.  
 — C goes UP RESPONDED TO PROCEDURES, LOWER RISK TAKING OR PROTECT SECURITY.  
 — C goes DOWN BECAME MORE INDEPENDENT, BE YOUR OWN PERSON.



# Now, do process with Graph I - with different color marker

**D** - towards top of 2

“Indirect” is blue.

**I** – towards top of 6

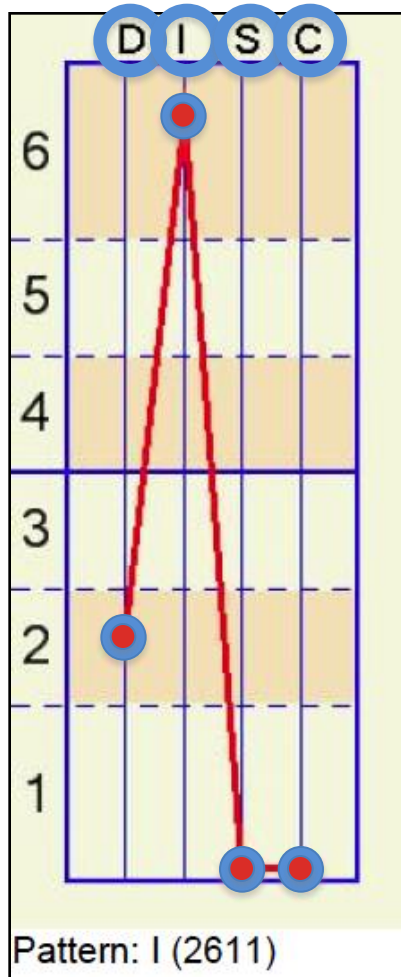
“Inspiring” is blue.

**S** - bottom of 1

“Risk-taker” is blue.

**C** - bottom of 1

“Big-Picture” is blue.



## Communication Strategies Using DISC

### Comparing the Two Graphs

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ENERGY LINE...  
HELPS DETERMINE  
STYLE INTENSITY.

- **D** goes UP BECAME MORE ASSERTIVE & CHALLENGE-ORIENTED.
- **D** goes DOWN BECAME LESS ASSERTIVE.
- **I** goes UP BECAME MORE OUTGOING & PEOPLE-ORIENTED.
- **I** goes DOWN BECAME LESS TRUSTING, GUARD WHAT YOU SHARE.
- **S** goes UP THE WORLD SLOWED DOWN.
- **S** goes DOWN ACTIVITY LEVEL & PACE INCREASED.
- **C** goes UP RESPONDED TO PROCEDURES, LOWER RISK TAKING OR PROTECT SECURITY.
- **C** goes DOWN BECAME MORE INDEPENDENT, BE YOUR OWN PERSON.



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# Graph Gap Analysis – Provides Insights

## Instructions – Example

### 1. Start with Graph II, D.

D is at **“Calculating.”**

### 2. On the Graph I, D.

D is at **“Indirect.”**

### 3. Count words in between with yellow as benchmark.

### Example:

Start with Yellow, go down 3 words to Blue.

**“Calculating.”**

**“Indirect.”**

### 4. Write “3” in bottom segment of page – where it says “D Goes Down”

Communication Strategies Using DISC  
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** color and highlight the words that correspond with D, I, S, C.
2. Refer to Graph I: Use **second color** 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 on corresponding line. 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	<b>ANIMATED</b> <b>INSISISTENT</b> MAGNETIC TRUSTING	AMIABLE ACCOMODATING RELAXED RESPONSIBLE	ACCURATE PRECISE EXACTING FACTUAL
5	PIONEERING STRONG-WILLED STRATEGIC DECLARATIVE	NTENSE DEMONSTRATIVE OPTIMISTIC PERSUASIVE	COOPERATIVE <b>PATIENT</b> 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 <b>CALCULATING</b> CONTEMPLATIVE	SOCIAL MODEST LOW-KEYED	FRIENDLY DIPLOMATIC DISCRETE	TENACIOUS OPEN-MINDED WILLFUL
2	PENSIVE THOUGHTFUL <b>INDIRECT</b> ASSESS	RESERVED MODERATE CONSERVATIVE UNDERSTATED	FLEXIBLE EAGER EXPEDIENT RESTLESS	INNOVATIVE CREATIVE FLUID PLIABLE
1	REFLECTIVE PROCESS DISCERNING CAUTIOUS HESITANT	SUBTLE CALM COMPOSED TEMPERED RESTRAINED	ARDENT VIGOROUS CAREFREE SPONTANEOUS RISK-TAKER	CHANGEABLE ARBITRARY ADVENTUROUS UNINHIBITED

**ENERGY LINE... HELPS DETERMINE STYLE INTENSITY.**

- **D goes UP** BECAME MORE ASSERTIVE & CHALLENGE-ORIENTED.
- **D goes DOWN** BECAME LESS ASSERTIVE.
- **I goes UP** BECAME MORE OUTGOING & PEOPLE-ORIENTED.
- **I goes DOWN** BECAME LESS TRUSTING, GUARD WHAT YOU SHARE
- **S goes UP** THE WORLD SLOWED DOWN
- **S goes DOWN** ACTIVITY LEVEL & PACE INCREASED.
- **C goes UP** RESPONDED TO PROCEDURES, LOWER RISK TAKING OR PROTECT SECURITY.
- **C goes DOWN** BECAME MORE INDEPENDENT, BE YOUR OWN PERSON.

**DISC**



# Activity

## Page 12 of Your Report

### Large Group- Strengths, Motivators, Communication Tips

Then with a partner, you review your  
Strengths, Motivators, Communication Tips

Gracious, Helpful Feedback -  
“Spinach” “Introductions”



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### Summary of Top Performer’s Style

Effective communication is a two-way process. Encourage others to complete their own DISCstyles Sales Assessment and then share the Summary Sheet with each other. By discussing preferences, needs and wants of the people you work with, socialize with and live with, you can enhance these relationships and turn what might have been a stressful relationship into a more effective one just by understanding and applying the DISCstyles information.

#### YOUR STRENGTHS from page 9

1. \_\_\_\_\_
2. \_\_\_\_\_

#### AREAS FOR IMPROVEMENT from page 10

1. \_\_\_\_\_
2. \_\_\_\_\_

#### MANAGEMENT STRATEGIES (Your Needs) from page 10

1. \_\_\_\_\_
2. \_\_\_\_\_

#### YOUR MOTIVATORS from page 11

1. \_\_\_\_\_
2. \_\_\_\_\_

#### YOUR MOST EFFECTIVE ENVIRONMENT from page 11

1. \_\_\_\_\_
2. \_\_\_\_\_

#### YOUR WORK STYLE PREFERENCES from page 12

1. \_\_\_\_\_
2. \_\_\_\_\_

#### COMMUNICATION TIPS FOR OTHERS from page 13

1. \_\_\_\_\_
2. \_\_\_\_\_



# Strengths

# They excel at ...

## Dominant

- Asks **questions** that challenge tradition
- Works **quickly** to resolve issues



## Interactive

- Brings a sense of **enthusiasm**
- Easily **negotiates** conflicts between teams



## Steady

- Excels at **calming** disagreements
- Looks for **different** approaches



## Compliant

- **Clarifies** complex issues
- Demonstrates technical **expertise**



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# Motivators

# 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



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# Communication Tips When communicating with them...

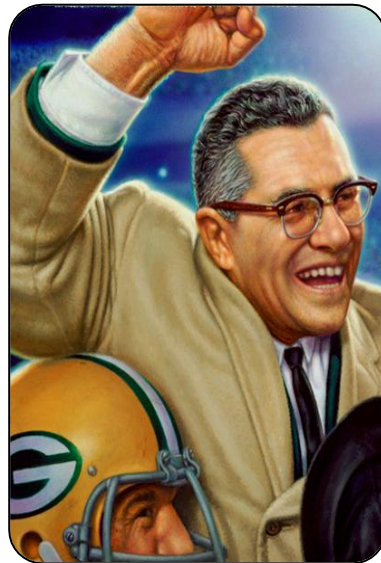
## **D**ominant

- 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



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# Activity

## Page 12 of Your Report

### Large Group-

Strengths, Motivators, Communication Tips

**Then with a partner, you review your Strengths, Motivators, Communication Tips**

### Gracious, Helpful Feedback -

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2. \_\_\_\_\_

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#### MANAGEMENT STRATEGIES (Your Needs) from page 10

1. \_\_\_\_\_
2. \_\_\_\_\_

#### YOUR MOTIVATORS from page 11

1. \_\_\_\_\_
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#### YOUR MOST EFFECTIVE ENVIRONMENT from page 11

1. \_\_\_\_\_
2. \_\_\_\_\_

#### YOUR WORK STYLE PREFERENCES from page 12

1. \_\_\_\_\_
2. \_\_\_\_\_

#### COMMUNICATION TIPS FOR OTHERS from page 13

1. \_\_\_\_\_
2. \_\_\_\_\_



# Genopix HR Team Tips

Name	Style	Strengths	Motivators	Communication Tips	Action Items



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# How to Identify Another's Profile

**Identifying DISC Profiles**

The diagram illustrates two primary dimensions for identifying DISC profiles: Pace and Priority.

- Pace (1):**
  - Fast & (D & I):** Less patient. Frequent contributor.
  - Slow & (S & C):** Patient and cooperative. Makes qualified statements.
- Priority (2):**
  - Task (D & C):** Keeps feelings private. Is formal and proper.
  - People (I & S):** Goes with the flow. Freely shows feelings.

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**The Four Basic DISC Profiles**

The four basic DISC profiles are detailed as follows:

- D Dominant Profile:**
  - DESCRIPTION:** Problem solver. Likes challenges.
  - WHAT TO DO:** Be prepared, fast paced & always to the point. Get straight to the bottom line.
- I Interactive Profile:**
  - DESCRIPTION:** People person. Likes contact.
  - WHAT TO DO:** Show you're interested in them. Let them talk. Provide incentives to encourage quick decisions.
- S Steady Profile:**
  - DESCRIPTION:** Evenly paced. Shows consistency.
  - WHAT TO DO:** Get to know them personally & professionally. Avoid rushing them. Give them time.
- C Compliant Profile:**
  - DESCRIPTION:** Follows procedures. Exercises constraint.
  - WHAT TO DO:** Provide them with pros & cons. Follow through & deliver what you promise.

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# Job Aid – Who is D,I,S, & C?

**DISCcert**  
858459.6648

**DISCcert.com**  
bonnie@DISCcert.com

	DOMINANT <b>D</b>	INTERACTIVE <b>I</b>	STEADY <b>S</b>	COMPLIANT <b>C</b>
<b>Clues</b>				
Motivation	Achievement	Applause	Acceptance	Accuracy
Conversation	Short, Fast, Abrupt	Spontaneous, Upbeat	Supportive, Friendly	Systematic, Silent
E-mail	Bullets, Key Facts	Different Fonts	Outline Format	Attached Documents

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858459.6648

**DISCcert.com**  
bonnie@DISCcert.com

	Communication Tips	Action Steps
<b>D</b>	Get to the point quickly. Don't ramble. Be prepared to handle some objections.	_____
<b>I</b>	Be engaging & fast-paced. Provide them with immediate incentives.	_____
<b>S</b>	Be candid, open & patient. Provide assurance on their input & suggestions.	_____
<b>C</b>	Use logical approach when presenting ideas. List pros & cons of suggestions you make.	_____



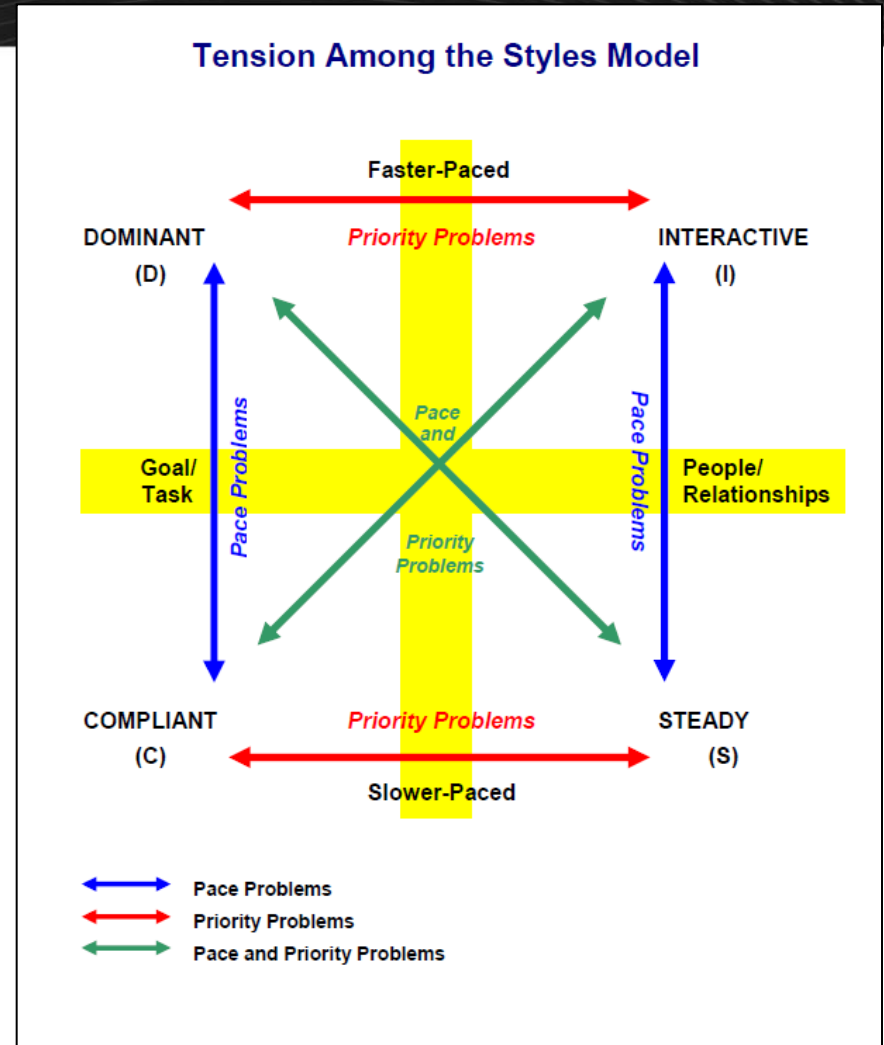
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Job Aid



# Tension Among Styles

- Pace Problems
- Priority Problems
- Pace and Priority Problems



# Video



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# 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





# Activity

## Decoding Email

-Identify style

- Highlight

key words or

identify tone

-How can you communicate more effectively with them?

Communication Strategies Using DISC

### Decoding Email

**D, I, S, C? Underline the signs & signals**

Hello Jane, Maya, Ricardo, David and Gerard!

With only one week until the STAR Awards are due, we should discuss who we're nominating this quarter. As you all know, it is a tremendous honor to win and I know we have several deserving employees!

If you haven't done so yet, please circle around and start gathering those names and high-level accomplishments. Let's meet around 4:00pm today to start sharing who has been a STAR this past quarter.

I look forward to meeting with everyone.

Thanks!  
Sharon

Give me an update on the STAR Award Nominations by 5:00pm today.

Sharon

Hi Everyone,

I hope your week has been great. What do you think about getting together this afternoon or tomorrow morning so that we can share how the nominations are coming along for the STAR Awards? Be sure to bring any notes you have so that we are all on the same page. If you're having any challenges with identifying potential nominees, lets discuss them and see if we can brainstorm solutions as a group.

Take care,  
Sharon

Committee Team Members,

With the deadline for the STAR Award Nominations next week, I'd like to discuss the potential nominees in advance. Please send me your names with supporting detail on what that person(s) has done to contribute towards our Strategic Initiatives. If you have any challenges with nominations, schedule a meeting with me to discuss. Be sure to provide me a list of concerns in advance so that I can review them before we meet.

Thank you,  
Sharon

**D I S C**

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# Your Opportunity to Stretch



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# What Actions Will You Take?

Participant Guide – Page 14 bottom.... List One Insight?

**D**ominant



Athlete

**I**nteractive



Coach

**S**teady



Teacher

**C**ompliant



Scientist



# Leverage DISC to Build Peak Performing Team

## 4 Stages of Team Development

- » Forming
- » Storming
- » Norming
- » Performing



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# Leverage DISC to Build Peak Performing Team

## Emotional Bank Account

**Deposits**

**Withdrawals**

**Ratio**



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# Leverage DISC to Build Peak Performing Team

## Emotional Intelligence

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



# Leverage DISC to Build Peak Performing Team

## 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)**







# Thank You for Coming!



**Bonnie Burn**

*Master Certified DISC Trainer*



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# APPENDIX



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# Recognize these Office Spaces?

D



C



I



S



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