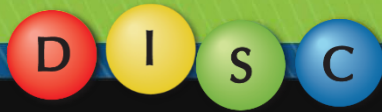


Welcome to Increasing Communication Success with DISC



DISCcert
Bonnie Burn



DISCcert Delivers...



Road Map



1. DISC Background



2. Natural Style



3. Adaptive Style



4. Applying DISC

Explaining DISC to Others ... Use Elevator Scenario



**GETS ON & PUSHES "CLOSE DOOR"
Button = Dominant**





**Keeps doors open & says,
"We'll wait for you!" = Influence**

**Let's others in first, then moves
towards corner = Steady**

**Posted maximum weight?
If over, steps off & takes stairs =
Conscientious**

Motivator Match-up

(Page 4 of Report)

Influence	Steady	Dominant	Conscientious
			
Tony Robbins	Mother Teresa	Barbara Walters	Bill Gates

Dominant	Fast & Task	Solving Problems
Influence	Fast & People	Inspiring People
Steady	Deliberate & People	Offers Helpful Plans
Conscientious	Deliberate & Task	Complex Procedures

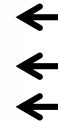


Natural eGraph II

(Page 6 of Report)

DISCcert Natural eGraph II for Sample DISCcert-Report

- DISC is a Style Assessment, NOT a Skill Assessment.
- Natural Graph II represents both your 24-7, work and home.
- Graph II based on Nature (your DNA) & Nurture (society and family influencers.)

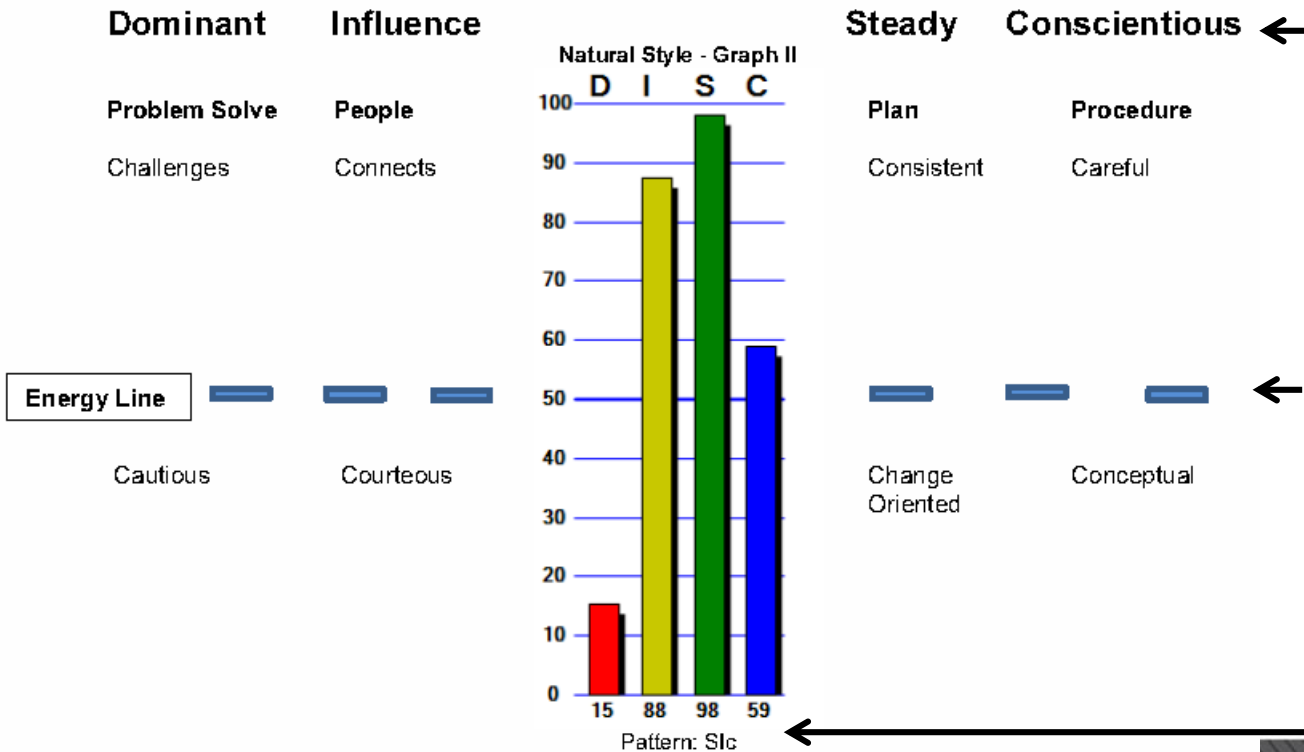


Please underline

Energy Line is used to describe your preferences with each style.

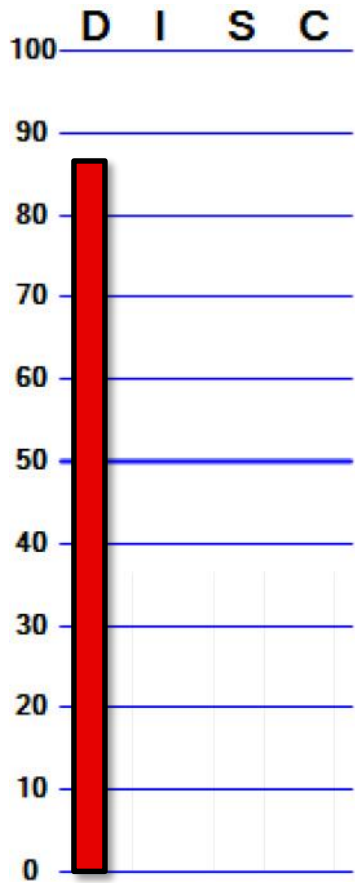
Our Natural Style is based on all points above Energy Line.

We all have some D,I,S,C in our style.



Dominant above the Energy Line

(Page 6 of Report)



Orientation -
Problem Solve

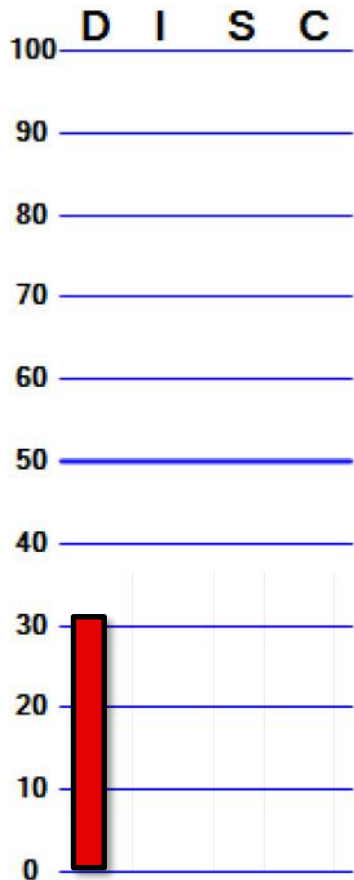
Preference -
Expedient

Overuse -
Demanding



Dominant below the Energy Line

(Page 6 of Report)



Orientation -
Problem Solve

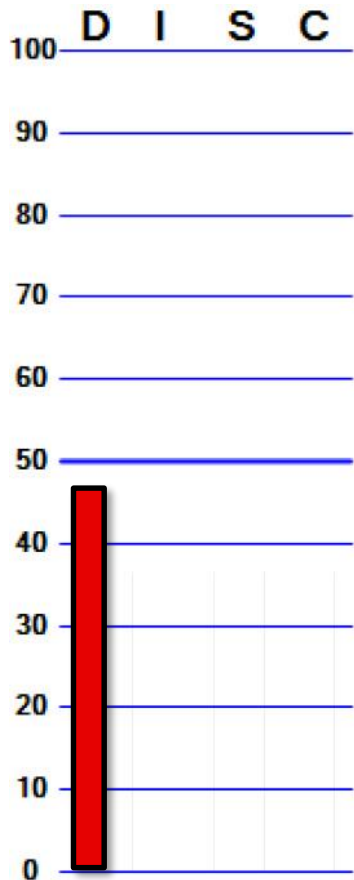
Preference -
Contemplative

Can Develop Skill -
To Be Expedient



Dominant near the Energy Line

(Page 6 of Report)



Orientation -
Problem Solve

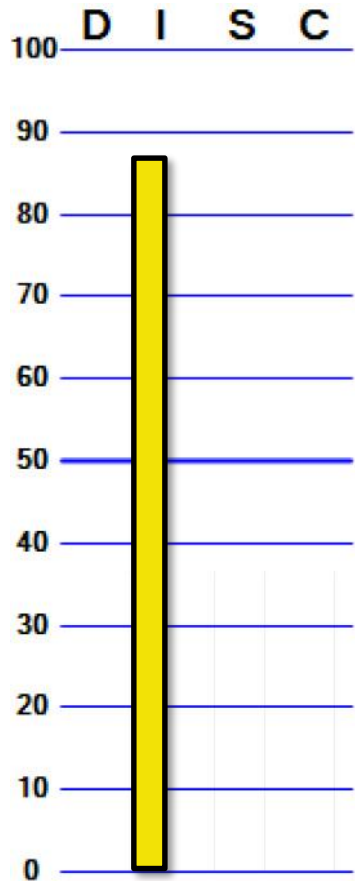
Preference -
Calculated Risks

Moderate Effort to
Stretch/Flex/Adapt



Influence above Energy Line

(Page 6 of Report)



Orientation -
People Connection

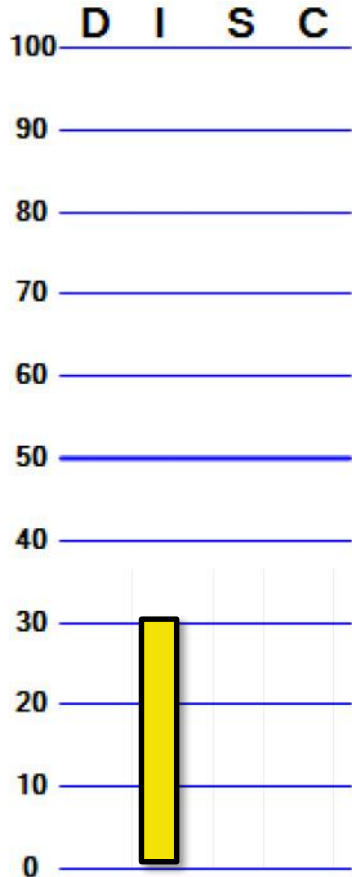
Preference -
Demonstrative

Overuse -
Overpowering
Enthusiasm



Influence below Energy Line

(Page 6 of Report)



Orientation -
People Connection

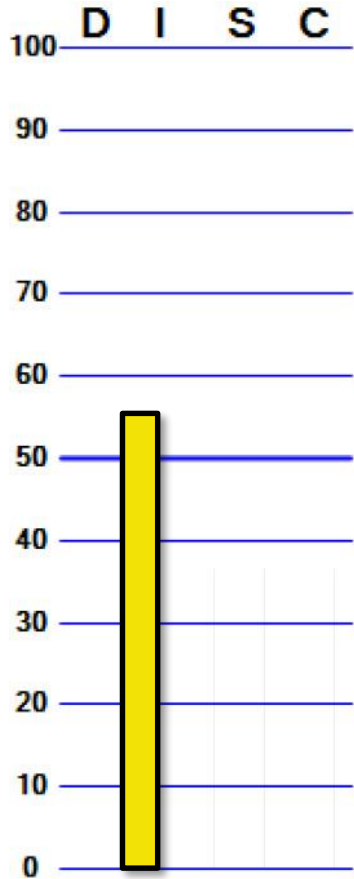
Preference -
Understated

Can Develop Skill -
To Be Persuade



Influence near Energy Line

(Page 6 of Report)



Orientation -
People Connection

Preference -
Friendly/Reserved

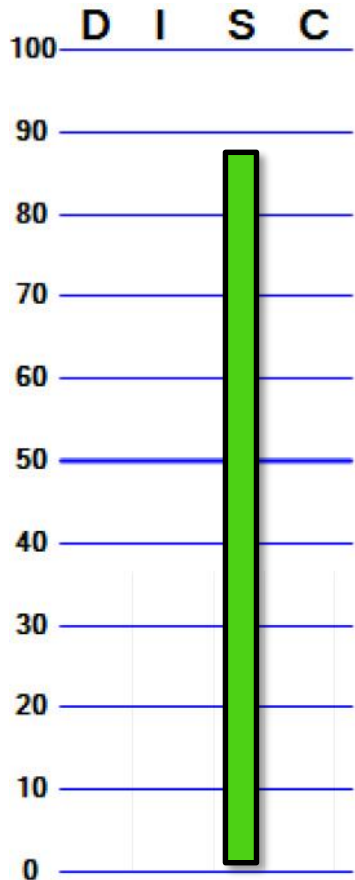
Moderate Effort to
Stretch/Flex/Adapt



S

above Energy Line

(Page 6 of Report)



Orientation -
Planning

Preference -
Systematic

Overuse -
Keep Status Quo

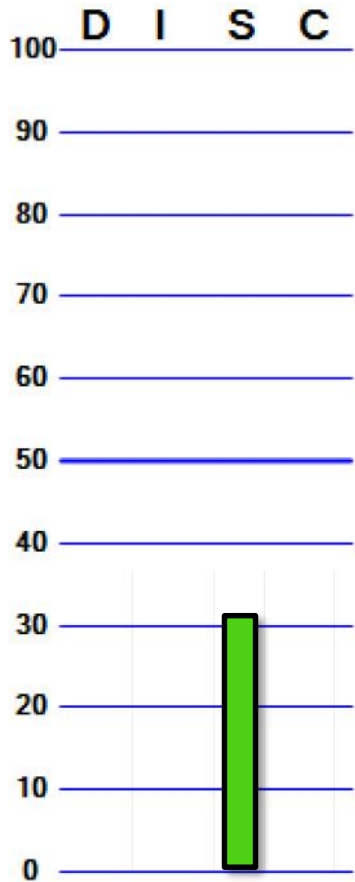


DISCcert Delivers...

S

below Energy Line

(Page 6 of Report)



Orientation -
Planning

Preference -
Be Spontaneous

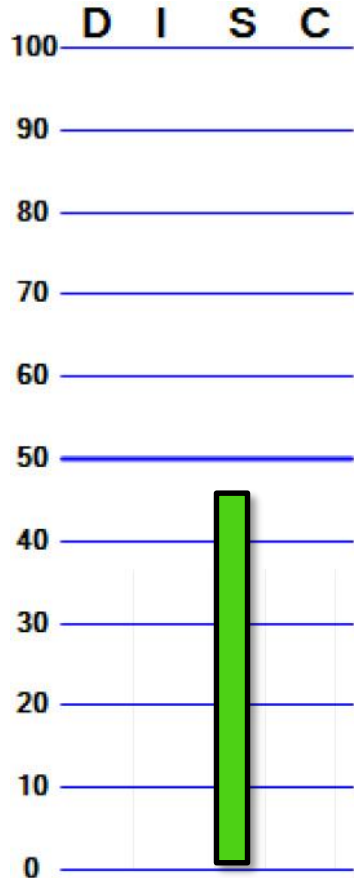
Can Develop Skill -
To Be Organized



S

near Energy Line

(Page 6 of Report)



Orientation -
Planning

Preference -
Composed

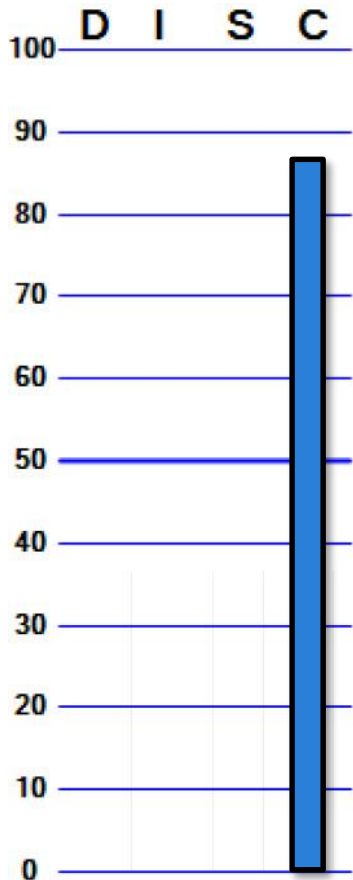
Moderate Effort to
Stretch/Flex/Adapt



C

above Energy Line

(Page 6 of Report)



Orientation -
Procedures

Preference -
Analyze

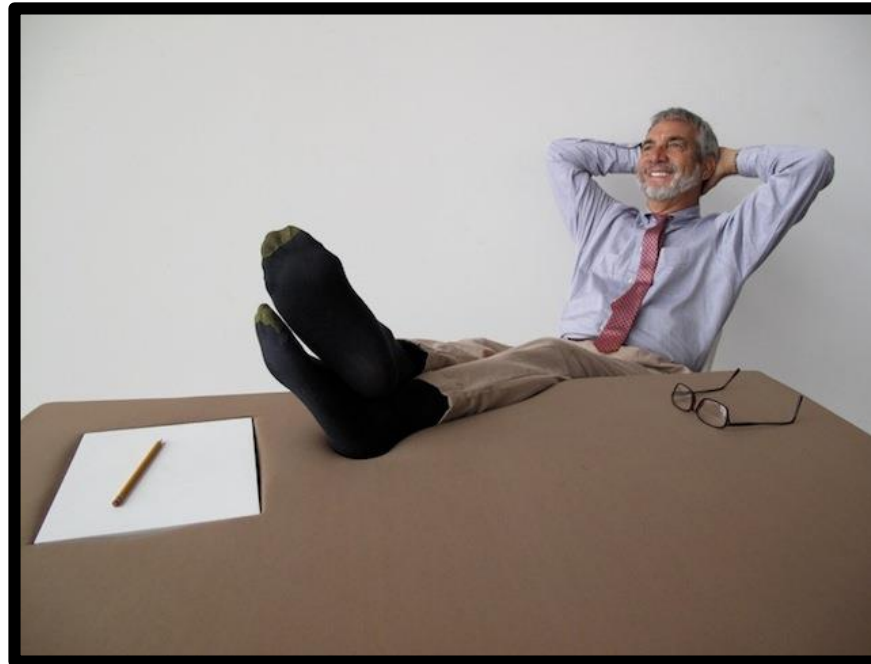
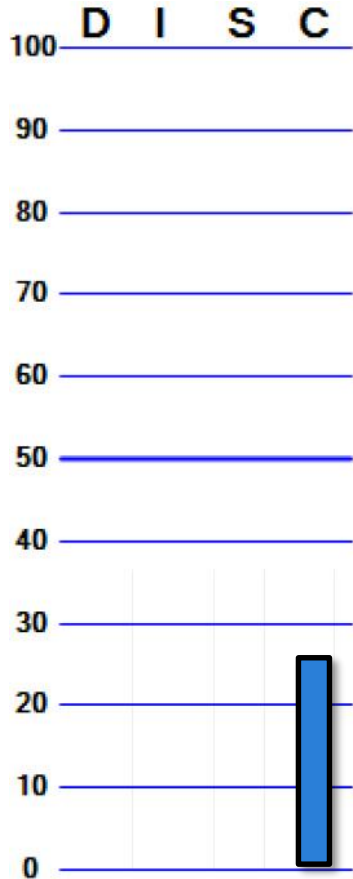
Overuse -
Stuck in Details



C

below Energy Line

(Page 6 of Report)



Orientation -
Procedures

Preference –
Conceptual

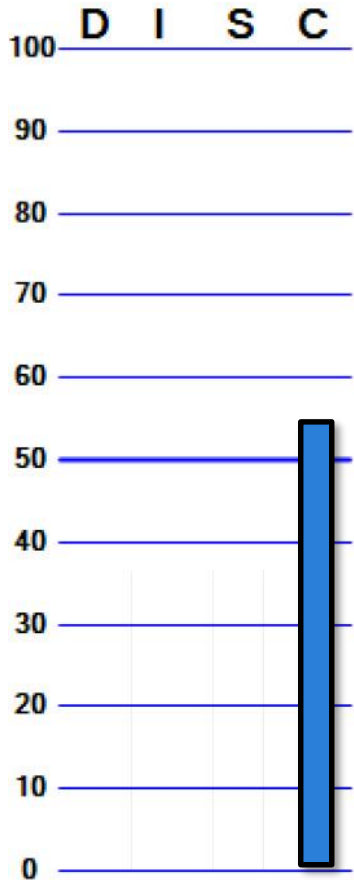
Can Develop Skill -
To Be Detailed



C

near Energy Line

(Page 6 of Report)



Orientation -
Procedures

Preference –
Pragmatic, Focused

Moderate Effort to
Stretch/Flex/Adapt



Word Sketch for Your Graph II

(Page 7 of Report)

D

I

S

C

DISC Focus →	Problem Solve	People	Plan	Procedures
Competitive	Demonstrative	Systematic	Accurate	
Assertive	Enthusiastic	Stable	Analytical	
Daring	Gregarious	Patient	Exacting	
Ambitious	Intense	Peaceful	Factual	
Directive	Optimistic	Accommodating	Precise	
Expedient	Persuasive	Team Player	Logical	
Decisive	Expressive	Consistent	Careful	
Risk-taker	Charming	Cooperative	Data Driven	
Goal oriented	Collaborative	Loyal	Investigates	
Pioneering	Sociable	Supportive	High Standards	
Deliberate	Trusting	Relaxed	Focused	
Determined	Confident	Composed	Detail Oriented	
Self-reliant	Friendly	Calming	Pragmatic	
Concise	Generous	Courteous	Conventional	
Calculated Risks	Poised	Active	Firm	
Unassuming	Modest	Change Oriented	Challenges	
Rational	Reserved	Eager	Self-assured	
Thoughtful	Subtle	Spontaneous	Independent	
Reflective	Introspective	Energetic	Autonomous	
Contemplative	Moderate	Carefree	Open-minded	
Hesitant	Restrained	Vigorous	Conceptual	
Seeks Information	Private	Variety Oriented	Adventurous	
Tentative	Understated	Tenacious	Experiments	
Prudent	Inconspicuous	Energetic	Approximates	
Judicious	Sympathetic	Animated	Exploratory	
Balanced	Discreet	Unstructured	Progressive	

Remember ...DISC is a Style Assessment

**And Graph II...
Represents you 24/7, at work or home.
Based on Nature & Nurture.**

Shaded words indicate your preferences for:

**Problem Solving
Connecting with People
Developing a Plan
Working with Procedures**

Strengths they excel at ...

(Page 11 of Report)

Dominant

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



Influence

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



Steady

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



Conscientious

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



Motivators they tend to prefer...

(Page 12 of Report)

Dominant

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



Influence

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



Steady

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



Conscientious

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



Communication Tips When communicating with them

(Page 14 of Report)

Dominant

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



Influence

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



Steady

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



Conscientious

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



Team Report for Sample Group”

Natural Graph II

Pace - Quick
Direct

Priority - Task
Guarded

D as their Primary Syle 0% of your team	I as their Primary Style 50% of your team Bonnie Burn (Id) Rebecca Olkowski (ISc)
C as their Primary Style 25% of your team David Taylor (C)	S as their Primary Style 25% of your team Jim Coburn (SC)

Priority - People
Open

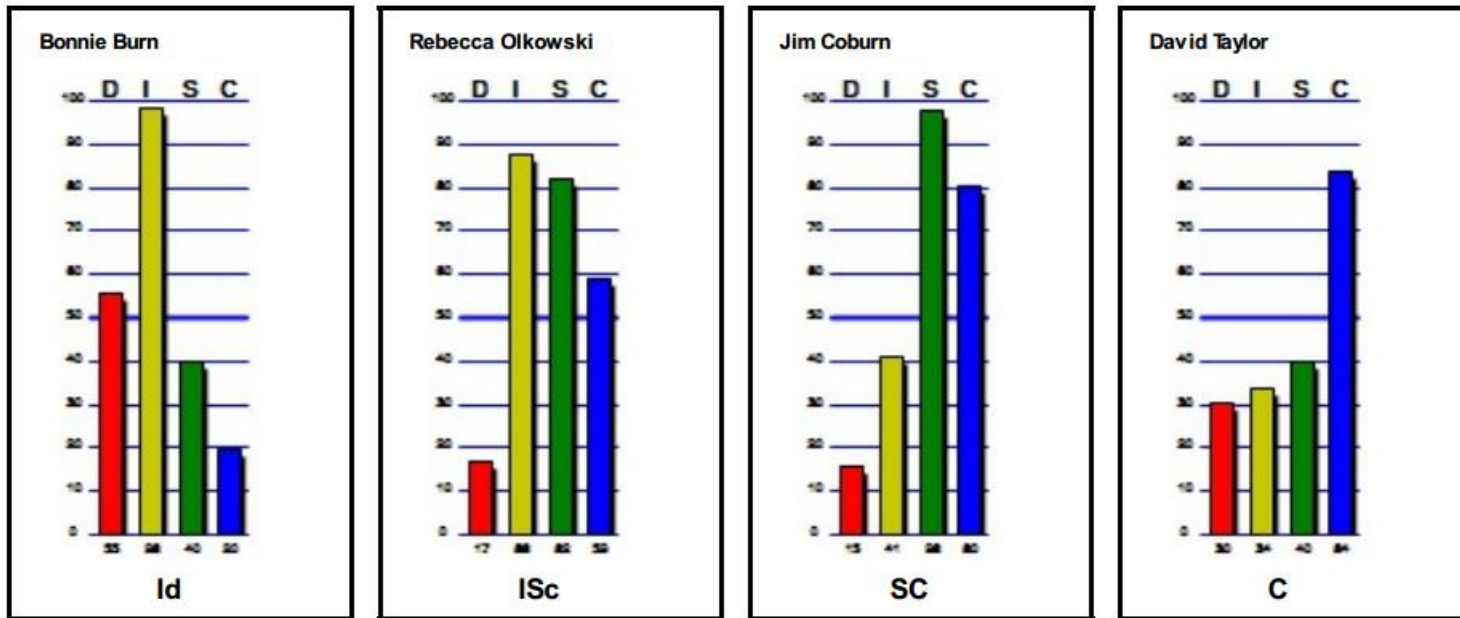
Pace - Deliberate
Indirect



Sample Group

Graph IIs

Summary of Natural Graphs Report for Sample Group



Create Your DISC Summary”

(Page 8 of Report)



With a partner...

Share

Strengths, Motivators,
Communication Tips

Discuss

Similarities? Differences?

Learn

About communicating
with your partner?



Road Map



 1. DISC Background

 2. Natural Style

 3. Adaptive Style

 4. Applying DISC

DISC Style ... Non-Verbal Examples

(Page 18 of Report)

D



- Handshake - Firm and not held long
- Gestures - Used to speed things up
- Eye Contact - If they are listening to you

I



- Handshake – Says "Happy to see YOU!"
- Gestures - Animated.
- Eye Contact - Looks to engage you.



DISC Style ... Non-Verbal Examples

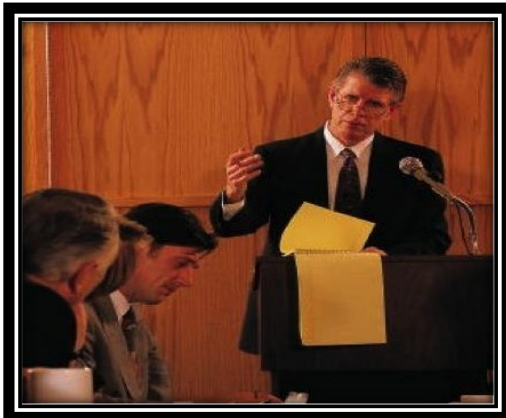
(Page 18 of Report)

S



- Handshake - Solid, but friendly
- Gestures – Minimal
- Eye Contact - Direct without intensity

C



- Handshake - Formal
- Gestures – Deliberate
- Eye Contact - Sparse

D I S C

“Name that Style” – Joan?

(Page 19 of Report)

- **Conversation:** Opens with informal message.
Example: *“It’s Joan! I’m back! Missed me?”*
- **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...”*



“Name that Style” - Greg?

(Page 19 of Report)

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.



“Name that Style” - Michael?

(Page 19 of Report)

- **Conversation:** Opens with a personal greeting.
Example: *"Hello 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



“Name that Style” - Susan?

(Page 19 of Report)

- **Conversation:** Charges right into issue.
Example: *"Market's going down, how are you?"*
- **Pace:** Fast & abbreviated.
Example: *"Ryan? Susan. Bob there?"*
- **Tone:** All business, confident, demanding.
Focus: Solve problems...quickly!
Power Cues: Determine time & place.
Example: *"I'll call you at 3:00 PM tomorrow."*



Going to Italy?

Wise to try to speak ?

(Page 20 of Report)

Actions?

Because we don't want to be viewed

as the ugly
American!



DISCcert Delivers...



Communication Tips

(Pages 21-22 of Report)

D - Behaviors	Communication Tips to Use with a D
Competitive	Offer solutions
Think logically	Display reasoning
Want facts and highlights	Provide concise data
Strive for results	Offer solutions
Like personal choices	Present options
Like changes	Include most current, profitable trends
Goal oriented	Get to the point quickly
Prefer to debate	Be prepared to be challenged
Need to be in charge	Recommend action plan

I - Behaviors	Communication Tips to Use with an I
Likes recognition for job well done	Provide timely compliments and genuine appreciation
Seek enthusiastic people and situations	Be optimistic and provide positive comments
Expresses emotions	Acknowledge their feelings when possible
Want to know the general expectations	Focus on their role in the "big picture," rather than details
Likes to be involved and included	Include in brainstorming sessions
Like changes and innovations	Offer new ideas and ask for their opinion
Look for action and stimulation	Keep up a fast, lively pace
Spontaneous and demonstrative	Allow time for them to describe and explain
Builds positive alliances	Incorporate their alliances when discussing solutions

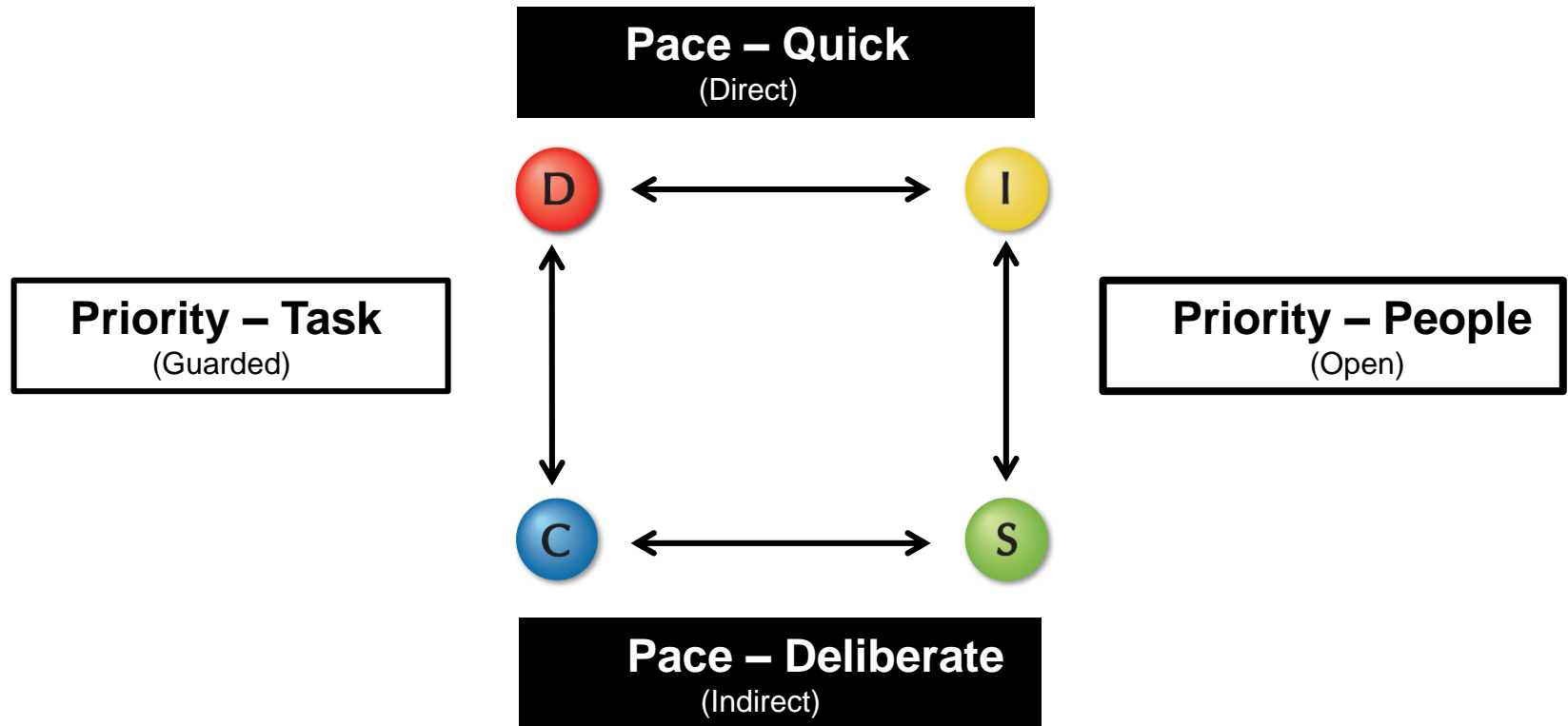
C - Behaviors	Communication Tips to Use with a C
Like to contemplate	Tell them "why" and "how"
Think logically	Show your reasoning with pros and cons
Seek facts	Give data to them in writing
Need to know the rationale	Provide detailed explanations and documentation
Prefer time to process	Expect them to request time to research before deciding
Be prepared with correct information	Provide them questions in writing prior to discussion
Focus on accuracy	Acknowledge in writing their contributions
Values credibility	Do your homework on topic, before scheduling a meeting
Avoid conflict	Tactfully ask for clarification and assistance you may need

S - Behaviors	Communication Tips to Use with a S
Concerned with stability	Show how your idea minimizes risk
Think systematically	Show step-by-step reasoning for a plan
Enjoy teamwork	Acknowledge their support and follow-through
Authentic relationships important	Demonstrate your sincere interest in them
Prefer to know step-by-step sequence	Review with them in person the outline and instructions
Look for calmness and peace	Contribute to a relaxing, friendly atmosphere
Avoid risks and changes	Give them advance notice and/or personal assurances
Dislike conflict	Focus on common interest
Offer opinion after assessing issue	Provide written information first, then ask for opinion



DISC Styles – The Whole Picture

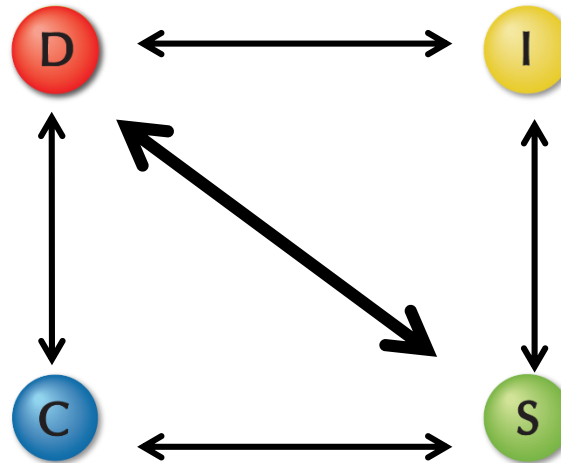
(Page 25 of Report)



DISC Styles – Typically Require Extra Adapting

(Page 28 of Report)

D – Pace is Quick
D – Priority is Task



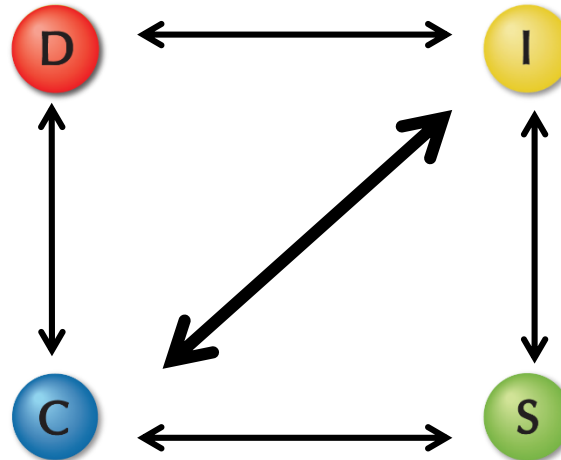
S – Pace is Deliberate
S – Priority is People



DISC Styles – Typically Require Extra Adapting

(Page 28 of Report)

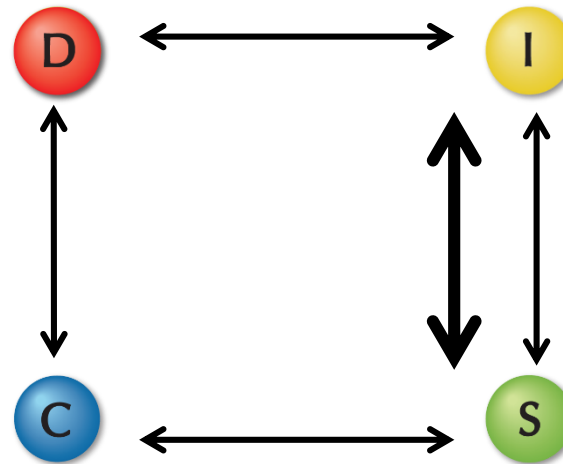
C – Pace is Deliberate
C – Priority is Task



I – Pace is Quick
I – Priority is People



DISC Styles – Typically Require Extra Adapting



I – Pace is Quick
I – Priority is People

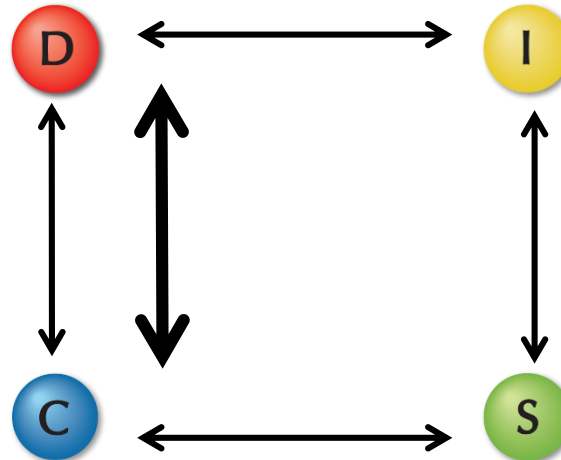
S – Pace is Deliberate
S – Priority is People



DISC Styles – Typically Require Extra Adapting

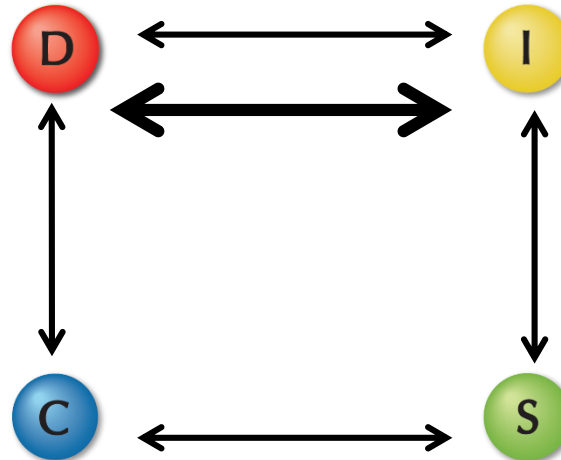
D – Pace is Quick
D – Priority is Task

C – Pace is Deliberate
C – Priority is Task



DISC Styles – Typically Require Extra Adapting

D – Pace is Quick
D – Priority is Task

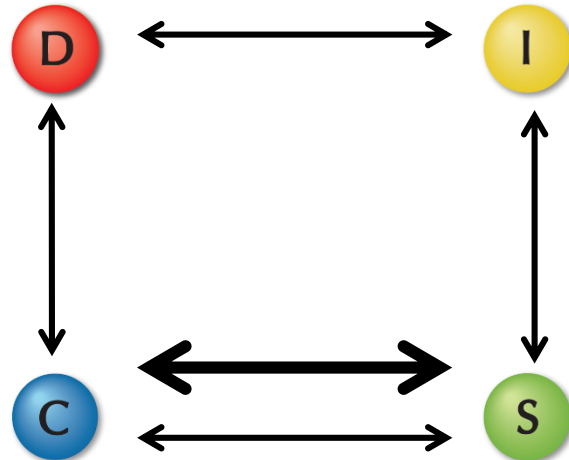


I – Pace is Quick
I – Priority is People



DISC Styles – Typically Require Extra Adapting

C – Pace is Deliberate
C – Priority is Task



S – Pace is Deliberate
S – Priority is People



Email Decoding

(Pages 26-27 of Report)

Greeting - Format - Word Choice

Tips

D States Purpose - Brief - Notification

I Happy Tone - 😊, Colors - Party

S Friendly - Methodical - Productive

C Formal - Detailed - Serious

Get to the point ASAP

Include acknowledgements

Well organized message.

Include data, stay on task.



Action Plan for All Four Styles

(Page 29 of Report)

Dominant (Quick/Task)

Characteristics

- Competitive
- Strategic
- Bottom-line
- Goal oriented
- Debates
- Be in Control
- Assertive

Tips for Others



- Offer Solutions to Win
- Display Reasoning
- Provide Concise Data
- Offer Projected Results
- Be Prepared with Facts
- Present Action Plan
- Anticipate Questions

Influence (Quick/People)

Characteristics

- Expressive
- Optimistic
- Builds Alliances
- Be Involved
- Likes Change
- Appreciates Recognition
- Spontaneous

Tips for Others

- Acknowledge Ideas
- Discuss Solutions
- Schedule joint Mtgs
- Include from Start
- Offer New Ideas
- Provide Compliments
- Ask their Opinion

Conscientious (Cautious/Task)

Characteristics

- Think Logically
- Seek Facts
- Focus on Accuracy
- Values Creditability
- Like to Contemplate
- Analytical
- Follows Protocol

Tips for Others

- Provide Rationale
- Give Written Data
- Show Due Diligence
- Be Prepared
- Build in Extra Time
- Offer Pros and Con
- Provide Documentation

Steady (Cautious/People)

Characteristics

- Stability Focus
- Dependable
- Methodical
- Enjoy Teamwork
- Look for Calmness
- Express after Assessing
- Cooperative

Tips for Others

- Provide Assurances
- Offer Written
- Provide a Plan
- Be Sincere
- Show Composure
- Give Advance Notice
- Be Courteous



Road Map



 1. DISC Background

 2. Natural Style

 3. Adaptive Style

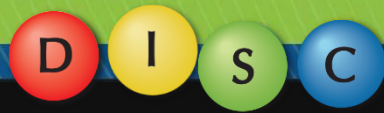
 4. Applying DISC



Thank You for Coming!



Bonnie Burn
Master Certified DISC Trainer



DISCcert Delivers...

