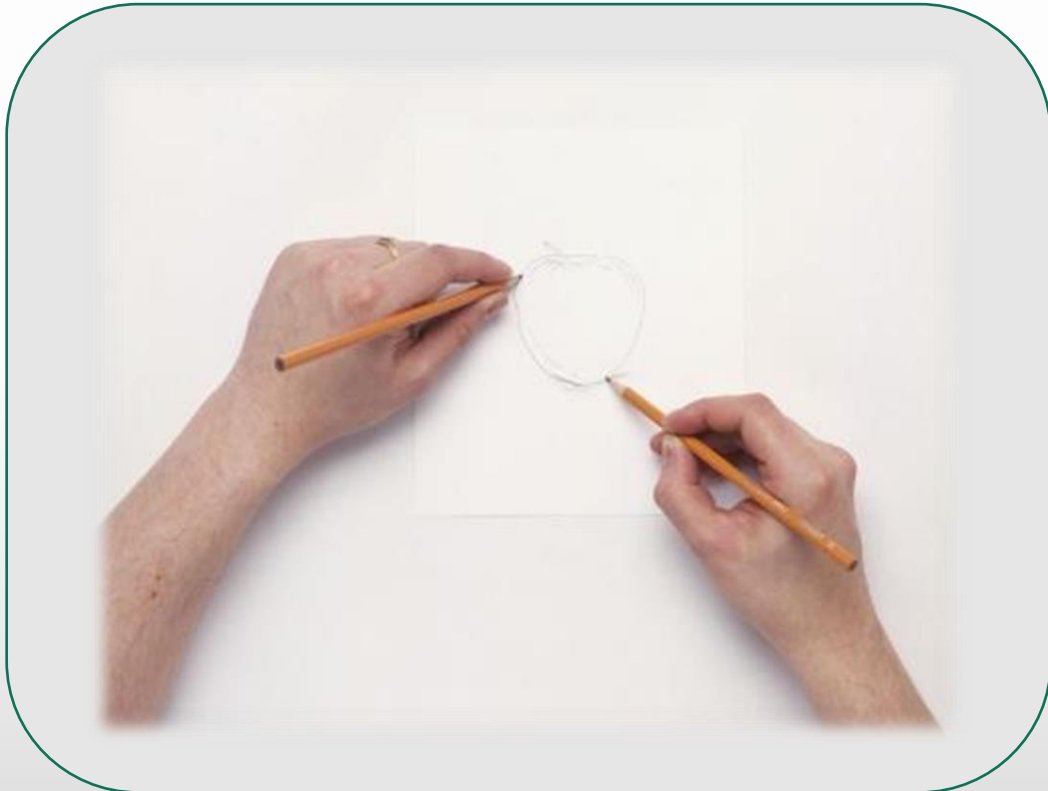


# How to **INCREASE** Communication Success ...

With  
**DISC!**



# Before We Dive In...



1 Write down your First Name

2 Write down your First Name  
with your Non-Dominant hand

How did the transition feel?

Did you Succeed?



# The Three P's



**Payoff:**

- Increased communication effectiveness with colleagues & customers

**Process:**

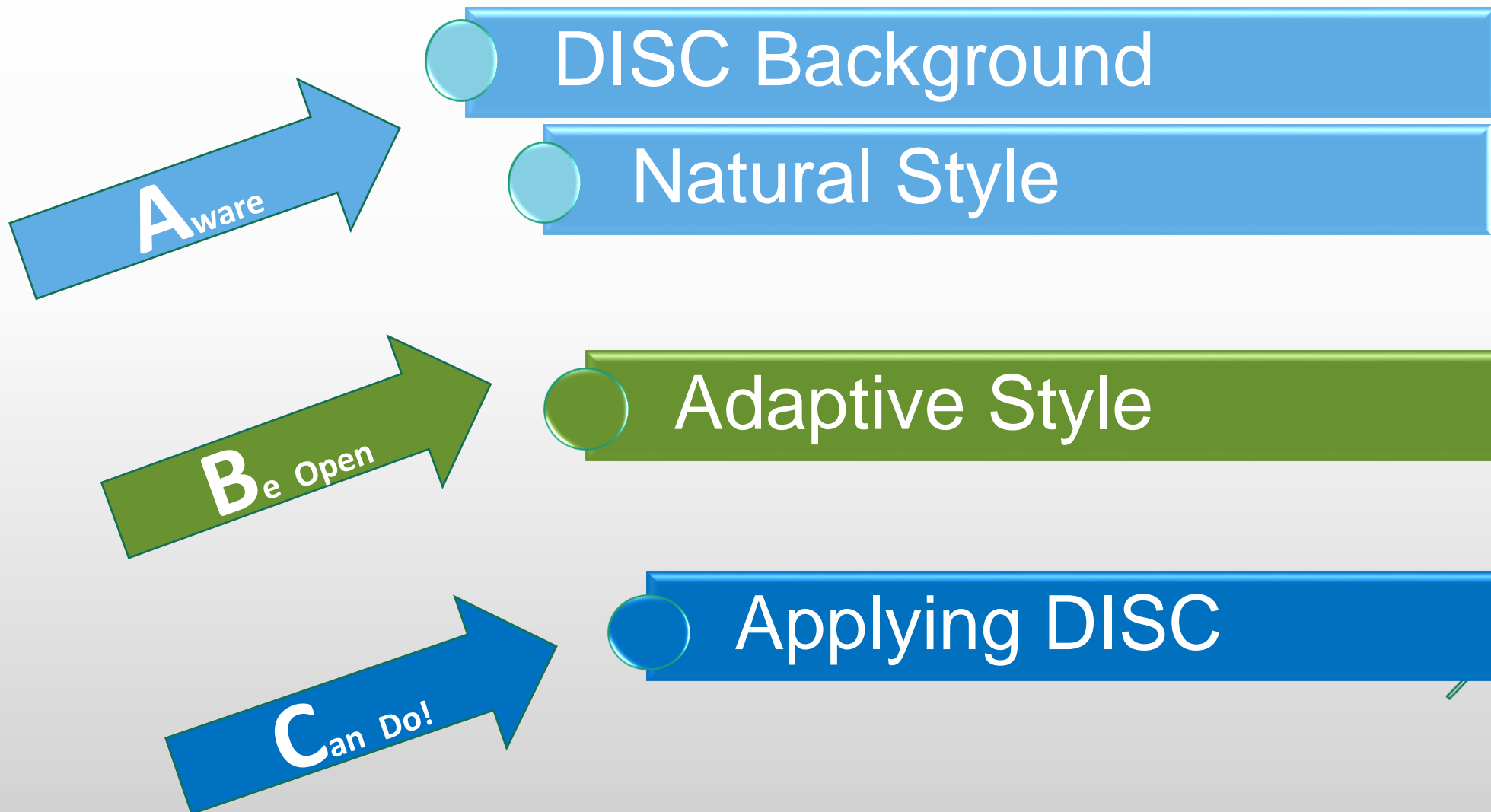
- Learn from our DISC reports, one another, & learning activities

**Purpose:**

- Provides communication insights & Strategies



# Communication Success – Learn DISC A,B,Cs



# DISC Background

# What is DISC? ... Ride an elevator today?

D



Quickly pushes "Close Door"

I



"We'll wait for you!"

C



Permit expired... takes stairs

S



Lets others step on 1<sup>st</sup>, then goes to the back

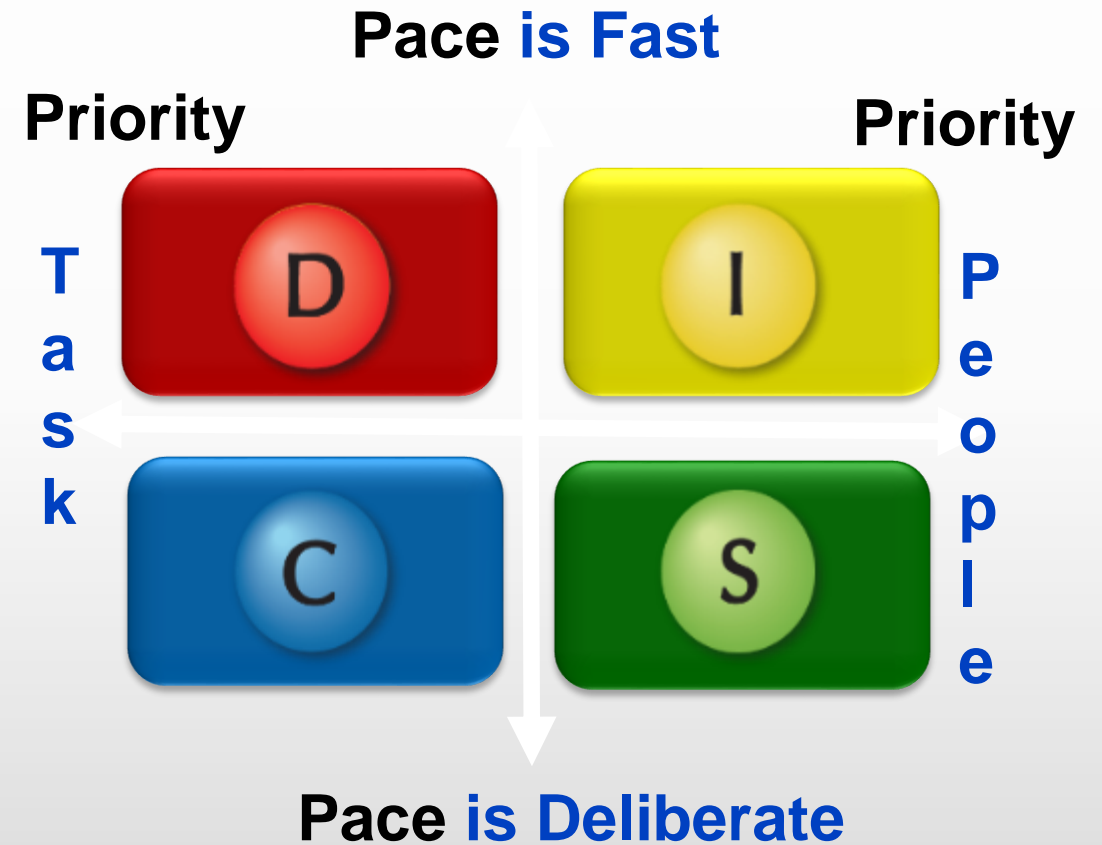
Measures Observable Behaviors



# DISC Model – Since 1928

**Style = Pace + Priority**

Dominant	Fast	+	Task
Influence	Fast	+	People
Steady	Deliberate	+	People
Conscientious	Deliberate	+	Task



# Motivator Match Up

**Influence**

**Steady**

**Dominant**

**Conscientious**



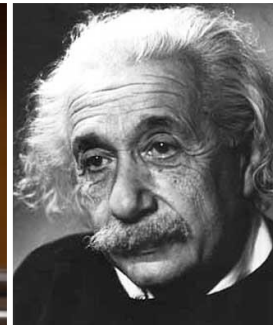
Tony Robbins



Nelson Mandela



Judge Judy



Albert Einstein

Style	Pace/Priority	Energized by:
<b>Dominant</b>	Fast & Task	<b>Solving Problems</b>
<b>Influence</b>	Fast & People	<b>Inspiring People</b>
<b>Steady</b>	Deliberate & People	<b>Offers Helpful Plans</b>
<b>Conscientious</b>	Deliberate & Task	<b>Complex Procedures</b>

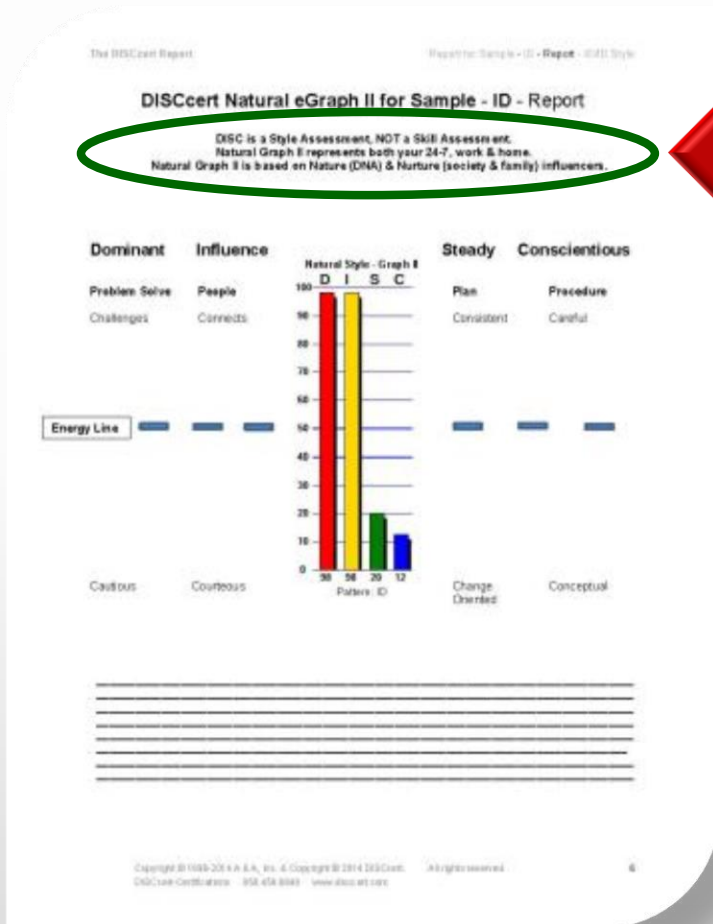






# Natural Styles





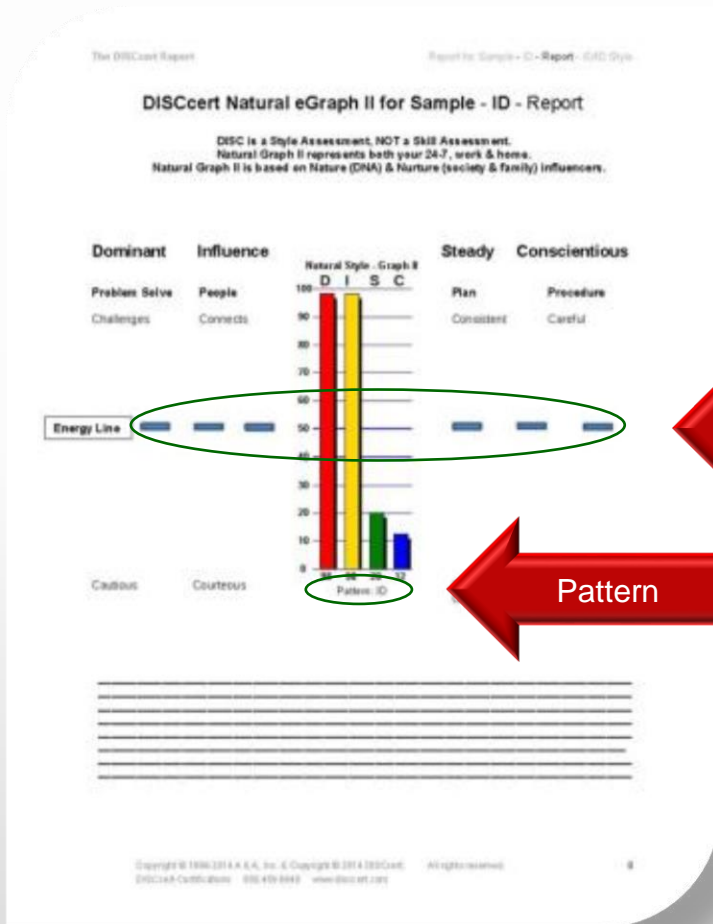
Underline

## Key Points:

- Style NOT Skill
- Represents your 24-7  
Both Work & Home
- Based on:  
Nature (DNA)  
Nurture (Society & Family Influences)



# Natural Graph



## Key Points:

- Energy Line: Indicates degree of preference for each style
- Natural Style: Based on points *above* the Energy Line
  - Labeled as your “Pattern”
- We all have *some* D, I, S, and C in our styles



# What determines the Natural Graph Results?

	Most	Least
1. Cheerful	<input type="radio"/>	<input type="radio"/>
Cooperative	<input type="radio"/>	<input type="radio"/>
Obliging	<input type="radio"/>	<input type="radio"/>
Persuasive	<input type="radio"/>	<input type="radio"/>

Example

“What is your **least favorite food?**” I will say:

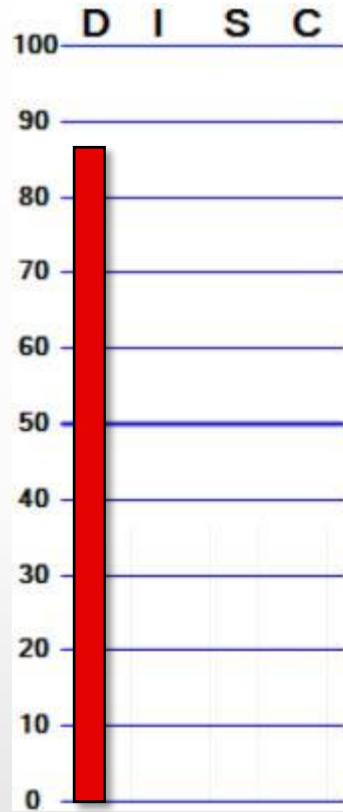
Does not matter when or where you ask me.  
My *answer will always be:*

## Least!

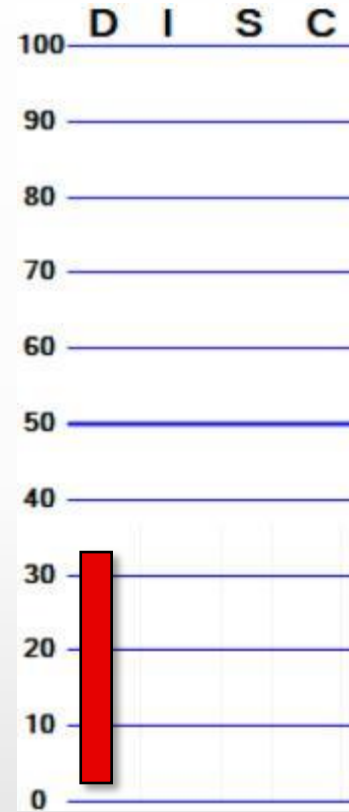
Research shows people have more *clarity* around what they *least like*.



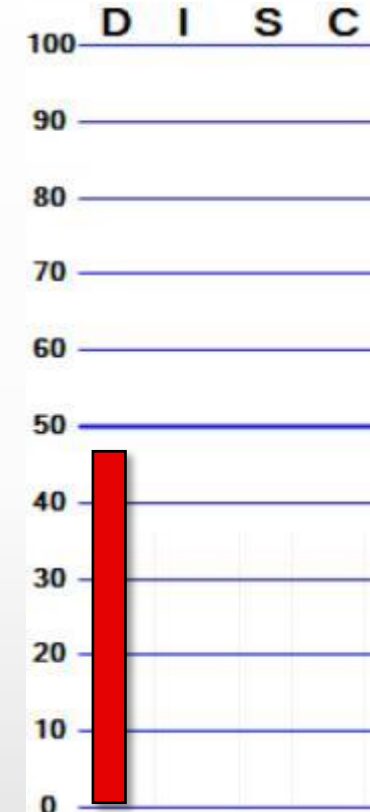
# Dominant – Orientation is Problem Solving



Preference -  
Expediency



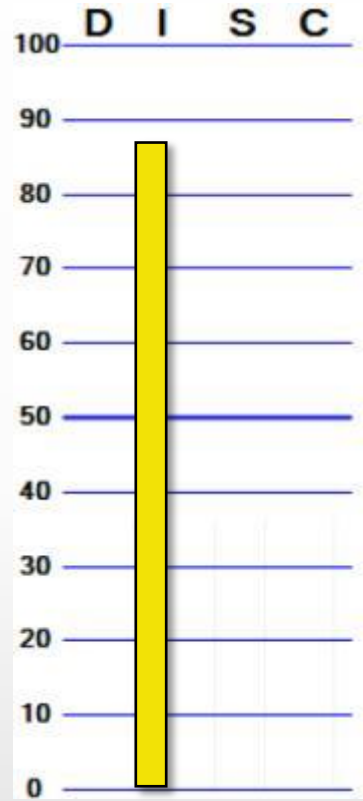
Preference -  
Contemplative



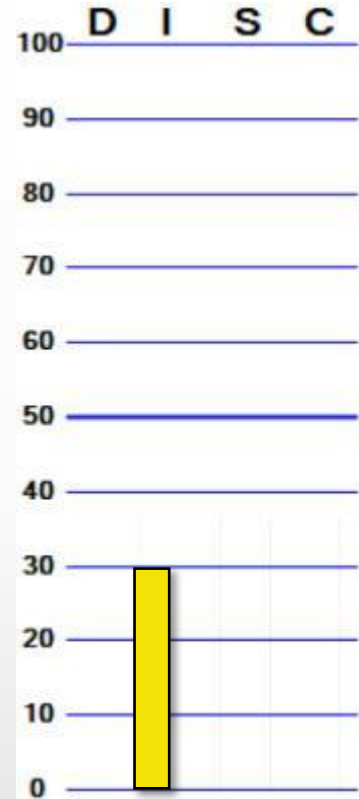
Preference -  
Calculated Risks



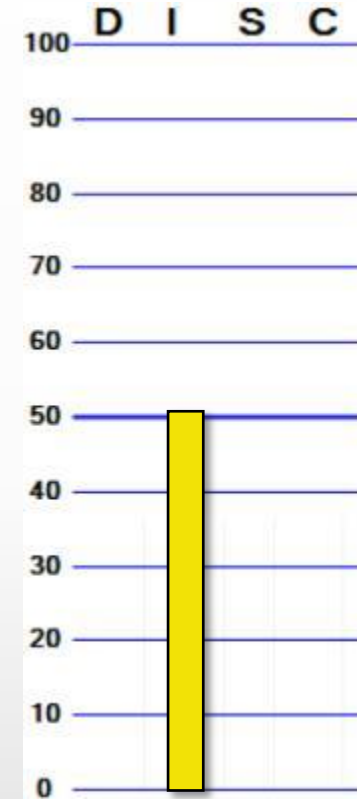
# Influencer - Orientation is People Connection



Preference -  
Demonstrative



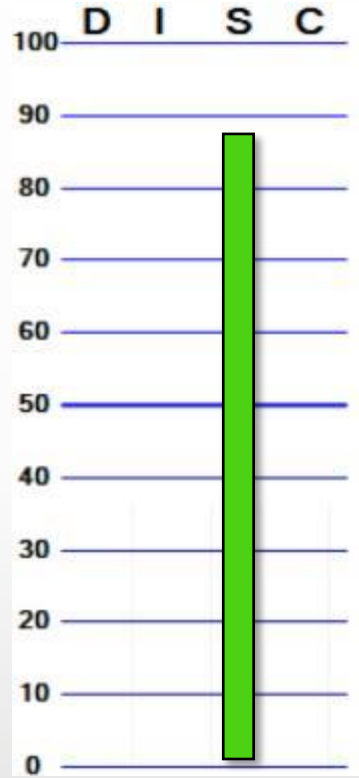
Preference -  
Understated



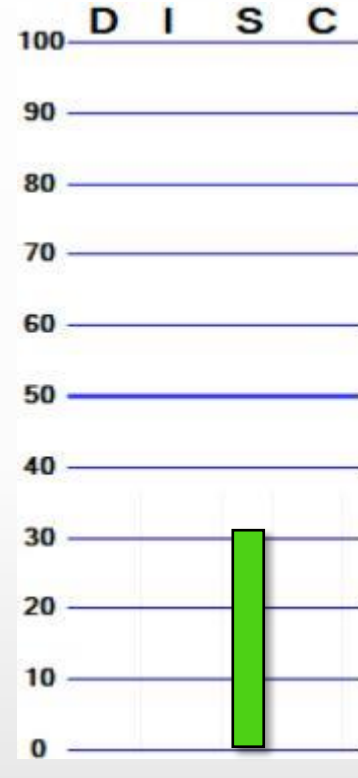
Preference -  
Friendly/Reserved



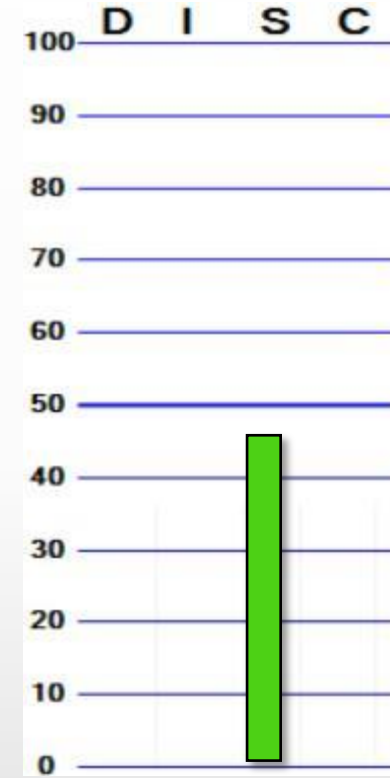
# Steady – Orientation is Planning



Preference -  
Systematic



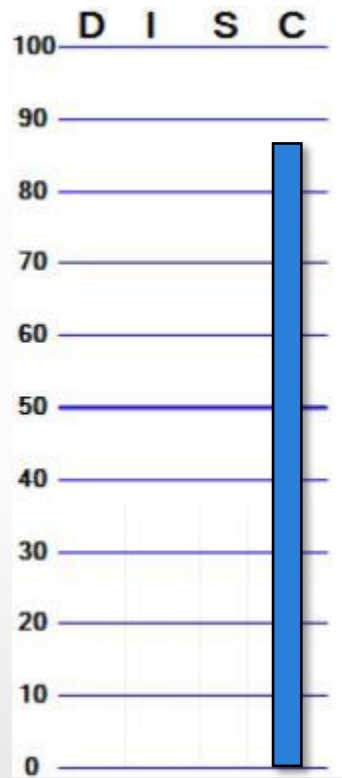
Preference -  
Spontaneous



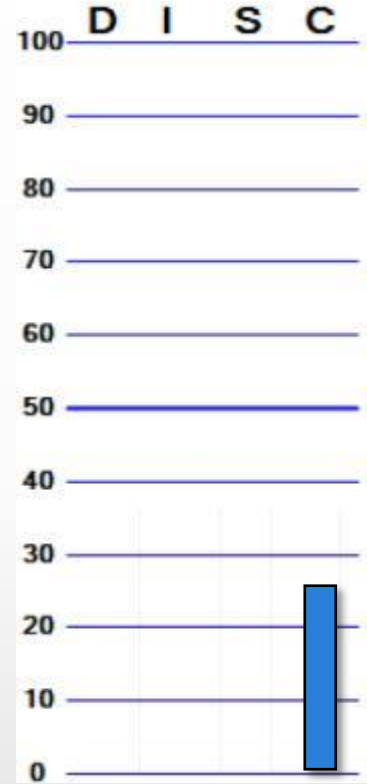
Preference -  
Composed



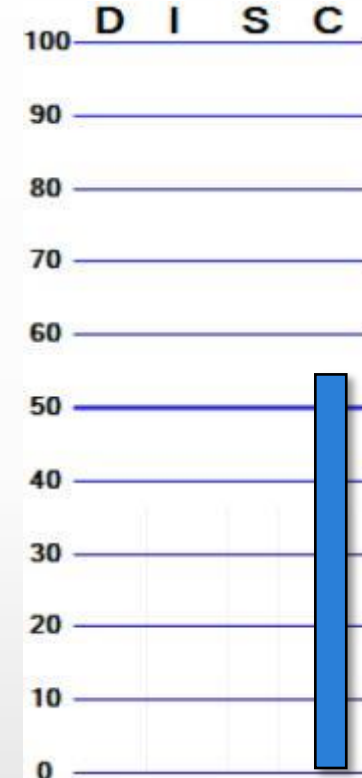
# Conscientious – Orientation Procedures



Preference -  
To Analyze



Preference -  
Conceptual



Preference -  
Pragmatic/Focused





The DISCort Report Report for Sample DISCort-Def - ASD Style

### Your Word Sketch for Your Natural Graph II

Based on your assessment responses, your DISC report has identified characteristics that line-up with your Natural Graph II DISC Pattern. The highlighted words indicate your preference for solving problems, influencing people, developing plans and handling procedures. Note that all your points, whether above or below the Energy Line have positive descriptors. The actual location of each style represents the degree to which you more or less prefer in using when communicating with others.

DISC Focus →	<b>D</b> Problem Solve	<b>I</b> People	<b>S</b> Plan	<b>C</b> Procedures
	Competitive Assertive Daring Ambitious Directive Expend	Demonstrative Enthusiastic Gregarious Idea Optimistic Persuasive	Systematic Stable Patient Peaceful Accommodating Team Player	Accurate Analytical Exact Factual Practical Logical
	Decisive Risk-taker Goal oriented Pioneering	Expressive Charming Collaborative Social	Consistent Cooperative Logical Supportive	Careful Data Driven Investigative High Standards
	Deliberate Determined Self-reliant Cautious	Trusting Confident Friendly Generous	Relaxed Composed Calm Courteous	Focused Detail Oriented Pragmatic Conventional
	Calculated Risks Unassuming Rational Thoughtful	Poised Modest Reserved Subtle	Active Change Oriented Eager Spontaneous	Firm Challenges Self-assured Independent
	Reflective Contemplative Hesitant Seeks Information	Introspective Modest Reserved Private	Energetic Careless Vigorous Nervy Oriented	Autonomous Open minded Conceptual Adventurous
	Tentative Prudent Judicious Balanced	Understated Inconspicuous Sympathetic Discreet	Tenacious Energetic Assured Unstructured	Experiments Approximates Exploratory Progressive

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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DISCort-Certification 855.459.8045 www.discort.com



## Key Points:

- Positive “Style” descriptors for your Natural Style
- Highlighted words indicate your preference for:

**Problem Solving**

**Connecting with People**

**Developing a Plan**

**Working with Procedures**



# Identify the DISC Styles

## Rainmaker

Matt Damon

Steady 



## To Kill a Mockingbird

Gregory Peck

 Conscientious

## The Good Wife

Julianna Margulies

Dominant 



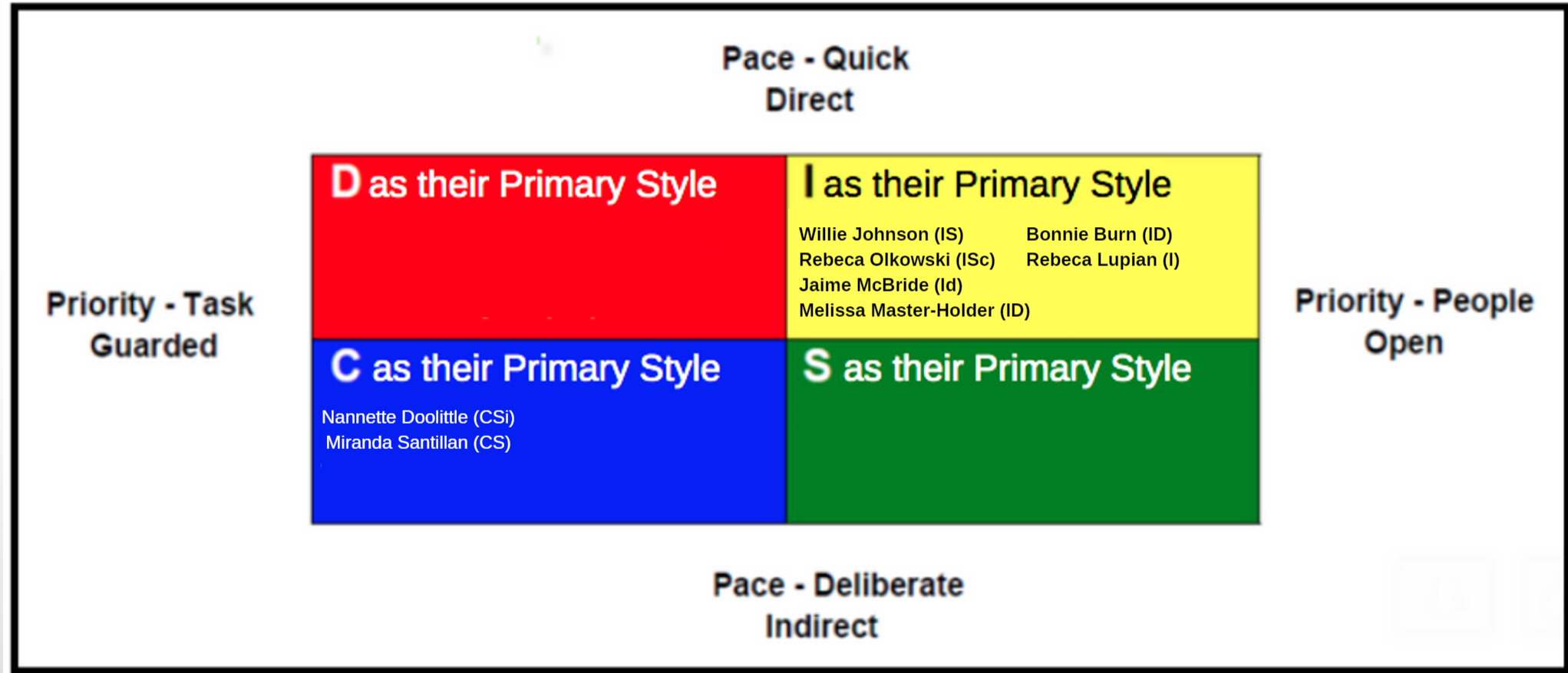
## Intolerable Cruelty

George Clooney

 Influence



# DISCcert Team Styles



# Strengths By Style

## Dominant

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



## Influence

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



## Conscientious

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



## Steady

- Excels at **calming** disagreements
- **Encourages** input from all members



## Dominant

- Offer solutions
- Anticipate questions



## Influence

- Acknowledge ideas
- Have joint meetings



## Conscientious

- Provide rationale
- Include documentation



## Steady

- Provide a plan
- Offer assurances



# Pair & Share – With a Different Style than Yours

Pg 11, 12, 14

## Share

- Strengths – Page 11
- Communication Tips – Page 14

## Discuss

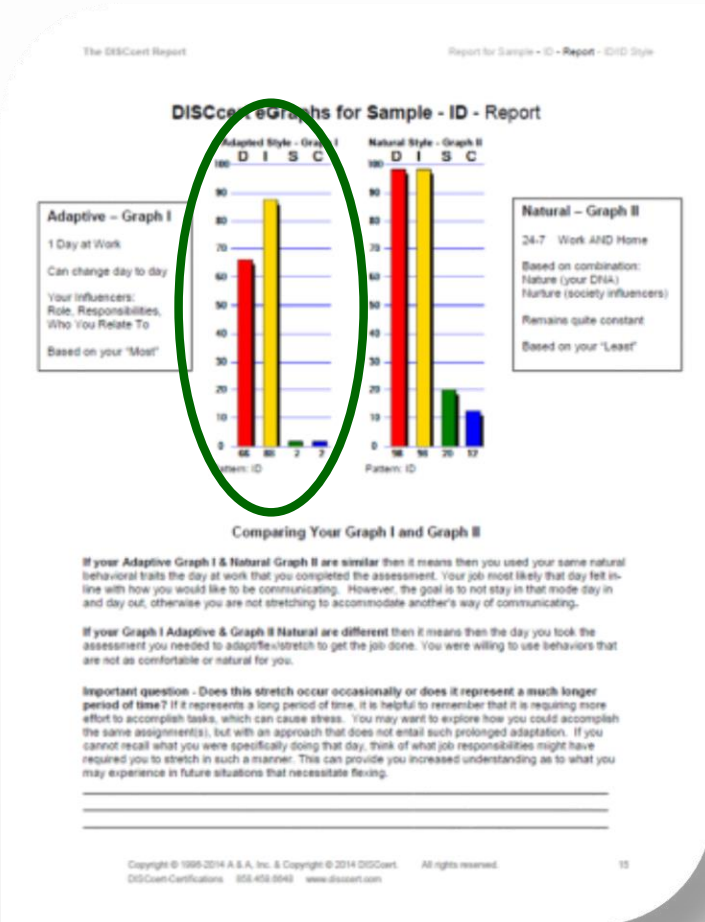
- Similarities?
- Differences?

## Learn

- Do you use your communication tips with your partner?



# Adaptive Styles



## Key Points:

- One day at work
- Can change day-to-day
- Influenced by the 3 R's:
  - Role
  - Relating
  - Responsibilities
- Based on your "Most"





# What determines Adapted Graph results?

	Most	Least
1. Cheerful	<input type="radio"/>	<input type="radio"/>
Cooperative	<input type="radio"/>	<input type="radio"/>
Obliging	<input type="radio"/>	<input type="radio"/>
Persuasive	<input type="radio"/>	<input type="radio"/>

*“What is your most favorite food?”*

**Most!**

Research shows our most selections vary – influenced by present circumstance.



*Answer influenced by what? who? where?*

*Adapted Graph is influenced on the day you took the assessment by the 3 R's: Role? Relating? Responsibilities?*

The DISC Report Report for Tamara DISC Code: 444 - 1000 Style

### Your Word Sketch for Your Adaptive Graph I

Based on your assessment "Most" responses, your DISC report has identified characteristics that line-up with your Adaptive Graph I DISC Pattern. The highlighted words indicate what communication behaviors you utilized the day you took the assessment to problem solve, influence people, develop plans and handle procedures. The behavioral traits you demonstrated are influenced by what role, responsibilities and to whom you were relating.

DISC Focus →	D Problem Solve	I People	S Plan	C Procedures
Cooperative	Assertive	Demonstrative	Systematic	Accurate
Daring	Direct	Enthusiastic	Stable	Analytical
Ambitious	Directive	Gracious	Patient	Exacting
Directive	Expedient	Interested	Peaceful	Faithful
Expedient		Optimistic	Accommodating	Precise
		Persuasive	Team Player	Logical
Decisive		Responsive		Careful
Risk-taker		Client	Consistent	Data Driven
Goal oriented		Cooperative	Logical	Investigates
Planning		Supportive	Supportive	High Standards
Deliberate		Team	Relaxed	Forward
Determined		Collaborative	Composed	Detail Oriented
Self-reliant		Generous	Calm	Pragmatic
Concise			Courteous	Conventional
Calculating		Polite	Active	Firm
Risks		Modest	Change Oriented	Challenges
Under		Reserved	Eager	Self-assured
Stable		Subtle	Spontaneous	Independent
Relaxed		Intropective	Energetic	Autonomous
Collaborative		Moderate	Careful	Open-minded
Handle		Restrained	Vigorous	Conceptual
Share information		Private	Variety Oriented	Adventurous
Tentative		Uncertain	Tenacious	Experiments
Prudent		Inconsistent	Essential	Approximates
Judicious		Sympathetic	Assured	Exploratory
Balanced		Discern	Unstructured	Progressive

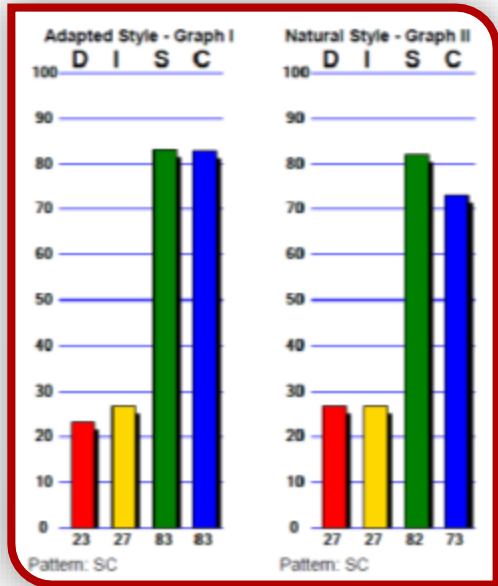
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## Key Points:

- Positive “Style” descriptors for your Adaptive Style:
  - One day at work
  - Influenced by 3 R’s (**R**ole, **R**elating, & **R**esponsibility)
  - Highlighted words indicate your choice in how you think it would be best for:
    - **Problem Solving**
    - **Connecting With People**
    - **Developing a Plan**
    - **Working with Procedures**

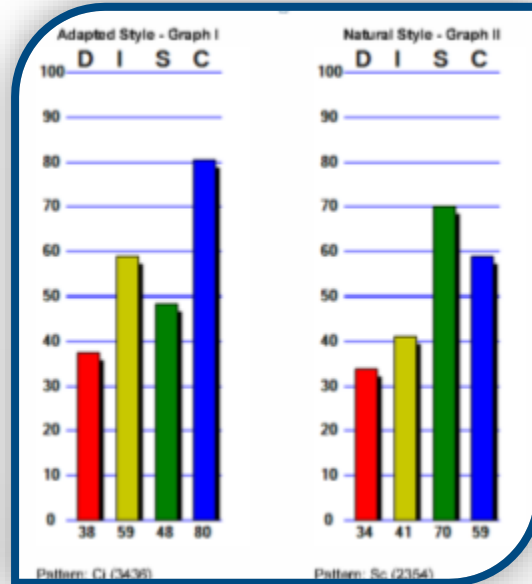


# Similar or Different – Better?



**Similar**

- Stretching **was not** needed the day of assessment



**Different**

- Stretching **was** needed the day of the assessment or in general?

**If different, ask:**

- What might have caused you to Stretch?
- “Does this stretch occur occasionally or does it represent a longer period of time?”
- Longer period of time requires more effort



# If needed ... Can you Stretch?

**1** Fold your arms

**2** Fold your arms  
the opposite way

How did the Transition Feel?

Did you Succeed?



# Applying DISC



# Overview of Four Basic DISC Styles

	High <b>Dominant</b> Style	High <b>Influence</b> Style	High <b>Steady</b> Style	High <b>Conscientious</b> Style
<b>Orientation</b>				
<b>Pace</b>	Quick/Decisive	Quick/Spontaneous	Deliberate/Relaxed	Deliberate/Detailed
<b>Priority</b>	Task/Goal	People/Interact	People/Relationships	Task/Accuracy
<b>Characteristics</b>				
<b>Strengths</b>	Pioneering Leadership Administration	Motivating Persuading Entertaining	Teamwork Listening Follow-through	Structured Thoroughness High Standards
<b>Workplace</b>	Efficient	Busy	Functional	Formal
<b>Outcomes</b>				
<b>Seeks</b>	Productivity Control Results	Participation Recognition Playfulness	Acceptance Friendship Cooperation	Precision Facts Quality
<b>Stressors</b>				
<b>Irritations</b>	Indecision Incompetence	Routines Complexity	Insensitivity Impatience	Disorganization Impropriety
<b>Fears</b>	Losing	Rejection	Sudden Changes	Work Criticized
<b>Growth Areas</b>	Poor Listener	Short Attention Span	Hesitant to Speak-up	Perfectionist
<b>May Become</b>	Authoritative	Sarcastic	Submissive	Withdrawn

## Key Points:

- All DISC styles are *equal* importance
- Points above the Energy Line are not “better than” points below
- No one style nor combination of styles is better than another



# DISC Behaviors: Non-Verbal Examples

D



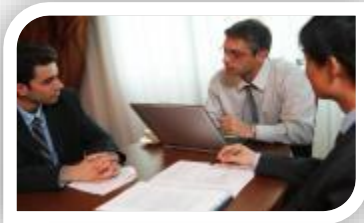
- Handshake - Firm and not held long
- Gestures - Used to speed things up
- Eye Contact - If they are listening to you

I



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

S



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

C



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



# DISC Style “Name that Style Worksheet”

DISC Style “Name that Style” Worksheet		
	<p><b>Conversation:</b> Opens with informal message.  <b>Example:</b> <i>"Hi Ruth, its Sarah – I'm thrilled with the decision!"</i>  <b>Pace:</b> Spontaneous, speaks rapidly.  <b>Tone:</b> Enthusiastic, optimistic, and inspirational.  <b>Example:</b> <i>"I've a great idea. Let's chat over lunch!"</i></p> <p><b>Focus:</b> Builds alliances, generates ideas, expressive.  <b>Power Cues:</b> Awards on wall. Loves to talk on the phone.  <b>Example:</b> <i>"I'm calling to say thank you again for ..."</i></p>	<p>What style is <b>Sarah</b>?</p> <p>_____</p> <p>_____</p>
	<p><b>Conversation:</b> Opens with a formal, factual message.  <b>Example:</b> <i>"This is Mr. Hall, calling regarding the AR account."</i>  <b>Pace:</b> Cautious, procedure-driven, and analytical.  <b>Tone:</b> Controlled logical, listens and then asks why.  <b>Example:</b> <i>"Please follow the timeline exactly as it is."</i></p> <p><b>Focus:</b> Procedures, accuracy, quality.  <b>Power Cues:</b> Reference materials are sequenced.  <b>Example:</b> <i>"We will ship the parts when they are correct."</i></p>	<p>What style is <b>Mr. Hall</b>?</p> <p>_____</p> <p>_____</p>
	<p><b>Conversation:</b> Opens with a personal greeting.  <b>Example:</b> <i>"Hello Susan, this is Peter. How are you today?"</i>  <b>Pace:</b> Methodical, process-driven, contemplative.  <b>Tone:</b> Friendly, compassionate &amp; soft-spoken.  <b>Example:</b> <i>"Like to schedule 15 minutes with you to discuss.."</i></p> <p><b>Focus:</b> Relationships, natural listeners.  <b>Power Cues:</b> Family photos, mementos, &amp; serene pictures.  <b>Example:</b> <i>"Joe, if you need help on editing, just let me know."</i></p>	<p>What style is <b>Peter</b>?</p> <p>_____</p> <p>_____</p>
	<p><b>Conversation:</b> Charges right into issue.  <b>Example:</b> <i>"Market's going down – oh...how are you?"</i>  <b>Pace:</b> Fast &amp; abbreviated.  <b>Tone:</b> All business, confident, challenging.  <b>Example:</b> <i>"Ryan? Susan. Bob there?"</i></p> <p><b>Focus:</b> Solve problems...quickly!  <b>Power Cues:</b> Determines time &amp; place of meetings.  <b>Example:</b> <i>"I'll call you at 3:00 PM tomorrow."</i></p>	<p>What style is <b>Susan</b>?</p> <p>_____</p> <p>_____</p>





# “Name that Style”

**Conversation:** Opens with informal message.  
*“Hi Ruth, it’s Sarah – I’m thrilled with the decision!”*

**Pace:** Spontaneous, speaks rapidly.  
**Tone:** Enthusiastic, optimistic & inspirational.  
*“I’ve a great idea. Let’s chat over lunch!”*

**Focus:** Builds alliances, generates ideas.  
**Power Cues:** Awards on wall. Loves to talk on phone.  
*“I’m calling to say thank you again for ...”*



# “Name that Style”

**Conversation:** Opens with a formal, factual message.  
*“This is Mr. Hall, calling regarding the AR project.”*

**Pace:** Cautious, procedure-driven, and analytical.  
**Tone:** Controlled logical, listens & asks why.  
*“Please follow the timeline exactly as it is.”*

**Focus:** Procedures, accuracy, quality.  
**Power Cues:** Reference materials are sequenced.  
*“We will ship the materials when they are correct.”*



Mr. Hall

# “Name that Style”

Pg 19

**Conversation:** Opens with a personal greeting.  
*“Hello Susan, this is Peter. How are you today?”*

**Pace:** Methodical, contemplative.

**Tone:** Friendly, compassionate, soft-spoken.

*“I’d like to schedule 15 minutes with you to discuss...”*

**Focus:** Relationships, natural listeners.

**Power Cues:** Family photos, serene pictures.

*“Joe, if you need help on editing, just let me know.”*



# “Name that Style”

**Conversation:** Charges right into issue  
*“Market's going down – oh...how are you?”*

**Pace:** Fast & abbreviated.

**Tone:** All business, confident, challenging  
*“Ryan? Susan. Bob there?”*

**Focus:** Solve problems...quickly!

**Power Cues:** Determines time, place of meetings.  
*“I'll call you at 3:00 PM tomorrow.”*



# Prep for the Trip to Visit another Country?

## Actions

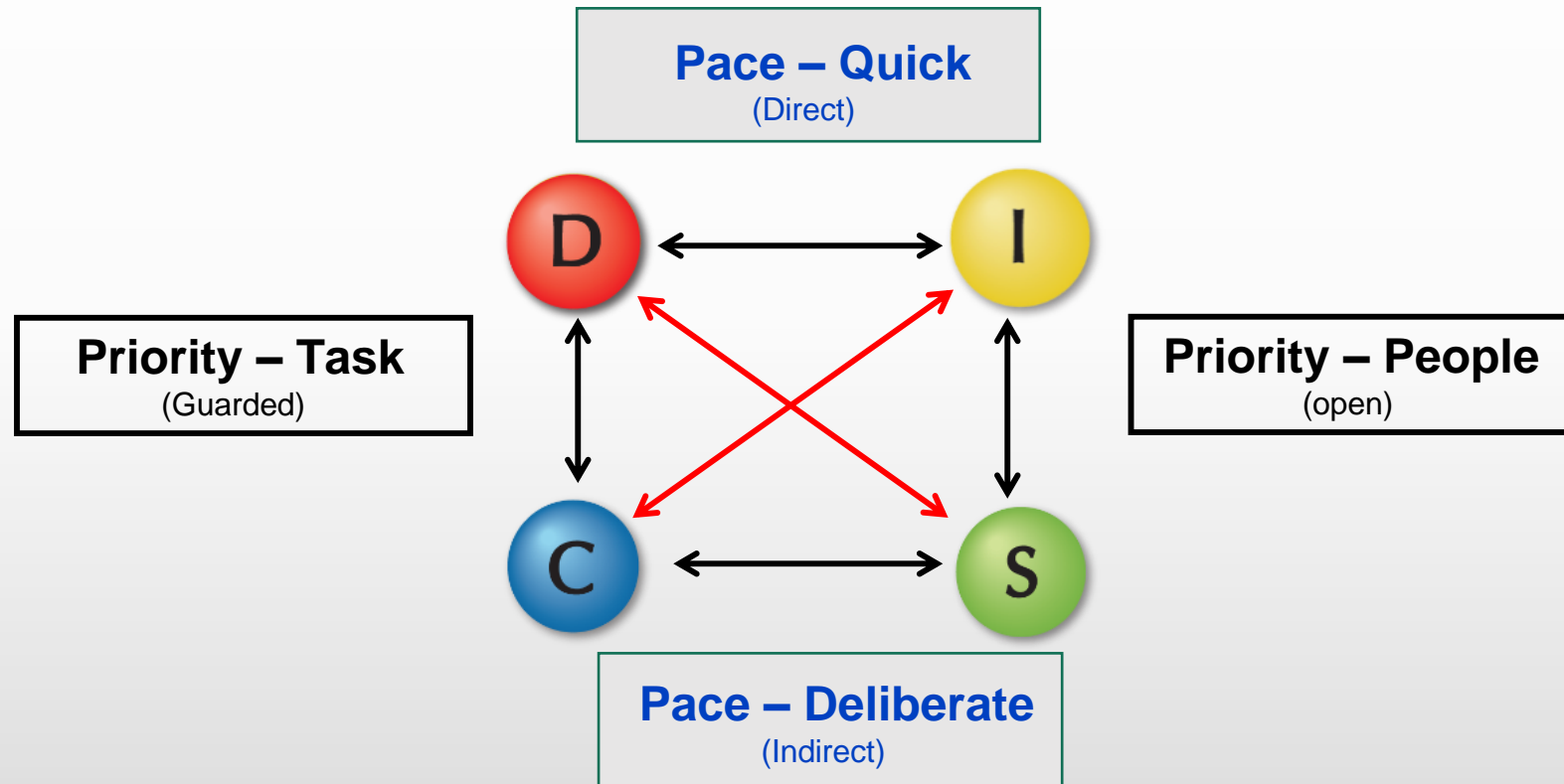
Stretch, Flex to Learn Additional Language

## Benefits!

Shows Respect to Native Language!  
Plus Ability to Speak Another Language  
Increase Communication Successes



# DISC Styles – 2 Key Questions – Pace? Priority?



The Great Outdoors





Goal  
Oriented

Offer  
Solutions



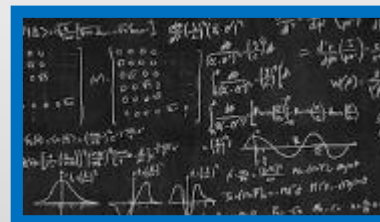
Builds  
Positive Alliances

Provide  
Positive Comments



Enjoys  
Teamwork

Acknowledge  
Their Support



Thinks  
Logically

Give data to them  
in writing



# A DISC Story





# Jane



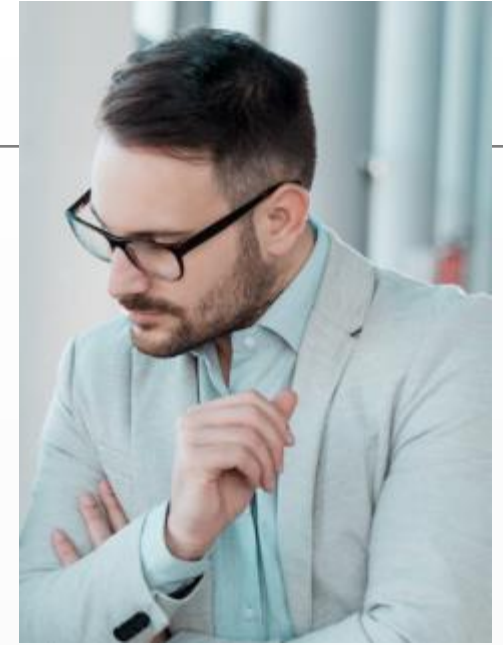
## Situation:

She is a new Team Leader of 12 Employees as of 2 weeks ago.

## Actions:

Speaks first. When interacting, conveys enthusiasm in voice and gestures.

# Carlos



## Situation:

He is Jane's Supervisor.

## Actions:

Responds using a low voice and reserved mannerisms.



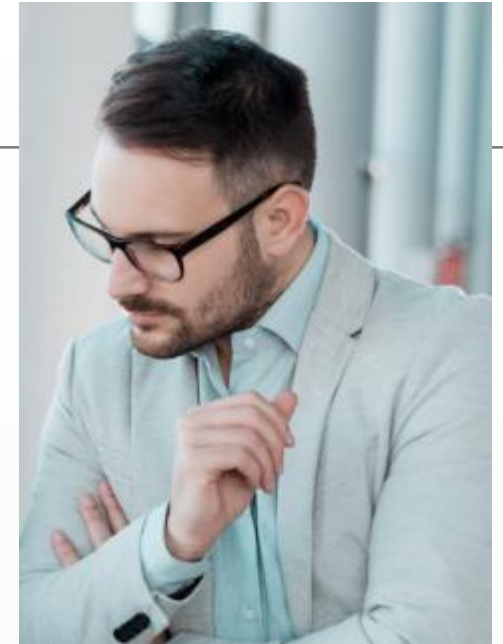
# Jane



Hey Carlos, look!  
I went ahead and scheduled our Team's first meeting off-site.

Thought we'd have a catered breakfast, do some Team building activities followed by lunch and then return to work all excited about being on the Team!

# Carlos



Oh.... (Pauses) That's all well and good but first you need to generate an agenda that will help the team succeed.

Second, have you reviewed your Team's budget for this quarter yet?



# Jane

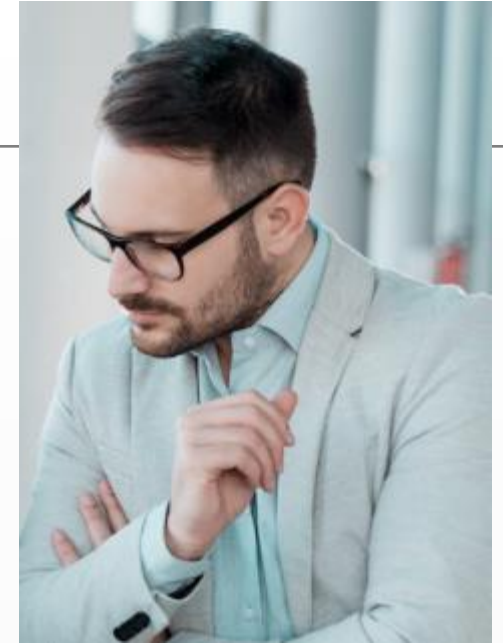


Yes, I glanced at the budget.

I just figured you'd know how important it is for a Team to have fun together in order to succeed.

Surely you can negotiate some funding for us... right?

# Carlos



A budget is established so you work within its parameters.

Your focus needs to be  
First, Determining your Team's Objectives  
Second, Selecting your Team's Roles  
Third, Generating your Team's Schedule.

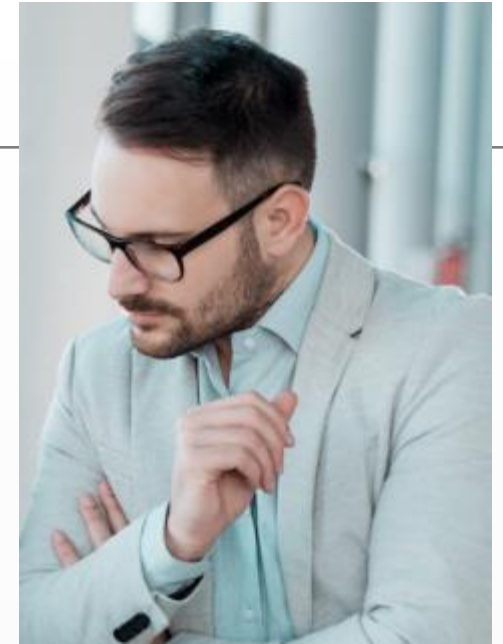


# Jane



Yes, yes. I have that all handled.

# Carlos



That's good to hear you have it all handled.  
Please send me your Team's plan and revised agenda  
for the Team's first meeting.

It will need to be held in the conference room on the  
4th floor.

I expect to receive these documents by 4pm today and  
will review. We will meet in my office tomorrow from  
9:00-9:30 a.m. to finalize.



# Jane

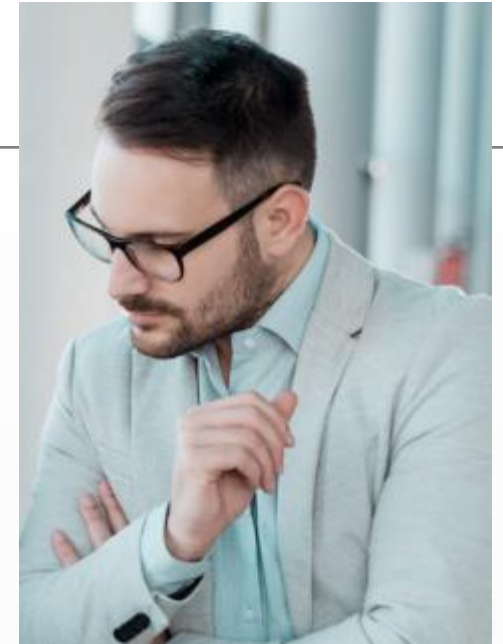


But what about my off-site meeting?

It's so important to make everybody feel so welcomed.

And It's too late to cancel the catering.

# Carlos



You'll have clarity by the end of tomorrow's meeting.



# Email Decoding Activity



## Greeting – Format – Word Choice

**D** States Purpose - Brief - Notification

**I** Happy Tone - 😊, Colors - Social

**S** Friendly - Methodical - Productive

**C** Formal - Detailed - Serious

## Tips

Get to the point ASAP

Include acknowledgements

Well-organized message

Include data, stay on task



# Email Decoding – Doing Email #4 Altogether

Pg 27

## Email #4

Subject: Planning Committee

Planning Committee

Mtg Oct 15 – 2<sup>nd</sup> floor – sm conference  
9 – 12:30

We will start on time  
D. Dacron

What is D. Dacron's DISC Style?

(The sender)

### Greeting – Format – Word Choice

**D** States Purpose - Brief - Notification

**I** Happy Tone - 😊, Colors - Social

**S** Friendly - Methodical - Productive

**C** Formal - Detailed - Serious

### Tips

Get to the point ASAP

Include acknowledgements

Well-organized message

Include data, stay on task

Pretend you are recipient of this email.  
Write an email response to D. Dacron.





# Email Decoding Worksheet

## Email #1

Subject: Planning Meeting Invitation

Hello Sam,

I would like to invite you to attend the planning meeting on Tuesday, October 15<sup>th</sup> on the second floor, the small conference room. I know you have a busy schedule, so I want to extend my appreciation for your time. The meeting starts @ 9:00 a.m. and ends @ 12:30 p.m. Please bring your reports, to help ensure this is highly productive meeting.

I look forward to seeing you on October 15<sup>th</sup> and working together to increase success for all of us. Please do not hesitate to call me @ ext 43.

Warm Regards,  
Sarah Smith  
Customer Care Department

### Greeting – Format – Word Choice

**D** States Purpose - Brief - Notification

**I** Happy Tone - 😊, Colors - Social

**S** Friendly - Methodical - Productive

**C** Formal - Detailed - Serious

### Tips

Get to the point ASAP

Include acknowledgements

Well-organized message

Include data, stay on task

## What is Sarah's DISC Style?

(The sender)

Pretend you are Recipient of this email.  
Write an email response to Sarah.



# Email Decoding Worksheet

## Email #2

Subject: Planning Meeting with Food! ;-)

**Hi Everyone!**

*I am so excited that we will all be working together on the planning committee!* I scheduled it on Tues, Oct 15 from 9-12:30 (yes, there will be plenty of coffee in the morning and a great lunch at the end ;-)  
We'll be on the second floor – sm conference rm. This will be our first meeting and I know you'll all make it a huge success, with all the talent and experience you bring! I know several of you have some excellent materials to share – that's great. We'll have plenty of time to hear from everyone.

Thrilled you're a part of this new planning committee!  
(We could come up with a special name for our committee too!)  
See you on Oct 15! [Thanks so much 😊]  
Isabel,  
Customer Care Dept

### What is Isabel's DISC Style?

(The sender)

Pretend you are the recipient of this email.  
Write an email response to Isabel.

#### Greeting – Format – Word Choice

**D** States Purpose - Brief - Notification

**I** Happy Tone - 😊, Colors - Social

**S** Friendly - Methodical - Productive

**C** Formal - Detailed - Serious

#### Tips

Get to the point ASAP

Include acknowledgements

Well-organized message

Include data, stay on task



# Email Decoding Worksheet

## Email #3

Subject: Planning Meeting Announcement

Attention Planning Committee:

The Planning Committee will be meeting on Tuesday, October 15, 2013 on the second floor in the smaller of the two Conference rooms.

The meeting will begin at 9:00 A.M. PST and conclude at 12:30 P.M. PST.

The agenda for the meeting is as follows:

1. Current status of our customer care process
2. Proposal presentations. (Send your PowerPoint slides to me by October 1, 2013.)
3. Sub-committee assignments and timelines.

We will commence our meeting on time at 9:00 A.M. PST and conclude at 12:30 P.M. PST.

Regards,  
Carlton Cornick  
Customer Care Agent

What is Carlton Cornick's 's DISC Style?  
(The sender)

Pretend you are recipient of this email.  
Write an email response to Carlton Cornick.

### Greeting – Format – Word Choice

**D** States Purpose - Brief - Notification

**I** Happy Tone - ☺, Colors - Social

**S** Friendly - Methodical - Productive

**C** Formal - Detailed - Serious

### Tips

Get to the point ASAP

Include acknowledgements

Well-organized message

Include data, stay on task



**Select a Direct Report**  
**Determine their Natural Style**


<b>Dominant</b> (Quick/Task)		<b>Influence</b> (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <li>_ Competitive</li> <li>_ Strategic</li> <li>_ Bottom-line</li> <li>_ Goal oriented</li> <li>_ Debates</li> <li>_ Be in Control</li> <li>_ Assertive</li> </ul>	<ul style="list-style-type: none"> <li>_ Offer Solutions to Win</li> <li>_ Display Reasoning</li> <li>_ Provide Concise Data</li> <li>_ Offer Projected Results</li> <li>_ Be Prepared with Facts</li> <li>_ Present Action Plan</li> <li>_ Anticipate Questions</li> </ul>	<ul style="list-style-type: none"> <li>_ Expressive</li> <li>_ Optimistic</li> <li>_ Builds Alliances</li> <li>_ Be Involved</li> <li>_ Likes Change</li> <li>_ Appreciates Recognition</li> <li>_ Spontaneous</li> </ul>	<ul style="list-style-type: none"> <li>_ Acknowledge Ideas</li> <li>_ Discuss Solutions</li> <li>_ Schedule joint Mtgs</li> <li>_ Include from Start</li> <li>_ Offer New Ideas</li> <li>_ Provide Compliments</li> <li>_ Ask their Opinion</li> </ul>
<b>Conscientious</b> (Cautious/Task)		<b>Steady</b> (Cautious/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <li>_ Think Logically</li> <li>_ Seek Facts</li> <li>_ Focus on Accuracy</li> <li>_ Values Creditability</li> <li>_ Like to Contemplate</li> <li>_ Analytical</li> <li>_ Follows Protocol</li> </ul>	<ul style="list-style-type: none"> <li>_ Provide Rationale</li> <li>_ Give Written Data</li> <li>_ Show Due Diligence</li> <li>_ Be Prepared</li> <li>_ Build in Extra Time</li> <li>_ Offer Pros and Con</li> <li>_ Provide Documentation</li> </ul>	<ul style="list-style-type: none"> <li>_ Stability Focus</li> <li>_ Dependable</li> <li>_ Methodical</li> <li>_ Enjoy Teamwork</li> <li>_ Look for Calmness</li> <li>_ Express after Assessing</li> <li>_ Cooperative</li> </ul>	<ul style="list-style-type: none"> <li>_ Provide Assurances</li> <li>_ Offer Written</li> <li>_ Provide a Plan</li> <li>_ Be Sincere</li> <li>_ Show Composure</li> <li>_ Give Advance Notice</li> <li>_ Be Courteous</li> </ul>



# Not sure about Coworker's Style?

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 **3 Tips**



# Tips for Identifying Styles

1. Select coworker you have met in person.
2. Picture them at large group meeting.
3. Which scenario best describes their behavior?

**D** –  
on a  
mission to  
solve  
problems



**I** –  
makes  
friends &  
interacts  
broadly



**C** –  
waits for  
others to  
approach



**S** –  
engages  
selectively  
with a few



# Action Plan for All Styles

Add checkmarks by  
“Characteristics” that  
match your co-worker

<b>Dominant</b> (Quick/Task)		<b>Influence</b> (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Bottom-line <input checked="" type="checkbox"/> Goal oriented <input type="checkbox"/> Debates <input checked="" type="checkbox"/> Be in Control <input checked="" type="checkbox"/> Assertive	<input type="checkbox"/> Offer Solutions to Win <input type="checkbox"/> Display Reasoning <input type="checkbox"/> Provide Concise Data <input type="checkbox"/> Offer Projected Results <input type="checkbox"/> Be Prepared with Facts <input type="checkbox"/> Present Action Plan <input type="checkbox"/> Anticipate Questions	<input type="checkbox"/> Expressive <input type="checkbox"/> Optimistic <input type="checkbox"/> Builds Alliances <input type="checkbox"/> Be Involved <input type="checkbox"/> Likes Change <input type="checkbox"/> Appreciates Recognition <input type="checkbox"/> Spontaneous	<input type="checkbox"/> Acknowledge Ideas <input type="checkbox"/> Discuss Solutions <input type="checkbox"/> Schedule joint Mtgs <input type="checkbox"/> Include from Start <input type="checkbox"/> Offer New Ideas <input type="checkbox"/> Provide Compliments <input type="checkbox"/> Ask their Opinion
<b>Conscientious</b> (Cautious/Task)		<b>Steady</b> (Cautious/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<input type="checkbox"/> Think Logically <input type="checkbox"/> Seek Facts <input type="checkbox"/> Focus on Accuracy <input type="checkbox"/> Values Creditability <input type="checkbox"/> Like to Contemplate <input type="checkbox"/> Analytical <input type="checkbox"/> Follows Protocol	<input type="checkbox"/> Provide Rationale <input type="checkbox"/> Give Written Data <input type="checkbox"/> Show Due Diligence <input type="checkbox"/> Be Prepared <input type="checkbox"/> Build in Extra Time <input type="checkbox"/> Offer Pros and Con <input type="checkbox"/> Provide Documentation	<input type="checkbox"/> Stability Focus <input type="checkbox"/> Dependable <input type="checkbox"/> Methodical <input type="checkbox"/> Enjoy Teamwork <input type="checkbox"/> Look for Calmness <input type="checkbox"/> Express after Assessing <input type="checkbox"/> Cooperative	<input type="checkbox"/> Provide Assurances <input type="checkbox"/> Offer Written <input type="checkbox"/> Provide a Plan <input type="checkbox"/> Be Sincere <input type="checkbox"/> Show Composure <input type="checkbox"/> Give Advance Notice <input type="checkbox"/> Be Courteous



# Action Plan for All Styles

Add an "X" by Tips you are currently using with co-worker

<b>Dominant</b> (Quick/Task)		<b>Influence</b> (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Competitive</li> <li><input type="checkbox"/> Strategic</li> <li><input checked="" type="checkbox"/> Bottom-line</li> <li><input checked="" type="checkbox"/> Goal oriented</li> <li><input type="checkbox"/> Debates</li> <li><input checked="" type="checkbox"/> Be in Control</li> <li><input checked="" type="checkbox"/> Assertive</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Offer Solutions to Win</li> <li><input type="checkbox"/> Display Reasoning</li> <li><input type="checkbox"/> Provide Concise Data</li> <li><input checked="" type="checkbox"/> Offer Projected Results</li> <li><input checked="" type="checkbox"/> Be Prepared with Facts</li> <li><input checked="" type="checkbox"/> Present Action Plan</li> <li><input type="checkbox"/> Anticipate Questions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Expressive</li> <li><input type="checkbox"/> Optimistic</li> <li><input type="checkbox"/> Builds Alliances</li> <li><input type="checkbox"/> Be Involved</li> <li><input type="checkbox"/> Likes Change</li> <li><input type="checkbox"/> Appreciates Recognition</li> <li><input type="checkbox"/> Spontaneous</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Acknowledge Ideas</li> <li><input type="checkbox"/> Discuss Solutions</li> <li><input type="checkbox"/> Schedule joint Mtgs</li> <li><input type="checkbox"/> Include from Start</li> <li><input type="checkbox"/> Offer New Ideas</li> <li><input type="checkbox"/> Provide Compliments</li> <li><input type="checkbox"/> Ask their Opinion</li> </ul>
<b>Conscientious</b> (Cautious/Task)		<b>Steady</b> (Cautious/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <li><input type="checkbox"/> Think Logically</li> <li><input type="checkbox"/> Seek Facts</li> <li><input type="checkbox"/> Focus on Accuracy</li> <li><input type="checkbox"/> Values Creditability</li> <li><input type="checkbox"/> Like to Contemplate</li> <li><input type="checkbox"/> Analytical</li> <li><input type="checkbox"/> Follows Protocol</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide Rationale</li> <li><input type="checkbox"/> Give Written Data</li> <li><input type="checkbox"/> Show Due Diligence</li> <li><input type="checkbox"/> Be Prepared</li> <li><input type="checkbox"/> Build in Extra Time</li> <li><input type="checkbox"/> Offer Pros and Con</li> <li><input type="checkbox"/> Provide Documentation</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Stability Focus</li> <li><input type="checkbox"/> Dependable</li> <li><input type="checkbox"/> Methodical</li> <li><input type="checkbox"/> Enjoy Teamwork</li> <li><input type="checkbox"/> Look for Calmness</li> <li><input type="checkbox"/> Express after Assessing</li> <li><input type="checkbox"/> Cooperative</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide Assurances</li> <li><input type="checkbox"/> Offer Written</li> <li><input type="checkbox"/> Provide a Plan</li> <li><input type="checkbox"/> Be Sincere</li> <li><input type="checkbox"/> Show Composure</li> <li><input type="checkbox"/> Give Advance Notice</li> <li><input type="checkbox"/> Be Courteous</li> </ul>





# Action Plan for All Styles

Add a circle by remaining Tips

<b>Dominant</b> (Quick/Task)		<b>Influence</b> (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Competitive</li> <li><input checked="" type="checkbox"/> Strategic</li> <li><input type="checkbox"/> Bottom-line</li> <li><input checked="" type="checkbox"/> Goal oriented</li> <li><input checked="" type="checkbox"/> Debates</li> <li><input checked="" type="checkbox"/> Be in Control</li> <li><input checked="" type="checkbox"/> Assertive</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Offer Solutions to Win</li> <li><input type="checkbox"/> Display Reasoning</li> <li><input type="checkbox"/> Provide Concise Data</li> <li><input checked="" type="checkbox"/> Offer Projected Results</li> <li><input checked="" type="checkbox"/> Be Prepared with Facts</li> <li><input checked="" type="checkbox"/> Present Action Plan</li> <li><input type="checkbox"/> Anticipate Questions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Expressive</li> <li><input type="checkbox"/> Optimistic</li> <li><input type="checkbox"/> Builds Alliances</li> <li><input type="checkbox"/> Be Involved</li> <li><input type="checkbox"/> Likes Change</li> <li><input type="checkbox"/> Appreciates Recognition</li> <li><input type="checkbox"/> Spontaneous</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Acknowledge Ideas</li> <li><input type="checkbox"/> Discuss Solutions</li> <li><input type="checkbox"/> Schedule joint Mtgs</li> <li><input type="checkbox"/> Include from Start</li> <li><input type="checkbox"/> Offer New Ideas</li> <li><input type="checkbox"/> Provide Compliments</li> <li><input type="checkbox"/> Ask their Opinion</li> </ul>
<b>Conscientious</b> (Cautious/Task)		<b>Steady</b> (Cautious/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <li><input type="checkbox"/> Think Logically</li> <li><input type="checkbox"/> Seek Facts</li> <li><input type="checkbox"/> Focus on Accuracy</li> <li><input type="checkbox"/> Values Creditability</li> <li><input type="checkbox"/> Like to Contemplate</li> <li><input type="checkbox"/> Analytical</li> <li><input type="checkbox"/> Follows Protocol</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide Rationale</li> <li><input type="checkbox"/> Give Written Data</li> <li><input type="checkbox"/> Show Due Diligence</li> <li><input type="checkbox"/> Be Prepared</li> <li><input type="checkbox"/> Build in Extra Time</li> <li><input type="checkbox"/> Offer Pros and Con</li> <li><input type="checkbox"/> Provide Documentation</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Stability Focus</li> <li><input type="checkbox"/> Dependable</li> <li><input type="checkbox"/> Methodical</li> <li><input type="checkbox"/> Enjoy Teamwork</li> <li><input type="checkbox"/> Look for Calmness</li> <li><input type="checkbox"/> Express after Assessing</li> <li><input type="checkbox"/> Cooperative</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide Assurances</li> <li><input type="checkbox"/> Offer Written</li> <li><input type="checkbox"/> Provide a Plan</li> <li><input type="checkbox"/> Be Sincere</li> <li><input type="checkbox"/> Show Composure</li> <li><input type="checkbox"/> Give Advance Notice</li> <li><input type="checkbox"/> Be Courteous</li> </ul>



Add a Star ★  
by one of the  
Tips to get started

Dominant (Quick/Task)	
Characteristics	Tips for Others
<input checked="" type="checkbox"/> Competitive	<input type="checkbox"/> Offer Solutions to Win
<input checked="" type="checkbox"/> Strategic	<input type="checkbox"/> Display Reasoning
<input checked="" type="checkbox"/> Bottom-line	<input type="checkbox"/> Provide Concise Data
<input checked="" type="checkbox"/> Goal oriented	<input type="checkbox"/> Offer Projected Results
<input checked="" type="checkbox"/> Debates	<input type="checkbox"/> Be Prepared with Facts
<input checked="" type="checkbox"/> Be in Control	<input type="checkbox"/> Present Action Plan
<input checked="" type="checkbox"/> Assertive	<input type="checkbox"/> Anticipate Questions

At bottom of page  
write how you will apply  
the Tip

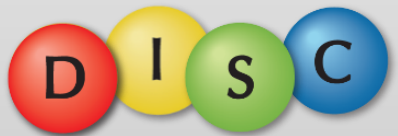
**Your Action Plan:**

*I'll be meeting with Jane next Tuesday to discuss the 1st quarter budget. I will spend time thinking in advance what questions she will have of me. I know she'll definitely be asking me how we are comparing so far with last year's budget.*



# What if this is your first encounter?

***“What do  
YOU DO?”***



# Bonus Tip

1. Start as if person is Steady – calm & organized

2. Then observe & adapt / stretch if needed



Your point is?  
(Dominant)



I went to that concert too.  
I was seated ...  
(Influenced)



Why do that?  
Where is the analysis?  
(Conscientious)



Sounds good.  
But where is the plan?  
(Steady)

# How **D I S C** Supports GLOBE Inc Values





# DISC TIPS



## Entering a "D" Office

What is a "D"? Dominant  
Office is for business, not chit-chat



### It's a "D" Office When

#### Desk

- Massive desk keeps others at a distance.
- Often has papers stacked neatly and bulging In/Out basket.

#### Non-Verbal Message

"Let's get down to business."

#### Chair

- Large chair behind "power desk."
- Often remains seated when you enter.
- May not have a chair for visitors.

#### Non-Verbal Message

"I'm powerful. I'm in control."

#### Walls

- Trophies, awards, diplomas, commendations.
- One wall may have large planning timeline or calendar.

#### Non-Verbal Message

"I know how to win."

## Entering an "I" Office

What is an "I"? Influence  
Office is for creating and connecting



### It's an "I" Office When

#### Desk

- Multiple projects and messages are highly visible.
- Reflects their optimism for getting a lot accomplished.

#### Non-Verbal Message

"I'm a creative problem solver"

#### Chair

- Comfortable, swivels, easy to get out of.
- Often leaves chair to sit next to you for a lively conversation.

#### Non-Verbal Message

"I need to feel I know you before we can talk business."

#### Walls

- Motivational slogans, posters and action-oriented photos.
- Often adds background sounds (music, radio) to energize their environment.

#### Non-Verbal Message

"Live your life to the MAX."

## Entering an "S" Office

What is an "S"? Steady  
Office is for relationship building



### It's an "S" office when

#### Desk

Unassuming desk with family photos & mementos arranged for viewing from chair

#### Non-Verbal Message

"My work is not my life."

#### Chair

Comfortable & functional. Prefers friendly side-by-side seating arrangement.

#### Non-Verbal Message

"I'm personable and accessible."

#### Walls

Conservatively-framed landscapes, motivational posters & certificates recognizing community service

#### Non-Verbal Message

"I'm traditional, contemplative and giving of my time."

## Entering a "C" Office

What is a "C"? Conscientious  
Office is for doing quality work



### It's a "C" Office When

#### Desk

Neat, uncluttered, usually facing a wall, with useful objects accessible

#### Non-Verbal Message

"I want to be left alone to work."

#### Chair

Functional. Seating is arranged to maintain distance from visitors.

#### Non-Verbal Message

"Communications will be conducted in a controlled and business-like manner."

#### Walls

Charts, graphs & models about specific products/services are arranged with pristine accuracy.

#### Non-Verbal Message

"I'm an expert in my field."

# What was your Key Insight Today?



1. Pick a key insight, takeaway, or learning
2. Determine how to put that insight into action
3. Share your insight and action commitment with one other person

Patch Adams



# How to *INCREASE* Communication Success?

*APPLY* the *A, B, C's* to 

1. *Aware*

2. *Be Open*

3. *Can Do*

- Emails? Meetings?
- Phone Calls?
- Talk with a Colleague?

