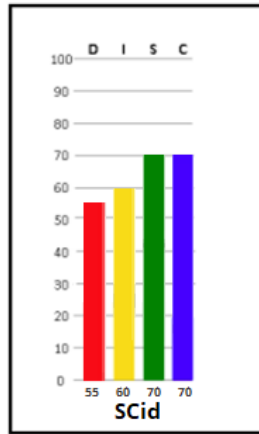


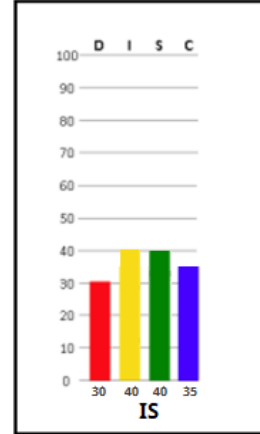


Script for Handling Over-Shift and Under-Shift Graphs

**Over-Shift Invalid Graph
(All Styles ABOVE Energy Line)**



**Under-Shift Invalid Graph
(All Styles UNDER Energy Line)**



Color Key: Black: You (DISC Consultant) Red: Employee/client "NO" response Green: Employee/client "YES" response

Recommendation: If conversation with Respondent is virtual, it is best to share your screen and display their DISC Report as you proceed.

1. "This is an informal follow-up with you about the DISC Assessment."

(Or... "I want to touch-base with you regarding the DISC Assessment.")

2. "Did you receive your Report?"

If answer is no: "I'll send it to you right now as an attachment. Please let me know when you receive it."

If answer is yes: "Great."

3. "Do you have it handy?"

If answer is no: "It will be needed in order for us to talk about DISC. Please take a moment to find it or pull it up on your computer."

If answer is yes: "Great." (Or whatever positive acknowledgement you like.)

4. "Have you had a chance to look at your Natural Graph on page 6?"

If answer is no: "Well, let's do that right now. I want to provide you with explanation...." (see "yes" script)

If answer is yes: "Then I want to provide you more of an explanation regarding the styles and how they relate to the Energy Line. There are 4 basic styles, Dominant, Influence, Stead & Conscientious. No style is better than another. And the higher a style is, the more that person uses that style as a preference when communicating. The Energy Line helps to easily determine if a style is a preference for a person when communicating. The higher a style is, the more that style is used by that person. If below the Energy Line, that person still has some of that style, but it's just not a preference.

A person can have 1 or 2 or 3 styles above or below. Sometimes people over-think their answers and then one's graph may have all 4 styles above or below. In this situation, the results are not accurate.

This is usually caused by an individual UNKNOWINGLY using criteria for determining their "Most" choice that is not based on their REAL preference. Examples would be choosing a word that:

-Describes how one CAN be

-Describes how one WANTS to be

-Describes how one thinks OTHERS SEE them

-Describes the job they are currently doing

To achieve the most accurate results, one needs to select the "MOST" word that resonates with them in the most positive way. We want you to have the accurate results, so we are asking you to take the DISC Assessment again. Remember...select the "Most" word that automatically resonates with you."

5. "I will be sending you the link (enter date). Once you have completed, then let's reconnect to discuss. I'm sure you have some questions. What can I answer for you?"

6. "Looking forward to talking with you about your new DISC Report soon."