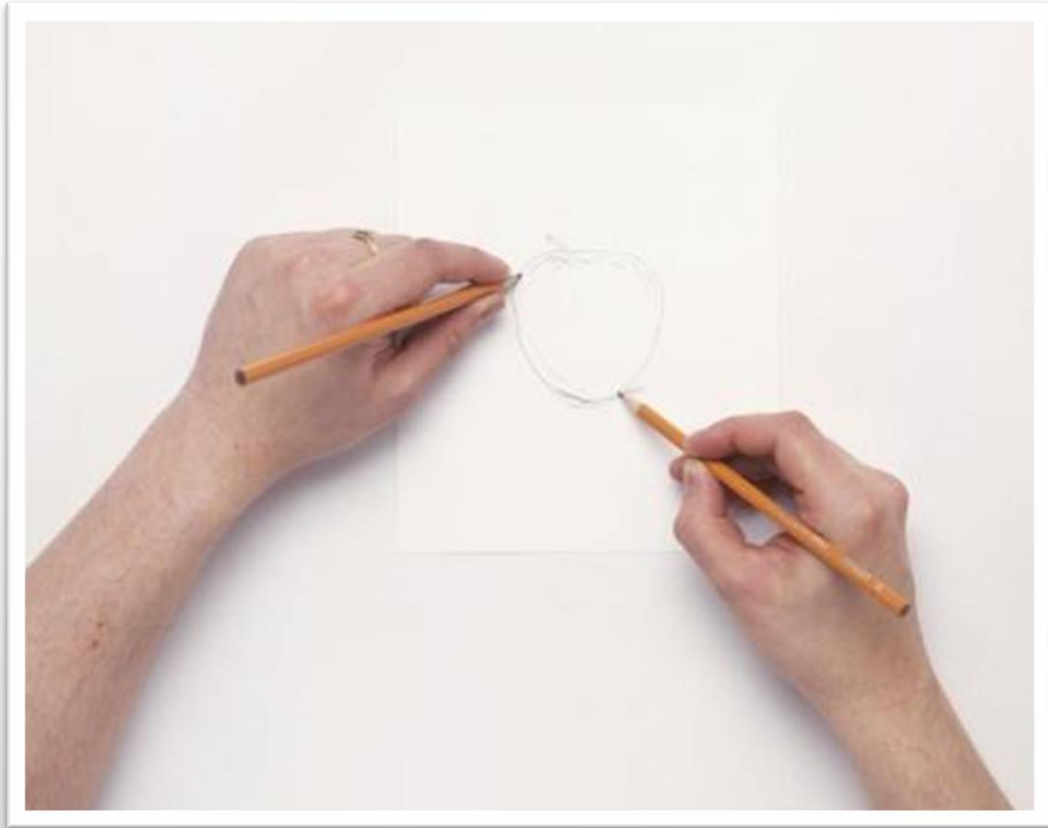


How to **INCREASE** Communication Success ...

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?



Training Objectives: The Three P's

Purpose

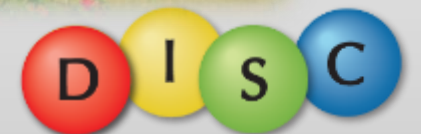
Provide communication insights & strategies

Process

Learn from your DISC Report, one another & learning activities

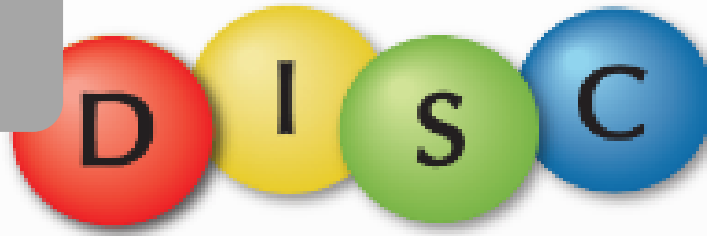
Payoff

Increased communication effectiveness with colleagues & customers



Training Outline

#5 DISC for Sales



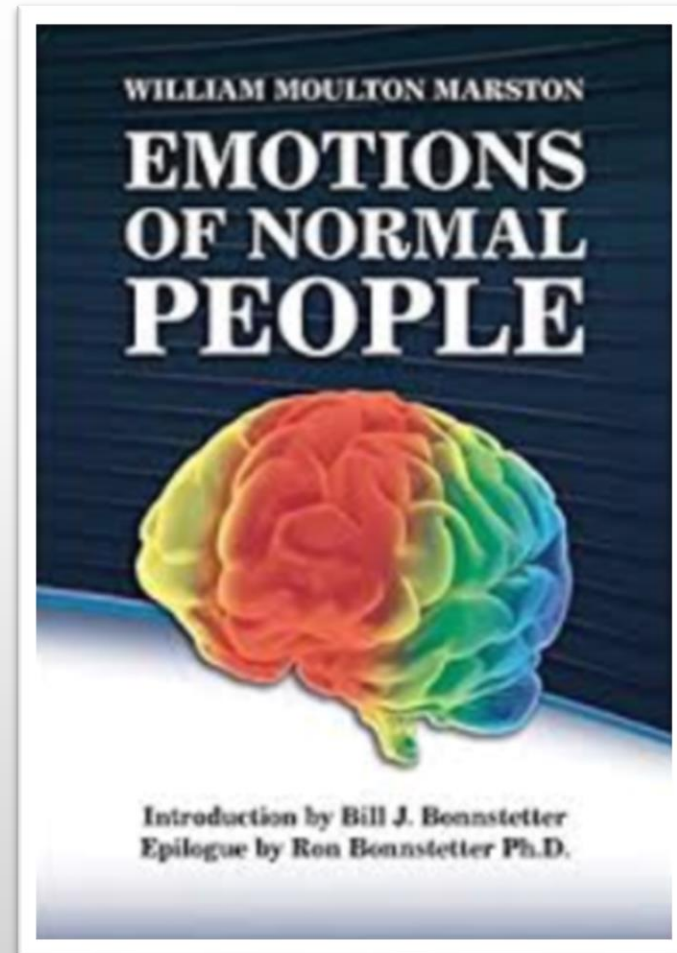
#1 DISC Background

#2 Natural Style

#3 Adapted Style

#4 Applying DISC

#1 The Story of DISC



What is DISC? ... Ride an elevator lately?

Quickly pushes "Close Door"

D Dominant



"We'll wait for you!"

Influence **I**



Permit expired... takes stairs

C Conscientious



Lets others step on 1st, then goes to the back

Steady **S**

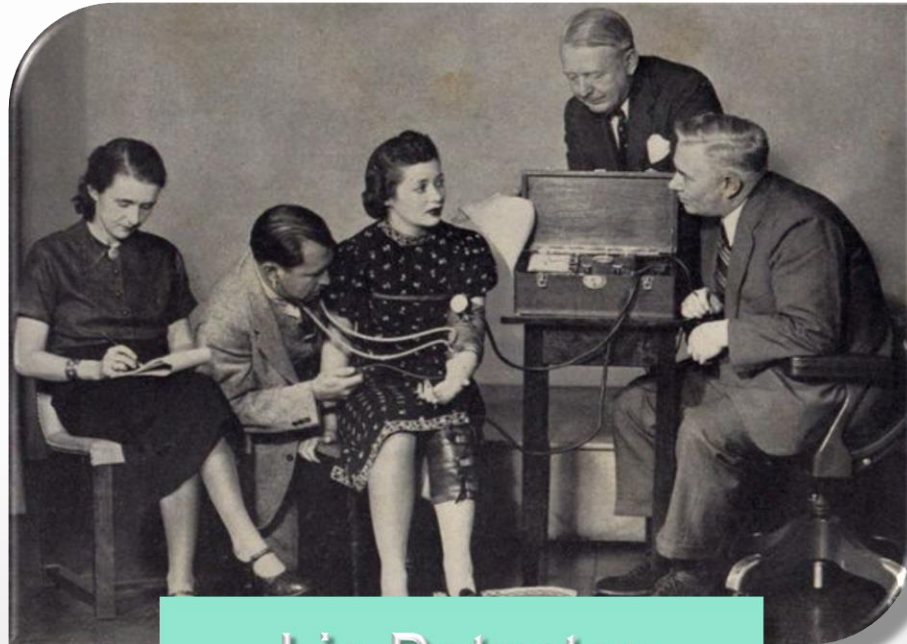


Measures Observable Behaviors

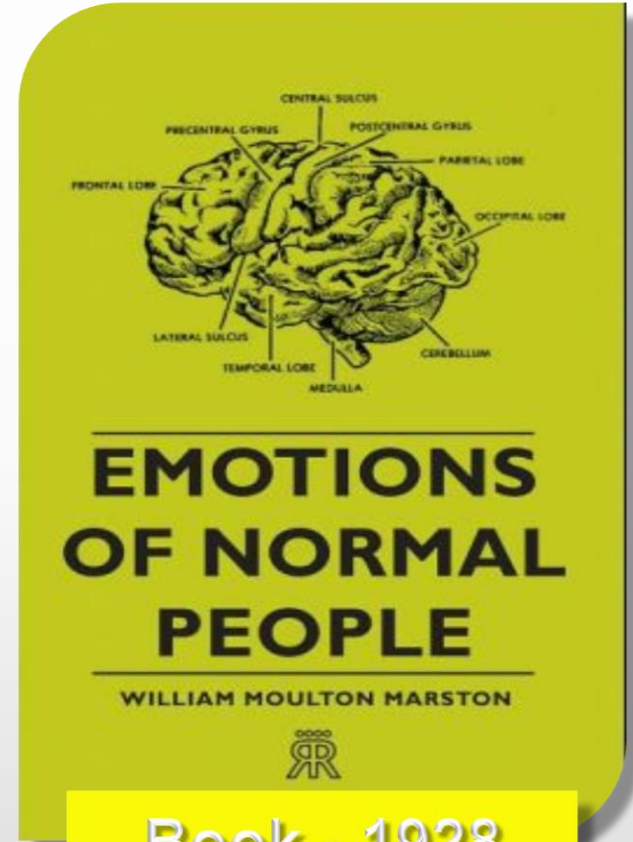
DISC History



Dr. Marston

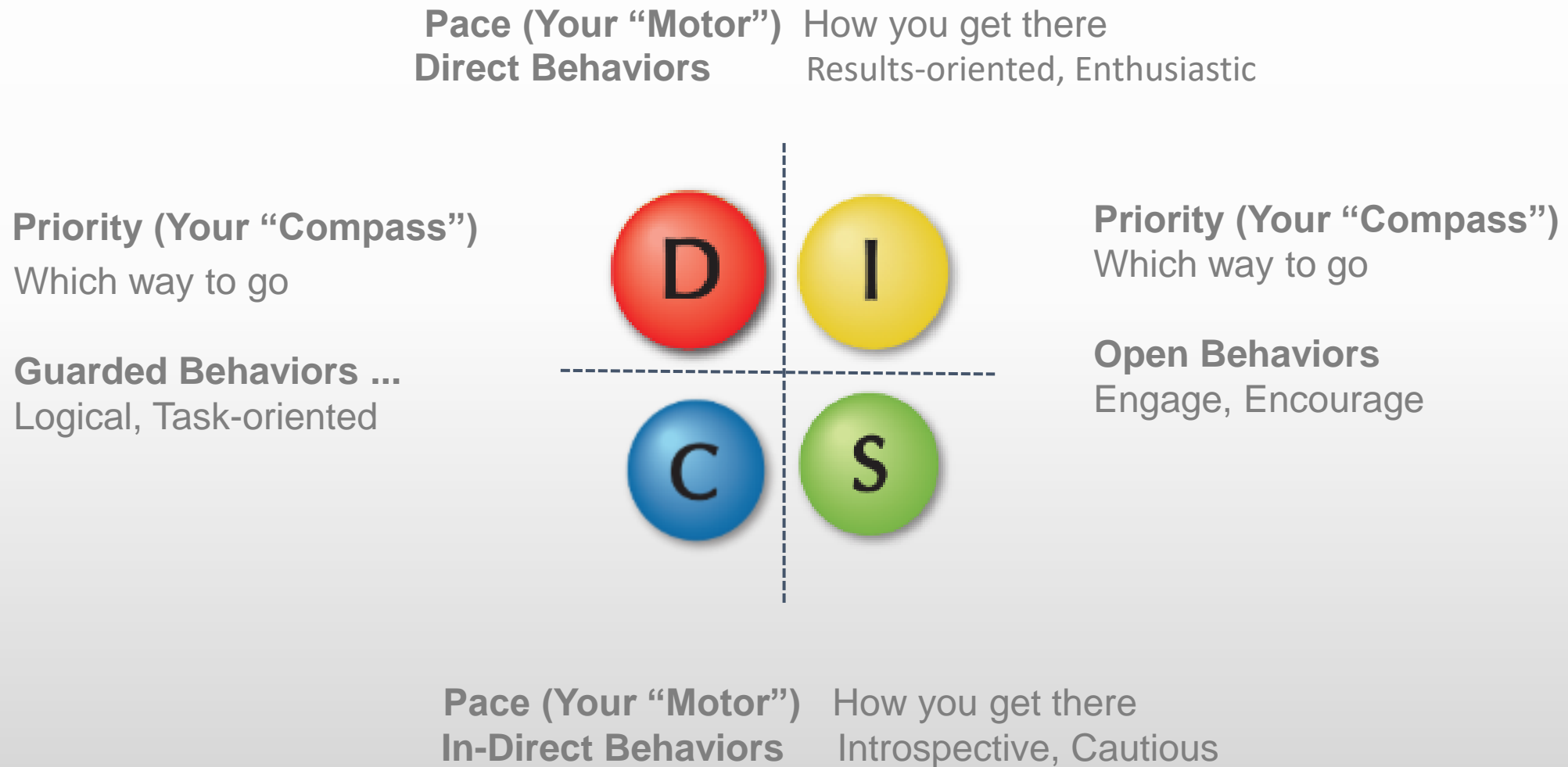


Lie Detector



Book - 1928

Identifying Behaviors of Styles: Pace? Priority?



Motivator Match Up

Influence

Steady

Dominant

Conscientious



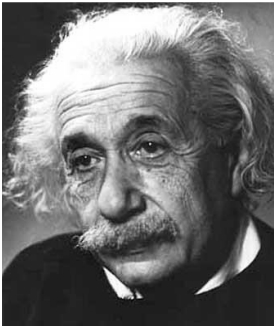
Tony Robbins



Nelson Mandela



Judge Judy

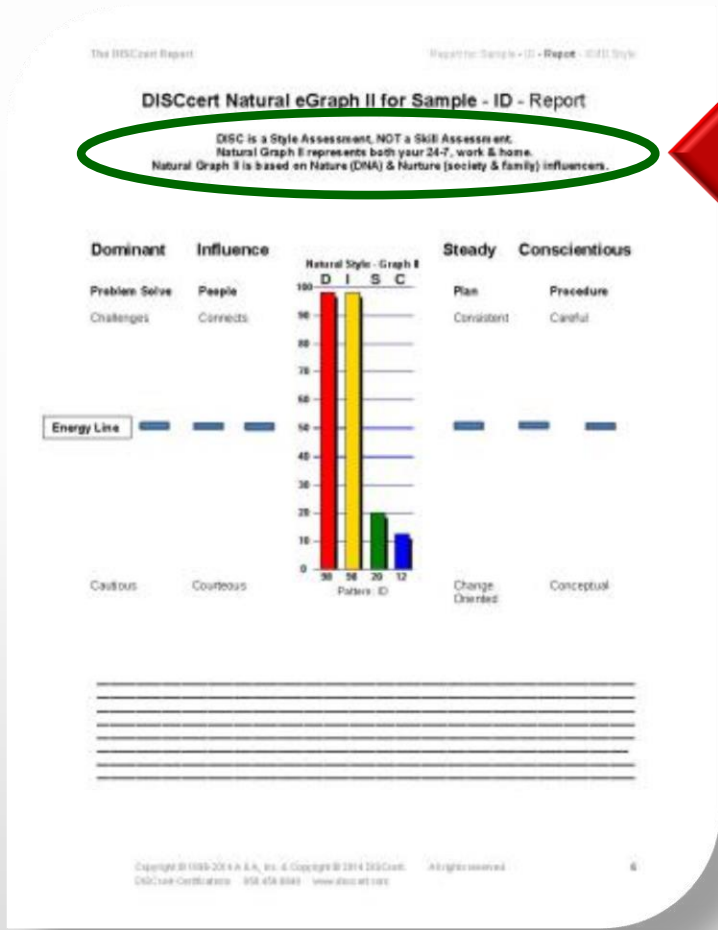


Albert Einstein

Style	Pace/Priority	Energized by
Dominant	Direct/Guarded	Solving Problems
Influence	Direct/Open	Inspiring People
Steady	Indirect/Open	Offers Helpful Plans
Conscientious	Indirect/Guarded	Complex Procedures



Natural Graph



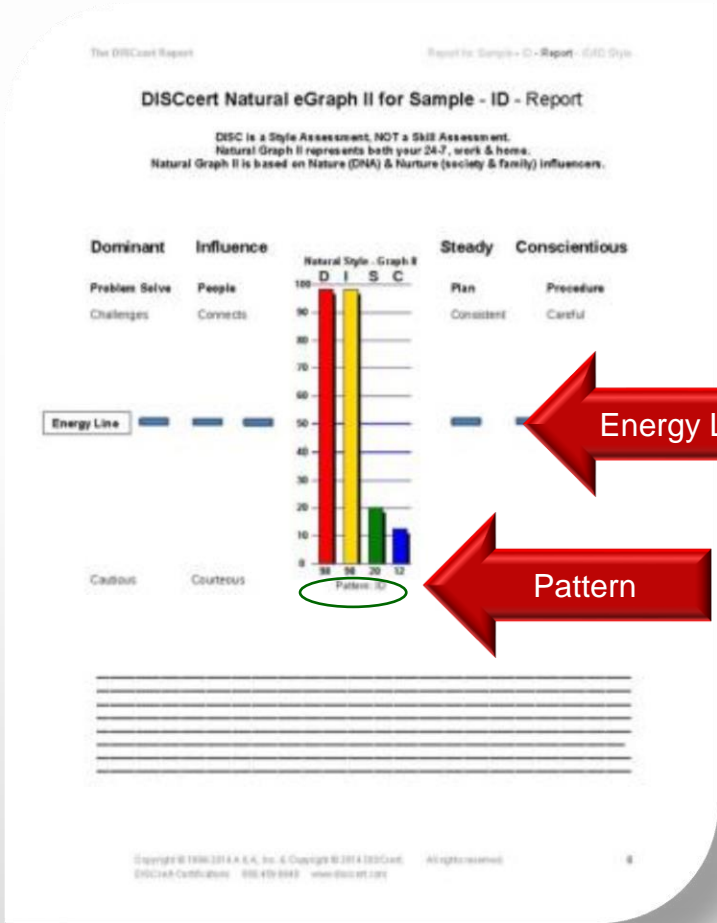
Key Points:

- Style, Preference NOT Skill, Performance Not Personality Assessment
- Represents your 24-7 Both Work & Home
- Based on Nature (DNA/How you are wired) 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*.

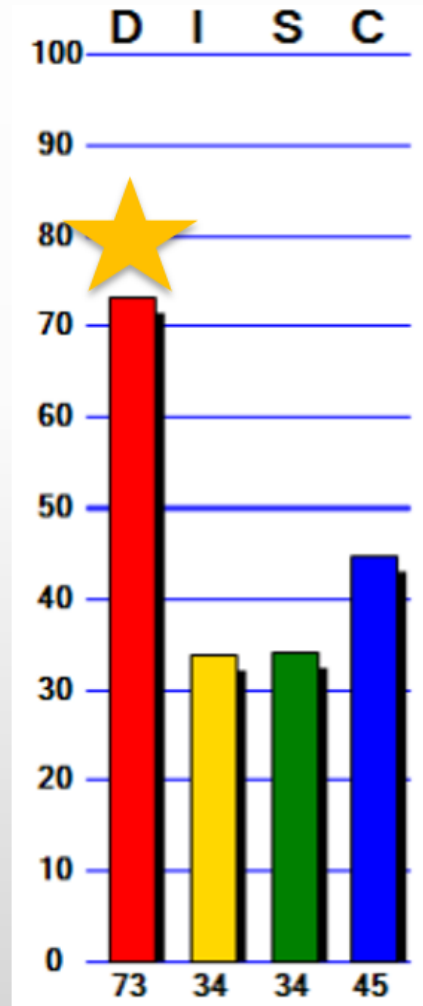


Dominant—Problem Solving

What?

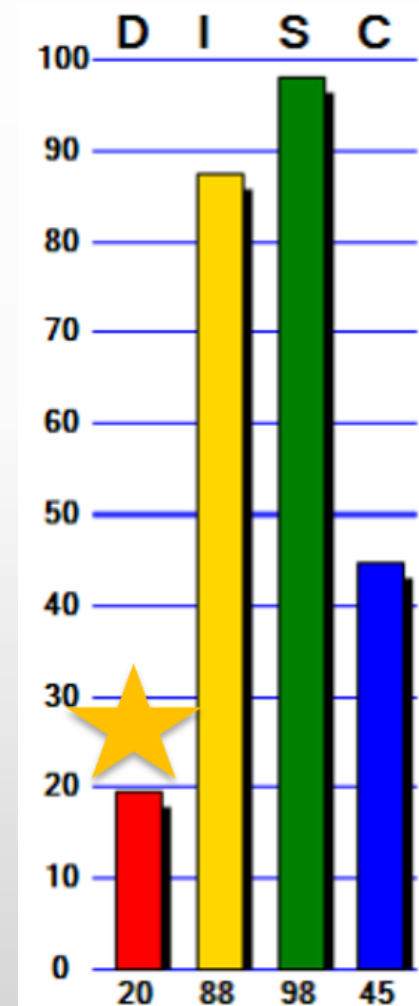
Preference
 Expediency
 Result-driven

Overuse
 Demanding
 Assertive



Preference
 Contemplative

Development
 Decisiveness

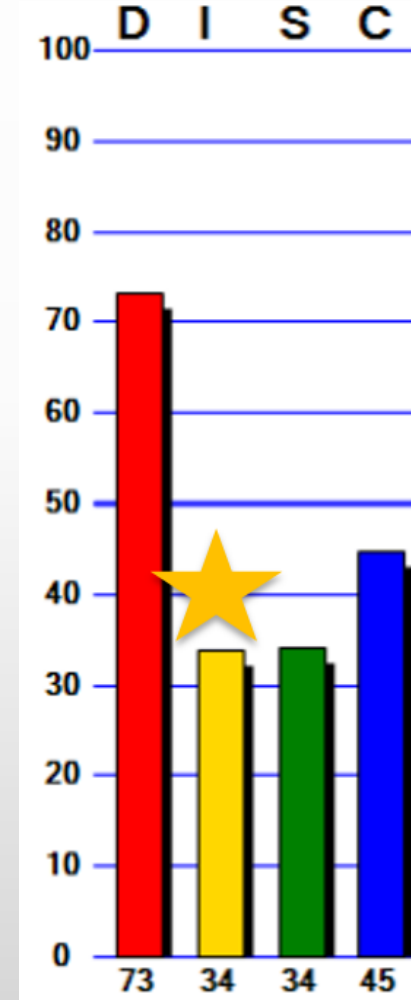
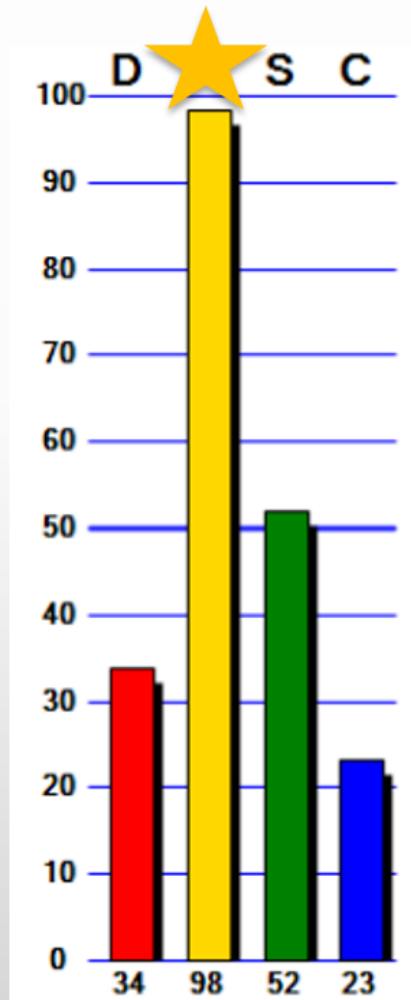


Influence—People Connection

Who?

Preference
Expressive

Overuse
Overpowering
enthusiasm



Preference
Discreet

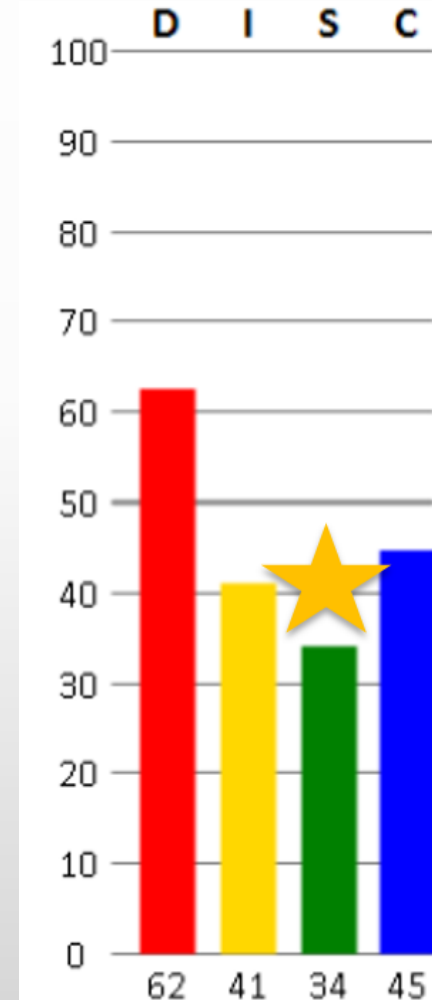
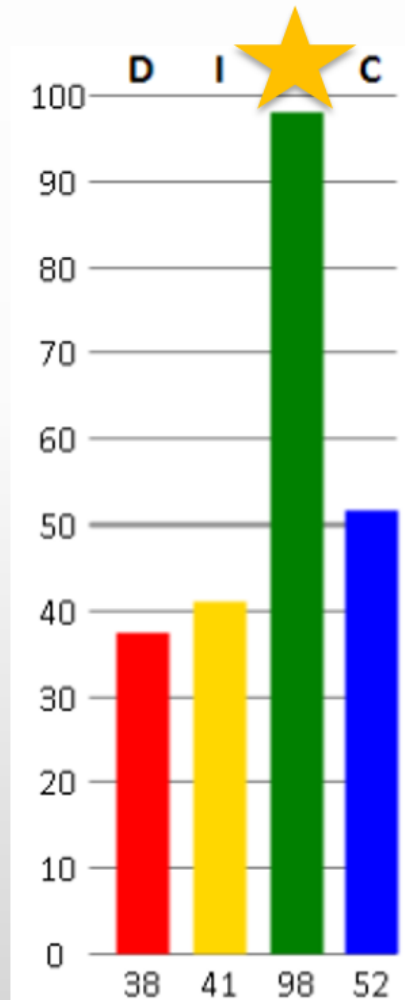
Development
Collaborative

Steady—Planning

How?

Preference
Systematic

Overuse
Maintain
status quo



Preference
Spontaneous

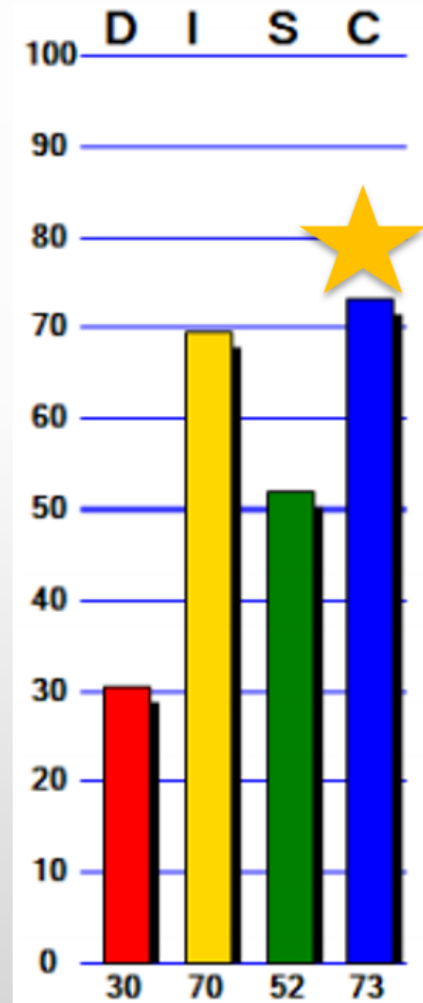
Development
Plan ahead

Conscientious—Procedures

Why?

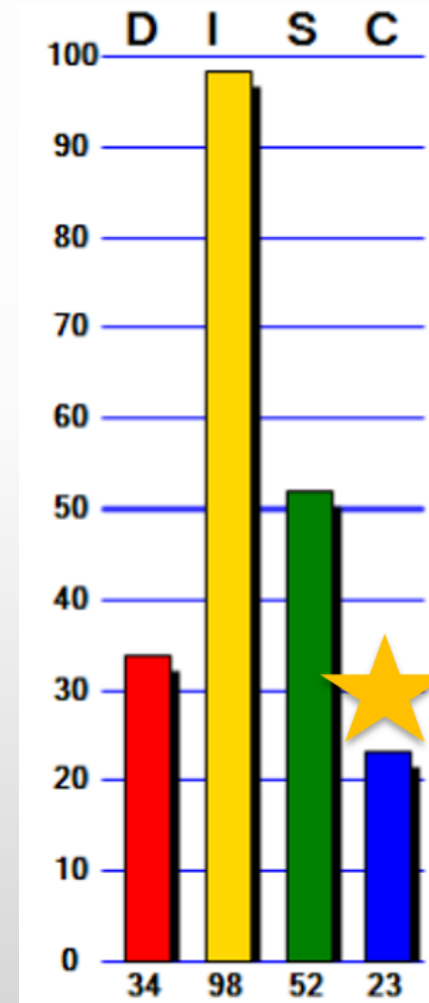
Preference
Analytical

Overuse
Stuck in the
details



Preference
Conceptual

Development
Detail-oriented



Natural Word Sketch

The DISCcent Report Report for Sample DISCcent-Def - MID 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 →	D Problem Solve	I People	S Plan	C Procedures
	Competitive Assertive Daring Ambitious Directive Expend	Demonstrative Enthusiastic Gregarious Influencing Optimistic Persuasive	Systematic Stable Patient Peaceful Accommodating Team Player	Accurate Analytical Exact Factual Precise Logical
	Decisive Risk-taker Goal oriented Pioneering	Expressive Charming Collaborative Socialite	Consistent Cooperative Loyal Supportive	Careful Data Driven Investigative High Standards
	Deliberate Determined Self-reliant Concise	Trustful 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 Cautious Vigilant Varying Oriented	Autonomous Open-minded Concise Adventurous
	Tentative Prudent Judicious Balanced	Understated Inconspicuous Sympathetic Discreet	Tenacious Energetic Assured Unstructured	Experiments Approximates Exploratory Progressive

Copyright © 1996-2016 A.S.A. Inc. & Copyright © 2015 DISCcent. All rights reserved.
 DISCcent-Certification 855.439.8848 www.discnet.com

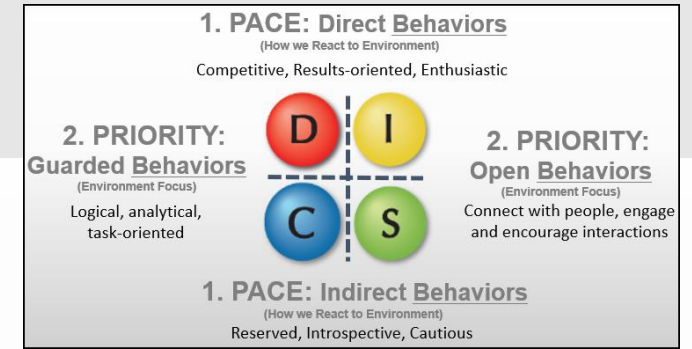


Key Points

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

- D** Problem Solving
- I** Connecting with People
- S** Developing a Plan
- C** Working with Procedures

Identify the DISC Styles



The Great Outdoors

<https://vimeo.com/225869823/3de6605ade>

John Candy

Steady 



Big Bang Theory

<https://vimeo.com/433861352>

Jim Parsons

 Conscientious

The Good Wife

<https://vimeo.com/221684336/1bc8c8c80f>

Julianna Margulies

Dominant 



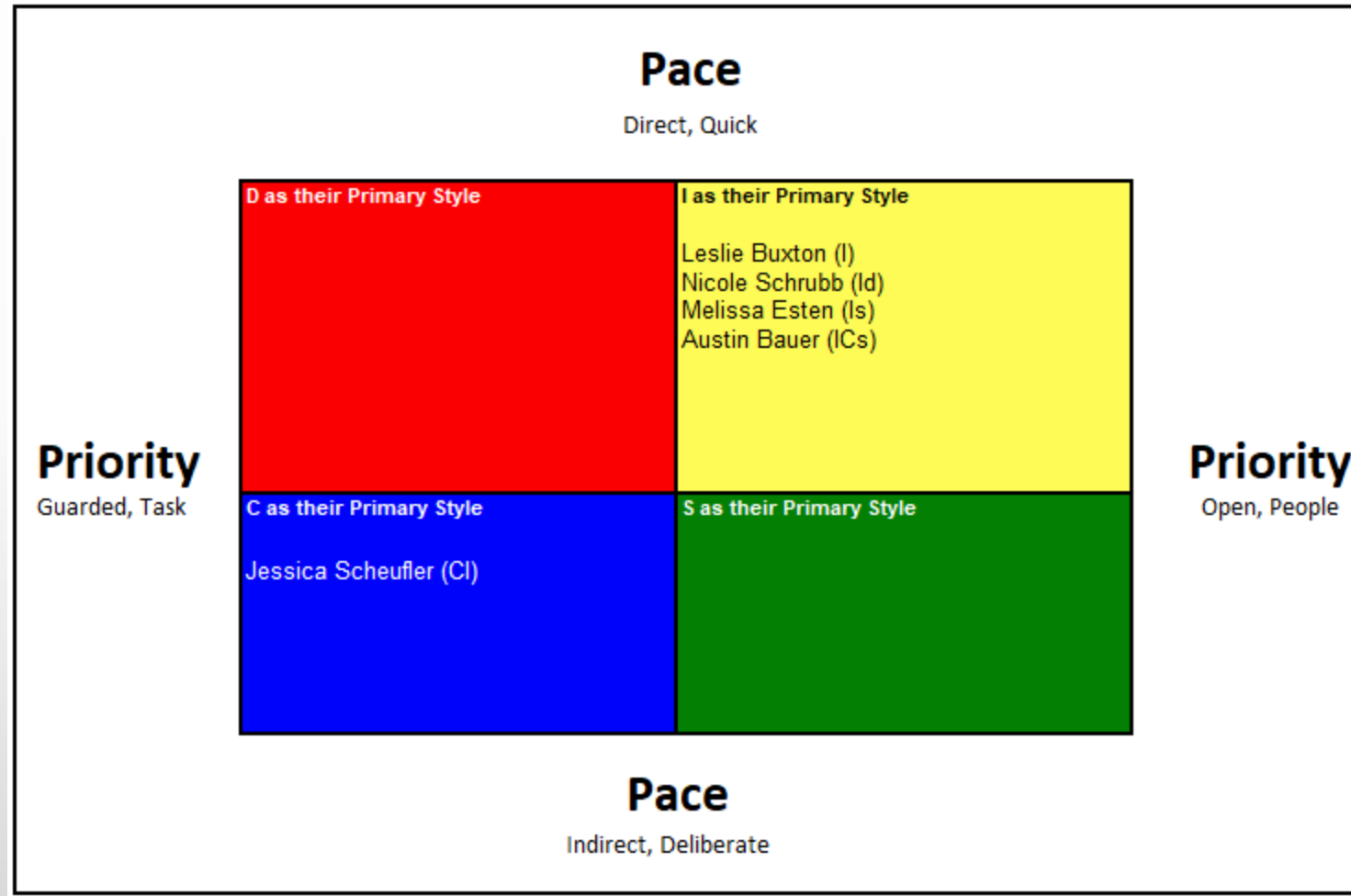
Intolerable Cruelty

<https://vimeo.com/221684324/68e8402e44>

George Clooney

 Influence

October DISC Certification - 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



Communication Tips- How to Communicate with a...

Dominant

- Offer solutions
- Anticipate questions



Influence

- Acknowledge ideas
- Have joint meetings



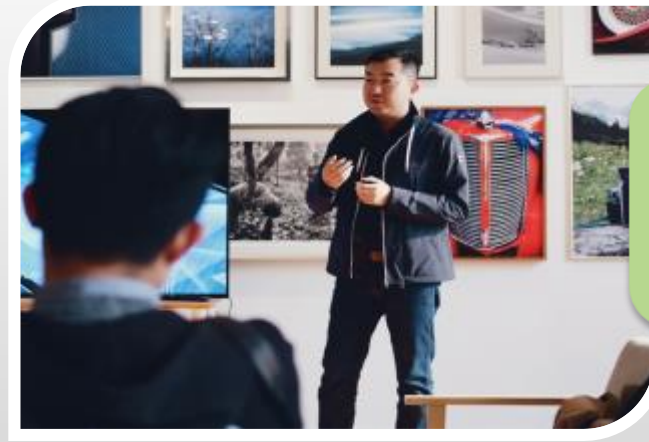
Conscientious

- Provide rationale
- Include documentation



Steady

- Provide a plan
- Offer assurances



Pair & Share – With a Different Style than Yours

Share

Strengths Pg 11

Communication Tips Pg 14

Discuss

Similarities and Why?
Differences and Why?

Learn

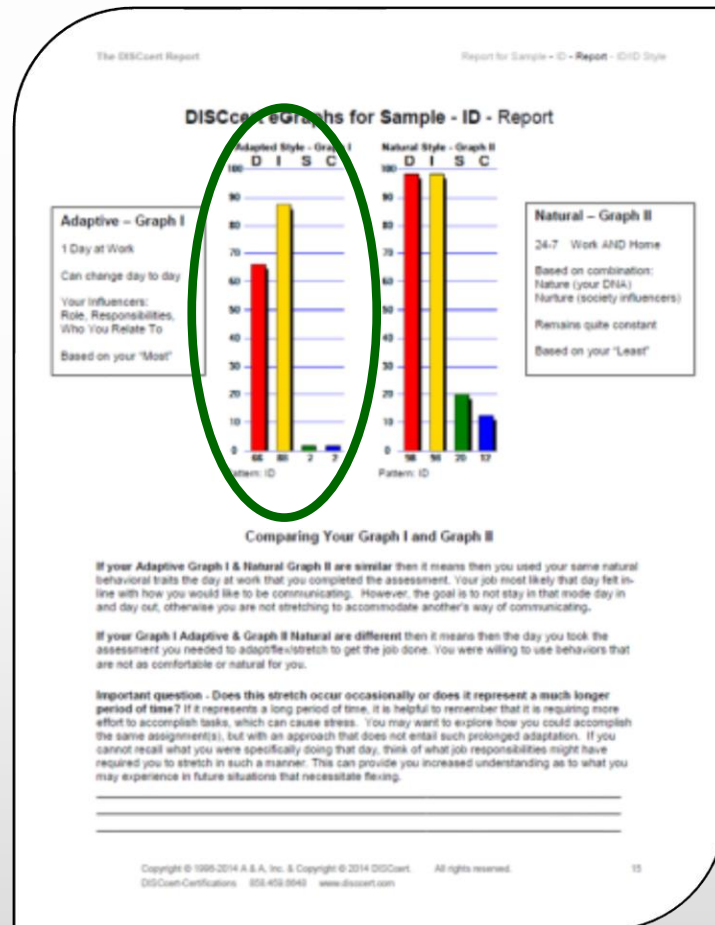
How will you incorporate your insights at work?



#3 – Adapted Graph



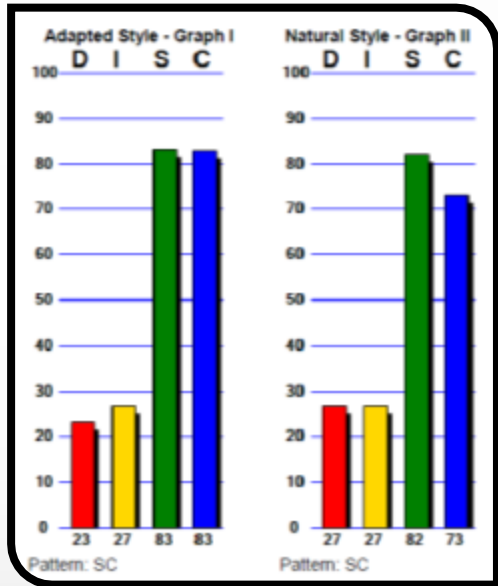
Adapted Graph



Key Points:

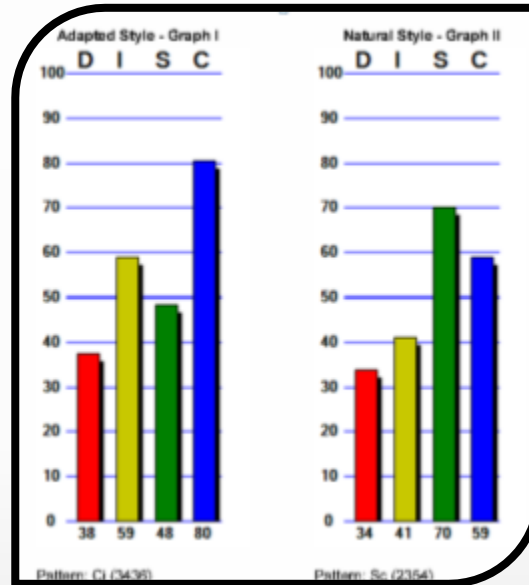
- One day at work
- Can change day-to-day
- Influenced by the 3 R's:
 - Role
 - Relating
 - Responsibilities
- Based on your "Most"

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

Focus on Natural not Adapted Graph

Adapted
Graph

Natural
Graph

The DISCcert Report Report for Sample - ID - Report - CID Style

DISCcert eGraphs for Sample - ID - Report

Category	Score
Adapt	65
Stretch	85
Control	5
Relate	5

Adaptive - Graph I
1 Day at Work
Can change day to day
Your Influencers:
Role, Responsibilities,
Who You Relate To
Based on your "Most"

Category	Score
Natural	95
Stretch	95
Control	20
Relate	15

Natural - Graph II
24.7 Work AND Home
Based on combination:
Nature (your DNA)
Nurture (society influencers)
Remains quite constant
Based on your "Least"

Comparing Your Graph I and Graph II

If your **Adaptive Graph I** & **Natural Graph II** are similar then it means then you used your same natural behavioral traits the day at work that you completed the assessment. Your job most likely that day fell in line with how you would like to be communicating. However, the goal is to not stay in that mode day in and day out, otherwise you are not stretching to accommodate another's way of communicating.

If your **Graph I Adaptive** & **Graph II Natural** are different then it means then the day you took the assessment you needed to adapt/stretch to get the job done. You were willing to use behaviors that are not as comfortable or natural for you.

Important question - Does this stretch occur occasionally or does it represent a much longer period of time? If it represents a long period of time, it is helpful to remember that it is requiring more effort to accomplish tasks, which can cause stress. You may want to explore how you could accomplish the same assignment(s), but with an approach that does not entail such prolonged adaptation. If you cannot recall what you were specifically doing that day, think of what job responsibilities might have required you to stretch in such a manner. This can provide you increased understanding as to what you may experience in future situations that necessitate flexing.

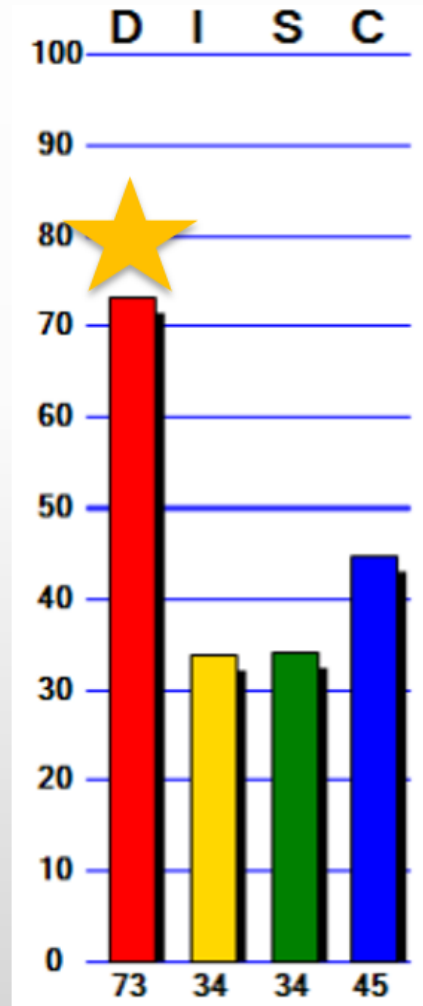
Copyright © 1995-2014 A.E.A., Inc. & Copyright © 2014 DISCcert. All rights reserved.
DISCcert-Certifications 855-452-8643 www.discert.com 15

Dominant—Problem Solving

What?

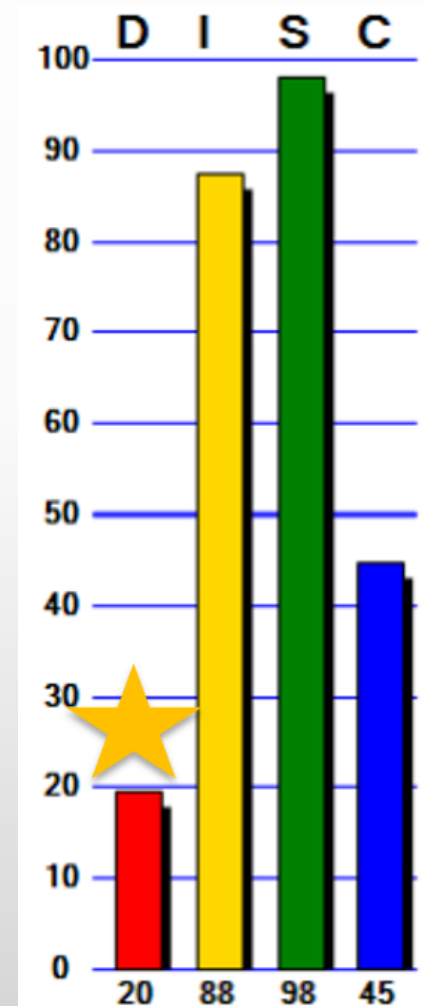
Preference
 Expediency
 Result-driven

Overuse
 Demanding
 Assertive



Preference
 Contemplative

Development
 Decisiveness

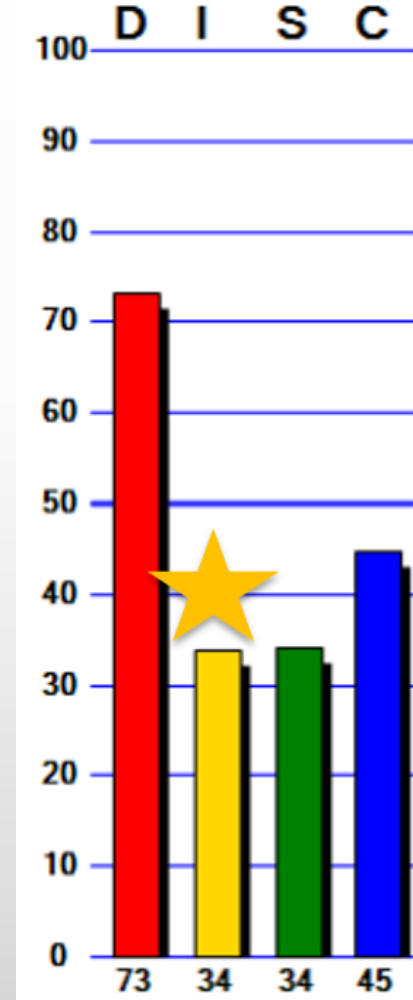
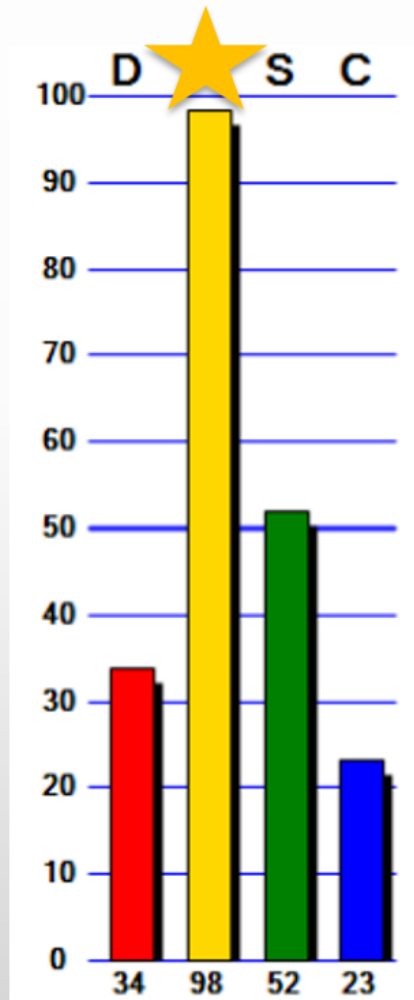


Influence—People Connection

Who?

Preference
Expressive

Overuse
Overpowering
enthusiasm



Preference
Discreet

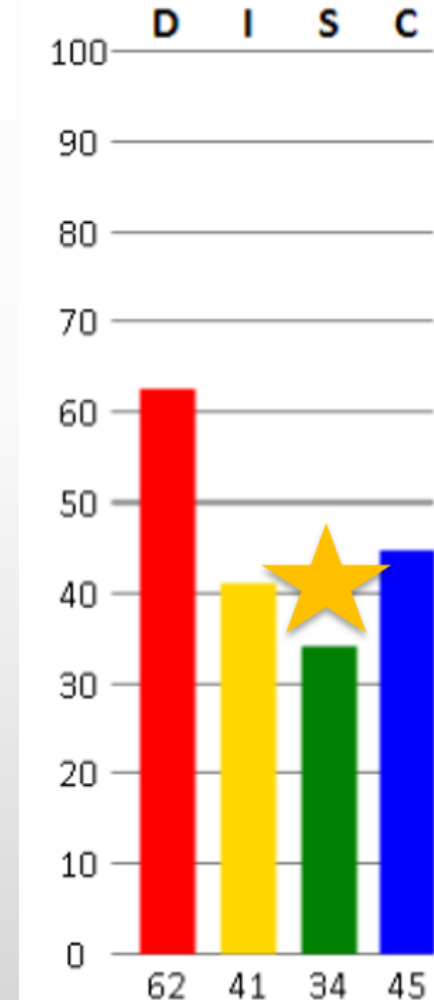
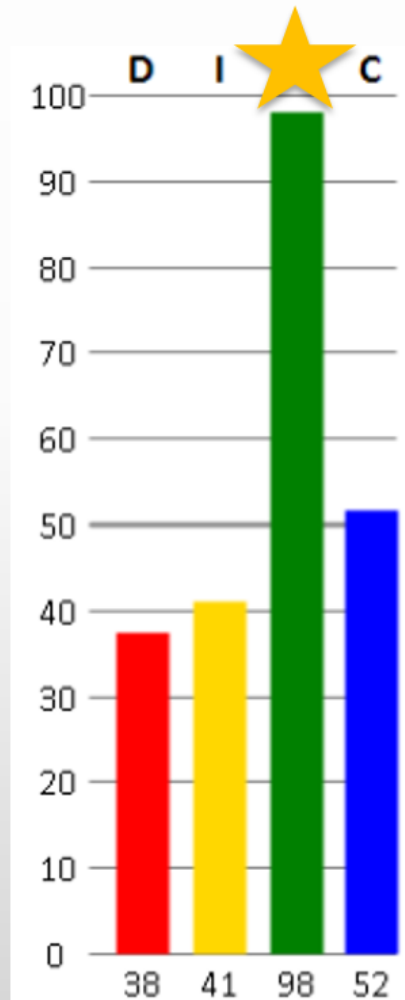
Development
Collaborative

Steady—Planning

How?

Preference
Systematic

Overuse
Maintain
status quo



Preference
Spontaneous

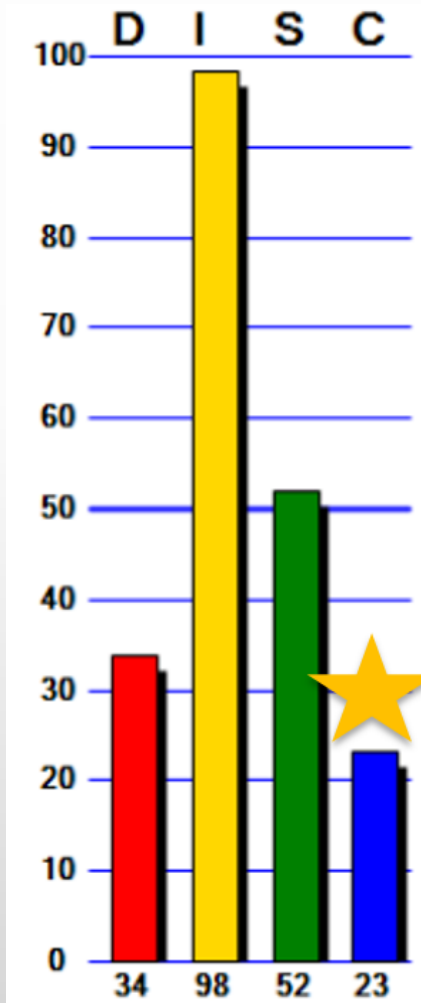
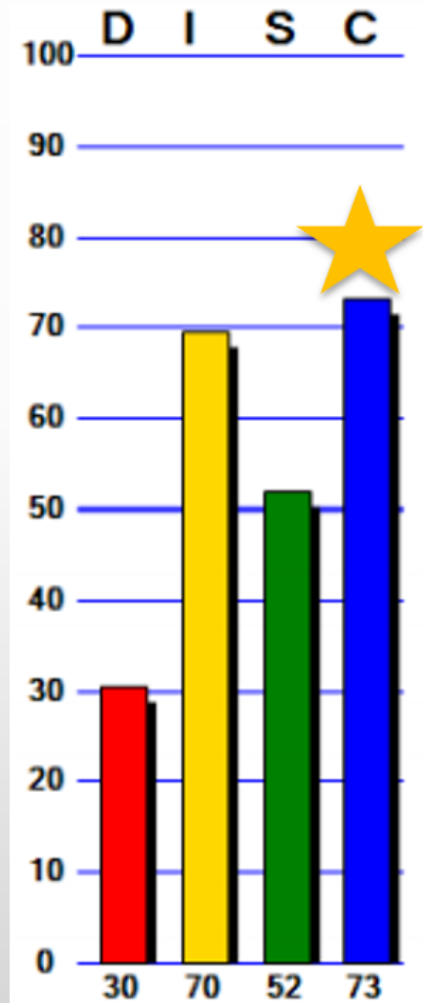
Development
Plan ahead

Conscientious—Procedures

Why?

Preference
Analytical

Overuse
Stuck in the
details



Preference
Conceptual

Development
Detail-oriented

If needed ... Can you Stretch?

1. Fold your arms

2. Fold your arms the
opposite way

How did the Transition Feel?
Did you succeed?



#4 - Applying DISC



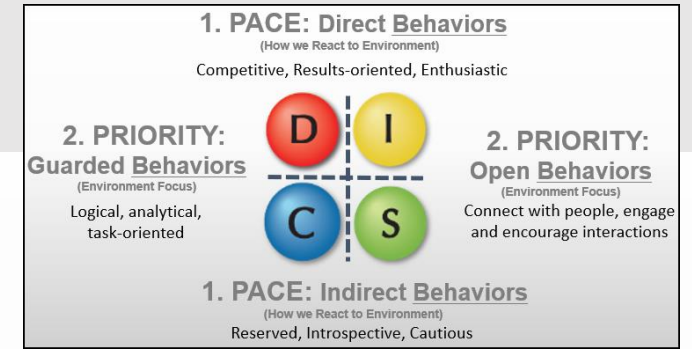
If You Visit a Foreign Country – would you...

...try to speak a little of their language?
If Answer is “Yes” – May I ask You Why?

“Communication World” has 4 Languages.
Dominant, Influence, Steady, Conscientious.



Sporting Event - DISC Styles?



Fan #1 **S**

“Can you see?”



I Fan #2

“You CAN Do It!”

DISC Measures Observable Behaviors

Fan #4 **C**

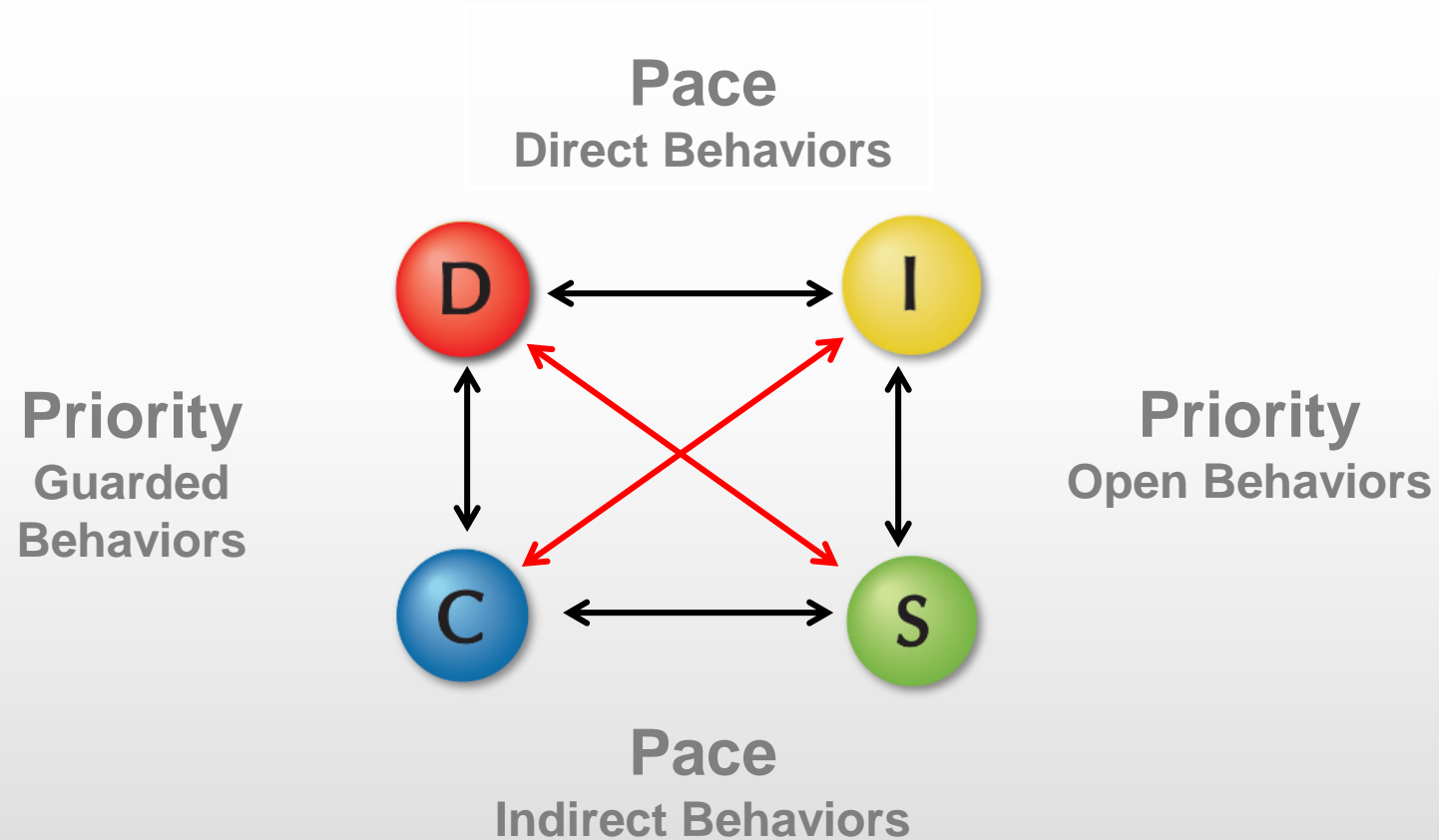
“What are the stats?”



D Fan #3

“Let’s WIN!!”

Pace? Priority? Where is extra stretching needed?



First Ask Pace? Priority?

Tips for Responding

D



Goal Oriented

Offer Solutions

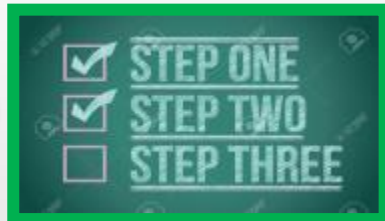
I



Positive Alliances

Positive Feedback

S



Enjoys Teamwork

Acknowledge Support

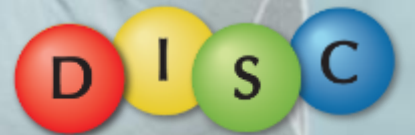
C



Thinks Logically

Written Data

A DISC Story



Jane



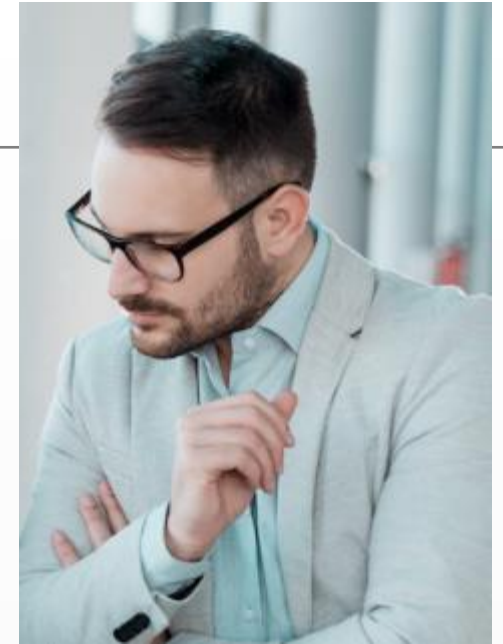
Situation:

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

Behaviors:

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

Carlos



Situation:

He is Jane's Supervisor.

Behaviors:

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

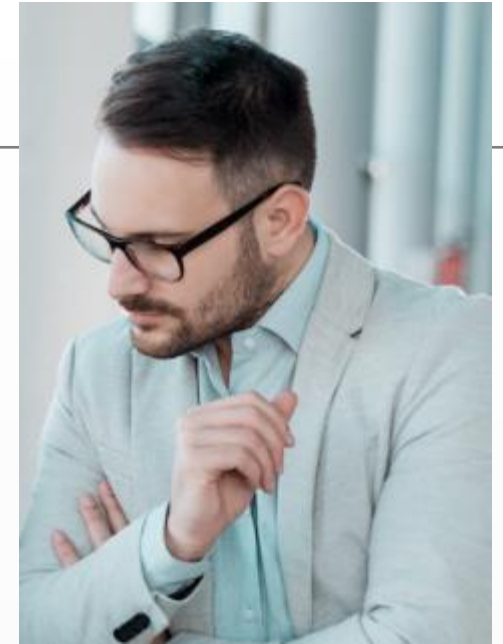


Yes, I glanced at the budget.

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.

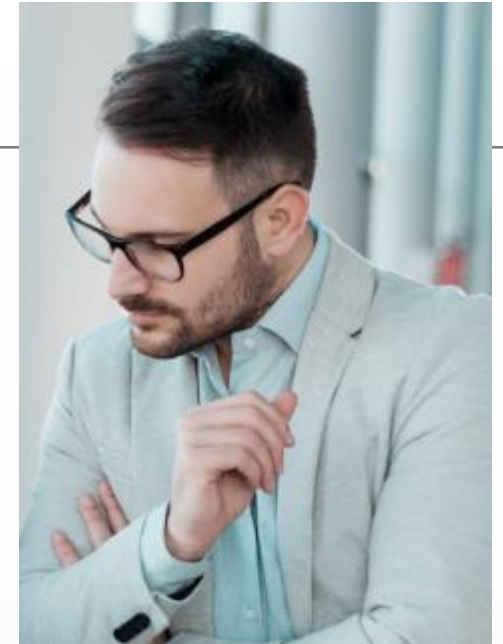


Jane



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: Communication Tips

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

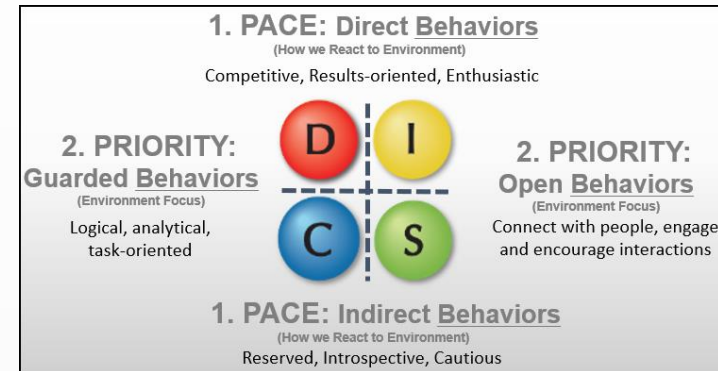
Email Decoding: Group Activity – Email 1

Subject: Planning Meeting Invitation

Hello Sam,
 I would like to invite you to attend the planning meeting on Tuesday, October 15th 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 15th 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



What is Sarah's DISC Style?
 (The sender)

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

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 – Email 2

Subject: Planning Meeting with Food! ;-)

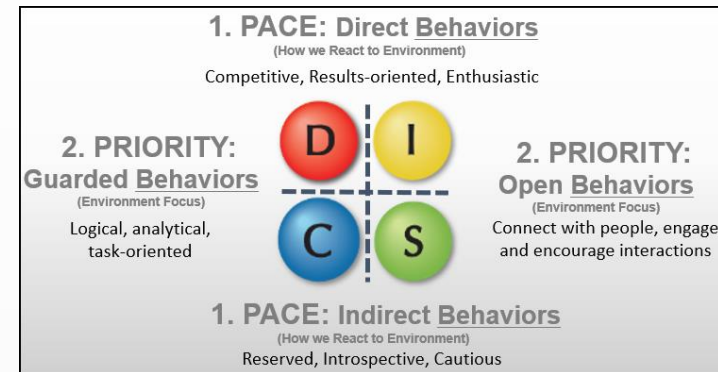
Hi Everyone!

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 – 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.

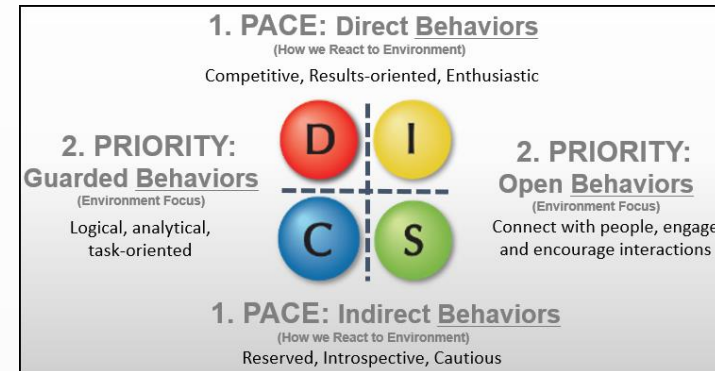
The meeting will begin at 9:00 A.M. PST and conclude at 12:30 P.M. PST.

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



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

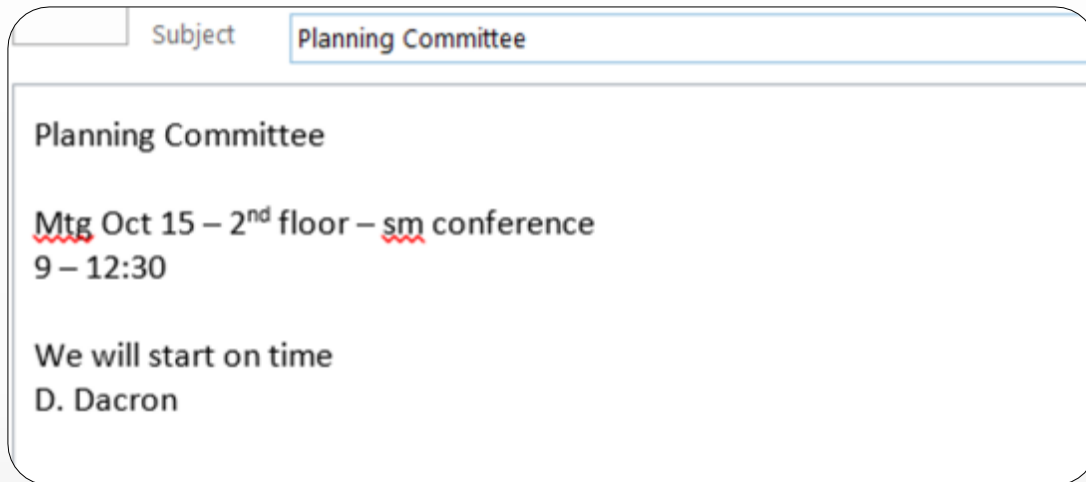
Well-organized message

Include data, stay on task

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

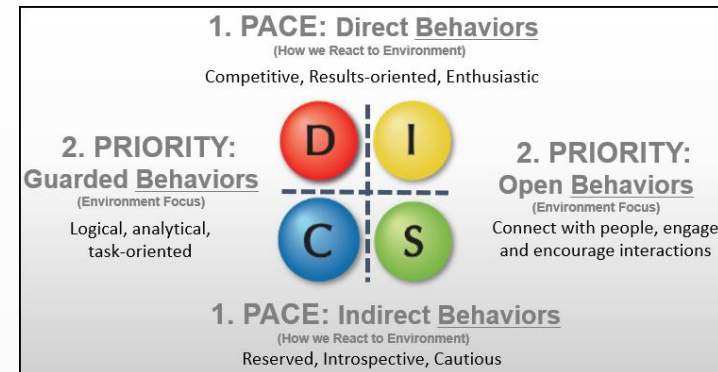
Pretend you are recipient of this email.
 Write an email response to Carlton Cornick.

Email Decoding – Email 4



What is D. Dacron's DISC Style?
(The sender)

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



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

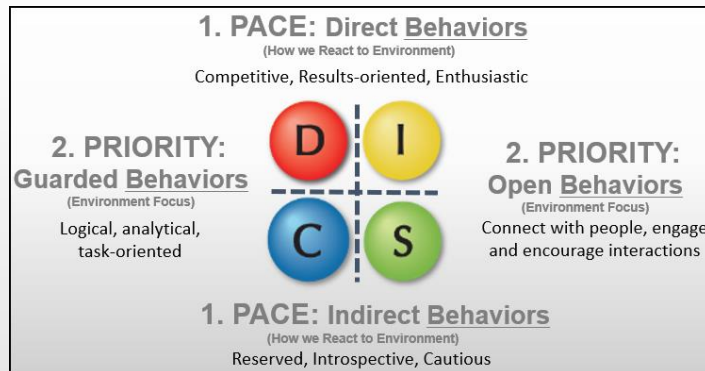
Include acknowledgements

Well-organized message

Include data, stay on task

Action Plan for All Styles

Select a Co-Worker Determine their Natural Style




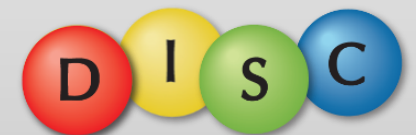
Dominant (Quick/Task)		Influence (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> _ Competitive _ Strategic _ Bottom-line _ Goal oriented _ Debates _ Be in Control _ Assertive 	<ul style="list-style-type: none"> _ Offer Solutions to Win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



Not sure about Coworker's Style?



 **3 Tips**



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

Dominant

on a mission to solve problems



Influence

interacts & makes friends quickly



Conscientious

waits for others to approach



Steady

engages selectively with a few people



Action Plan for All Styles

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

Dominant (Quick/Task)		Influence (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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
Conscientious (Cautious/Task)		Steady (Cautious/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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

Dominant (Quick/Task)		Influence (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <input type="checkbox"/> Offer Solutions to Win <input type="checkbox"/> Display Reasoning <input type="checkbox"/> Provide Concise Data <input checked="" type="checkbox"/> Offer Projected Results <input checked="" type="checkbox"/> Be Prepared with Facts <input checked="" type="checkbox"/> Present Action Plan <input type="checkbox"/> Anticipate Questions 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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
Conscientious (Cautious/Task)		Steady (Cautious/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 circles
 by remaining Tips

Dominant (Quick/Task)		Influence (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Competitive <input checked="" type="checkbox"/> Strategic <input checked="" type="checkbox"/> Bottom-line <input checked="" type="checkbox"/> Goal oriented <input checked="" type="checkbox"/> Debates <input checked="" type="checkbox"/> Be in Control <input checked="" type="checkbox"/> Assertive 	<ul style="list-style-type: none"> <input type="checkbox"/> Offer Solutions to Win <input type="checkbox"/> Display Reasoning <input type="checkbox"/> Provide Concise Data <input checked="" type="checkbox"/> Offer Projected Results <input type="checkbox"/> Be Prepared with Facts <input checked="" type="checkbox"/> Present Action Plan <input type="checkbox"/> Anticipate Questions 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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
Conscientious (Cautious/Task)		Steady (Cautious/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 a Star by one of the Tips to get started



At bottom of page write how you will apply the Tip

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

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?”



1. Start as "S"

2. Observe Response

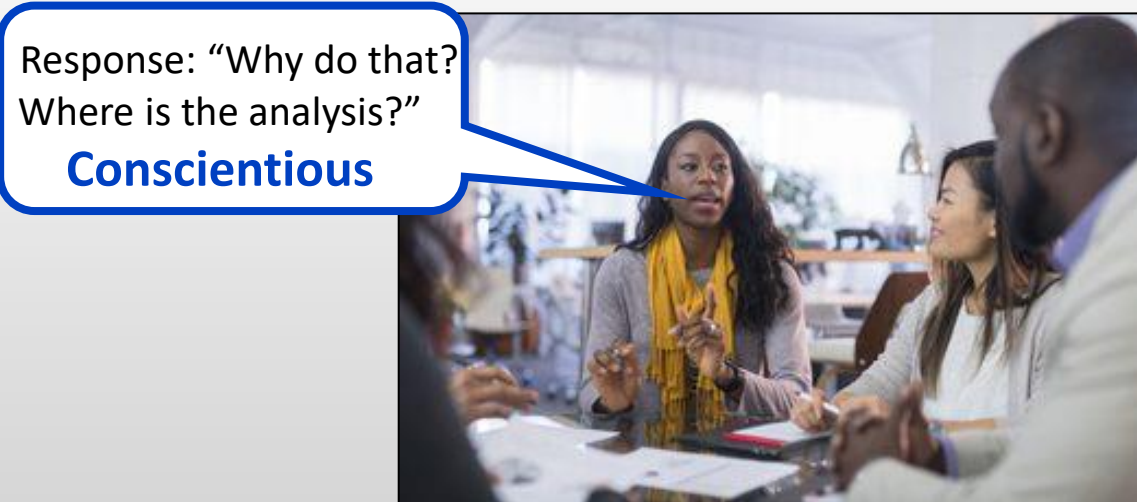
3. Stretch if needed



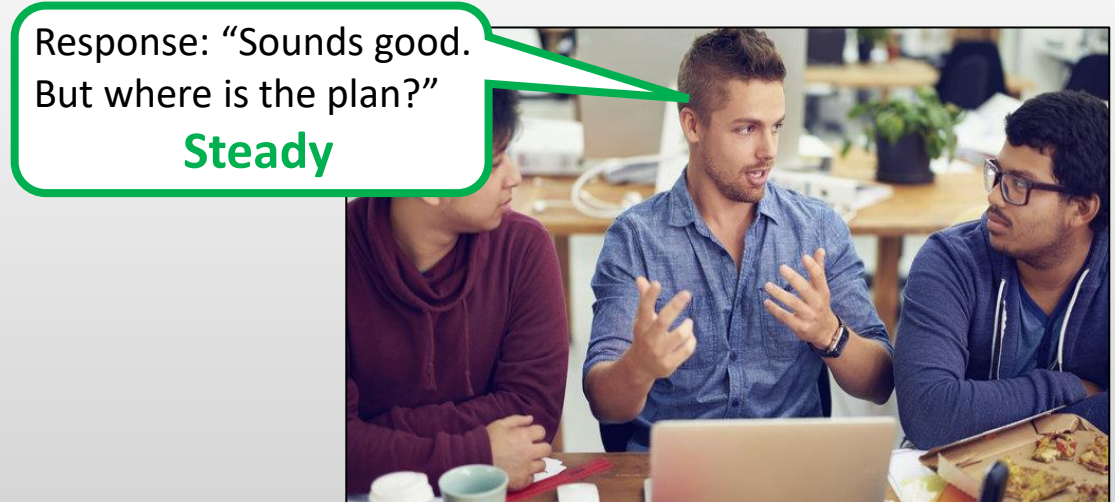
Response: "Your point is?"
Dominant



"Response: Yes, but let me tell you all about ..."
Influence



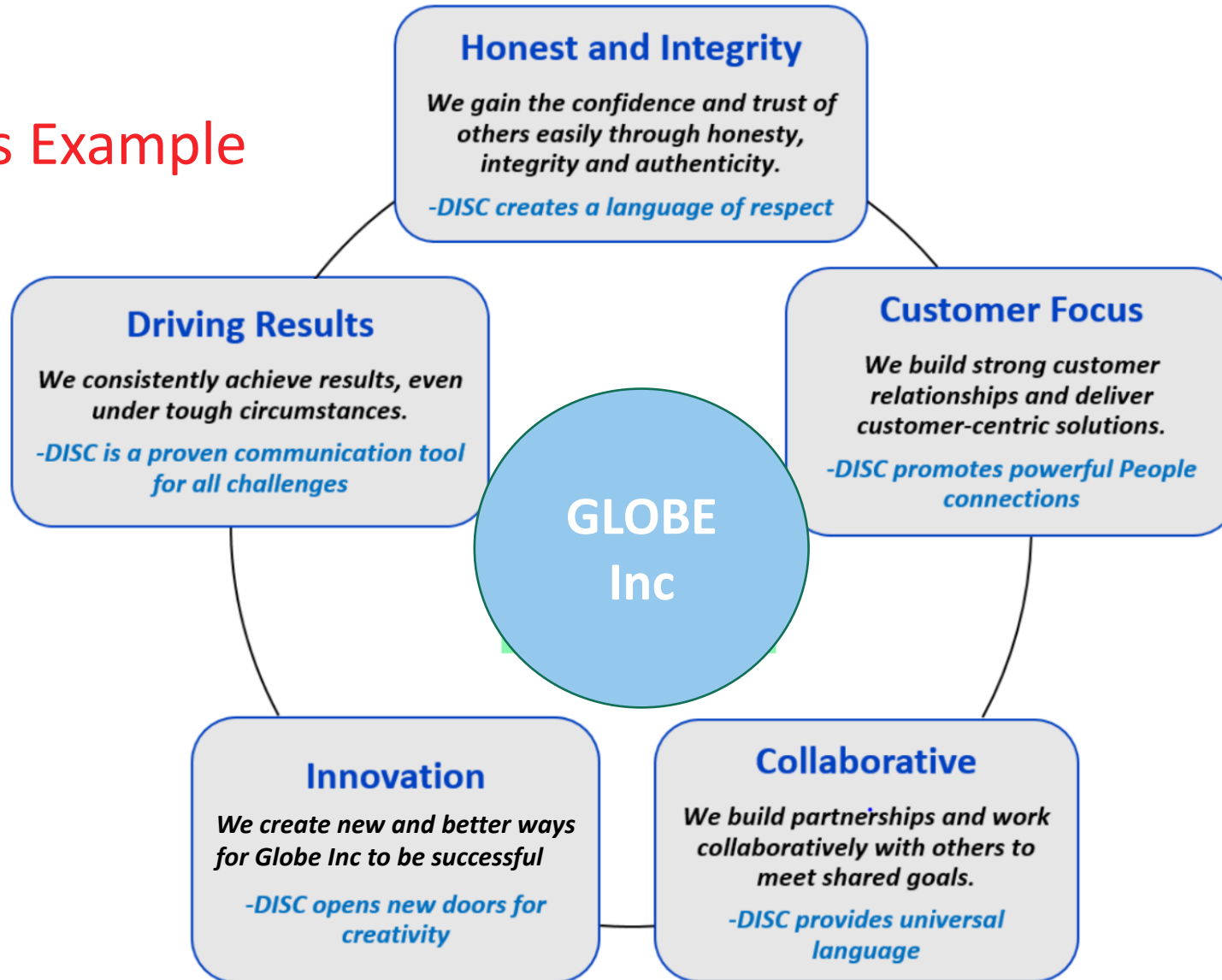
Response: "Why do that?
Where is the analysis?"
Conscientious



Response: "Sounds good.
But where is the plan?"
Steady

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

Insert Your
Organization's Example



Applying DISC to Increasing Sales \$\$\$

Is Your Prospect a D ?

The Great Initiators - Dominant

Key motivator: Win over competition

Business Characteristics

- Prefers controlled timeframes
- Seeks personal control

At a Glance

- Needs to be in charge
- Acts quickly and decisively

Preferred Business Situations

- Calling the shots and telling others what to do
- Challenging workloads to fuel their energy levels

Is Your Prospect an I ?

The Great Talkers - Interact

Key motivator: Recognition and praise.

Business Characteristics

- Likes to brainstorm and interact with others
- Wants freedom from control

At a Glance

- Enthusiastic, expressive and lively
- “Big Picture” thinkers

Preferred Business Situations

- Needs personal feedback and discussion to get or stay on course
- Likes to mingle with all levels of associates and calls them by their first names

Is Your Prospect an S ?

The Great Helpers - Steady

Key motivator: Helping their executives, organization & others be successful.

Business Characteristics

- Operates well as a work-group member
- Builds strong and deep relationships

At a Glance

- Concerned with stability
- Likes to think things through

Preferred Business Situations

- Performing the same kinds of duties day after day. Safe, risk-free environments
- Working cooperatively with others to achieve common results

Is Your Prospect a C ?

The Great Analyzers – Conscientious

Key motivator: Perfecting business performance, processes and results

Business Characteristics

- Concerned with process
- More interested in quality than quantity


At a Glance

- Thinks logically and analytically
- Needs data and questions answered

Preferred Business Situations

- Colleagues and superiors who do not criticize work
- Situations where they set quality control standards

Prospect's Clues Worksheet


Creating Powerful Results Together
Resources

Prospect's Clues Worksheet

Prospect's Name _____ Email _____

Company _____ Phone _____ Natural DISC style _____

Instructions:

- 1.) Check off ✓ which descriptions apply to your Prospect.
- 2.) Then use this information to initially determine how to package your communication.

	D	I	S	C
Motivation	Achieve, Authority equal to Responsibility, Opportunity to express ideas & twenties.	Applause, Recognition for Skills & Insights. Power to control own Career Path.	Acceptance. Sincerity from Groups & Peers.	Accuracy. Tasks completed Right the First Time. Projects highly specialized.
Conversation	Short, fast, abrupt	Spontaneous, Upbeat, Enjoys talking	Supportive, Friendly, polite	Systematic, A lot of silence, with few questions
Fear	Inferior, Taken advantage of	Ignored, Loss of Recognition	Instability, Sudden Changes	Incorrect, Personal Criticism of their Work
Voicemail	"This is Smith. Leave your message at the tone."	"Thank you for calling. I hope you're having a wonderful day. I really do.....etc. Thank you!"	"I'm sorry I wasn't here to take your message. Your call is important to me, so please at the toneetc. Thank you."	"You've called 555-555-5555 number. Leave your name, phone number and please repeat your number twice."
Email	Bullets, Incomplete sentences	Different Fonts, Conversational	Well organized, outline format	Includes attachments for documentation
On Walls	Diplomas, Calendar, Business-Like	Awards, Artwork, Creative	Family Pictures, Personalized, Well Organized	Charts, Everything has its place

DISCcert • 858.459.6648 • www.DISCcert.com • bonnie@DISCcert.com

Prospect's Clues Worksheet

	D	I	S	C
Motivation	Achieve, Authority equal to Responsibility, Opportunity to express ideas & twenties.	Applause, Recognition for Skills & Insights. Power to control own Career Path.	Acceptance. Sincerity from Groups & Peers.	Accuracy. Tasks completed Right the First Time. Projects highly specialized.
Conversation	Short, fast, abrupt	Spontaneous, Upbeat, Enjoys talking	Supportive, Friendly, polite	Systematic, A lot of silence, with few questions
Fear	Inferior, Taken advantage of	Ignored, Loss of Recognition	Instability, Sudden Changes	Incorrect, Personal Criticism of their Work

Prospect's Clues Worksheet

Voicemail	"This is Smith. Leave your message at the tone."	"Thank you for calling. I hope you're having a wonderful day. I really do.....etc. Thank you!"	"I'm sorry I wasn't here to take your message. Your call is important to me, so please at the toneetc. Thank you."	"You've called 555-555-5555 number. Leave your name, phone number and please repeat your number twice."
Email	Bullets, Incomplete sentences	Different Fonts, Conversational	Well organized, outline format	Includes attachments for documentation
On Walls	Diplomas, Calendar, Business-Like	Awards, Artwork, Creative	Family Pictures, Personalized, Well Organized	Charts, Everything has its place

Still Have No Clue What Their DISC Style Is?

TIP: Always Assume they are an “S”

If They....

- Interrupt with, “Get to the point!” → **D**
- Interrupt with, “I’m going fishing this weekend!” → **I**
- On Track with you → **S**
- Listen, then when finished, ask, “Why?” → **C**

DISC Sales Worksheet

DISC Sales Worksheet

Tip – If you do not know Prospect's Style, begin conversation as if they are an "S."

If they interrupt you & tell you: "Get to the Point!" = D Style

If they interrupt you & start with: "Let me tell you about my fishing vacation..." = I Style

If they listen patiently. = S Style (Note – "S" Header is highlighted as a reminder.)

If they listen patiently & then ask, "Why?" = C Style

Prospect/Client: _____ Company: _____ Email/Phone: _____ DISC Style: __

Sales Process	With D	With I	With S	With C
Connecting	Show up fully prepared	Allow time for stories first	Show interest in them	Bring an agenda
	Lead with main point	Let them set the pace	Don't rush into agenda first	Remain cool, calm & professional
Exploring	Explain where questions are headed	Alternate questions between personal & business	Never interrupt them	Ask questions that reveal their expertise
	Answer their questions directly	Keep focused on their vision	Ask non-threatening questions to discover needs	Alternate open & closed questions
Collaborating	Focus on bottom line	Ask for their ideas often	Show how solution will offer stability	Focus on accuracy, quality, reliability
	Provide concise recommendation	Include testimonials. Show how solution enhances image	Provide gentle, helpful nudges	Present facts that reduce risk
Confirming	Present 2 or 3 options	Do the paperwork for them	They consult others prior to decision	Provide logical options with documentation
	Be quiet while the review & decide	Be ready to take their order	Review warranties	Give them time & space to make decisions
Assuring	Keep communication all business	Make sure they don't get frustrated	Provide consistent follow-up	Share your process &/or time table for follow-up
	Insure 100% satisfaction with solution	Help them use the product/service to reduce anxiety	Discuss long term business relationship	Double-check their satisfaction measurement

Sales Process from DISCstyles Self Report

DISC Sales Worksheet

Sales Process	With D	With I	With S	With C
Connecting	<p>Show up fully prepared</p> <p>Lead with main point</p>	<p>Allow time for stories first</p> <p>Let them set the pace</p>	<p>Show interest in them</p> <p>Don't rush into agenda first</p>	<p>Bring an agenda</p> <p>Remain cool, calm & professional</p>
Exploring	<p>Explain where questions are headed</p> <p>Answer their questions directly</p>	<p>Alternate questions between personal & business</p> <p>Keep focused on their vision</p>	<p>Never interrupt them</p> <p>Ask non-threatening questions to discover needs</p>	<p>Ask questions that reveal their expertise</p> <p>Alternate open & closed questions</p>

DISC Sales Worksheet

<p>Collaborating</p>	<p>Focus on bottom line</p> <p>Provide concise recommendation</p>	<p>Ask for their ideas often</p> <p>Include testimonials. Show how solution enhances image</p>	<p>Show how solution will offer stability</p> <p>Provide gentle, helpful nudges</p>	<p>Focus on accuracy, quality, reliability</p> <p>Present facts that reduce risk</p>
<p>Confirming</p>	<p>Present 2 or 3 options</p> <p>Be quiet while the review & decide</p>	<p>Do the paperwork for them</p> <p>Be ready to take their order</p>	<p>They consult others prior to decision</p> <p>Review warranties</p>	<p>Provide logical options with documentation</p> <p>Give them time & space to make decisions</p>
<p>Assuring</p>	<p>Keep communication all business</p> <p>Insure 100% satisfaction with solution</p>	<p>Make sure they don't get frustrated</p> <p>Help them use the product/service to reduce anxiety</p>	<p>Provide consistent follow-up</p> <p>Discuss long term business relationship</p>	<p>Share your process &/or time table for follow-up</p> <p>Double-check their satisfaction measurement</p>

Knowledge Check

What is the Prospect's DISC Buying Style in each Scenario below?


- D** 1. Knows what she wants, and states you have 5 minutes max
- S** 2. Will focus on learning how the product benefits him
- I** 3. He wants to get to know you first before talking business
- C** 4. Expects data that proves your product/service is viable

Summary: Selling Do's and Don't's

	Do's	Don'ts
D	<ul style="list-style-type: none">• Be prepared• State purpose• Provide concise points• Let them control	<ul style="list-style-type: none">• Don't waste their time• Don't ramble• Don't give details unless asked
I	<ul style="list-style-type: none">• Explain big picture• Plan time for them to share• Keep meeting tone upbeat• Provide any details in writing	<ul style="list-style-type: none">• Don't overwhelm with details• Don't bombard them with instructions• Don't assume a quick meeting
S	<ul style="list-style-type: none">• Be personable• Provide assurance and security• Gain their agreement before moving to a new subject	<ul style="list-style-type: none">• Don't rush them• Don't assume anything• Don't talk only about business
C	<ul style="list-style-type: none">• Bring stats to justify your claims• Provide a detailed agenda for the meeting and stay on course• Use logical explanations	<ul style="list-style-type: none">• Don't mention personal topics• Don't concentrate on building rapport• Don't skip over any details

Weekly DISC Tips

DISC cert PROGRAM **DISC Tips**



"D" TIP

Emailing a "D"

What is a "D"? Dominant

Email is preferred method of communicating

It's a "D" email when...

Starts with

- A directive instead of a salutation
- Example: "Send quarterly report ASAP!"

Format

- Short, to-the-point statements & bulleted lists
- Example: "In my office tomorrow at 8:30 sharp. Send results now:
 - Latest Point and Loss Summary
 - Update on Focus Group Results
 - Status on the Smith Account"

Tone

- Formal, urgent & authoritative
- Example: "Your work last week was acceptable, but what about today?"

When emailing a "D"

Pace

- Best to respond immediately.
- Longer elapsed time = less credibility.
- Example: "Consider it done." (Response sent within 5 minutes)

Format

- Write email as if it's a text message.
- Do only 1 key point per email.
- Example: "See charts below. Tests are positive. You were right again!"

DISC cert PROGRAM **DISC Tips**



"I" TIP

Emailing an "I"

What is an "I"? Influence

Email is for sharing thoughts & feelings

It's an "I" email when...

Starts with

- Friendly, enthusiastic, energetic and uplifting greeting in a conversational style
- Example: "Shelly, THANK YOU! Your referral is now my largest client. I owe you lunch."

Format

- Covers multiple topics in one email, often mixing personal and business
- Example: "Check out this cool article on leveraging our technology to connect with people. I'm starving, where's the lunch spot today?"

Tone

- Optimistic, inspirational, appreciative
- Example: "You folks rock!!!! For the 3rd month in a row, you beat the deadline!! KUDOS!!!"

Cues

- Expressive, seeks recognition, comfortable with "tooting their own horn"
- Example: "Wow...I'm flying high - got a raise - going golfing with the CEO and vacation starts Friday!"

When emailing an "I"


Pace

- Write with feeling and share short stories.
- Example: "Things are going well! Last week I fought with the copy machine; this week we're friends again! LOL."

Format

- Include emoticons; using symbols to express emotions (e.g., smiley face)
- Example: "Hi Jim, I'm psyched about our assignment! We're going to kick butt!!!! - Dan :)"

DISC cert PROGRAM **DISC Tips**



"S" TIP

Emailing an "S"

What is a "S"? Steady

Email is for building personal relationships

It's a "S" email when...

Starts with

- Friendly salutation. Will ask for input from all members, very inclusive.
- Example: "Hi everyone, I hope all is well. Do you think we should get together this afternoon to share ideas about the Awards Luncheon?"

Format

- Well organized.
- The greeting is followed by an apprehensive/polite request.
- Example: "Pat, glad to hear the conference went well. When you have time today, please review the attached outline and provide edits."

Tone

- Sincere, supportive, cooperative and diplomatic.
- Likes to promote teamwork.
- Example: "I appreciate your hard work on a first class presentation to HQ. Jane's writing, Eyra's graphics and Ted's IT skills made the difference."

Cues

- Tentative about making decisions. Defers to others. Avoids conflict.
- Example: "I better check with IT first to make sure the timing is right. I'll try to get back to you by tomorrow, but it may take longer."

When emailing a "S"


Pace

- Calm, low-key. Offer reassurance and appreciation.
- Example: "Casey, you're right. Checking with IT first will help avoid any implementation problems. Thanks for always being so thorough."

Format

- Well planned. Friendly opening followed by well structured message, with invitation to receive their feedback.
- Example: "Good idea to connect over lunch. Here are the action items we..."

DISC cert PROGRAM **DISC Tips**



"C" TIP

Emailing a "C"

What is a "C"? Conscientious

Email is for stating facts

It's a "C" email when...

Starts with

- Purpose, task-oriented & data driven.
- Example: "In response to your inquiry, the prototype results indicate a 75% match to your requirements. See attached documents."

Format

- Logical structure. Includes all data.
- Example: "For the following reasons, it is critical to reassess the budget allocation for the next quarter."

Tone

- Formal, business-like, conveys expertise.
- Example: "It will require three additional weeks to adequately evaluate whether product #018 is a viable option."

When emailing a "C"

Pace

- Incorporate time for them to analyze & prepare a well-constructed response.
- Example: "Would you review the attached documentation and give me your feedback by next week?"

Format

- Exact, professional, serious & task-oriented.
- Example: "I think your comprehensive analysis of market trends is exactly the information the executive team needs for its strategic planning session."

Closing

- Organized. Include justification for conclusions.
- Example: "Based on what I have read, research indicates it would be prudent to..."

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](#)

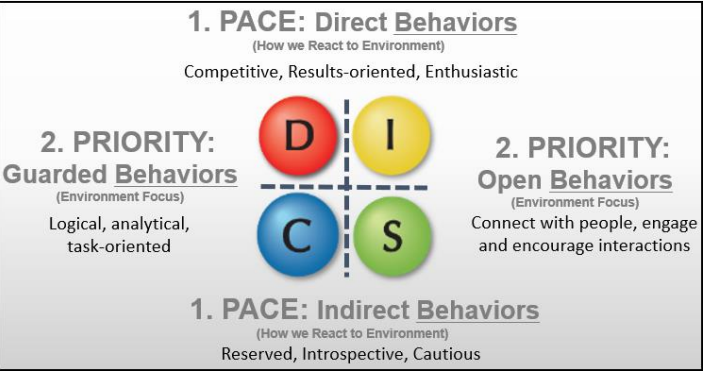
<https://vimeo.com/332769929>



Get Ready for more Communication Success

With Your
Emails, Meetings
Phone & Video Calls
Talking with a Colleague

As You Use





Thank you!

Path's End, Journey's Start ...

Optional Slides to Use

D - Prospect's Communication Style

Key motivator: Win over competition

Business Characteristics

- Strives to feel important & be noteworthy in their positions
- Demonstrates persistence & single-mindedness in reaching goals
- Expresses high ego need
- Prefers to downplay feelings & relationships
- Focuses on task actions that lead to achieving tangible outcomes
- Implements changes in the workplace
- Tends to freely delegate duties, so more tasks & goals can be pursued

D - Prospect's Communication Style

Preferred Business Situations

- Calling the shots & telling others what to do
- Challenging workloads to fuel their energy levels
- Personally knowing about their staff's business activities
- Saying what's on their minds without concern on another's feelings
- Taking risks & being involved in facilitating changes
- Interpreting the rules & answering to themselves alone
- Interested in the answers to "what" questions
- Seeing a logical road toward advancement of achieving goals

D - Prospect's Communication Style

At a Glance

- Needs to be in charge, dislike inaction
- Acts quickly & decisively
- Thinks practically, not theoretically or hypothetically
- Wants highlighted facts
- Strives for results
- Needs personal freedom to manage self & others
- Likes changes & new opportunities

D - Prospect's Communication Style

At a Glance cont

- Prefers to delegate details
- Cool, independent & competitive
- Has a low tolerance for feelings, attitudes or advice from others
- Works quickly & impressively by themselves
- Wants to be recognized for their accomplishments
- Easily stimulated to engage in arguments & conflict
- Interested in administrative controls

I - Prospect's Communication Style

The Great Talkers

"I" - Key motivator: Recognition & praise

"I" - Business characteristics

- Likes to brainstorm & interact with colleagues & others
- Wants freedom from control, details or complexity
- Likes to have the chance to influence, persuade or motivate others
- Likes the feeling of being a key part of an exciting team

I - Prospect's Communication Style

The Great Talkers

- Wants to be included by others in important projects, activities or events
- Gets easily bored by routine & repetition
- Prefers talking to listening
- May trust others without reservation
- Takes others at their word & without checking first
- Typically has short attention spans, does better with frequent short breaks

I - Prospect's Communication Style

Preferred Business Situations

- Needs personal feedback & discussion to get or stay on course
- Likes to mingle with all level of associates & calls them by their first names
- Enjoys compliments about themselves & their accomplishments
- Seeks stimulating environments that are friendly & favorable
- Motivated to work toward known, specific, quickly attainable incentives
- Open to verbal or demonstrated guidance for transferring ideas into action
- Likes to start projects
- Prefers to let others handle the follow-through & detail work

I - Prospect's Communication Style

At a Glance

- Enthusiastic, expressive & lively actions
- Spontaneous actions, decisions & likes changes & innovations
- "Big picture" thinker who gets bored with details.
- Needs help getting & staying organized
- Maintains a positive, optimistic orientation to life. Dislikes conflict
- Tends to dream aloud & gets others caught up in their dreams
- Works quickly & excitedly with others
- Seeks acknowledgment from others

Prospect's Communication Style: S

The Great Helper

Key Motivator: Helping their executives, organization & others be successful.

Business Characteristics

- Operates well as a member of the work group
- Builds strong & deep relationships, but with fewer people
- Likes a long-term relationship with their place of business & their fellow employees

Prospect's Communication Style: S

Business Characteristics cont

- Needs to know the order of procedures; fears the unknown
- Motivated by customary, known, proven practices.
- Focuses on how & when to do things
- Slow & steady. Oriented toward more concrete, repeatable actions
- Wants order & stability in the workplace.
- Works in a steady & predictable manner

Prospect's Communication Style: S

Preferred Business Situations

- Performing the same kinds of duties day after day. Safe, risk-free environments
- Working cooperatively with others to achieve common results
- Stable, steady, low-key environment which has a minimum of changes
- Knowing each step of a duty, including framework of time & resources
- Making decisions by consensus or other accepted practices, not by themselves
- Feeling like an appreciated, contributing member of the work group

Prospect's Communication Style: S

At a Glance

- Concerned with stability
- Thinks things through in an orderly manner
- Wants documentation & facts
- Needs personal involvement
- Makes decisions slowly then takes action
- Needs to know the step-by-step sequence
- Avoids risks & changes
- Dislikes interpersonal conflict
- Works slowly, but cohesively with others

Prospect's Communication Style: C

The Great Analyzer

Key Motivator: Perfecting business performance, process and results.

Business Characteristics

- Concerned with process; wants to know how something works
- Intuitive & original
- Once expected structure known, may invent own structure or model
- More interested in quality than quantity
- Prefer lower output to inferior results

Prospect's Communication Style: C

Business Characteristics cont

- Wants to be right
- Employs logical thinking processes in order to avoid mistakes
- Sometimes impedes progress with their constant checking
- Dislikes unplanned changes & surprises
- Rejects open aggression

Prospect's Communication Style: C

Preferred Business Situations

- Colleagues & superiors who do not criticize work or ideas, especially in public
- Situations where they set quality control standards & check for proper implementation
- Working with complete information systems or empowered to formulate own methods
- Superiors who value correctness & the "C's" key role in the organization
- Organized & process-oriented workplaces with little emphasis on socializing

Prospect's Communication Style: C

At a Glance

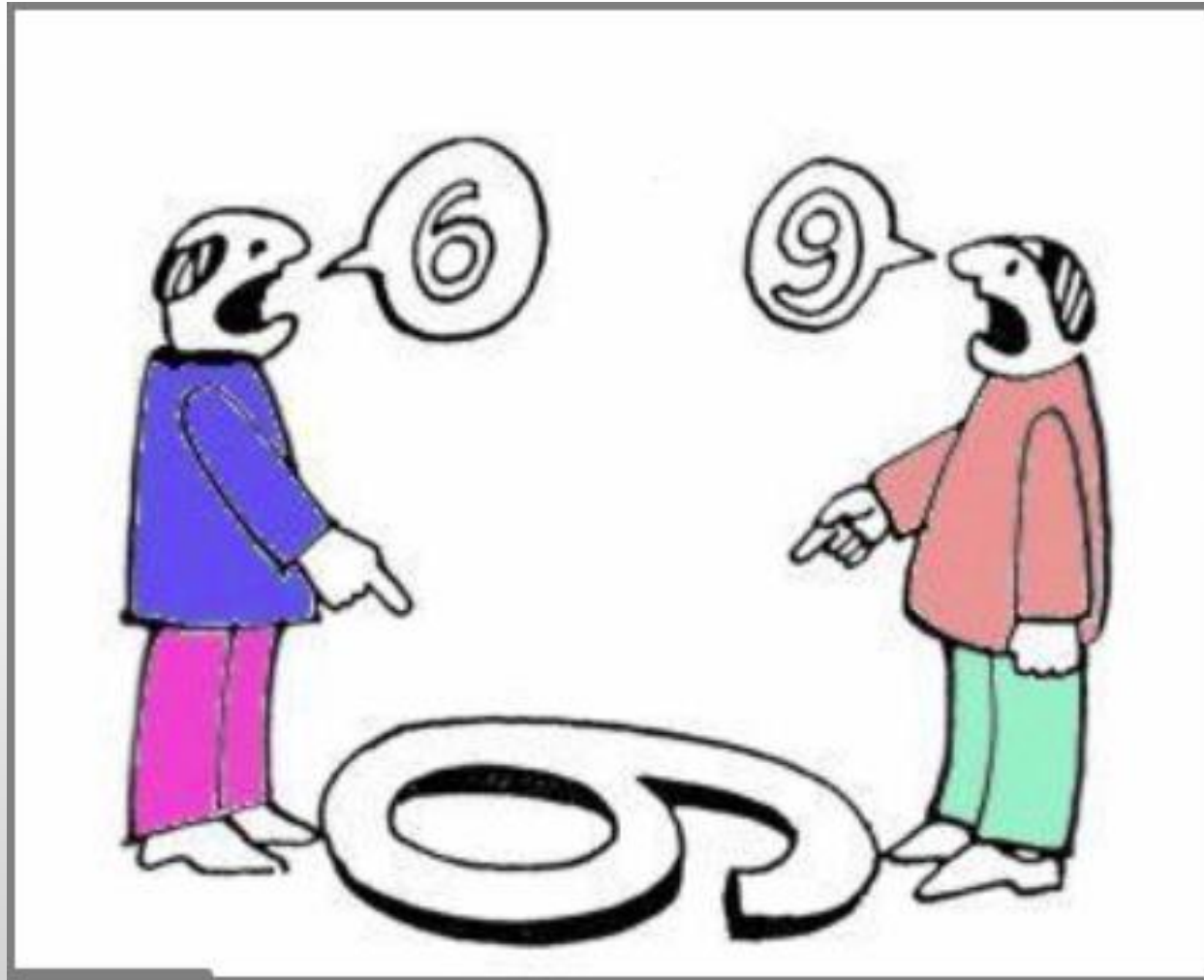
- Thinks logically & analytical
- Needs data & their questions answered
- Likes to be right, correct
- Likes organization & structure
- Asks many questions about specific details
- Prefers objective, task-oriented, intellectual work environment
- Needs to understand process

Prospect's Communication Style: C

At a Glance

- Are cautious decision makers
- Prefers to do things themselves
- Works slowly & precisely alone
- Likes to be admired for their accuracy
- Avoids conflict & over-involvement with others
- Likes to contemplate & reconsider
- Likes problem solving methods & approaches

Business Problems 80% Poor Communications



Stress Reduction Kit

**Bang
Head
Here**

Directions:

1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.

Examples of DISC Behaviors

Pace (Your “Motor”)
How you get there

Direct

- Assertive
- Authoritative
- Charismatic
- Enthusiastic
- Self-Assured
- Persuasive

Indirect

- Reserved
- Sensitive
- Shy
- Cautious
- Contemplative
- Deliberate

Priority (Your “Compass”)
Which way to go

Open

- Caring
- Compassionate
- Considerate
- Kind
- Polite
- Sincere

Guarded

- Logical
- Organized
- Strategic
- Ambitious
- Curious
- Organized

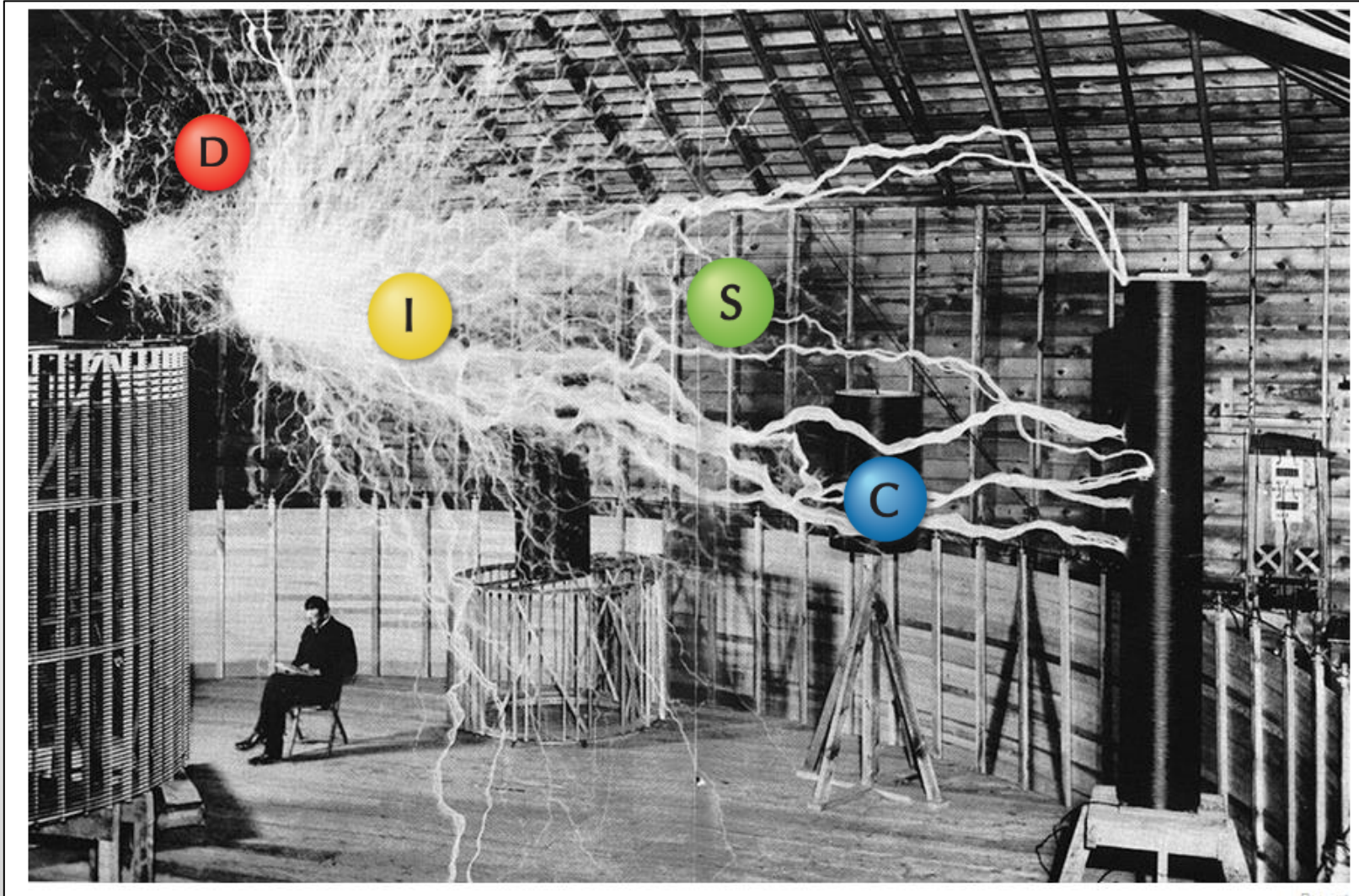
DISC is not based on skill development.

This dog is composing the next Great Canine Novel.



An Alsatian dog named Petra answers her fan mail on the British kids' show "Blue Peter," circa 1964. [John Pratt/Getty Images](#)

Energy Line



Adapted Styles – Takes a little practice

First Morning After Sweden Changed From Driving On The Left Side To Driving On The Right, 1967



Jan Collsiöö

Report

Email Decoding Activity



Start stretching a little!

Acrobats Balance On Top Of The Empire State Building, 1934

