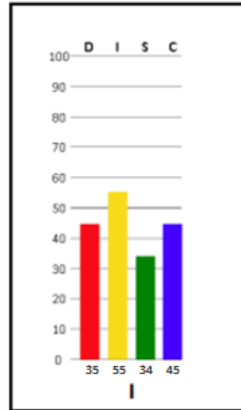




Script for Handling Tight Graphs

Tight Graph (All Styles near Energy Line, and no one Style is at 65)



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 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.)

4a. May I ask you few questions? (Your response if Respondent's answer is "no" - Page 2)

"Have you had a chance to look at your Natural Graph on page 6 and 7?"

"Have you had a review page 9 thru 14?"

If answer is no: Please take time to look over. As you read pages 9-14, please take note does the narrative about you mostly sound like you. It's fine if your answer is "No" or "Yes." Then please schedule a 15-minute call with me and I can provide you additional explanations. **(During your next conversation if their answer is "No the narration does not sound like me." Then proceed with the following script)**

"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 the energy line.

Typically, there is at least 1 style that is above 60. However, if the highest style is between 50 and 60, there is research that says the narration's accuracy must be determined by the respondent. Since you are saying the narration does not sound like you, then we will conclude the results are not as accurate as we would like.

Script for Handling Tight Graphs Continued...

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.

I will be sending you the link (enter date). Once you've completed, then let's reconnect to discuss. I'm sure you have some questions. What can I answer for you?" "Looking forward to talking with you about your new DISC Report soon.

4b. May I ask you few questions? (Your response if Respondent's answer is "yes - Page 3)

"Have you had a chance to look at your Natural Graph on page 6 and 7?"
"Have you had a review page 9 thru 14?"

If answer is yes: May I ask you, do you think the narrative about you mostly sound like you. It is fine if your answer is “No” or “Yes.”

If answer is yes: Great. We want to be sure people feel comfortable about the results. After all, the DISC Report is not to tell you who you are, but food for thought. During our (Coaching or Training) Session, we will go deeper into explanations.

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 the energy line. Or they may have some above and below the Energy Line with none of the Styles above 65.

Typically, there is at least 1 style that is above 65. However, if the highest style is between 50 and 65, there is research that says the narration's accuracy must be determined by the respondent. If you think the narrative from pages 9 – 14 sounds at least 85% like you then let's go with the results you currently have. On the other hand, if they do not, then here are some common explanations.

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."