

**5 DISC Secrets Revealed**

From Master DISC Certified Trainer  
Bonnie Burn, President of DISCcert

DISCcert...Your DISC Certification Connection

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### The DISC Model

Pace - Assertive

Priority - Task      Priority - People

Pace - Reflective

Measures Observable Behaviors

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### Secret #1: DISC & Job Profiling

Executive Assistant  
Meet Erica Anderson

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**Secret #1:** DISC & Job Profiling **Executive Asst.**

**Profile Your Top Performer(s)**

- Has Necessary Skills
  - G-Suite
  - MS Office
  - CRM Experience
- Has Necessary Characteristics
  - Detail-oriented
  - Quality-driven
  - Excellent follow-through
- Give DISC Assessment

i.e. DISC Style - CS

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**Secret #1:** DISC & Job Profiling **Executive Asst.**

**EA Characteristics**

- Has Necessary Characteristics
  - Detail-oriented
  - Quality-driven
  - Excellent follow-through

**CS Characteristics**

**C**  
Accurate  
Factual  
Logical

**S**  
Consistent  
Cooperative  
Loyal

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**Secret #2: Hiring for Internal & External**

**Executive Assistant Candidate**  
**Meet Emily Adams**

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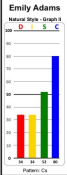
## Secret #2: Hiring for Internal & External Executive Asst.

**Executive Assistant Criteria – Emily’s Resume Includes:**

- ✓ 1. Has Necessary Skills
- ✓ 2. Has Necessary Characteristics
- ✓ 3. Give DISC Assessment
- ✓ 4. Give Assignment

**Invoice Assignment**





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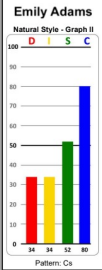
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## Secret #2: Tips for Internal & External Executive Asst.



COMPLIANCE	
IN UPPER HALF OR ABOVE TARGET RANGE	
<b>Potential Problem Areas</b>	<ul style="list-style-type: none"> <li>• May over-analyze, require a lot of thinking time, hesitate to act without precedent, get bogged down in details, be a perfectionist, have unusually high standards, avoid conflict, miss the big picture.</li> </ul>
<b>Interview Focus</b>	<ul style="list-style-type: none"> <li>• Ability to move quickly, make decisions without having much time to analyze or study alternatives.</li> </ul>
<b>Interview Questions</b>	<ul style="list-style-type: none"> <li>• Describe a situation when time constraints prevented you from working to your full potential or achieving the quality you wanted to deliver and how you handled the restrictions. What was the outcome?</li> <li>• What was your response in your current or past position when you had to make a decision without being able to fully study or analyze the situation you were trying to resolve?</li> </ul>

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## Secret #3: Best Way to Implement DISC

**Facilitate DISC Teambuilding & Partner with Team Manager**



**Get Manager involved in Team Training**

Before – Manager sends email announcement to staff

During – Kick it off – actively involved – wrap it up with next steps

After – Incorporate DISC into Team Mtgs on a regular basis

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### Secret #4: Best Way to Do a DISC Training

#### Include Experiential Learning Activities



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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.



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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?



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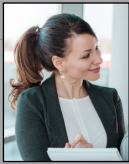
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**Jane**




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.



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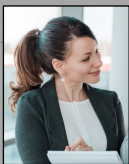
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**Jane**



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.

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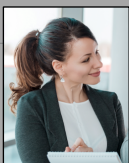
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**Jane**




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.

Pace - Assertive

Priority - Task   Priority - People

Pace - Reflective

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### Secret #5: Ensure Long-Term Impact



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### Secret #5: Ensure Long-Term Impact Example



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### 5 DISC Secrets Revealed

Secret #1: DISC & Job Profiling

Secret #2: Hiring for Internal & External

Secret #3: Best Way to Implement DISC

Secret #4: Best Way to Do a DISC Training

Secret #5: How to Ensure DISC Has Long-Term Impact



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DISCcert ... Your DISC Certification Connection



*Could DISC Certification  
help your Company?  
Let's Talk...*

Bonnie@DISCcert.com  
(858) 531-7796

*Please forward to a colleague.*

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