



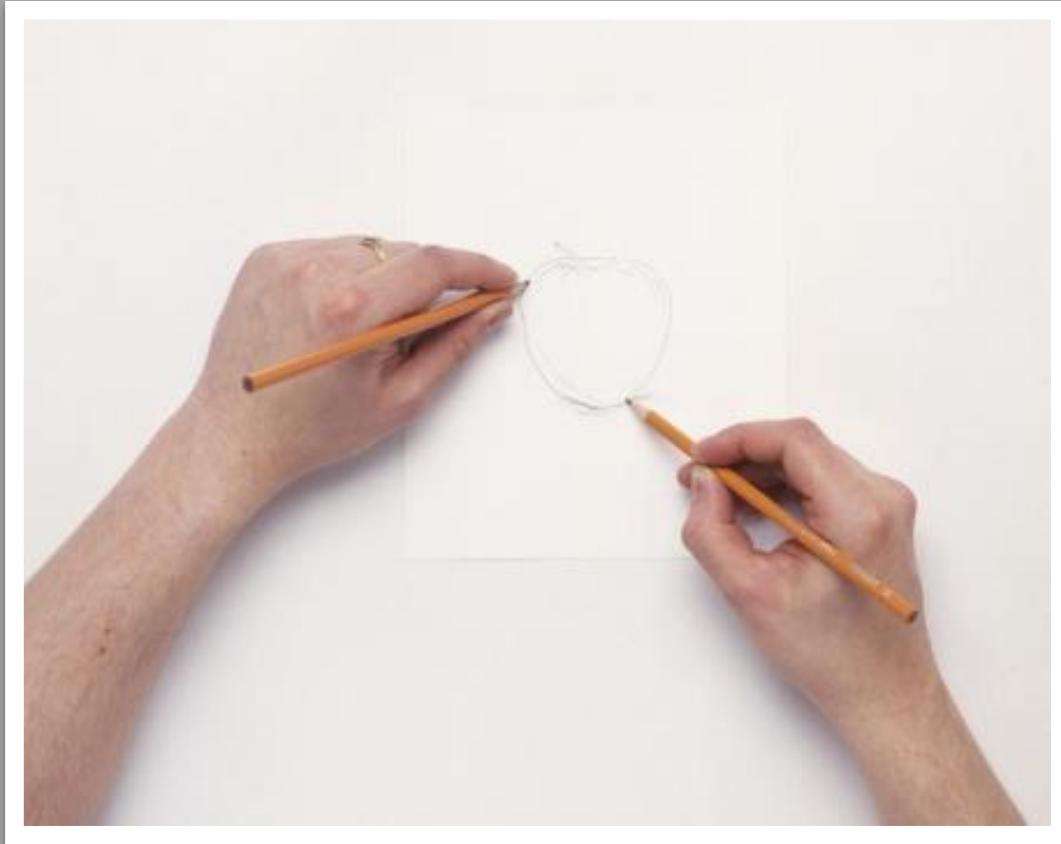
INCREASE Communication Success ...

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

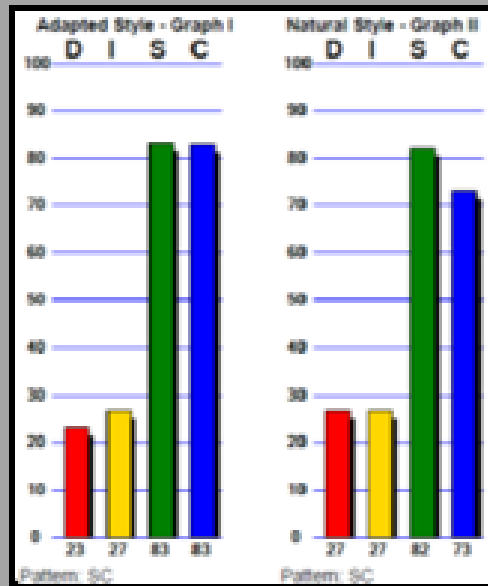


Training Outline

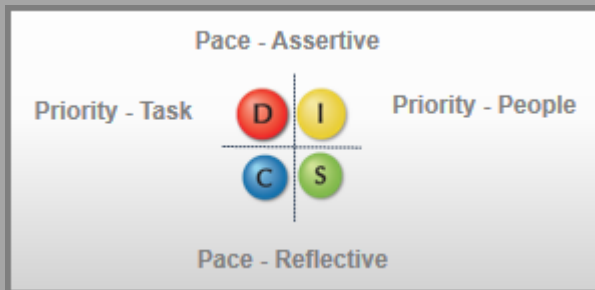
2. Natural Style

3. Adapted Style

1. DISC
Background



4. Applying
DISC



Subject: **Planning Committee**

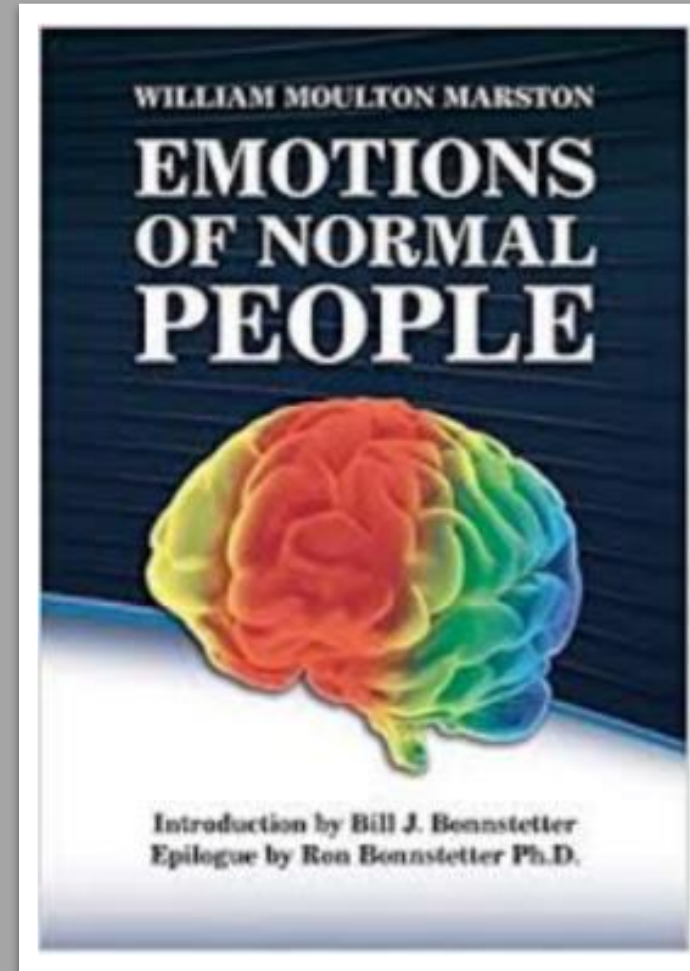
Planning Committee

Mtg Oct 15 – 2nd floor – sm conference
9 – 12:30

We will start on time
D. Dacron



1. DISC Background



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

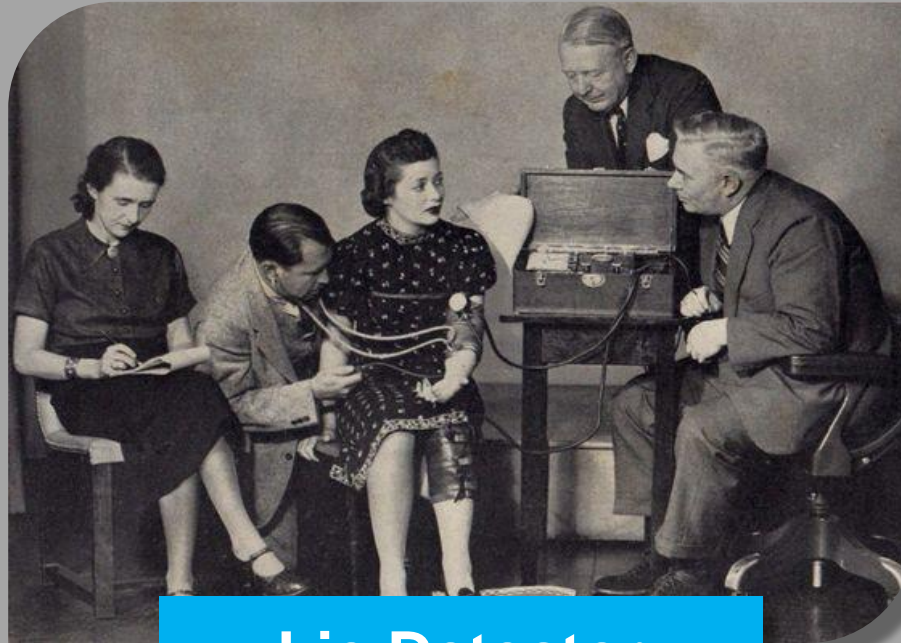
Steady **S**



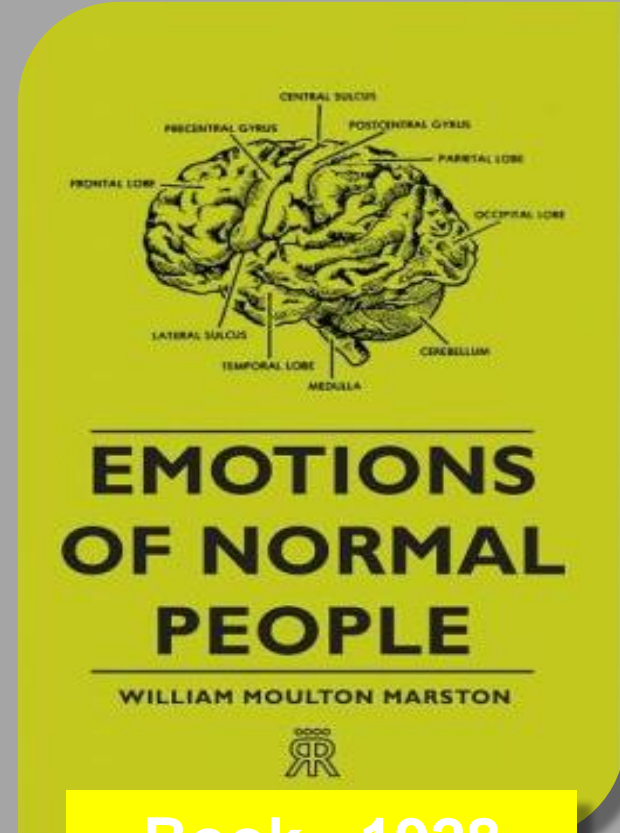
Measures Observable Behaviors



Dr. Marston



Lie Detector



Book - 1928

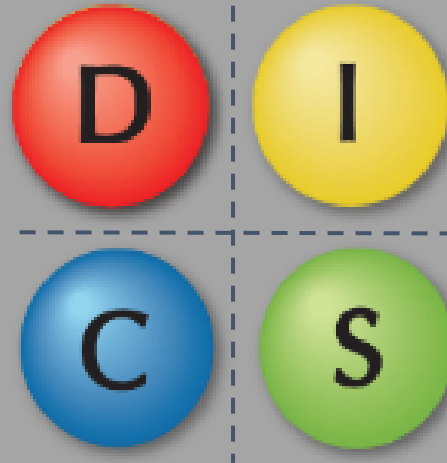
Measures Observable Behaviors



DISC Styles – How to Identify

Pace - Assertive

Priority - Task



Priority - People

Pace - Reflective

Measures Observable Behaviors



DISC - Motivator Match Up



Influence **Steady** **Dominant** **Conscientious**



Tony Robbins Nelson Mandela Judge Judy Albert Einstein

Style

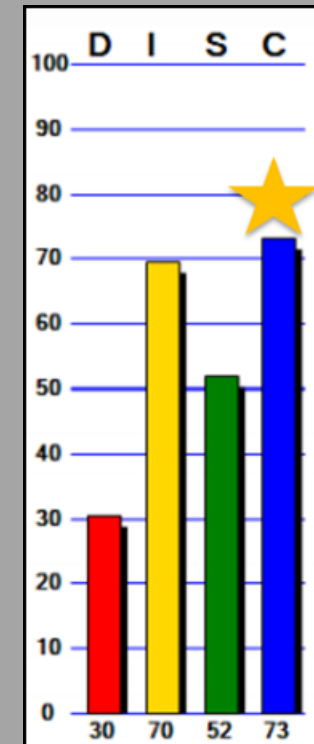
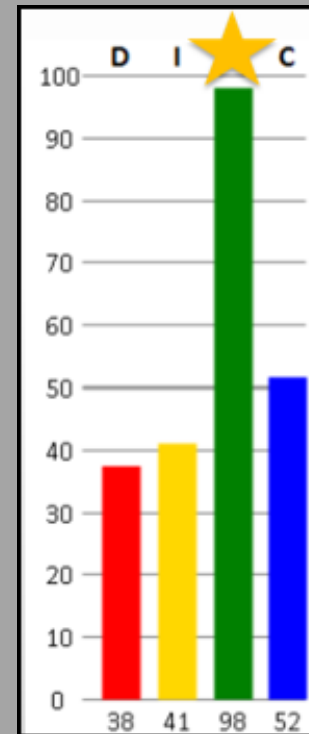
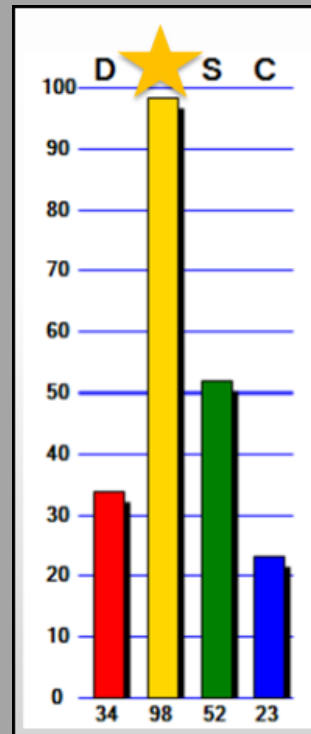
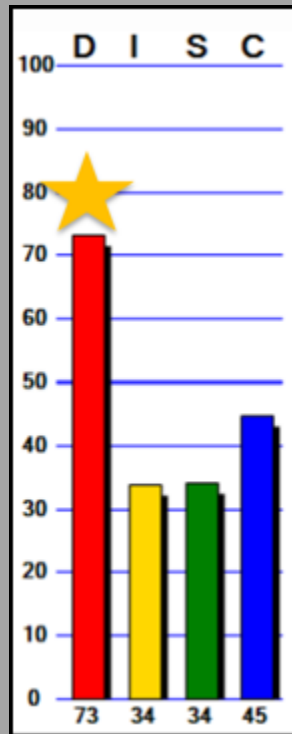
Pace/Priority

Energized by

Dominant	Assertive/Task	Solving Problems
Influence	Assertive/People	Inspiring People
Steady	Reflective/People	Offers Helpful Plans
Conscientious	Reflective/Task	Follows Procedures

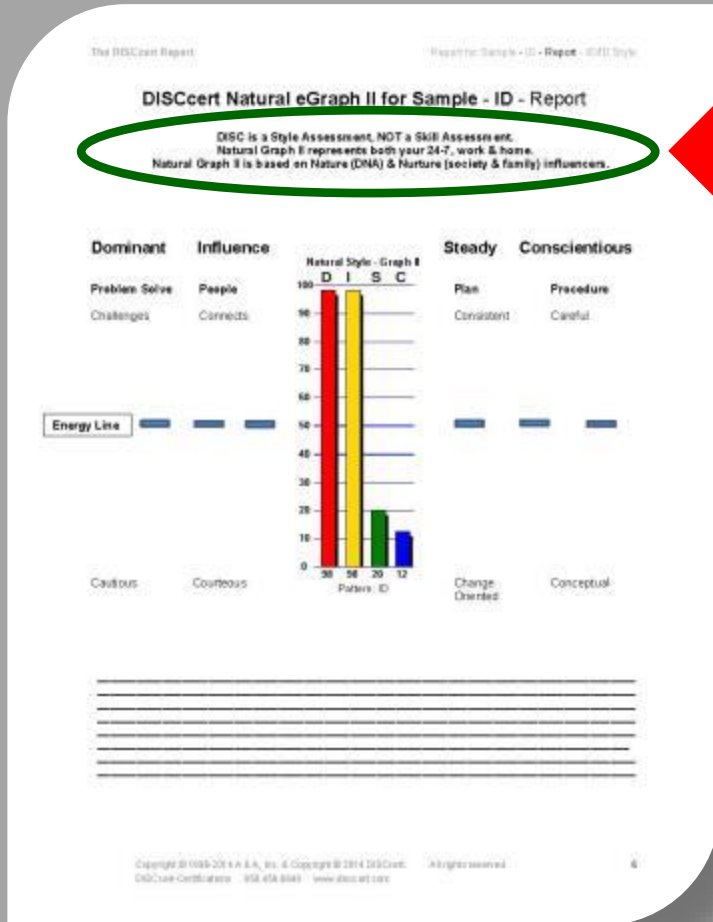


2. Natural Graph





Natural Graph



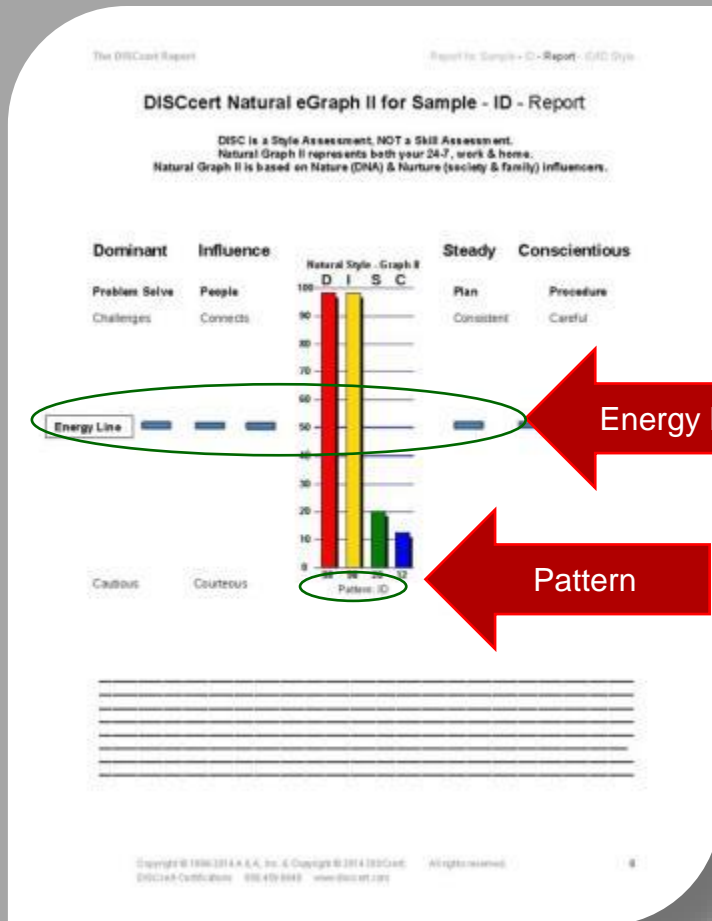
Underline

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



Natural Graph Determined By ...

	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"/>

Least!

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

Example

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

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



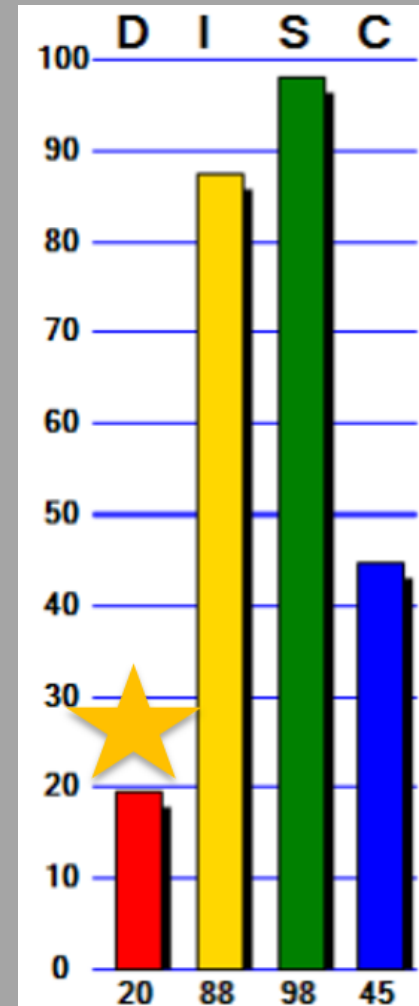
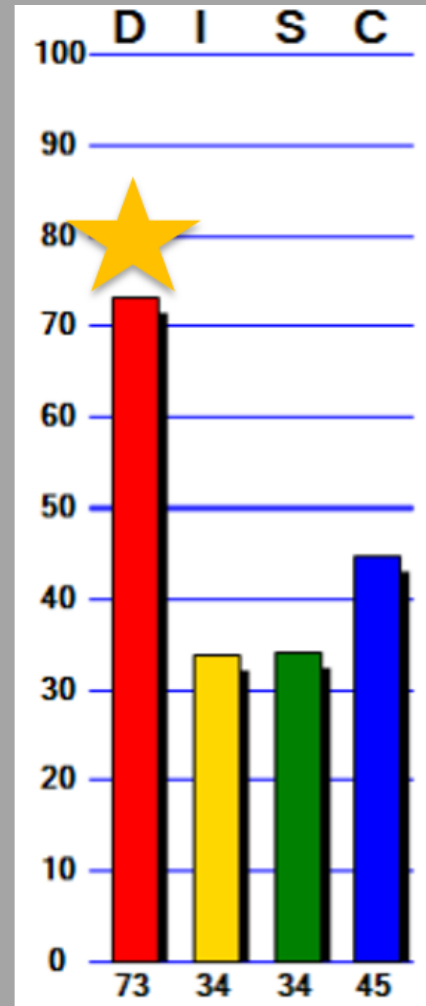


Dominant—Problem Solving

What?

Preference
Expediency
Result-driven

Overuse
Demanding
Assertive



Preference
Contemplative

Development
Decisiveness

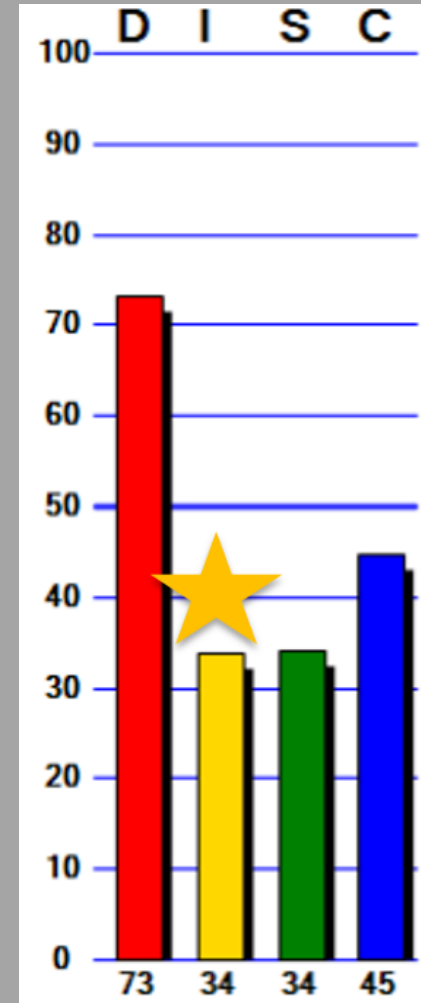
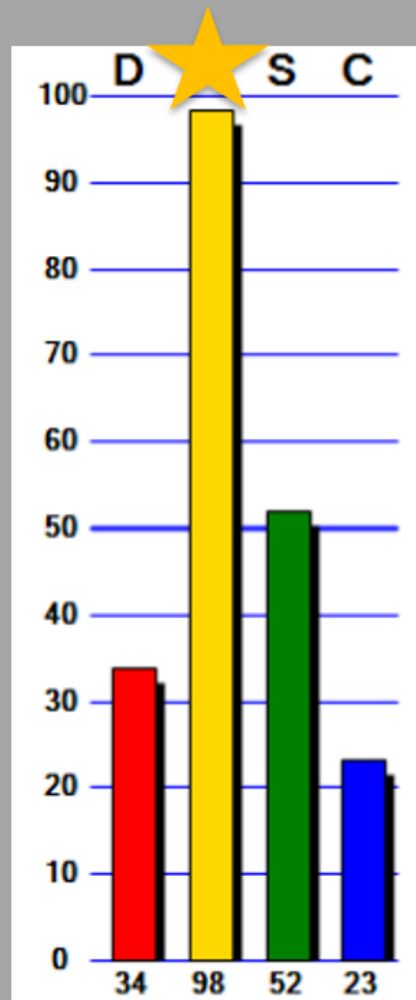


Influence—People Connection

Who?

Preference
Expressive

Overuse
Overpowering
enthusiasm



Preference
Discreet

Development
Collaborative

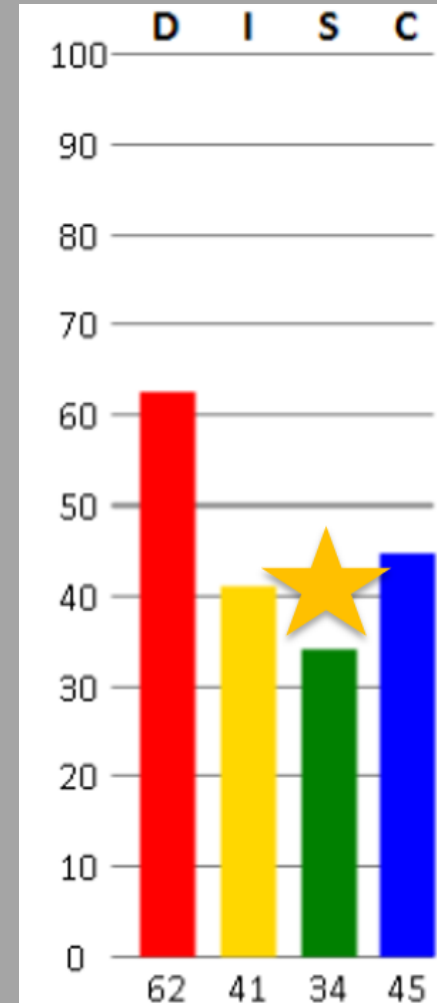
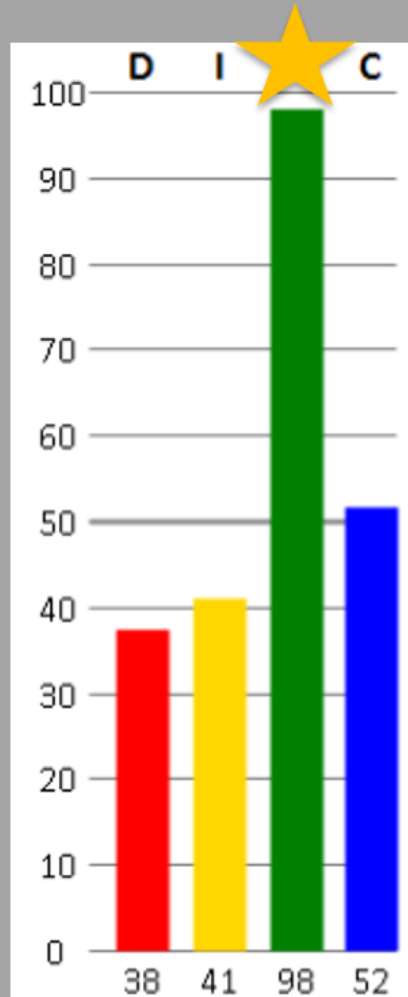


Steady—Planning

How?

Preference
Systematic

Overuse
Maintain
status quo



Preference
Spontaneous

Development
Plan ahead

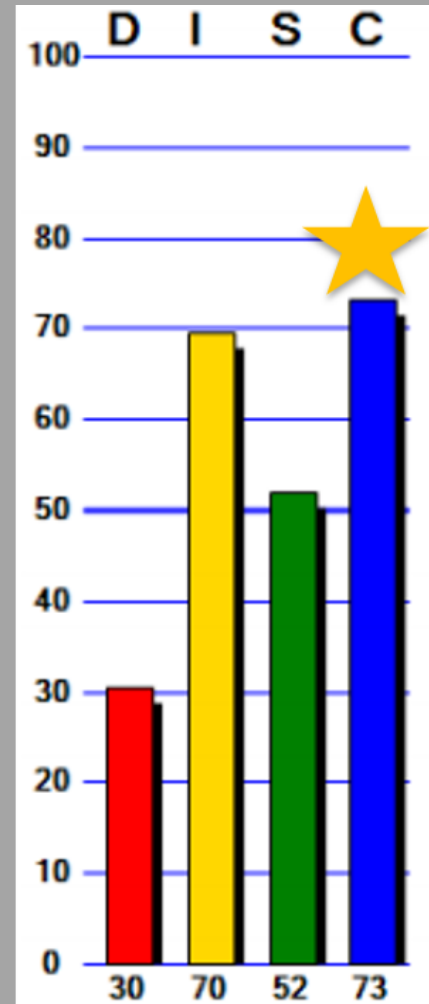


Conscientious—Procedures

Why?

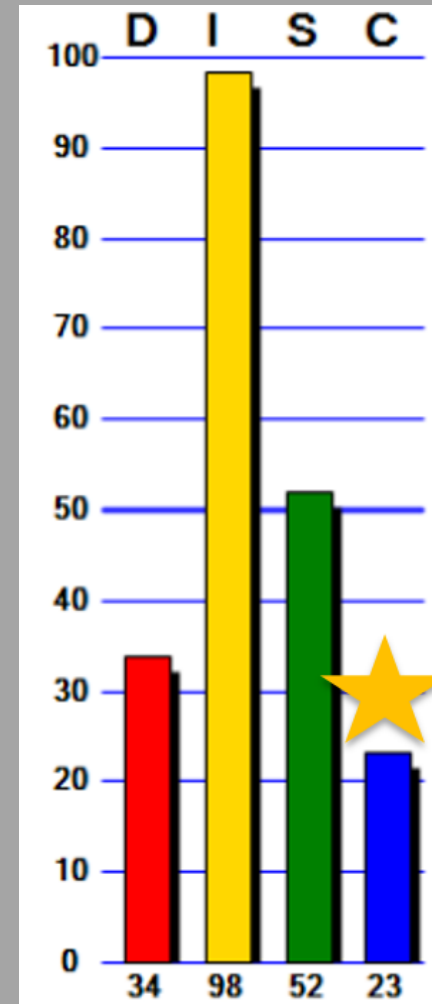
Preference
Analytical

Overuse
Stuck in the
details



Preference
Conceptual

Development
Detail-oriented





Natural Word Sketch

The DISCert Report Report for Sample DISCert-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 Expedient	Demonsivative Enthusiastic Gregarious Idealistic Optimistic Persuasive	Systematic Stable Patient Powerful Accommodating Team Player	Accurate Analytical Exacting Factual Practical Logical
	Decisive Risk-taker Goal oriented Pioneering	Expressive Charming Collaborative Socialist	Consistent Cooperative Logical Supportive	Careful Data Driven Investigative High Standards
	Deliberate Determined Self-reliant Cautious	Trustful Confident Friendly Generous	Relaxed Composed Calm Courteous	Focused Detail Oriented Pragmatic Conventional
	Calculated Risks Dispassionate 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 Carefree Vigorous Vainly Oriented	Autonomous Open-minded Conciliatory Adventurous
	Tentative Prudent Judicious Balanced	Understated Inconspicuous Spontaneous Discreet	Tenacious Energetic Assured Unshuffled	Experiments Approximates Exploratory Progressive

DISC Certifications, Inc. © 2015. All rights reserved.

Key Points

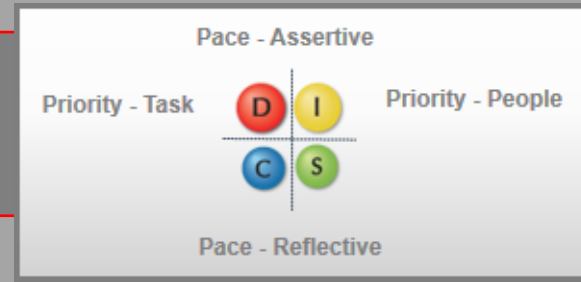
- Positive “Style” descriptors for your Natural Style
- Highlighted words indicate your preference for:



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



Identify the DISC Styles



The Great Outdoors

[CLICK to watch video](#)

John Candy

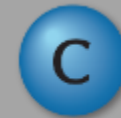
Steady



Big Bang Theory

[CLICK to watch video](#)

Jim Parsons



Conscientious

The Good Wife

[CLICK to watch video](#)

Julianna Margulies

Dominant



Intolerable Cruelty

[CLICK to watch video](#)

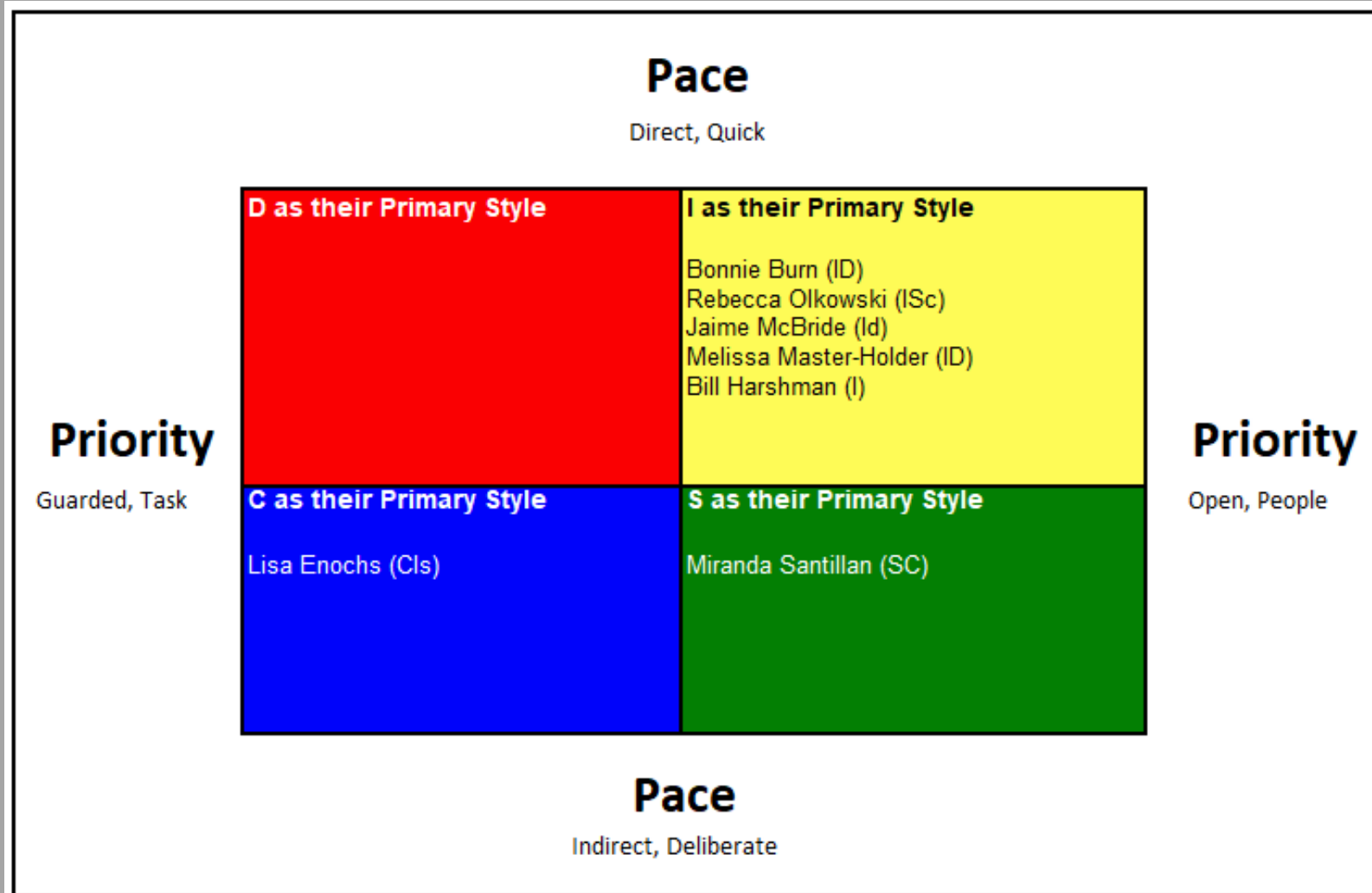
George Clooney



Influence

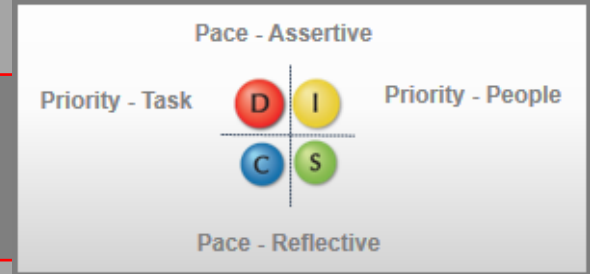


DISC Team Styles





DISC Styles & Their Strengths



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





DISC Styles – How to Connect



Dominant

- Offer solutions
- Anticipate questions



Influence

- Acknowledge ideas
- Have joint meetings

Conscientious

- Provide rationale
- Include documentation

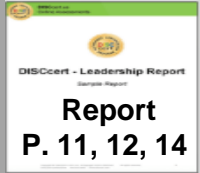


Steady

- Provide a plan
- Offer assurances



Pair & Share



Share

Strengths Pg 11
Communication Tips Pg 14

Discuss

Similarities and Why?
Differences and Why?

Learn

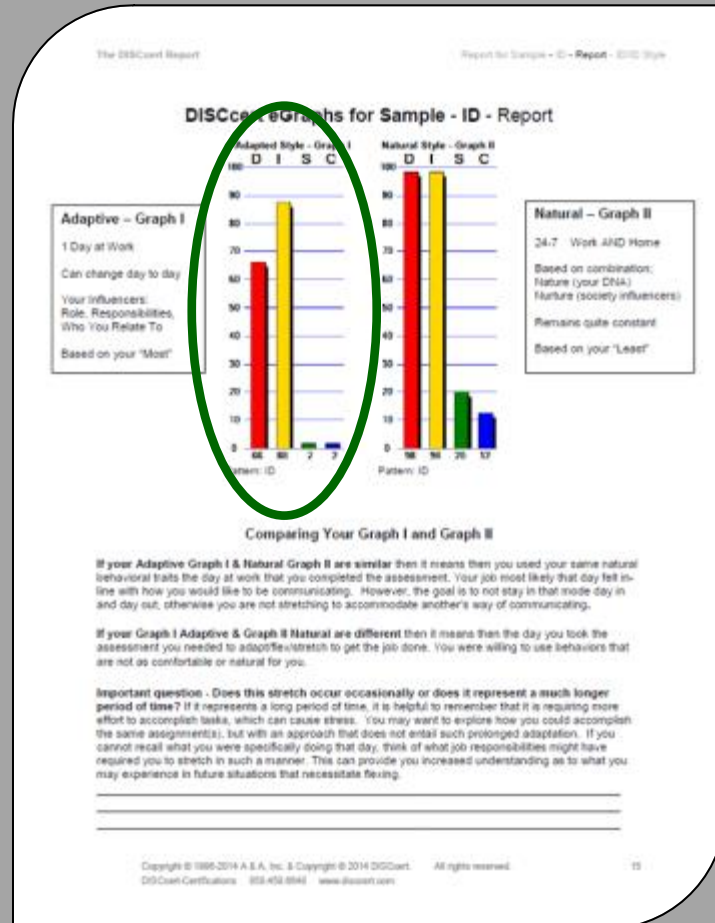
How will you incorporate
your insights at work?





3. Adapted DISC Graph



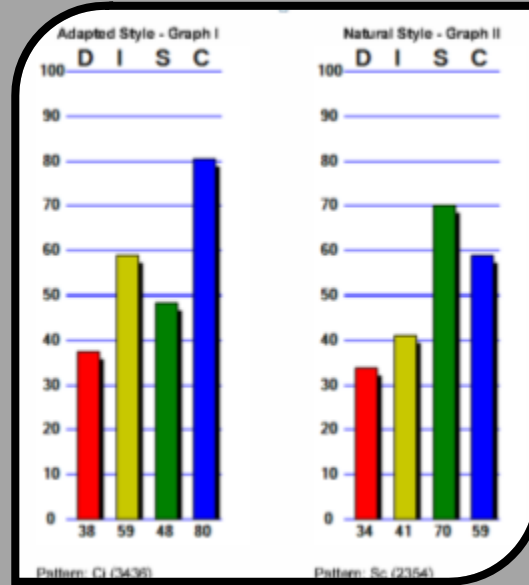
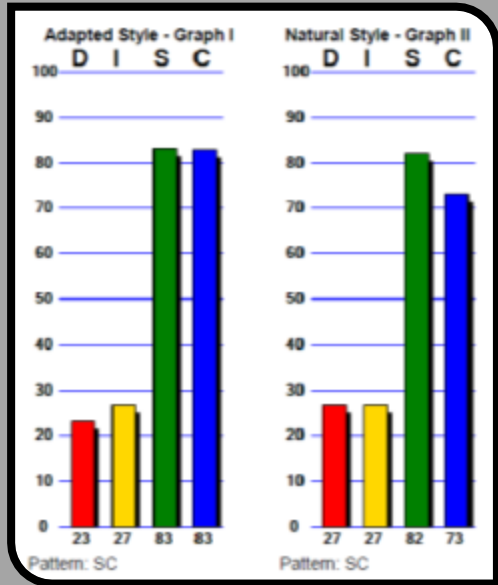


Key Points

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



Adapted Graph – Similar? Different?



Similar

- Stretching was not needed the day of assessment

Different

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

If different, ask:

- Caused you to Stretch?
- Stretch - Occasional or Daily?
- If Daily - 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?





4. Applying DISC



Business Problems 83% Poor Communications





Overview of Four Basic DISC Styles



Key Points:

- All DISC Styles **are equal** importance
- Styles above Energy Line are **not better than** Styles below Energy Line
- **No Style** or Combination Styles **is the best**

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

Pace? Priority?

Non-Verbal Tips

D



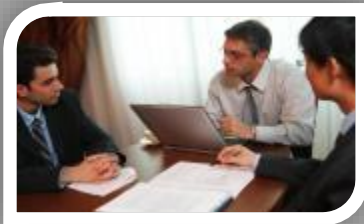
- Posture - Leans forward
- Eye Contact - If they are listening to you
- Office/Walls - Large desks, Awards

I



- Posture - Much hand/body movement
- Eye Contact - Looks to engage you
- Office/Walls - Décor is lively & Sticky notes

S



- Posture - Relaxed
- Eye Contact - Direct without intensity
- Office/Walls - Family photos, informal

C



- Posture - Formal
- Eye Contact - Sparse
- Office/Walls - Charts, graphs, credentials



“Name that DISC Style”

DISC Style “Name that Style” Worksheet



Conversation: Opens with informal message.
Example: *"Hi Ruth, its Sarah – I'm thrilled with the decision!"*
Pace: Spontaneous, speaks rapidly.
Tone: Enthusiastic, optimistic, and inspirational.
Example: *"I've a great idea. Let's chat over lunch!"*
Focus: Builds alliances, generates ideas, expressive.
Power Cues: Awards on wall. Loves to talk on the phone.
Example: *"I'm calling to say thank you again for ..."*

What style is Sarah?



Conversation: Opens with a formal, factual message.
Example: *"This is Mr. Hall, calling regarding the AR account."*
Pace: Cautious, procedure-driven, and analytical.
Tone: Controlled logical, listens and then asks why.
Example: *"Please follow the timeline exactly as it is."*
Focus: Procedures, accuracy, quality.
Power Cues: Reference materials are sequenced.
Example: *"We will ship the parts when they are correct."*

What style is Mr. Hall?



Conversation: Opens with a personal greeting.
Example: *"Hello Susan, this is Peter. How are you today?"*
Pace: Methodical, process-driven, contemplative.
Tone: Friendly, compassionate & soft-spoken.
Example: *"Like to schedule 15 minutes with you to discuss..."*
Focus: Relationships, natural listeners.
Power Cues: Family photos, mementos, & serene pictures.
Example: *"Joe, if you need help on editing, just let me know."*

What style is Peter?



Conversation: Charges right into issue.
Example: *"Market's going down – oh,...how are you?"*
Pace: Fast & abbreviated.
Tone: All business, confident, challenging.
Example: *"Ryan? Susan. Bob there?"*
Focus: Solve problems...quickly!
Power Cues: Determines time & place of meetings.
Example: *"I'll call you at 3:00 PM tomorrow."*

What style is Susan?



Sarah's Style?



Conversation: Opens with informal message.

"Hi Ruth, it's Sarah – I'm thrilled with the decision!"

Pace: Spontaneous, speaks rapidly.

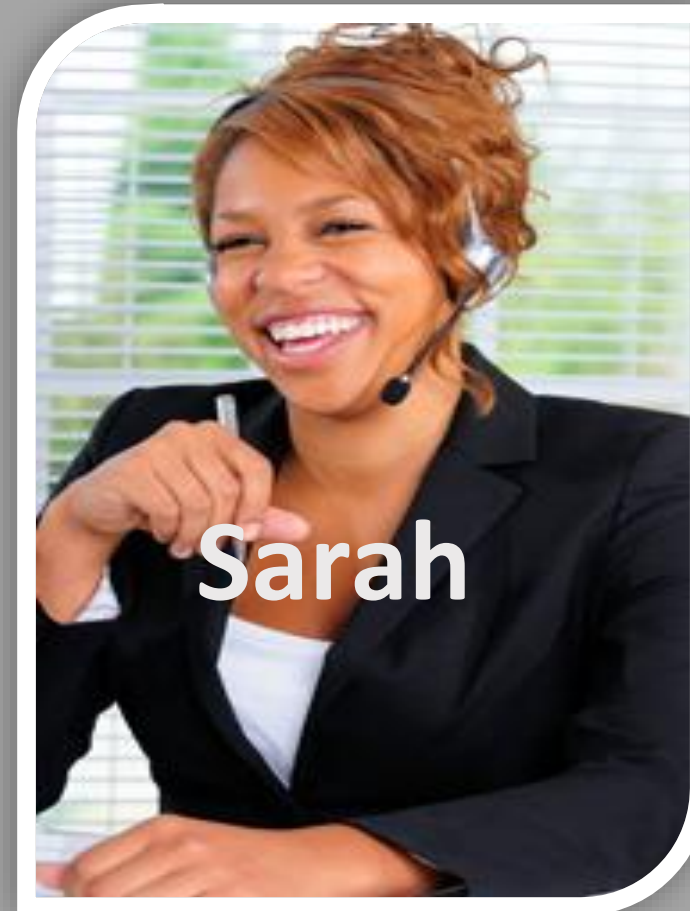
Tone: Enthusiastic, optimistic & inspirational.

"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 ..."





Mr. Hall's Style?



Conversation: Opens with a formal, factual message.

"This is Mr. Hall, calling regarding the AR project."

Pace: Cautious, procedure-driven, and analytical.

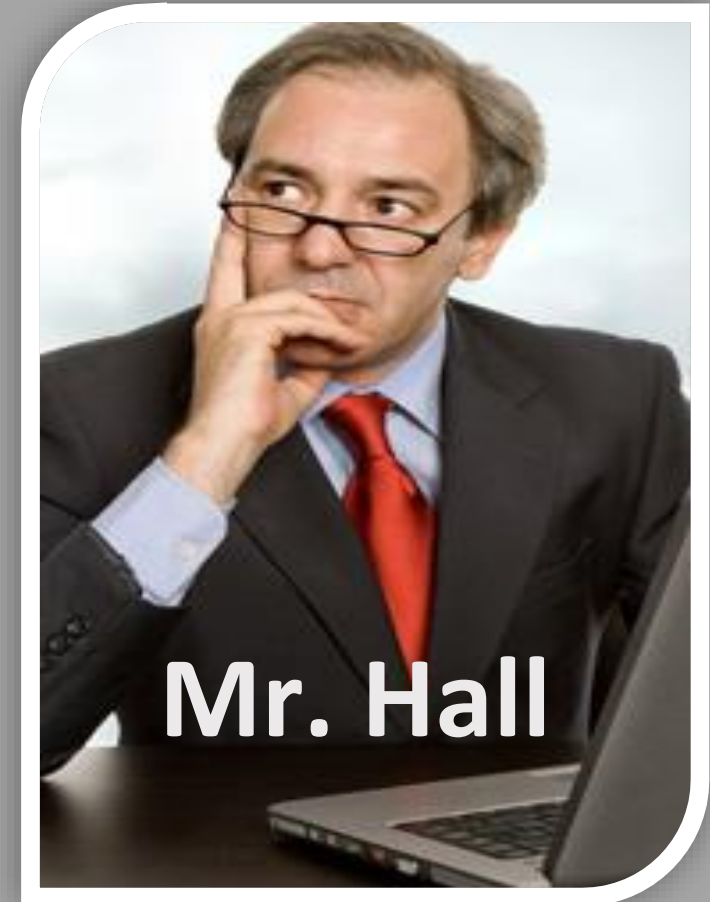
Tone: Controlled logical, listens & asks why.

"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."





Peter's Style?



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."





Susan's 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."





If You Visit a Foreign Country

Would you...

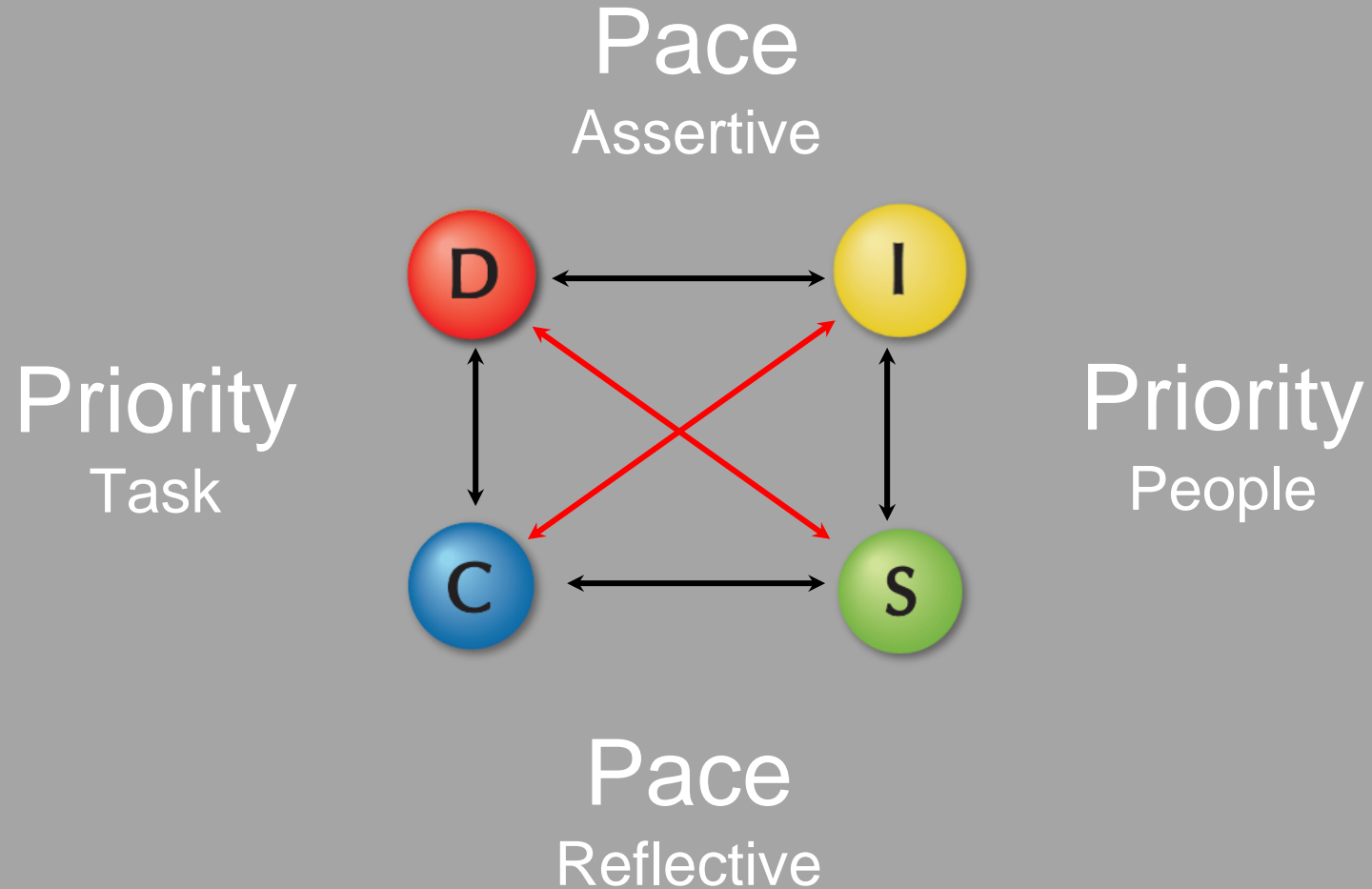
...try to speak a little of their language?
If Answer is “Yes” – May I ask You Why?

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





Extra Stretching needed?



Pace? Priority?

Tips for Responding



Goal Oriented

Offer Solutions



Positive Alliances

Positive Feedback



Enjoys Teamwork

Acknowledge Support



Thinks Logically

Written Data



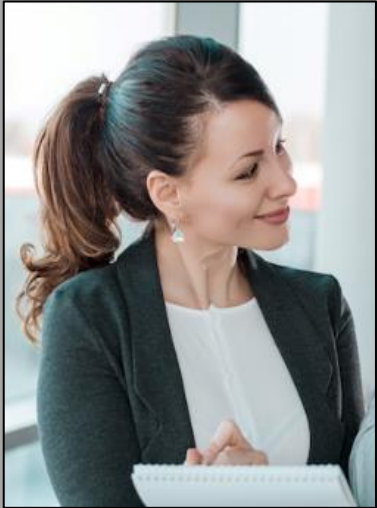
A DISC Story





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.

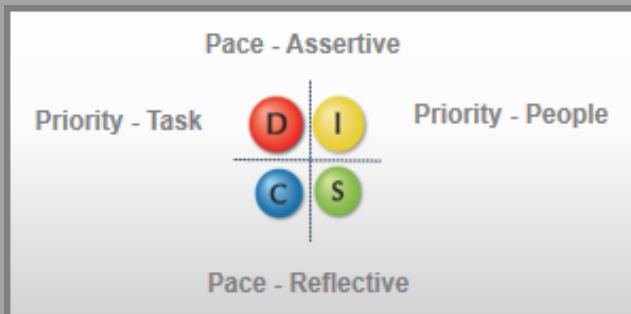
Situation

He is Jane's Supervisor.

Behaviors

- Responds using a low voice.
- Reserved mannerisms.

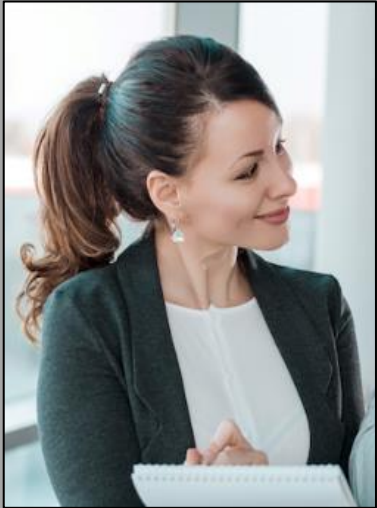
Carlos





A DISC Story

Jane



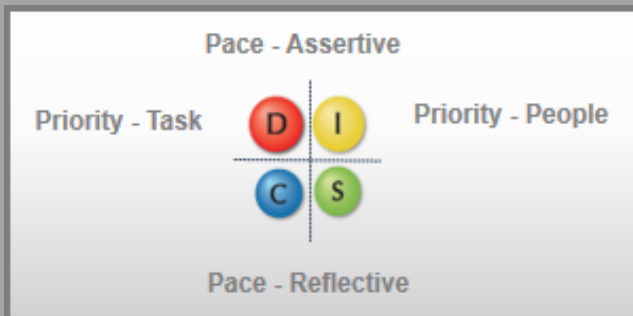
Hey Carlos, look!
I went ahead and scheduled our
Team's first meeting off-site.

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!

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?

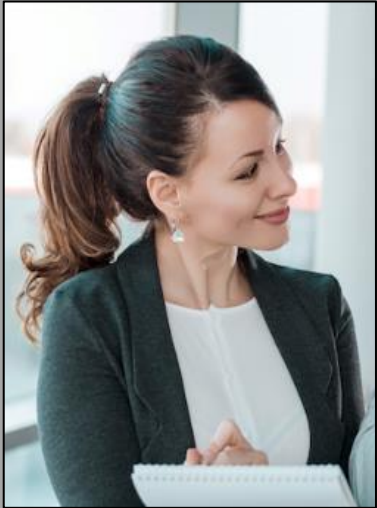
Carlos





A DISC Story

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.

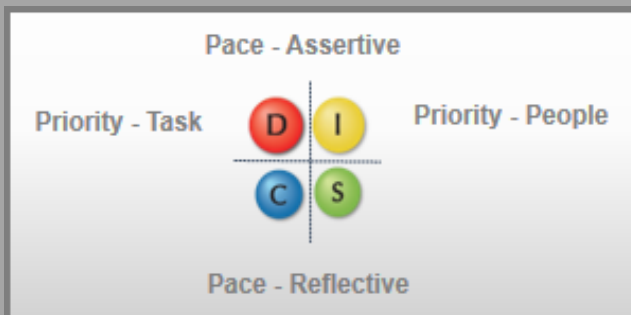
Surely you can negotiate some funding for us... right?

Carlos



A budget is established so you work within its parameters.

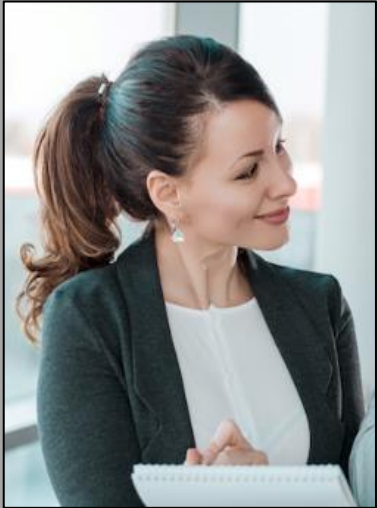
Your focus needs to be
First, Determining your Team's Objectives
Second, Selecting your Team's Roles
Third, Generating your Team's Schedule.





A DISC Story

Jane



Yes, yes. I have that all handled.

Carlos

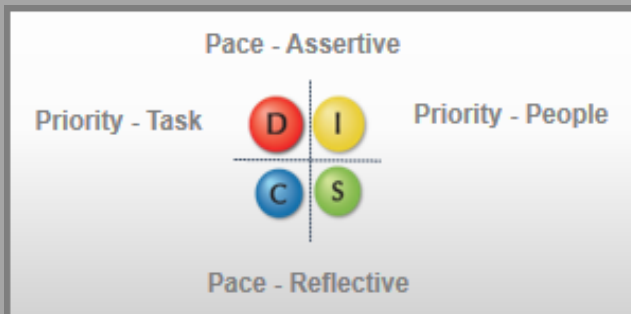


That's good to hear you have it all handled.

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.

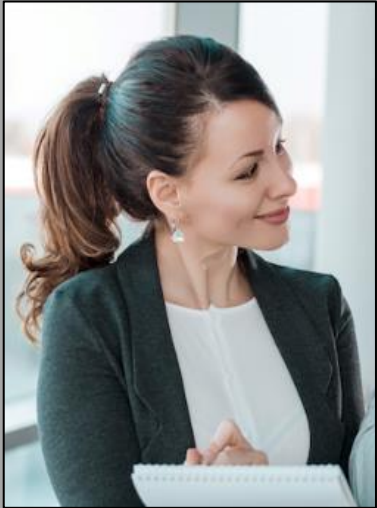
I expect to receive these documents by 4pm today and will review. We will meet in my office tomorrow from 9:00-9:30 a.m. to finalize.





A DISC Story

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





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– Email 1

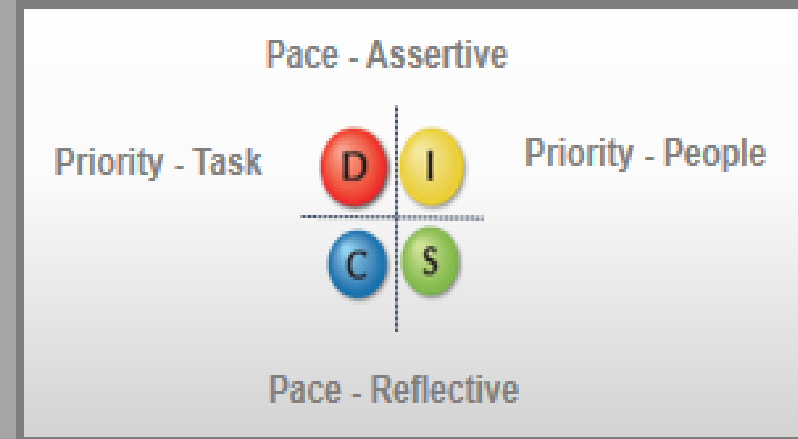


Subject: Planning Meeting Invitation

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! ;-)

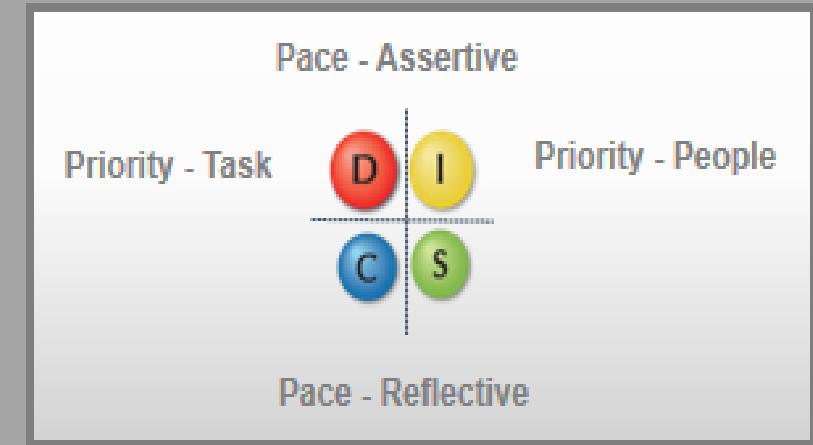
Hi Everyone!

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.

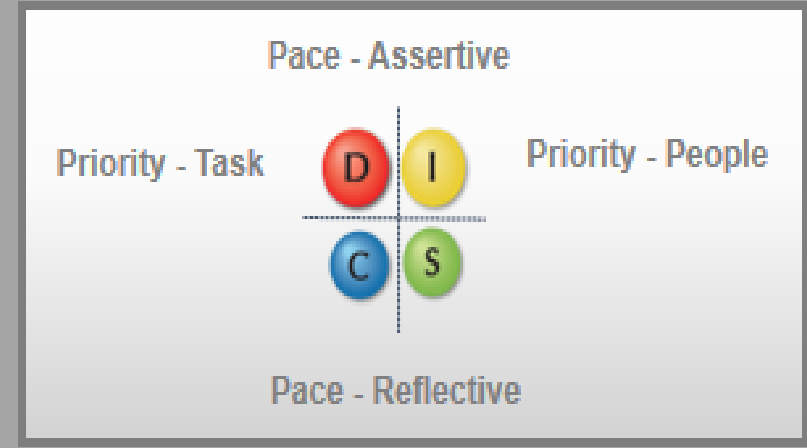
The meeting will begin at 9:00 A.M. PST and conclude at 12:30 P.M. PST.

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



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

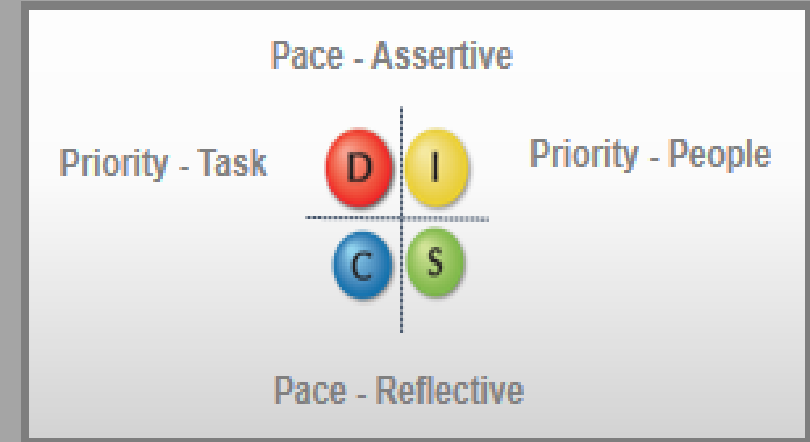
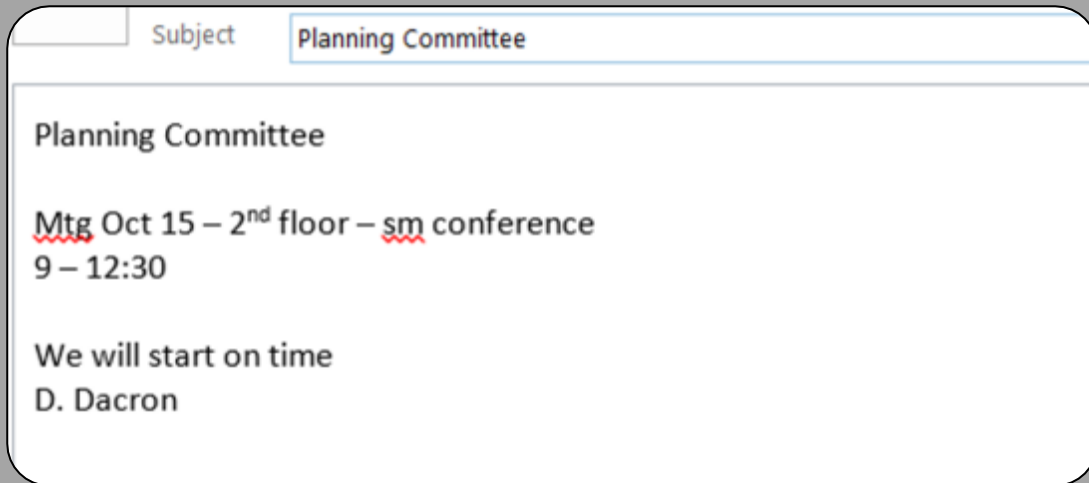
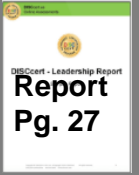
- D** States Purpose - Brief - Notification
- I** Happy Tone - ☺, Colors - Social
- S** Friendly - Methodical - Productive
- C** Formal - Detailed - Serious

Tips

- Get to the point ASAP
- Include acknowledgements
- Well-organized message
- Include data, stay on task



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



Selling A Vacation



Selling a Vacation



Category: Application
Goal: Encouraging participants to flex when communicating with a different style.
Materials: Flip Chart Paper, Markers
Preparation: Post 1 flipchart sheet for each style in a corner of the room.
Grouping: Participants are grouped by style.
Timing: 20 minutes.

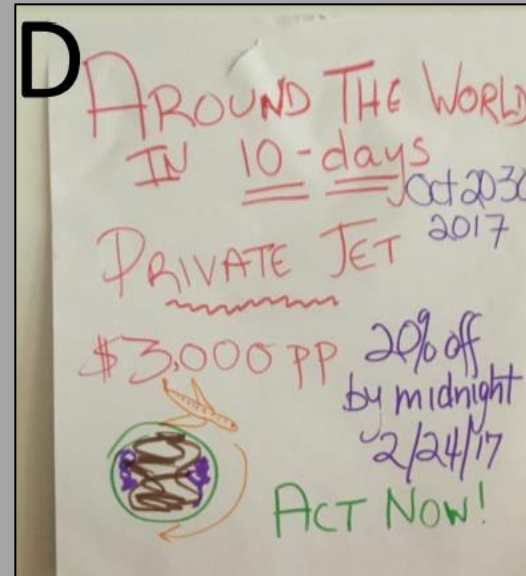
(5 Min) Assigning & Participants Moving
(5 Min) Groups design Vacation Promotional Poster on Flipchart
(10 Min) Groups present and get feedback on their Poster.

Assignments: For "D's"

1. Your assigned style is "S."
2. As a group, create a promotional poster for a vacation that would encourage an "S" to buy.
3. For reference, remember S's like harmony, predictable and loyal.
4. Record your promotional poster on a flipchart.
5. Be ready to sell the "S's" on why your vacation is the one they should buy.

For "I's"

1. Your assigned style is "C."
2. As a group, create a promotional poster for a vacation that would help a "C" to decide to buy.
3. For reference, remember C's like analysis, procedures, and accuracy.
4. Record your promotional poster on a flipchart.
5. Be ready to sell the "C's" on why your vacation is the one they should consider to buy.

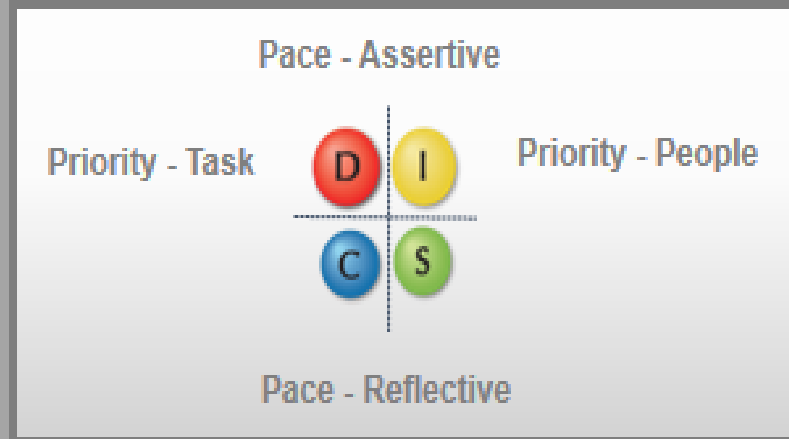


[Selling a Vacation](#)



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?

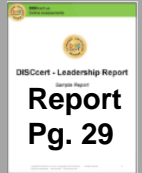
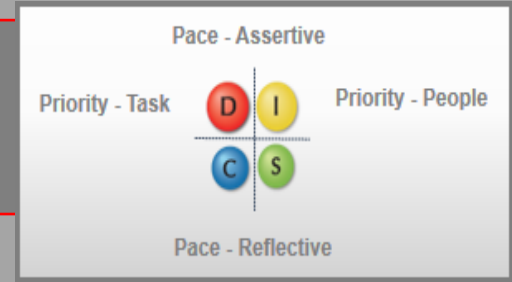


 **3 Tips**



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

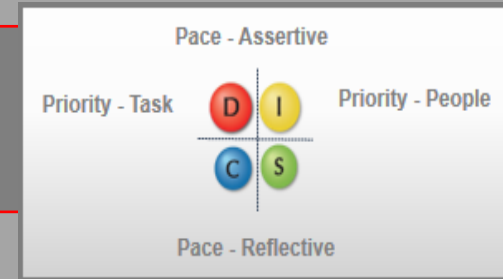
Conscientious
waits for others to approach



Steady
engages selectively with a few people



Action Plan for All Styles



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

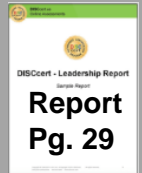
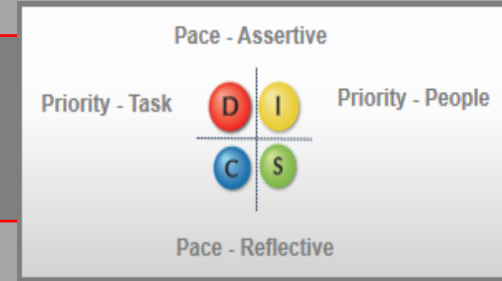


Dominant (Quick/Task)		Influence (Quick/People)	
Characteristics	Tips for Others	Characteristics	Tips for Others
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Bottom-line <input checked="" type="checkbox"/> Goal oriented <input type="checkbox"/> Debates <input checked="" type="checkbox"/> 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"> ✓ 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 X — Offer Projected Results X — 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



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 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 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	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

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.

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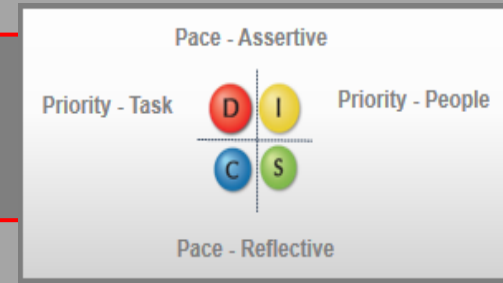


What if this is your first encounter?





Start as Steady Style



Response: "Your point is?"
Dominant



1. Start as "S"
2. Observe Response
3. Stretch if needed

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



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

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





DISC Supports Your Organization's Values

ORG CORE VALUES

DISC RESULTS

Understanding Our Customers

- DISC leads to an increase in sales and customer service that results in greater customer satisfaction and customer loyalty

Innovation & Agility

- Use DISC to leverage individual strengths in developing Inclusive, creative solutions that genuinely energize the team, and truly make a difference in the customer experience

Continuous Improvement

- Applying DISC, Teams will understand one another and work together better, and as a result, teamwork and team performance improves noticeably


Integrity

- DISC creates a common universal language of respect – resulting in more engaged and empowered employees



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
1. Determine how to put that insight into action
1. Share your insight and action commitment with one other person

[Patch Adams](#)

<https://vimeo.com/332769929>



INCREASE Communication Success ...

with **DISC!**

