DISC Leadership

An Evaluation of Behavioral Styles

Report For: Sample Report
Style: IC/D
Focus: Work
Date: 1/19/2019
Table of Contents

Introduction to the DISCstyles Online Report ...............................................................................................................3

PART I Understanding DISC

Behavioral Styles Overview ...........................................................................................................................................4
Pace and Priority of Each Style ......................................................................................................................................5
A Deeper Look at the Four DISCStyles ...........................................................................................................................6
Communicating with the DISCStyles..............................................................................................................................7

PART II Understanding Yourself

General Characteristics..................................................................................................................................................9
Your Style Overview.....................................................................................................................................................10
Word Sketch: Adapted Style ........................................................................................................................................11
Word Sketch: Natural Style..........................................................................................................................................12
Your Personalized eGraphs ..........................................................................................................................................13
Your Behavioral Pattern View......................................................................................................................................14
Communication Tips for Others...................................................................................................................................15
Your Motivations: Wants and Needs ...........................................................................................................................16
What You Bring to the Organization............................................................................................................................17
Your Behavior and Needs Under Stress.......................................................................................................................18
Potential Areas for Improvement ................................................................................................................................19
The 12 Behavioral Tendencies.....................................................................................................................................20
Summary of Your Style ................................................................................................................................................25

PART III Understanding Others and Adaptability

Introduction.................................................................................................................................................................26
What is Adaptability? ..................................................................................................................................................27
Recognizing Another Person’s Behavioral Style ..........................................................................................................28
Communicating with Each Style ..................................................................................................................................29
Tension Among the Styles ...........................................................................................................................................29
To Modify Directness and Openness ...........................................................................................................................30
To Modify Pace and Priority ........................................................................................................................................31
Adapting in Different Situations ..................................................................................................................................32
Application Activities ...................................................................................................................................................36
Building and Maintaining Rapport Throughout The Leadership Process .................................................................39
So Now What? ...........................................................................................................................................................54
Welcome to the DISCstyles™ Online Report

INTRODUCTION

DISC is a simple, practical, easy to remember and universally applicable model. It focuses on individual patterns of external, observable behaviors and measures the intensity of characteristics using scales of directness and openness for each of the four styles: Dominance, Influence, Steadiness, and Conscientious.

Using the DISC model, it is easy to identify and understand our own style, recognize and cognitively adapt to different styles, and develop a process to communicate more effectively with others.

HOW TO USE THIS REPORT

The DISC report is divided into 3 parts introducing the DISC model, helping you understand your own style, and identifying ways that you can apply your style strengths or modify your style weaknesses in order to meet the needs of others.

- **Part I** focuses on understanding each of the DISC styles and identifying characteristics, including the tendencies of each behavioral style
- **Part II** is about understanding yourself and will reveal information about the tendencies that make you unique
- **Part III** examines and explores adaptability and offers actionable recommendations for you and others who interact with you

With this personalized and comprehensive report, DISC gives you tools to help you become a better you - to develop and use more of your natural strengths while recognizing, improving upon, and modifying your limitations. Then, because we can easily see and hear these behaviors, we can quickly and accurately “read” other people and use our knowledge to enhance communication and grow our relationships.

**Please Note:** Any behavioral descriptions mentioned in this report are only tendencies for your style group and may or may not specifically apply to you personally.
Part I Understanding DISC

BEHAVIORAL STYLES
Historical and contemporary research reveal more than a dozen various models of our behavioral differences, but many share one common thread: the grouping of behavior into four basic categories.

The DISC styles are Dominance, Influence, Steadiness, and Conscientious. There is no “best” style. Each style has its unique strengths and opportunities for continuing improvement and growth.

The DISCstyles™ assessment examines external and easily observable behaviors and measures tendencies using scales of directness and openness that each style exhibits.

BEHAVIOR DESCRIPTORS OF EACH

<table>
<thead>
<tr>
<th>DOMINANCE</th>
<th>INFLUENCE</th>
<th>STEADINESS</th>
<th>CONSCIENTIOUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decisive</td>
<td>Charming</td>
<td>Understanding</td>
<td>Accurate</td>
</tr>
<tr>
<td>Competitive</td>
<td>Confident</td>
<td>Friendly</td>
<td>Precise</td>
</tr>
<tr>
<td>Daring</td>
<td>Convincing</td>
<td>Good Listener</td>
<td>Analytical</td>
</tr>
<tr>
<td>Direct</td>
<td>Enthusiastic</td>
<td>Patient</td>
<td>Compliant</td>
</tr>
<tr>
<td>Innovative</td>
<td>Inspiring</td>
<td>Relaxed</td>
<td>Courteous</td>
</tr>
<tr>
<td>Persistent</td>
<td>Optimistic</td>
<td>Sincere</td>
<td>Diplomatic</td>
</tr>
<tr>
<td>Adventurous</td>
<td>Persuasive</td>
<td>Stable</td>
<td>Detailed</td>
</tr>
<tr>
<td>Problem Solver</td>
<td>Sociable</td>
<td>Steady</td>
<td>Fact Finder</td>
</tr>
<tr>
<td>Results Oriented</td>
<td>Trusting</td>
<td>Team Player</td>
<td>Objective</td>
</tr>
</tbody>
</table>

DIRECTNESS AND OPENNESS OF EACH STYLE

<table>
<thead>
<tr>
<th>STYLE</th>
<th>TENDENCIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOMINANCE</td>
<td>Tends to be direct and guarded</td>
</tr>
<tr>
<td>INFLUENCE</td>
<td>Tends to be direct and open</td>
</tr>
<tr>
<td>STEADINESS</td>
<td>Tends to be indirect and open</td>
</tr>
<tr>
<td>CONSCIENTIOUS</td>
<td>Tends to be indirect and guarded</td>
</tr>
</tbody>
</table>

PACE AND PRIORITY OF EACH STYLE

<table>
<thead>
<tr>
<th>STYLE</th>
<th>TENDENCIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOMINANCE</td>
<td>Fast-paced and task-oriented</td>
</tr>
<tr>
<td>INFLUENCE</td>
<td>Fast-paced and people-oriented</td>
</tr>
<tr>
<td>STEADINESS</td>
<td>Slow-paced and people-oriented</td>
</tr>
<tr>
<td>CONSCIENTIOUS</td>
<td>Slow-paced and task-oriented</td>
</tr>
</tbody>
</table>
PACE AND PRIORITY represent two of the main sources of tension between the styles.

- D&C and I&S have different PACES: D and I are faster-paced, and S and C are slower-paced.
- D&I and S&C have different PRIORITIES: D and C are task-oriented, and I and S are people oriented.
- D&S and I&C have BOTH PACE AND PRIORITY DIFFERENCES.
A DEEPER LOOK AT THE FOUR DISCStyles™

Below is a chart to help you understand some of the characteristics of each of the Four Basic DISC Styles, so you can interact with each style more effectively. Although behavioral style is only a partial description of personality, it is quite useful in describing how a person behaves, and is perceived, in personal, social and work situations.

<table>
<thead>
<tr>
<th></th>
<th>HIGH DOMINANT STYLE</th>
<th>HIGH INFLUENCING STYLE</th>
<th>HIGH STEADY STYLE</th>
<th>HIGH CONSCIENTIOUS STYLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tends to Act</td>
<td>Assertive</td>
<td>Persuasive</td>
<td>Patient</td>
<td>Contemplative</td>
</tr>
<tr>
<td>When in Conflict, this Style</td>
<td>Demands Action</td>
<td>Attacks</td>
<td>Complies</td>
<td>Avoids</td>
</tr>
<tr>
<td>Needs</td>
<td>Control</td>
<td>Approval</td>
<td>Routine</td>
<td>Standards</td>
</tr>
<tr>
<td>Primary Drive</td>
<td>Independence</td>
<td>Interaction</td>
<td>Stability</td>
<td>Correctness</td>
</tr>
<tr>
<td>Preferred Tasks</td>
<td>Challenging</td>
<td>People related</td>
<td>Scheduled</td>
<td>Structured</td>
</tr>
<tr>
<td>Comfortable with</td>
<td>Being decisive</td>
<td>Social friendliness</td>
<td>Being part of a team</td>
<td>Order and planning</td>
</tr>
<tr>
<td>Personal Strength</td>
<td>Problem solver</td>
<td>Encourager</td>
<td>Supporter</td>
<td>Organizer</td>
</tr>
<tr>
<td>Strength Overextended</td>
<td>Preoccupation on goals over people</td>
<td>Speaking without thinking</td>
<td>Procrastination in addressing change</td>
<td>Over analyzing everything</td>
</tr>
<tr>
<td>Personal Limitation</td>
<td>Too direct and intense</td>
<td>Too disorganized and nontraditional</td>
<td>Too indecisive and indirect</td>
<td>Too detailed and impersonal</td>
</tr>
<tr>
<td>Personal Wants</td>
<td>Control, Variety</td>
<td>Approval, Less Structure</td>
<td>Routine, Harmony</td>
<td>Standards, Logic</td>
</tr>
<tr>
<td>Personal Fear</td>
<td>Losing</td>
<td>Rejection</td>
<td>Sudden Change</td>
<td>Being Wrong</td>
</tr>
<tr>
<td>Blind Spots</td>
<td>Being held accountable</td>
<td>Follow through on commitments</td>
<td>Embracing need for change</td>
<td>Struggle to make decisions without overanalyzing</td>
</tr>
<tr>
<td>Needs to Work on</td>
<td>Empathy, Patience</td>
<td>Controlling emotions Follow through</td>
<td>Being assertive when pressured</td>
<td>Worrying less about everything</td>
</tr>
<tr>
<td>Measuring Maturity</td>
<td>Giving up control</td>
<td>Objectively handling rejection</td>
<td>Standing up for self when confronted</td>
<td>Not being defensive when criticized</td>
</tr>
<tr>
<td>Under Stress May Become</td>
<td>Dictatorial Critical</td>
<td>Sarcastic Superficial</td>
<td>Submissive Indecisive</td>
<td>Withdrawn Headstrong</td>
</tr>
<tr>
<td>Measures Worth by</td>
<td>Impact or results Track record</td>
<td>Acknowledgments Compliments</td>
<td>Compatibility Contributions</td>
<td>Precision, Accuracy Quality of results</td>
</tr>
</tbody>
</table>
COMMUNICATING WITH THE DISCStyles™

Communicating with the DOMINANT Style

<table>
<thead>
<tr>
<th>D CHARACTERISTICS:</th>
<th>SO YOU SHOULD...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned with being #1</td>
<td>Show them how to win, new opportunities</td>
</tr>
<tr>
<td>Think logically</td>
<td>Display reasoning</td>
</tr>
<tr>
<td>Want facts and highlights</td>
<td>Provide concise data</td>
</tr>
<tr>
<td>Strive for results</td>
<td>Agree on goal and boundaries, the support or get out of their way</td>
</tr>
<tr>
<td>Like personal choices</td>
<td>Allow them to “do their thing,” within limits</td>
</tr>
<tr>
<td>Like changes</td>
<td>Vary routine</td>
</tr>
<tr>
<td>Prefer to delegate</td>
<td>Look for opportunities to modify their workload focus</td>
</tr>
<tr>
<td>Want others to notice accomplishments</td>
<td>Compliment them on what they’ve done</td>
</tr>
<tr>
<td>Need to be in charge</td>
<td>Let them take the lead, when appropriate, but give them parameters</td>
</tr>
<tr>
<td>Tendency towards conflict</td>
<td>If necessary, argue with conviction on points of disagreement, backed up with facts; don’t argue on a “personality” basis</td>
</tr>
</tbody>
</table>

Communicating with the INFLUENCING Style

<table>
<thead>
<tr>
<th>I CHARACTERISTICS:</th>
<th>SO YOU SHOULD...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned with approval and appearances</td>
<td>Show them that you admire and like them</td>
</tr>
<tr>
<td>Seek enthusiastic people and situations</td>
<td>Behave optimistically and provide upbeat setting</td>
</tr>
<tr>
<td>Think emotionally</td>
<td>Support their feelings when possible</td>
</tr>
<tr>
<td>Want to know the general expectations</td>
<td>Avoid involved details, focus on the “big picture”</td>
</tr>
<tr>
<td>Need involvement and people contact</td>
<td>Interact and participate with them</td>
</tr>
<tr>
<td>Like changes and innovations</td>
<td>Vary the routine; avoid requiring long-term repetition by them</td>
</tr>
<tr>
<td>Want others to notice THEM</td>
<td>Compliment them personally and often</td>
</tr>
<tr>
<td>Often need help getting organized</td>
<td>Do it together</td>
</tr>
<tr>
<td>Look for action and stimulation</td>
<td>Keep up a fast, lively, pace</td>
</tr>
<tr>
<td>Surround themselves with optimism</td>
<td>Support their ideas and don’t poke holes in their dreams; show them your positive side</td>
</tr>
<tr>
<td>Want feedback that they “look good”</td>
<td>Mention their accomplishments, progress and your other genuine appreciation</td>
</tr>
</tbody>
</table>
## Communicating with the **STEADY** Style

<table>
<thead>
<tr>
<th><strong>S CHARACTERISTICS:</strong></th>
<th><strong>SO YOU SHOULD...</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned with stability</td>
<td>Show how your idea minimizes risk</td>
</tr>
<tr>
<td>Think logically</td>
<td>Show reasoning</td>
</tr>
<tr>
<td>Want documentation and facts</td>
<td>Provide data and proof</td>
</tr>
<tr>
<td>Like personal involvement</td>
<td>Demonstrate your interest in them</td>
</tr>
<tr>
<td>Need to know step-by-step sequence</td>
<td>Provide outline and/or one-two-three instructions as you personally “walk them through”</td>
</tr>
<tr>
<td>Want others to notice their patient perseverance</td>
<td>Compliment them for their steady follow-through</td>
</tr>
<tr>
<td>Avoid risks and changes</td>
<td>Give them personal assurances</td>
</tr>
<tr>
<td>Dislike conflict</td>
<td>Act non-aggressively, focus on common interest or needed support</td>
</tr>
<tr>
<td>Accommodate others</td>
<td>Allow them to provide service or support for others</td>
</tr>
<tr>
<td>Look for calmness and peace</td>
<td>Provide a relaxing, friendly atmosphere</td>
</tr>
<tr>
<td>Enjoy teamwork</td>
<td>Provide them with a cooperative group</td>
</tr>
<tr>
<td>Want sincere feedback that they’re appreciated</td>
<td>Acknowledge their easygoing manner and helpful efforts, when appropriate</td>
</tr>
</tbody>
</table>

## Communicating with the **CONSCIENTIOUS** Style

<table>
<thead>
<tr>
<th><strong>C CHARACTERISTICS:</strong></th>
<th><strong>SO YOU SHOULD...</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned with aggressive approaches</td>
<td>Approach them in an indirect, nonthreatening way</td>
</tr>
<tr>
<td>Think logically</td>
<td>Show your reasoning</td>
</tr>
<tr>
<td>Seek data</td>
<td>Give data to them in writing</td>
</tr>
<tr>
<td>Need to know the process</td>
<td>Provide explanations and rationale</td>
</tr>
<tr>
<td>Utilize caution</td>
<td>Allow them to think, inquire and check before they make decisions</td>
</tr>
<tr>
<td>Prefer to do things themselves</td>
<td>When delegating, let them check procedures, and other progress and performance before they make decisions</td>
</tr>
<tr>
<td>Want others to notice their accuracy</td>
<td>Compliment them on their thoroughness and correctness when appropriate</td>
</tr>
<tr>
<td>Gravitate toward quality control</td>
<td>Let them assess and be involved in the process when possible</td>
</tr>
<tr>
<td>Avoid conflict</td>
<td>Tactfully ask for clarification and assistance you may need</td>
</tr>
<tr>
<td>Need to be right</td>
<td>Allow them time to find the best or “correct” answer, within available limits</td>
</tr>
<tr>
<td>Like to contemplate</td>
<td>Tell them “why” and “how”</td>
</tr>
</tbody>
</table>

The first step to building stronger communication is awareness. By identifying how we are similar and different, we can make cognitive choices when interacting to create stronger, more engaged relationships.
Part II Understanding Yourself

General Characteristics

The narration below serves as a general overview of your behavioral tendencies. It sets the stage for the report which follows, and provides a framework for understanding and reflecting on your results. We’ve occasionally provided some coaching ideas so that you can leverage your strengths whenever possible to maximize your personal success.

You are an excellent problem solver who can think quickly on your feet to solve problems that arise. You are able to do this due to your rapid decisiveness, ability to multi-task, and your tendency to "blaze your own trail" rather than follow the beaten path. Be certain to involve others in the decision-making process, as an independent problem solver can sometimes be perceived as a problem creator.

Sample, you prefer a change-oriented environment and may become bored when the pace slows. You score like those who tend to have an appetite for new ideas and are attracted to challenges like a magnet. However, once the project is successfully launched, your attention may wander to new ventures.

You tend to be more of a doer than a dreamer. Some people dream of making things happen, but you prefer to work hard to effect change. If something needs to be done, you'll roll up your sleeves and do it.

You are very direct and straightforward in communicating with others. You score like those who speak their minds, tell it like it is, and prefer bottom-line closure to ambiguity. You like to get things done quickly, and that includes conversations. You tend not to "sugar-coat" the message with unnecessary fluff.

You are very self-reliant, and prefer to find your own solutions. You score like other independent people who may be considered "movers and shakers." This group tends to think quickly, decide quickly, and create opportunities and solutions where none existed before. All or much of this is done in a completely independent manner. That's a strength, for both you and your organization, as long as that strength is recognized.

You score like those who speak their minds, and may be blunt, or even sarcastic. While this gets results, it can also alienate those who are integrally important to the outcome. Our coaching suggests adopting a more people-friendly approach.

You have many ideas and opinions of your own and a high degree of confidence in those ideas. It might be said that people who score like you tend to have a rather visible ego presence. However, those who are able to manage this can nevertheless thrive in a more people-friendly work climate.

You are a strong self-starter who shows a high sense of urgency to get things done... now. This is a prominent theme in your response pattern. Of all the behavioral styles, your response pattern tops the list for high urgency. The good news is that you’re usually the first to get service, to offer an idea, and usually the first to cross the finish line on projects. The flipside is that some of those who helped you along the way might feel as if they are forgotten. Don't forget to acknowledge those who assisted, as you may require their assistance in the future.
Style Overview

DISC describes you based on your observable behavior which can provide insights for others regarding your communication preferences and how you will likely interact with and respond to them.

Through this report you have an opportunity to discover (observe and evaluate) your behavioral responses in various environments. You can explore your reactions to a variety of situations and contexts, including the actions and reactions of others, to determine the most effective communication strategy or course of action.

Your Behavioral Style: Producer

Producers follow their own path and will seek new projects and challenges. They are self reliant and like to solve their issues without asking for help. This independence fosters innovation that is strongly advocated to others. Being in control is important to them and they can push back if challenged. They have high expectations of others and can be quite critical if expected results lag. They can be seen as uncaring and, at times, difficult to work with.

Below are some key behavioral insights to keep in mind and share with others to strengthen your relationships.

- **Emotional characteristic:** Will strive to meet their own needs in their own way.

- **Goals:** Finding new opportunities they can tackle and goals to achieve.

- **How others are valued:** Based upon ability to create workable solutions that meet the Producer’s standards.

- **Influences group:** Will influence by setting a competitive fast-paced agenda aimed at accomplishing results and by projecting personal power.

- **Value to the organization:** Will avoid the "blame game" and will offer new and innovative solutions towards making progress.

- **Cautions:** Can appear overly controlling of others and outcomes in order to support and meet their own personal agendas.

- **Under Pressure:** Can become isolated and will push back hard if they are challenged or threatened or if they are denied new opportunities.

- **Fears:** Losing control or being without meaningful challenges.
WORD SKETCH - Adapted Style

DISC is an observable “needs-motivated” instrument based on the idea that emotions and behaviors are neither “good” nor “bad.” Rather, behaviors reveal the needs that motivate that behavior. Therefore, once we can accurately observe one’s actions, it is easier to “read” and anticipate their likely motivators and needs.

This chart shows your ADAPTED DISC Graph as a “Word Sketch.” Use it with examples to describe why you do what you do and what’s important to you when it comes to (D)ominance of Problems, (I)nfluence of People, (S)teadiness of Pace, or (C)onscientiousness of Procedures. Share more about the specific needs that drive you in each area of FOCUS. If your DISC intensity scores at levels 1 and 2, your emotions and needs are the opposite of those at Levels 5 and 6 in that area.
**WORD SKETCH - Natural Style**

DISC is an observable “needs-motivated” instrument based on the idea that emotions and behaviors are neither “good” nor “bad.” Rather, behaviors reveal the needs that motivate that behavior. Therefore, once we can accurately observe one’s actions, it is easier to “read” and anticipate their likely motivators and needs.

This chart shows your NATURAL DISC Graph as a “Word Sketch.” Use it with examples to describe why you do what you do and what’s important to you when it comes to (D)ominance of Problems, (I)nfluence of People, (S)teadiness of Pace, or (C)onscientiousness of Procedures. Share more about the specific needs that drive you in each area of FOCUS. If your DISC intensity scores at levels 1 and 2, your emotions and needs are the opposite of those at Levels 5 and 6 in that area.

<table>
<thead>
<tr>
<th>DISC Focus</th>
<th>Problems / Tasks</th>
<th>People</th>
<th>Pace (or Environment)</th>
<th>Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs</td>
<td>Challenges to solve, Authority</td>
<td>Social relationships, Friendly environment</td>
<td>Systems, Teams, Stable environment</td>
<td>Rules to follow, Data to analyze</td>
</tr>
<tr>
<td>Observable</td>
<td>Decisive, risk-taker</td>
<td>Optimistic, trust others</td>
<td>Patience, stabilizer</td>
<td>Cautious, careful decisions</td>
</tr>
<tr>
<td>Fears</td>
<td>... being taken advantage of lack of control</td>
<td>... being left out, loss of social approval</td>
<td>... sudden change/loss of stability and security</td>
<td>... being criticized/loss of accuracy and quality</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>D</th>
<th>I</th>
<th>S</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>argumentative</td>
<td>emotional</td>
<td>calming</td>
<td>accurate</td>
</tr>
<tr>
<td></td>
<td>daring</td>
<td>enthusiastic</td>
<td>loyal</td>
<td>conservative</td>
</tr>
<tr>
<td></td>
<td>demanding</td>
<td>gregarious</td>
<td>patient</td>
<td>exacting</td>
</tr>
<tr>
<td></td>
<td>decisive</td>
<td>impulsive</td>
<td>peaceful</td>
<td>fact-finder</td>
</tr>
<tr>
<td></td>
<td>domineering</td>
<td>optimistic</td>
<td>serene</td>
<td>precise</td>
</tr>
<tr>
<td></td>
<td>egocentric</td>
<td>persuasive</td>
<td>team person</td>
<td>systematic</td>
</tr>
<tr>
<td>5</td>
<td>adventurous</td>
<td>charming</td>
<td>consistent</td>
<td>conscientious</td>
</tr>
<tr>
<td></td>
<td>risk-taker</td>
<td>influential</td>
<td>cooperative</td>
<td>courteous</td>
</tr>
<tr>
<td></td>
<td>direct</td>
<td>sociable</td>
<td>possessive</td>
<td>focused</td>
</tr>
<tr>
<td></td>
<td>forceful</td>
<td>trusting</td>
<td>relaxed</td>
<td>high standards</td>
</tr>
<tr>
<td>4</td>
<td>assertive</td>
<td>confident</td>
<td>composed</td>
<td>analytical</td>
</tr>
<tr>
<td></td>
<td>competitive</td>
<td>friendly</td>
<td>deliberate</td>
<td>diplomatic</td>
</tr>
<tr>
<td></td>
<td>determined</td>
<td>generous</td>
<td>stable</td>
<td>sensitive</td>
</tr>
<tr>
<td></td>
<td>self-reliant</td>
<td>poised</td>
<td>steady</td>
<td>tactful</td>
</tr>
<tr>
<td>3</td>
<td>calculated risk</td>
<td>controlled</td>
<td>alert</td>
<td>own person</td>
</tr>
<tr>
<td></td>
<td>moderate</td>
<td>discriminating</td>
<td>eager</td>
<td>self-assured</td>
</tr>
<tr>
<td></td>
<td>questioning</td>
<td>rational</td>
<td>flexible</td>
<td>opinionated</td>
</tr>
<tr>
<td></td>
<td>unassuming</td>
<td>reflective</td>
<td>mobile</td>
<td>persistent</td>
</tr>
<tr>
<td>2</td>
<td>mild</td>
<td>contemplative</td>
<td>discontented</td>
<td>autonomous</td>
</tr>
<tr>
<td></td>
<td>seeks consensus</td>
<td>factual</td>
<td>energetic</td>
<td>independent</td>
</tr>
<tr>
<td></td>
<td>unobtrusive</td>
<td>logical</td>
<td>fidgety</td>
<td>firm</td>
</tr>
<tr>
<td></td>
<td>weighs pro/con</td>
<td>retiring</td>
<td>impetuous</td>
<td>stubborn</td>
</tr>
<tr>
<td>1</td>
<td>agreeing</td>
<td>introspective</td>
<td>active</td>
<td>arbitrary</td>
</tr>
<tr>
<td></td>
<td>cautious</td>
<td>pessimistic</td>
<td>change-oriented</td>
<td>defiant</td>
</tr>
<tr>
<td></td>
<td>conservative</td>
<td>quiet</td>
<td>fault-finding</td>
<td>fearless</td>
</tr>
<tr>
<td></td>
<td>contemplative</td>
<td>pensive</td>
<td>impatient</td>
<td>obstinate</td>
</tr>
<tr>
<td></td>
<td>modest</td>
<td>reticent</td>
<td>restless</td>
<td>rebellious</td>
</tr>
<tr>
<td></td>
<td>restrained</td>
<td>suspicious</td>
<td>spontaneous</td>
<td>sarcastic</td>
</tr>
</tbody>
</table>
DISCstyles eGraphs for Sample Report

Your Adapted Style indicates you tend to use the behavioral traits of the IC style(s) in your selected Work focus. Your Natural Style indicates that you naturally tend to use the behavioral traits of the D style(s).

Your Adapted Style is your graph displayed on the left. It is your perception of the behavioral tendencies you think you should use in your selected focus (work, social or family). This graph may change when you change roles or situations. The graph on the right is your Natural Style and indicates the intensity of your instinctive behaviors and motivators. It is often a better indicator of the “real you” and your “knee jerk”, instinctive behaviors. This is how you act when you feel comfortable in your home environment and are not attempting to impress. It is also what shows up in stressful situations. This graph tends to be fairly consistent, even in different environments.

If the bars are similar, it means that you tend to use your same natural behaviors in either environment. If your Adapted Style is different from your Natural Style, this may cause stress if over a long period of time. You are then using behaviors that are not as comfortable or natural for you.

The four-digit numbers (under the graphs) represent your segment numbers in DISC order and dictate the adjectives highlighted on the Word Sketch pages.

The higher or lower each D, I, S, C point is on your graph, the greater or lesser your behavior impacts your results at work and with others around you. Once aware, you can adapt your style to be more effective. Can you change? Of course! You do it every day depending on your situations. However, permanent behavioral change comes only with awareness and practice.
Behavioral Pattern View

The BPV has eight behavioral zones. Each zone identifies a different combination of behavioral traits. The peripheral descriptors describe how others typically see individuals with your style. Plots on the outer edges of the BPV identify that one factor (DISC) of your style will dominate the other three. As you move towards the center of the BPV, two and eventually three traits combine to moderate the intensity of your style descriptors within a specific behavioral zone. + The plus sign indicates that the preceding style score is higher, moving you closer to that style zone (i.e. CD+S: The D score is stronger than in CDS so it plots closer to the D behavioral zone).

THE SCORING LEGEND

D = Dominance: How you deal with Problems and Challenges
I = Influence: How you deal with People and Contacts
S = Steadiness: How you deal with Pace and Consistency
C = Conscientious/Compliance/Structure: How you deal with Procedure and Constraints

= Natural Behavioral Style
= Adapted Behavioral Style
Communication Tips for Others

The following suggestions can help others who interact with you understand and be aware of your communication preferences. To use this information effectively, share it with others and also discuss their preferences.

Check the two most important ideas when others communicate with you (dos & don’ts) and transfer them to the Summary of Your Style page.

When Communicating with Sample, **DO:**

- Be specific about what's needed, and who is going to do it.
- Be prepared to handle some objections.
- Offer specific evidence about the probability of success or effectiveness of options.
- Be clear in your explanations.
- When you disagree, take issue with the methods or procedures, not with the person.
- Get to the point quickly, and don’t ramble.
- Stick to business matters only.

When Communicating with Sample, **DON’T:**

- Engage in rambling discussion, and waste Sample's time.
- Make decisions for Sample.
- Let it reflect on Sample personally when in disagreement.
- Leave loopholes or vague issues hanging in the air.
- Try to develop "too close" a relationship, especially too quickly.
- Make guarantees and assurances when there is a risk in meeting them.
- Be sloppy or disorganized.
Your Motivators: Wants and Needs

Motivation is the enthusiasm or willingness to do something. Everybody is motivated; however, all people are motivated for their own reasons, not somebody else’s. Simply, people are motivated by what they want.

Our behaviors are also driven by our needs. Each style has different needs. If one person is stressed, they may need quiet time alone; another may need social time around a lot of people. Each has different ways to meet their needs. The more fully our needs are met, the easier it is to perform at an optimal level.

Choose the two most important wants and the two most important needs and transfer them to the Summary of Your Style page.

You Tend to Be Motivated By:

- Having sufficient time to consider all options before making a final decision.
- Awards that recognize ability, competence, or achievements.
- A system of support to assist with the details and follow-through.
- Assignments that allow for a variety of interpersonal contact and mobility.
- Environments in which changes are made in a controlled way, and only when necessary.
- Procedures that support a quality initiative and have the flexibility to be changed when necessary.
- Social recognition for success on a project, or in achieving a goal.

People With Patterns Like You Tend to Need:

- To curb intensity in less urgent situations.
- To understand the results that are expected of you, and to be judged on the results, rather than the methods used to achieve the results.
- To engage in a proactive confrontation when someone disagrees with your methods or ideas. This is preferable to sowing seeds of discontent behind one's back.
- To be involved and active in making things happen, so as not to become bored with massive amounts of routine work.
- To win people over by displaying a greater empathy for others.
- To delegate routine or detailed tasks after you have mastered them in order to increase efficiency.
- Straight-forward, direct communication.
What You Bring to the Organization

This page provides useful insights for a job or as you work together on a team or family project. These are the talents and tendencies you bring. When used in environments that you are most effective in, you are likely to be self-motivated to accomplish great things. It is possible that you may not always be in an environment that allows you to be your best. We recommend you speak with your leader to see what can be incorporated into your current environment to help maintain your motivation. Check the two most important strengths, the two most important work style tendencies and the two most important environmental factors and transfer them to the Summary of Your Style page.

Your Strengths:
- You are a quick and efficient problem solver.
- You have a strong sense of urgency when it comes to getting things done.
- You ask questions that challenge tradition.
- You are able to analyze situations quickly and reach a decision.
- You are a self-starter who doesn't wait for external things to happen.
- You value perseverance and rarely give up.
- You are a competitive player, on and off the job.

Your Work Style Tendencies:
- You tend to be considerate of others on the team and are persuasive without being demanding.
- On difficult projects, you may become somewhat impatient or aggressive under pressure.
- When urgency reaches a high point, you can work with the team to restore comfort, while also obtaining good results.
- You have the ability to carry out detailed action plans, and verbalize the steps in an articulate manner.
- You may be overly afraid of losing on a project or proposal.
- You have the ability to handle both the "people side" and the detail side of a project with equal skill and confidence.
- On the job, you bring a high degree of optimism and a strong desire to win.

You Tend to Be Most Effective In Environments That Provide:
- An environment that supports your critical thinking skills.
- Projects requiring you to motivate and persuade people.
- Variety in work tasks and projects.
- Highly specialized assignments and technical areas of responsibility.
- Activities including many opportunities for interaction with people.
- Freedom to express your ideas.
- Complete explanations of areas of responsibility and control.
The D Style

Under Stress - Perceptions, Behavior and Needs for the D

Stress is unavoidable. The perceptions of our behavior may have a significant impact on our effectiveness - both in how we perceive ourselves and how others perceive us. The way we behave under stress can create a perception that is not what we intend. The descriptions below of perceptions by others may seem somewhat extreme at times (especially if our behavior is an over-extended strength that becomes a weakness or limitation). As you understand these perceptions more clearly, you are able to modify your behavior to maximize your own effectiveness and ensure that others see you as you intend.

Potential Self Perception:
- Resourceful
- Self-starter
- Confident
- Independent

Under Stress, May be Perceived by Others:
- Controlling
-Demanding
- Manipulative
- Self-centered

Under Stress You Need:
- Accomplishments
- A fast pace for moving toward goals
- Control of the situation and yourself

Your Typical Behaviors in Conflict:
- Your anger is directed at the situation and the lack of desired results, not at anyone, personally. However, your outbursts and behaviors may appear to be a personal attack. You tend to react quickly and often may fail to choose your words appropriately.
- Your passion to win may result in win/lose situations, making it difficult for others to work with you.
- Since you tend to focus on your own results, you may tend to become autocratic in order to get your way.

Strategies to Reduce Conflict and Increase Harmony:
- Be sure to share the reasoning behind your decisions. Failure to do so makes them seem arbitrary. When using someone’s suggestion, acknowledge that person
- Avoid creating controversy or "stirring up the pot" just to keep things interesting. This may increase your own energy for the task; however, it is likely to have a serious negative effect on many others.
- Recognize that others may not be comfortable dealing with conflict, anger, and aggression. Therefore, reacting with your normal behavior may be counterproductive, resulting in interference with your desired results.
Potential Areas for Improvement

Everyone has struggles, limitations, or weaknesses. Oftentimes, it’s simply an overextension of our strengths which may become a weakness. For example, a High D’s directness may be a strength in certain environments, but when overextended they may tend to become bossy.

As you consider ways to continue to improve to be a better communicator, we recommend you focus on no more than two at a time, practice and strengthen them, and then choose another area to focus on and improve.

Check the two most important areas you are committed to improve upon and transfer them to the Summary of Your Style page.

Potential Areas for Improvement:

- You may tend to overstep your boundaries in assuming authority.
- You may make unnecessary changes simply to avoid routine.
- You may be very critical and even sarcastic when others don't measure up to your standards.
- You may become verbally impatient when things don't go as expected.
- You can be a selective listener, hearing only what you want to hear.
- You could use better "people skills" when it comes to motivating and managing others.
- You are sometimes blunt and critical, and you forget about appropriate tact.


## 12 Behavioral Tendencies - Summary

The primary styles - **D, I, S, and C** - are each influenced by the other three styles in our behavioral expression. You are not just one of these styles; you are the result of all four combining and affecting each other. The following behavioral tendencies are scored based on the way your DISC styles combine and influence one another. On this page you’ll see all 12 Behavioral Tendencies in Summary, and the following pages deliver more detail about each of these measurements.

<table>
<thead>
<tr>
<th>Behaviors</th>
<th>Natural</th>
<th>Adapted</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal Drive</strong></td>
<td>Self-Driven</td>
<td>Situational</td>
</tr>
<tr>
<td>How this individual's own goals move things forward.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Self-Reliance</strong></td>
<td>Directive</td>
<td>Collaborative</td>
</tr>
<tr>
<td>How this individual works within a team.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Providing Instruction</strong></td>
<td>Directive &amp; Compulsive</td>
<td>Reserved &amp; Detailed</td>
</tr>
<tr>
<td>How this individual dictates directions and expectations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Accuracy</strong></td>
<td>Situational</td>
<td>Precision</td>
</tr>
<tr>
<td>How this individual focuses on correctness and exactness.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Customer &amp; Team Interaction</strong></td>
<td>Situational</td>
<td>Engaging</td>
</tr>
<tr>
<td>How this individual engages with customers and stakeholders, internal and external.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Reasoning</strong></td>
<td>Situational</td>
<td>Situational</td>
</tr>
<tr>
<td>How this individual uses evidence to think through and solve problems.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Expressing Openness</strong></td>
<td>Situational</td>
<td>Situational</td>
</tr>
<tr>
<td>How this individual is most comfortable expressing themselves.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Careful Decision Making</strong></td>
<td>Situational</td>
<td>Impulsive</td>
</tr>
<tr>
<td>How this individual approaches decisions and actions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Work Process Alignment</strong></td>
<td>Situational</td>
<td>Accuracy</td>
</tr>
<tr>
<td>How this individual focuses on process to follow through on work.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Prioritizing</strong></td>
<td>Results</td>
<td>Rules</td>
</tr>
<tr>
<td>How this individual determines the order for dealing with items or tasks based on established rules and structure.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Building Rapport</strong></td>
<td>Results-Focused</td>
<td>Relationships-Focused</td>
</tr>
<tr>
<td>How this individual focuses when interacting with others.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Change Resistance</strong></td>
<td>Drives Change</td>
<td>Situational</td>
</tr>
<tr>
<td>How this individual resists engaging with change.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12 Behavioral Tendencies – Details & Graphs

For each of the 12, you will see a graph and personalized statement for your Natural and Adapted style. These scores and statements reveal which of your style combinations are most observable and describe how you express that tendency based on your DISC blend.

Interpretation Notes:
1. **Frequency Observed**: The behavioral tendencies are presented in the order from Most Frequently Observed to Least Frequently Observed.
   - HI – Clearly observed in most situations, seen more often
   - HM – Frequently observed in many situations
   - MOD – May or may not be observed depending on the situation
   - LM – Sometimes observed in some situations
   - LOW – Absence of the behavior in most situations
2. **Direction of your score** – As the graph moves to the right or left, it shows how you will likely express the behavior. If the graphs are near the center, the result is a balancing behavioral effect that will depend on the situation.
3. **General Population Comparison** – The blue box represents the general population in this behavioral tendency. Approximately 68% of people score in this range.

### Personal Drive

**Natural (HM):** You are somewhat self-determined, often focused on taking actions that achieve results and goals. You will likely be driven to action based on your own needs and motivations and are likely a self-starter. Be aware that it can be appropriate to support and help others as well.

**Adapted (MOD):** Your determination is balanced between a self-driven and others-driven approach, focusing on actions to achieve results with awareness of risks and consequences of actions. You are likely driven by both a desire to meet your own needs and motivations, and support and help others in the process.

### Self-Reliance

**Natural (HM):** You are quite results driven, focused on accomplishing things quickly and efficiently and are likely to do so mostly independently and directively. You will likely do your best work independently when you can manage your productivity and efficiency autonomously. Be sure you are not distancing yourself too much.

**Adapted (LM):** You are quite attentive to involving others, preferring to reach results together, which may impact efficiency. You will likely do your best work in collaboration with others. Be aware that too much interaction may cause some delays in productivity or efficiency.
## Situational

### Providing Instruction

**Natural (HM):** You are somewhat direct and results-focused, and may prefer to set the course and direct others, rather than following the set expectations.

**Adapted (LM):** You are more likely to precisely follow established structural and procedural guidelines, and are aware of the need for accuracy and compliance to certain guidelines and protocol.

### Accuracy

**Natural (MOD):** Your plans are a combination of careful deliberations to ensure quality outcomes, and systems and processes that allow forward movement in a steady environment. You are likely aware of both predictability and precision when making plans. You will like have more positive outcomes when using balanced planning.

**Adapted (HM):** You frequently focus on carefully and deliberately ensuring high-quality outcomes with great importance on accuracy, structure, order and precision in all you do. You are likely to focus on being and doing things right. While doing it the right way can impact success dramatically, it is also helpful to have dependability and uniformity in planning processes.

### Customer & Team Interaction

**Natural (MOD):** You can be engaging and persuasive while providing support and stability in your interactions with others. You are likely to balance the needs of others, creating a relationship and ensuring their needs are met. This can effectively create loyal and trusting relationships.

**Adapted (HM):** You are somewhat engaging, charming, persuasive, and influential, often connecting with others in a way that builds trust and confidence. You are more likely to focus on engaging with the others to create a relationship, interacting with them to build a friendship to ensure they will come back to work with you directly. Sometimes business should be just business.

### Reasoning

**Natural (MOD):** You may rely somewhat on your feelings and interactions with others to make decisions, and choose what is likely to be considered acceptable but will seek to back up judgments with evidence and verification. When reasoning, you likely rely on a balanced approach of logic and emotion, and look at the circumstances with a logical perspective and also paying attention to what feels right.

**Adapted (MOD):** Consistent with natural style
### Expressing Openness

**Natural (MOD):** Your comfort is balanced between your ability to interact with others and build personal connections, while still maintaining a focus on structure, detail and accuracy, and you may struggle with maintaining a consistent pace or focus. You can be confident with both social interactions and information to support your perspective.

**Adapted (MOD):** Consistent with natural style

### Careful Decision Making

**Natural (MOD):** You balance careful attention and consideration of risks, but may also act more impulsively, going with your gut and intuition. Your decisions can be based on a balanced approach of logic and emotion where you will do what feels right and also what makes sense while being attentive to risks.

**Adapted (LM):** You are somewhat impulsive based on feelings rather than taking the time to consider the risks and consequences. You are likely to make decisions spontaneously and emotionally, trusting your gut and going with what feels right. Sometimes it is important to see if it makes sense too, not just feels good.

### Work Process Alignment

**Natural (MOD):** Your process and follow through is balanced between keeping things methodical and steady and upholding quality standards to be sure what you are doing is accurate and precise. There may be times when you process information and then follow through based on an equal emphasis on accuracy and consistency. These two, when balanced, will ensure great outcomes.

**Adapted (LM):** Your process and follow through is often driven by upholding quality standards to be sure what you are doing is accurate and precise. You are likely to process information and follow through with exactness and precision as a focus. There are times when consistency is as important as accuracy. Don’t forget to balance them.
### Prioritizing

**Natural (LM):** You often focus specifically and directly on results now and take actions that target immediate accomplishment, and are less concerned with the established guidelines. You will likely prioritize and focus on the results and the bottom line. While the end result is certainly a key component of what should take priority, be sure you are also aware of the rules and constraints of your situation.

**Adapted (HM):** You often focus on following established structural and procedural guidelines to ensure high-quality outcomes with great importance on accuracy, order and precision. You are likely to prioritize the rules rather than the results. While the rules and procedures are a key component to success and what should take precedence, be sure you know what the end result should be.

<table>
<thead>
<tr>
<th>Results</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange</td>
<td>Purple</td>
</tr>
</tbody>
</table>

### Building Rapport

**Natural (LM):** You are somewhat results driven in your interactions, preferring not to connect socially unless there is a specific outcome or purpose. You are more likely to focus on results with a desire to reach a goal or complete a task, rather than connecting or building relationship. Remember, others may like to get to know you more when working together.

**Adapted (HM):** You are somewhat social and more likely to focus on building relationship and making connections, rather than accomplishing a goal or completing a task. Don’t forget that sometimes there are things to be done.

<table>
<thead>
<tr>
<th>Results-Focused</th>
<th>Relationships-Focused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange</td>
<td>Purple</td>
</tr>
</tbody>
</table>

### Change Resistance

**Natural (LM):** You are likely to be more firm in times of change, preferring to lead and direct activities focused on results and solutions. You are likely to respond/interact in change by driving action and facing it head on as it comes. You may even want to change things just to see how it can be different. Sometimes keeping things consistent is good too.

**Adapted (MOD):** You can be slow to accept or embrace change or more committed to your own thoughts and ideas during times of change, depending on the level of risk and expected outcome. There may be times when you actively accept and engage in change and other times you feel like more information and planning would be beneficial. You are likely to be on board, as long as things make sense.

<table>
<thead>
<tr>
<th>Drives Change</th>
<th>Reluctant to Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange</td>
<td>Purple</td>
</tr>
</tbody>
</table>
Summary of Sample Report’s Style

Communication is a two-way process. Encourage others to complete their own DISCstyles Online Assessment and then share the Summary Sheet with each other. By discussing preferences, needs and wants of the people you work with, socialize with and live with, you can enhance these relationships and turn what might have been a stressful relationship into a more effective one just by understanding and applying the DISCstyles information. Complete the worksheet below from the previous pages of this report.

COMMUNICATION DOS & DON’TS
1._______________________________________________________________________
2._______________________________________________________________________

YOUR MOTIVATIONS: WANTS
1._______________________________________________________________________
2._______________________________________________________________________

YOUR MOTIVATIONS: NEEDS
1._______________________________________________________________________
2._______________________________________________________________________

YOUR STRENGTHS
1._______________________________________________________________________
2._______________________________________________________________________

YOUR WORK STYLE TENDENCIES
1._______________________________________________________________________
2._______________________________________________________________________

EFFECTIVE ENVIRONMENTAL FACTORS
1._______________________________________________________________________
2._______________________________________________________________________

POTENTIAL AREAS FOR IMPROVEMENT
1._______________________________________________________________________
2._______________________________________________________________________
PART III UNDERSTANDING OTHERS AND ADAPTABILITY

Understanding your own behavioral style is just the first step to enhancing relationships. To really begin to use the power of behavioral styles, you also need to know how to apply the information to other people and in other situations. Good relationships can get better and challenging relationships may become good.

People want to be treated according to their behavioral style, not yours.

People generally make the mistake of assuming that others interact and think the same way they do, and many of us grew up believing in The Golden Rule: treating others the way you would like to be treated. Instead, we encourage another practical rule to live by - what Dr. Tony Alessandra calls The Platinum Rule®: to treat others the way THEY want to be treated. This practice requires strategic adjustment made on a case-by-case basis, and adjusting your own behavior to make people feel more at ease with you and the situation is known as Adaptability.

It is important to remember that adapting our styles is not always easy! It may take some time, feel very difficult, or seem especially foreign in certain situations. Give it time, practice, patience and diligence and you will see relationship benefits.

ADAPTABILITY

THE APPLICATION SECTION INCLUDES:

- What is Adaptability?
- How to Identify Another Person’s Behavioral Style
- Communicating with Each Style
- How to Adapt to the Different Behavioral Styles
  - Modifying Directness/Indirectness
  - Modifying Openness/Guardedness
  - Modifying Pace & Priority
- Adapting in Different Situations
  - At Work
  - In Sales and Service
  - In Social Settings
  - In Learning Environments
- Application Activities
What is Adaptability?

Adaptability is based on two elements: **Flexibility and Aptitude.** **Flexibility** is your Willingness and **Aptitude** is your Capability to adjust your approach or strategy based on the particular needs of the situation or relationship at a particular time. It’s something you must cognitively choose to apply to yourself (to your patterns, attitudes and habits), not expect from others.

*We practice adaptability each time we slow down for a C or S style; or when we move a bit faster for the D or I style. It also occurs when the D or C styles take the time to build the relationship with an S or I style, or when the I or S style focuses on facts or gets right to the point with D or C styles.*

Adaptability does not mean an “imitation” of the other person’s style. It does mean adjusting your openness, directness, pace, and priority in the direction of the other person’s preference, while maintaining your own identity. Adaptable people know how to negotiate relationships in a way that allows everyone to win.

Your adaptability level influences how others judge their relationship with you. Raising your adaptability will increase trust and credibility; if you lower your adaptability, trust and credibility will decrease. Being more adaptable enables you to interact more productively with difficult people and helps you to avoid or manage tense situations.

**Important Considerations:**
- Adaptability is important to all successful relationships.
- No one style is naturally more adaptable than another.
- Adaptability is a choice:
  - You can choose to be adaptable with one person, and not so with others.
  - You can choose to be quite adaptable with one person today and less adaptable with that same individual tomorrow.
- People often adopt a different style in their professional lives than they do in their social and personal lives.
  - We tend to be more adaptable at work and with people we know less.
  - We tend to be less adaptable at home and with people we know better.

**Words of Advice:**

Adaptability at its extreme could appear wishy-washy and two-faced. A person who maintains high adaptability in all situations may not be able to avoid stress and inefficiency. There is also the danger of developing tension from the stress of behaving in a “foreign” style. Usually, this is temporary and may be worth it if you gain rapport with others. At the other end of the continuum, no adaptability would cause others to view someone as rigid and uncompromising because they insist on behaving according to their own natural pace and priority.
Recognizing another person’s Behavioral Style

2 Power Questions:

1. Are they **DIRECT or INDIRECT** in their communications?
   *(Directness is the 1st predictor of Style. Direct plots on the right, Indirect on the Left).*

2. Are they **GUARDED or OPEN** in their communications?
   *(Openness is the 2nd predictor of Style. Open plots on the Bottom, Guarded on the Top).*

When we integrate both the natural tendency to be either **DIRECT** or **INDIRECT** with the natural tendency to be either **GUARDED** or **OPEN**, it forms the foundation and the basis for plotting each of the four different behavioral styles:

- **D** = Individuals who typically exhibit **direct & guarded behaviors** define the Dominant Style.
- **I** = Individuals who exhibit **direct & open behaviors** define the Influence Style.
- **S** = Individuals who exhibit **indirect & open behaviors** define the Steadiness Style.
- **C** = Individuals who exhibit **indirect & guarded behaviors** define the Conscientious Style.

The behavioral intensity of directness or indirectness and being open or guarded is shown in the quadrant you plot. The plots towards the edge of the BPV reflect **MORE INTENSITY** and those plotting closer to the center reflect **MODERATE INTENSITY** of both characteristics.
Communicating with each Style

<table>
<thead>
<tr>
<th>With D’s</th>
<th>With I’s</th>
<th>With S’s</th>
<th>With C’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Show them how to win&lt;br&gt; ● Display Reasoning&lt;br&gt; ● Provide concise data&lt;br&gt; ● Agree on goals and boundaries&lt;br&gt; ● Vary Routine&lt;br&gt; ● Compliment them on what they have done&lt;br&gt; ● Provide opportunities for them to lead, impact results</td>
<td>● Show them that you admire and like them&lt;br&gt; ● Be Optimistic&lt;br&gt; ● Support their feelings and ideas&lt;br&gt; ● Avoid involved details&lt;br&gt; ● Focus on the Big Picture&lt;br&gt; ● Interact and Participate with them - do it together&lt;br&gt; ● Provide acknowledgements, accolades and compliments</td>
<td>● Show how your idea minimizes risk&lt;br&gt; ● Demonstrate interest in them&lt;br&gt; ● Compliment them on follow through&lt;br&gt; ● Give personal assurances&lt;br&gt; ● Provide a relaxing, friendly, stable atmosphere&lt;br&gt; ● Act non-aggressively, focus on common interests&lt;br&gt; ● Provide opportunities for deep contribution and teamwork</td>
<td>● Approach indirectly, non-threatening&lt;br&gt; ● Show your reasoning, logic, give data in writing&lt;br&gt; ● Allow them to think, inquire and check before they make decisions&lt;br&gt; ● Tell them “why” and “how”&lt;br&gt; ● Provide opportunities for precision, accuracy and planning for quality results</td>
</tr>
</tbody>
</table>

Tension Among the Styles

**PACE**  
Direct, Fast-Paced<br> vs.<br> Indirect, Slower-Paced

**PRIORITY**  
Guarded, Task-Oriented<br> vs.<br> Open, People-Oriented

**PACE & PRIORITY**  
Direct, Fast-Paced, Guarded, Task-Oriented<br> vs.<br> Indirect, Slower-Paced, Open, People-Oriented
To Modify Directness and Openness

**DIRECT/INDIRECT**

<table>
<thead>
<tr>
<th>With D’s DIRECT</th>
<th>With I’s DIRECT</th>
<th>With S’s INDIRECT</th>
<th>With C’s INDIRECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain Directness</td>
<td>Maintain Directness</td>
<td>Decrease Directness</td>
<td>Decrease Directness</td>
</tr>
</tbody>
</table>
| ● Use a strong, confident voice  
   ● Use direct statements rather than roundabout questions  
   ● Face conflict openly, challenge and disagree when appropriate  
   ● Give undivided attention | ● Make decisions at a faster pace  
   ● Be upbeat, positive, warm  
   ● Initiate Conversations  
   ● Give Recommendations  
   ● Don’t clash with the person, but face conflict openly | ● Make decisions more slowly  
   ● Avoid arguments and conflict  
   ● Share decision-making  
   ● Be pleasant and steady  
   ● Respond sensitively and sensibly | ● Do not interrupt  
   ● Seek and acknowledge their opinions  
   ● Refrain from criticizing, challenging or acting pushy – especially personally |

**GUARDED/Open**

<table>
<thead>
<tr>
<th>With D’s GUARDED</th>
<th>With I’s OPEN</th>
<th>With S’s OPEN</th>
<th>With C’s GUARDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain Openness</td>
<td>Increase Openness</td>
<td>Increase Openness</td>
<td>Maintain Openness</td>
</tr>
</tbody>
</table>
| ● Get Right to the Task, address bottom line  
   ● Keep to the Agenda  
   ● Don’t waste time  
   ● Use businesslike language  
   ● Convey Acceptance  
   ● Listen to their suggestions | ● Share feelings, show more emotion  
   ● Respond to expression of their feelings  
   ● Pay Personal compliments  
   ● Be willing to digress from the agenda | ● Take time to develop the relationship  
   ● Communicate more, loose up and stand closer  
   ● Use friendly language  
   ● Show interest in them  
   ● Offer private acknowledgements | ● Maintain logical, factual orientation  
   ● Acknowledge their thinking  
   ● Down play enthusiasm and body movement  
   ● Respond formally and politely |
# To Modify Pace and Priority

## PACE

<table>
<thead>
<tr>
<th>With D’s</th>
<th>With I’s</th>
<th>With S’s</th>
<th>With C’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>FASTER</td>
<td>FASTER</td>
<td>SLOWER</td>
<td>SLOWER</td>
</tr>
</tbody>
</table>

### Maintain Pace
- Be prepared, organized
- Get to the point quickly
- Speak, move at a faster pace
- Don’t waste time
- Give undivided time and attention
- Watch for shifts in attention and vary presentation

### Maintain Pace
- Don’t rush into tasks
- Get excited with them
- Speak, move at a faster pace
- Change up conversation frequently
- Summarize details clearly
- Be upbeat, positive
- Give them attention

### Decrease Pace
- Develop trust and credibility over time, don’t force
- Speak, move at a slower pace
- Focus on a steady approach
- Allow time for follow through on tasks
- Give them step-by-step procedures/instructions
- Be patient, avoid rushing them

### Decrease Pace
- Be prepared to answer questions
- Speak, move at a slower pace
- Greet cordially, and proceed immediately to the task (no social talk)
- Give them time to think, don’t push for hasty decisions

## PRIORITY

<table>
<thead>
<tr>
<th>With D’s</th>
<th>With I’s</th>
<th>With S’s</th>
<th>With C’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TASK</td>
<td>PEOPLE</td>
<td>PEOPLE</td>
<td>TASK</td>
</tr>
</tbody>
</table>

### Maintain Focus
- Get right to the task
- Provide options and let them decide
- Allow them to define goals and objectives
- Provide high-level follow up

### Adapt Focus
- Make time to socialize
- Take initiative to introduce yourself or start conversation
- Be open and friendly, and allow enthusiasm and animation
- Let them talk
- Make suggestions that allow them to look good
- Don’t require much follow-up, details, or long-term commitments

### Adapt Focus
- Get to know them personally
- Approach them in a friendly, but professional way
- Involve them by focusing on how their work affects them and their relationships
- Help them prioritize tasks
- Be careful not to criticize personally, keep it specific and focused

### Maintain Focus
- Be prepared with logic and practicality
- Follow rules, regulation and procedures
- Help them set realistic deadlines and parameters
- Provides pros and cons and the complete story
- Allow time for sharing of details and data,
- Be open to thorough analysis
Adapting in Different Situations: AT WORK

**DOMINANT STYLE**

HELP THEM TO:
- More realistically gauge risks
- Exercise more caution and deliberation before making decisions
- Follow pertinent rules, regulations, and expectations
- Recognize and solicit others’ contributions
- Tell others the reasons for decisions
- Cultivate more attention/responsiveness to emotions

**INFLUENCING STYLE**

HELP THEM TO:
- Prioritize and organize
- See tasks through to completion
- View people and tasks more objectively
- Avoid overuse of giving and taking advice
- Write things down

**STEADY STYLE**

HELP THEM TO:
- Utilize shortcuts and discard unnecessary steps
- Track their growth
- Avoid doing things the same way
- Realize there is more than one approach to tasks
- Become more open to some risks and changes
- Feel sincerely appreciated
- Speak up and voice their thoughts and feelings

**CONSCIENTIOUS STYLE**

HELP THEM TO:
- Share their knowledge and expertise with others
- Stand up for themselves with the people they prefer to avoid
- Shoot for realistic deadlines and parameters
- View people and tasks less seriously and critically
- Balance their lives with both interaction and tasks
- Keep on course with tasks, less checking
- Maintain high expectations for high priority items, not everything
Adapting in Different Situations: IN SALES AND SERVICE

**DOMINANT STYLE**

- Plan to be prepared, organized, fast-paced, and always to the point
- Meet them in a professional and businesslike manner
- Learn and study their goals and objectives – what they want to accomplish, how they currently are motivated to do things, and what they would like to change
- Suggest solutions with clearly defined and agreed upon consequences as well as rewards that relate specifically to their goals
- Get to the point
- Provide options and let them make the decision, when possible

**INFLUENCING STYLE**

- Take the initiative by introducing yourself in a friendly and informal manner and be open to new topics that seem to interest them
- Support their dreams and goals
- Illustrate your ideas with stories and emotional descriptions that they can relate to their goals or interests
- Clearly summarize details and direct these toward mutually agreeable objectives and action steps
- Provide incentives to encourage quicker decisions
- Give them testimonials

**STEADY STYLE**

- Get to know them more personally and approach them in a non-threatening, pleasant, and friendly, but professional way
- Develop trust, friendship, and credibility at a relatively slow pace
- Ask them to identify their own emotional needs as well as their task or business expectations
- Get them involved by focusing on the human element... that is, how something affects them and their relationships with others
- Avoid rushing them and give them personal, concrete assurances, when appropriate
- Communicate with them in a consistent manner on a regular basis

**CONSCIENTIOUS STYLE**

- Prepare so that you can answer as many of their questions as soon as possible
- Greet them cordially, but proceed quickly to the task; don’t start with personal or social talk
- Hone your skills in practicality and logic
- Ask questions that reveal a clear direction and that fit into the overall scheme of things
- Document how and why something applies
- Give them time to think; avoid pushing them into a hasty decision
- Tell them both the pros and cons and the complete story
- Follow through and deliver what you promise
Adapting in Different Situations: IN SOCIAL SETTINGS

**DOMINANT STYLE**
- Let them know that you don’t intend to waste their time
- Convey openness and acceptance of them
- Listen to their suggestions
- Summarize their achievements and accomplishments
- Give them your time and undivided attention
- Appreciate and acknowledge them when possible

**INFLUENCING STYLE**
- Focus on a positive, upbeat, warm approach
- Listen to their personal feelings and experiences
- Respond openly and congenially
- Avoid negative or messy problem discussions
- Make suggestions that allow them to look good
- Don’t require much follow-up, detail or long-term commitments
- Give them your attention, time and presence

**STEADY STYLE**
- Focus on a slower-paced, steady approach
- Avoid arguments and conflict
- Respond sensitively and sensibly
- Privately acknowledge them with specific, believable compliments
- Allow them to follow through on concrete tasks
- Show them step-by-step procedures
- Behave pleasantly and optimistically
- Give them stability and minimum of change

**CONSCIENTIOUS STYLE**
- Use a logical approach
- Listen to their concerns, reasoning, and suggestions
- Respond formally and politely
- Negative discussions are OK, so long as they aren’t personally directed
- Privately acknowledge them about their thinking
- Focus on how pleased you are with their procedures
- Solicit their insights and suggestions
- Show them by what you do, not what you say
Adapting in Different Situations: IN LEARNING ENVIRONMENTS

DOMINANT STYLE

- Likes to learn quickly; may be frustrated with a slower pace
- Has own internal motivation-clock, learns for their own reasons, not for anyone else’s reasons
- May like to structure their own learning design
- Does okay with independent self-study
- Defines own goals
- May have a short attention span

INFLUENCING STYLE

- Likes learning in groups
- Interacts frequently with others
- Responds to extrinsic motivation, praise, and encouragement
- Needs structure from the facilitator; may lose track of time
- Needs “what to do” and “when to do it”
- May exceed deadlines if left on their own and learning may be completed late

STEADY STYLE

- Accepts a balance between individual and group work
- Shows patience with detailed or technical processes
- Likes journaling and follow-through
- Prefers explicit instructions
- Wants to know the performance outcomes and expectations
- May need help in prioritizing tasks if a long assignment; may take criticism personally

CONSCIENTIOUS STYLE

- Prefers individual work over group interaction
- Accepts more impersonal training, such as remote or on-line
- Has high expectations of their own performance
- Will structure their own activities only with explicit goals and outcomes established
- Emphasizes details, deep thinking, and theoretical bases for the learning
- May get overly bogged down in details, especially if the learning climate is pressured
Application Activities

Adaptability Practice

Spend some time with people at home and at work that you know and trust who are different styles than you. Explore ways to communicate more effectively with them. Ask for support and feedback as you try new ways to communicate. Remember- tell them this is a skill you are building so they aren’t surprised when you are behaving differently and can provide helpful feedback!

- Practice Identifying their style based on observable behavior
- Practice Modifying your Directness and Openness in conversation with them
- Practice Modifying your Pace and Priority
- Ask for feedback on your effectiveness in communicating with them
- Take some time to reflect on your experience and what worked or didn’t work for you and for them
- Consider what you should repeat, and what you need to modify further to communicate as effectively as possible.

As you begin feeling more comfortable with adaptability and the needs of each style, try it with others!

Adaptability Activity

Select a relationship in which things have not gone as smoothly as you would like. Make a commitment to take the time to gain an understanding of the other person’s behavioral style and take a few steps to adapt your behavior to improve the relationship.

1. Identify the behavioral style of the other person using the 2 Power Questions:
   - Are they DIRECT or INDIRECT in their communication?
   - Are they GUARDED or OPEN in their communication?

2. Brush up on their style and look at ways to adapt your Directness and Openness when working with them.

3. To further understand the tension that may exist in the relationship, notice the difference in preference in pace and priority and modify accordingly.

4. Practice approaching them in the way you think THEY want to be treated. Remember, it may feel uncomfortable at first, but with practice and dedication to adapting, you will be amazed at the difference.
Tension Among the Styles Exercise

Even if you have the highest regard toward a person, tension can exist in a relationship where styles are different. If this is behavior related, applying The Platinum Rule® - Treat others the way THEY want to be treated – may be helpful. Complete this exercise to gain insights on how to improve tense relationships. If you feel comfortable, you may discuss with the other person things you can do to ease the tension.

My Style:________________________________________
My Pace:________________________________________
My Priority:______________________________________

RELATIONSHIP
Name:________________________________________
Style:_________________________________________
Pace:_________________________________________
Priority:_______________________________________
Difference:_____________________________________
Strategy:_______________________________________
_____________________________________________
_____________________________________________

RELATIONSHIP 1
Name:________________________________________
Style:_________________________________________
Pace:_________________________________________
Priority:_______________________________________
Difference:_____________________________________
Strategy:_______________________________________
_____________________________________________
_____________________________________________

RELATIONSHIP 2
Name:________________________________________
Style:_________________________________________
Pace:_________________________________________
Priority:_______________________________________
Difference:_____________________________________
Strategy:_______________________________________
_____________________________________________
_____________________________________________

RELATIONSHIP
Name: John Doe
Style: High I
Pace: Faster-paced
Priority: People-oriented
Difference: Pace and Priority
Strategy: Be more personable, social, upbeat, and faster-paced with John
Create a DISC POWER TEAM

Wouldn’t it be amazing to have a DISC POWER TEAM where all members brought their best strengths to the table, and each of our challenges could be supported by someone who was skilled in the areas we struggle?

Considering the strengths and workplace behaviors for each style, who would be an ideal DISC POWER TEAM Member?

<table>
<thead>
<tr>
<th></th>
<th>DOMINANT STYLE</th>
<th>INFLUENCING STYLE</th>
<th>STEADY STYLE</th>
<th>CONSCIENTIOUS STYLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STRENGTHS</strong></td>
<td>Supervising</td>
<td>Persuading</td>
<td>Listening</td>
<td>Planning</td>
</tr>
<tr>
<td></td>
<td>Leading</td>
<td>Motivating</td>
<td>Teamwork</td>
<td>Systemizing</td>
</tr>
<tr>
<td></td>
<td>Pioneering</td>
<td>Entertaining</td>
<td>Follow-through</td>
<td>Orchestration</td>
</tr>
<tr>
<td>**WORKPLACE</td>
<td>Efficient</td>
<td>Interacting</td>
<td>Friendly</td>
<td>Formal</td>
</tr>
<tr>
<td>BEHAVIORS</td>
<td>Busy</td>
<td>Active</td>
<td>Purposeful</td>
<td>Functional</td>
</tr>
<tr>
<td></td>
<td>Directive</td>
<td>Personal</td>
<td>Sincere</td>
<td>Structured</td>
</tr>
<tr>
<td><strong>TEAM MEMBER</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For an upcoming project, consider how your DISC POWER TEAM could accomplish greatness!

- Assign responsibilities based on strengths
- Determine what opportunities or challenges exist or may come up
- Give each Team Member the opportunity to showcase their skills and experience
- Check in regularly and discuss as a team how it’s going
- Provide feedback regarding roles, strengths, needs, and any additional support required
Building and Maintaining Rapport/Productivity

BUILDING AND MAINTAINING RAPPORT AND PRODUCTIVITY THROUGHOUT THE MANAGEMENT/LEADERSHIP PROCESS

The Platinum Rule (Do Unto Others as They Would Have You Do Unto Them) can have a positive effect on almost every aspect of managing/leading others. With each of the four DISC behavioral types, for example, there’s a different way to communicate and delegate tasks to them; compliment and correct them; and motivate and counsel them.

Learning these methods can quickly make you a more sensitive, effective leader of people. Sensitivity and tact are constantly demanded of leaders. If, as someone once said, tact is the radar of the mind, The Platinum Rule can be a valuable tune-up of your antenna.

By now, you know your primary DISC behavioral style along with growth opportunities to help you deal better with tasks and people. Keep those thoughts in mind.

Meanwhile, recognize that your power to influence employees springs from two sources. First, there's "position power." That's just what it sounds like, you’re the CEO, the department head, the regional manager, and a certain amount of power comes with that title.

But ask any CEO what happens when he tries to get a brand of ketchup changed in the employee cafeteria. Ask the department head what happens when she decides to cut back on overtime. Ask the regional manager what happens when he asks all the store managers to upgrade the signs in their windows. Sometimes the bosses get their way and sometimes they don’t.

So even if you have a title, you can’t rely on position power alone to get you what you want. You also need "personal power." In fact, it’s now generally believed that a leader can't really lead until he or she is genuinely accepted by those who are to be led.

If the CEO, department head, or regional manager gets the cooperation he or she asks for, it’s not just because that person has a title. It's because he or she has also gained the confidence and trust of the average employee. It’s because he or she has attained personal power.

So position power comes from being anointed by the hierarchy. But personal power comes from earning it, from developing it. Position power is a starting point for influencing people. But it's personal power that turns mere compliance into real cooperation.

The Platinum Rule provides that extra ingredient that leaders and managers can use in endless ways for their firm and for themselves. Being adaptable can help supervisors, managers and leaders build bridges to their employees and make them feel valued. By learning how best to respond to their interests and concerns, their strengths and weaknesses, you can get the most from your people as well as leave them more personally satisfied.
Developing Your People

<table>
<thead>
<tr>
<th>Developing C’s</th>
<th>Developing D’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Point out the most important things to remember first.</td>
<td>• Focus on the big picture.</td>
</tr>
<tr>
<td>• Demonstrate in an efficient, logical manner, stressing the purpose of each step.</td>
<td>• Cover basic steps/high points quickly.</td>
</tr>
<tr>
<td>• Proceed slowly, stopping at key places to check for their understanding.</td>
<td>• Show them the simplest, fastest route to get them to their stated destination.</td>
</tr>
<tr>
<td>• Ask for possible input, especially regarding potential refinements.</td>
<td>• Tell them what is to be done by when.</td>
</tr>
<tr>
<td>• Build up to the big picture.</td>
<td>• Help them find shortcuts Connect concept with their highest value.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Developing S’s</th>
<th>Developing I’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Use one-on-one, hands-on instruction.</td>
<td>• Release information in chunks.</td>
</tr>
<tr>
<td>• Start at the beginning &amp; end at the end.</td>
<td>• Skip details and boring material.</td>
</tr>
<tr>
<td>• Let them observe others before trying.</td>
<td>• Get them involved kinesthetically.</td>
</tr>
<tr>
<td>• Provide a step-by-step list of procedures or a working timetable/schedule.</td>
<td>• Let them show you what they are learning.</td>
</tr>
<tr>
<td>• Allow plenty of repetition for their actions to become second nature and more routine.</td>
<td>• Be slow to criticize and quick to praise.</td>
</tr>
<tr>
<td>• Use a pleasant and patient approach in small group settings.</td>
<td>• Let them teach concept to others.</td>
</tr>
</tbody>
</table>
## Adapt Your Communication Style

<table>
<thead>
<tr>
<th>Communicating with C’s</th>
<th>Communicating with D’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Be well organized and clear in your communications.</td>
<td>• Listen to their suggestions, their course of action and the results they are considering.</td>
</tr>
<tr>
<td>• They search for logical conclusions.</td>
<td>• Find areas where you already agree.</td>
</tr>
<tr>
<td>• Ask your questions in a more discreet, non-judgmental manner to elicit the points, objectives, or assurances C’s want: “Lenny, I’m not trying to pressure you, but are you not interested in the auditor's position, or in any position?”</td>
<td>• Work backwards toward gaining agreement on the results you both want—and are willing to either mutually or independently allow the other to achieve: “Sarah, this format will give you the freedom to develop your branch your way and still allow Vern and Ellen to structure theirs another way... without sacrificing time or morale.”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communicating with S’s</th>
<th>Communicating with I’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Be ready to do more talking than listening; they don't feel comfortable when the limelight is focused on them.</td>
<td>• Listen to their personal feelings and experiences.</td>
</tr>
<tr>
<td>• Clarify any key agenda items with them.</td>
<td>• Their style requires open and responsive interaction with others, preferably in a manner of congenial and unhurried conversation (like that between long-time friends); “Just between you and me, Chris, I feel very uneasy about Jill and Howard handling this account by themselves.”</td>
</tr>
<tr>
<td>• Stay organized and move forward steadily (but slowly) as you check to make sure they understand and accept what is being said: “Did you want me to stick around the office at a particular time each day in case you need to telephone me for emergency questions on this account, or do you want me to call you?”</td>
<td></td>
</tr>
</tbody>
</table>
## Helping People Reach Decisions

<table>
<thead>
<tr>
<th>Helping C’s Decide</th>
<th>Helping D’s Decide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm they are open to discussing the problem or decision.</td>
<td>D’s tend to make autonomous, no-nonsense decisions.</td>
</tr>
<tr>
<td>If they aren’t ready, either set a definite time that’s better for both of you or explore their concern in even pursuing this subject.</td>
<td>If the decision will help them meet their goals, they go for it; if not, they say no.</td>
</tr>
<tr>
<td>Give them time and space to think clearly.</td>
<td>One of the few times they put off reaching a conclusion is when it takes too much time/effort doing the homework to determine the best alternative.</td>
</tr>
<tr>
<td>When the situation is being explored, review your impression of the process: “My understanding is you’d like to think it over and figure out what time commitment you’d be able to make to the group. When may I call you about your decision?”</td>
<td>Prevent this procrastination by simply providing a brief analysis for each option.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Helping S’s Decide</th>
<th>Helping I’s Decide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deal with only one subject or situation at a time, one step at a time.</td>
<td>They want to avoid discussions of complex, negative-sounding, messy problems.</td>
</tr>
<tr>
<td>Before moving on to other items, make sure they are ready, willing, and able to do so.</td>
<td>Frame suggestions in a positive light.</td>
</tr>
<tr>
<td>Remain calm and relaxed.</td>
<td>They are open to your suggestions—as long as they allow them to look and feel good—and not require a lot of difficult, follow-up, detail work or long-term commitments.</td>
</tr>
<tr>
<td>Encourage them to share their suggestions as to how the decision might be made in a way that is likely to add even more stability to the current conditions: “Would you mind writing down a schedule of your office’s activities so I can write my proposal without missing anything?”</td>
<td>“You know just about everybody, George. Since we need to get $350 in pledges by the end of February, why not go ahead and wrap up all your calls by Friday? Then you can relax a lot more next week.”</td>
</tr>
</tbody>
</table>
## Motivating Your People

<table>
<thead>
<tr>
<th>Motivating C’s</th>
<th>Motivating D’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Appeal to their need for accuracy and logic.</td>
<td>• Lead with the big picture.</td>
</tr>
<tr>
<td>• Keep your approach clear, clean and procedural.</td>
<td>• Provide them with options and clearly describe the probabilities of success</td>
</tr>
<tr>
<td>• Better yet, provide illustration and documentation.</td>
<td>in achieving goals.</td>
</tr>
<tr>
<td>• Avoid exaggeration and vagueness.</td>
<td>• Allow them the opportunity to make choices.</td>
</tr>
<tr>
<td>• Show them how this is the best available current</td>
<td>• Set boundaries, but let them take charge.</td>
</tr>
<tr>
<td>option.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Motivating S’s</th>
<th>Motivating I’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Show how their work benefits others.</td>
<td>• Provide “special” incentives to inspire them to go the whole nine yards.</td>
</tr>
<tr>
<td>• Show how the outcome will provide security for</td>
<td>• Show them how they can look good in the eyes of others.</td>
</tr>
<tr>
<td>their family.</td>
<td>• Create short-term contests that don’t require long-term commitment.</td>
</tr>
<tr>
<td>• Connect their individual work to the benefit of</td>
<td>• Reward them in front of others.</td>
</tr>
<tr>
<td>the whole team.</td>
<td>• Let them speak about their achievements.</td>
</tr>
<tr>
<td>• Get them to see how their follow-through links to</td>
<td></td>
</tr>
<tr>
<td>a greater good.</td>
<td></td>
</tr>
<tr>
<td>• Show how it can strengthen their relationships</td>
<td></td>
</tr>
<tr>
<td>with others.</td>
<td></td>
</tr>
</tbody>
</table>
## Complimenting Your People

<table>
<thead>
<tr>
<th>Complimenting C’s</th>
<th>Complimenting D’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Mention their efficiency, thought processes, organization, persistence and accuracy.</td>
<td>• Mention their achievements, upward mobility and leadership potential.</td>
</tr>
<tr>
<td>• Don’t mix personal and professional comments unless you know them very well.</td>
<td>• Omit personal comments and focus on their track record: “Jones, you’ve exceeded our company goals every month for the past year and have put in more hours than anybody but the top officials here. The CEO has his eye on you for an upcoming VP slot.”</td>
</tr>
<tr>
<td>• One C told us: “Compliments don’t mean much to me. But I do like genuine, heartfelt appreciation once in awhile.”</td>
<td></td>
</tr>
<tr>
<td>• Keep praise simple and concise.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Complimenting S’s</th>
<th>Complimenting I’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Mention their teamwork and dependability.</td>
<td>• Pay direct personal compliments to them when legitimately deserved.</td>
</tr>
<tr>
<td>• Remark about how others regard them, how well they get along with co-workers, and how important their relationship-building efforts have been to the company.</td>
<td>• Mention their charm, friendliness, creative ideas, persuasiveness, and/or appearance (or better yet, all of the above).</td>
</tr>
<tr>
<td>• Effusiveness can arouse their suspicions, so stick to praising what they’ve done rather than personal attribute.</td>
<td>• They willingly accept “general praise”: “We are so lucky to have you with us, Dee. You’re a real gem.”</td>
</tr>
</tbody>
</table>
Counseling Your People

<table>
<thead>
<tr>
<th>Counseling C’s</th>
<th>Counseling D’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Draw them out by asking, “How would you...?” questions about problems.</td>
<td>• Stick to the facts.</td>
</tr>
<tr>
<td>• They express thoughts indirectly, so persist in your attempts to get them to talk.</td>
<td>• Draw them out by talking about the desired results; then discuss their concerns.</td>
</tr>
<tr>
<td>• They need to plan for change so they can identify and bring under control any key considerations that have to be addressed.</td>
<td>• Focus on tasks more than feelings.</td>
</tr>
<tr>
<td>• When possible, allow them to investigate possible repercussions, especially at the beginning stages. That way they’ll become more comfortable with possible changes.</td>
<td>• Ask them how they would solve problems: “Anne, we’ve heard comments that need to be addressed. It seems some of your employees don’t feel appreciated for the extra hours they’ve been putting in for you. They’ve worked 14-hour days to beat your deadline. How do you think we can bolster their morale?”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Counseling S’s</th>
<th>Counseling I’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Understand the emotional side of their situation by drawing them out through questioning and listening</td>
<td>• Give them ample opportunity to talk about whatever may be bothering them.</td>
</tr>
<tr>
<td>• They are disrupted by change and the unknown.</td>
<td>• Pay attention to both facts and feelings, but put your primary emphasis on their feelings.</td>
</tr>
<tr>
<td>• Reduce their fears by showing how specific changes will benefit them and others: “Barbara, moving to Dallas will be an adjustment for all of us at first, but 80% of our staff has agreed to go. The company will move you and your family, sell your house, and give you a 10% bonus for loyal service.”</td>
<td>• Involve them by asking how they could solve a challenge or problem.</td>
</tr>
<tr>
<td></td>
<td>• Sometimes, just airing their feelings and thoughts relieves tension for I’s.</td>
</tr>
<tr>
<td></td>
<td>• Talking allows them to get something off their chests and can even become an end in itself, since their energy is largely influenced by the quality of their relationships.</td>
</tr>
</tbody>
</table>
## Correcting Your People

### Correcting C’s
- Show them how to get a job done and they'll master and modify it to suit their needs.
- Specify the exact behavior that is indicated and how you would like to see it changed.
- Mutually agree on checkpoints and timeframes.
- Allow them to save face, as they fear being wrong. “Nelson, your work here is typically done neatly and on time. Now that we're switching to computers, you'll be able to turn out the same quality of work faster. I'd like you to take this computer class…”

### Correcting D’s
- Describe what results are desired.
- Show the gap between actual and desired.
- Clearly suggest the needed improvement and establish a time to get back to you: “We need to streamline communication so that one hand knows what the other is doing. Last month, we had two separate divisions calling on the same CEO for corporate donations. I want you to work up a plan to keep everybody informed of who's working on what so we don't duplicate our efforts. Get back to me by the end of the week.”

### Correcting S’s
- Reassure them that you only want to correct a specific behavior, not them personally.
- They tend to take things personally, so remove the “something is wrong with you barrier” as quickly as possible.
- Point out in a non-threatening way what they're already doing right while also emphasizing what needs changing: “Norma, I admire your persistence, but we have to add more details to the proposal before we send it out. For example…”

### Correcting I’s
- They avoid facing problems and if pressure persists, may walk away from the problem.
- Sometimes stress manifests itself in animated panic. “I can't talk now, Hal. It's really hit the fan this time!”
- Let them specifically know the challenge and define the behaviors to solve the problem.
- Confirm the mutually agreeable action plan (in writing) to prevent future problems.
- Use positive, optimistic questions and phrases: “How'd you like to increase your sales to your normal range and beyond?”
Delegating to Your People

<table>
<thead>
<tr>
<th>Delegating to C’s</th>
<th>Delegating to D’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Take time to answer their most critical questions about structure and/or guidance they require in a specific situation. The more they understand the details, the more likely they will be to complete the task properly.</td>
<td></td>
</tr>
<tr>
<td>• Be sure to establish deadlines.</td>
<td></td>
</tr>
<tr>
<td>• “Angela, the court date on the Mortimer case has been moved up to Monday, so we have to respond by speeding things up a bit. It will proceed almost as efficiently as if you researched everything by yourself if we enlist two associates to help you work, under your direction, on tasks you delegate to them and then review. Before getting started, do you have any preferences on the who’s or how to’s of this process that you think are essential to check with me at this time?”</td>
<td></td>
</tr>
<tr>
<td>Delegating to S’s</td>
<td>Delegating to I’s</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>• S’s may be reluctant to ask others to do their own share of the work, so make a personal appeal to their loyalty and sense of sportsmanship.</td>
<td></td>
</tr>
<tr>
<td>• “Al, you’re an example for this company of genuine cooperative spirit. Your staff wants to please you, so by giving everyone in your department just 10 of those names to call, you can all reach the goal together by noon tomorrow. Otherwise, you'll probably have a lot more difficulty reaching all those people by the target date.” Give them the task, state the deadlines that need to be met, and explain why it’s important to do it that way. “I'll need 500 copies of these summaries typed and collated by 5 p.m. today. Mr. Jeffries is getting back from New York two days early and he wants them by tomorrow morning.”</td>
<td></td>
</tr>
<tr>
<td>• Receive clear agreements; set up check points/times to avoid long stretches with no progress reports.</td>
<td></td>
</tr>
<tr>
<td>• I’s are often concept people who come up with plenty of ideas, but not necessarily the means of carrying them out, so steer them toward ways of assuring the implementation of those ideas.</td>
<td></td>
</tr>
<tr>
<td>• “Olivia, this proposal for the King Company looks good so far, but how about including more direct benefits for each employee. Marian has surveys filled out by each employee. Get together with her, bounce some ideas around, and then include more essential information about the eight or so key people in your proposal. Add some extra plus points on the others...12 pages in all. In this manner, you should do the job very well. And, Olivia, thanks for making the extra effort on this project. It’s really important to all of us.”</td>
<td></td>
</tr>
</tbody>
</table>
## Acknowledging Your People

<table>
<thead>
<tr>
<th>Acknowledging C’s</th>
<th>Acknowledging D’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Focus on your realization of how difficult it can be for them to attempt to meet the high personal standards they set for themselves.</td>
<td>• When it's appropriate to reward or reinforce their behavior, focus on how pleased you are with their results.</td>
</tr>
<tr>
<td>• Cite specific and appropriate examples which prove this point.</td>
<td>• Mention how glad you are to be a part of the process working with them to make things better for both of you through cooperation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Acknowledging S’s</th>
<th>Acknowledging I’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Focus on how you sincerely appreciate their willingness to make things good for everyone</td>
<td>• Focus on how glad you are they have succeeded in finding a pleasant solution to their concern or objective.</td>
</tr>
<tr>
<td>• Approach matters in a systematic, low-keyed, and understanding manner, and reinforce the importance of them sharing their ideas.</td>
<td>• Show you appreciate them for their openness and willingness to respond to you in a way that allows everyone to end up feeling good about the results.</td>
</tr>
</tbody>
</table>
### Adapting Your Leadership Style

<table>
<thead>
<tr>
<th>When You are the C</th>
<th>When You are the D</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Modify criticism (whether spoken or unspoken) of others' work.</td>
<td>• Allow others to do things without excessive or untimely interference.</td>
</tr>
<tr>
<td>• Check less often, or only check the critical things (as opposed to everything), allowing the flow of the process to continue.</td>
<td>• Participate in the group without expecting always to be in command.</td>
</tr>
<tr>
<td>• Ease up on controlling emotions; engage in more water cooler interaction.</td>
<td>• Modify your tendency to give orders.</td>
</tr>
<tr>
<td>• Accept the fact that you can have high standards without expecting perfection.</td>
<td>• Enlist others' input and support through participative, collaborative actions.</td>
</tr>
<tr>
<td>• Occasionally confront a colleague (or boss) with whom you disagree, instead of avoiding or ignoring them (and doing what you want to do, anyway).</td>
<td>• Praise and give credit for jobs well done.</td>
</tr>
<tr>
<td>• Tone down the tendency to OVER-prepare.</td>
<td>• Let colleagues and employees know that you realize it's only natural that you and others will make mistakes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>When You are the S</th>
<th>When You are the I</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Stretch by taking on a bit more (or different) duties beyond your comfort level.</td>
<td>• Improve your follow-through efforts.</td>
</tr>
<tr>
<td>• Increase verbalization of your thoughts and feelings.</td>
<td>• Monitor socializing to keep it in balance with other aspects of business and life.</td>
</tr>
<tr>
<td>• Speed up your actions by getting into some projects more quickly.</td>
<td>• Write things down and work from a list, so you'll know what to do and when to do it.</td>
</tr>
<tr>
<td>• Desensitize yourselves somewhat, so that you aren't negatively affected by your colleagues' feelings to the point of affecting your own performance.</td>
<td>• Prioritize activities and focus on tasks in their order of importance.</td>
</tr>
<tr>
<td>• Learn to adapt more quickly to either changes or refinements of existing practices.</td>
<td>• Become more organized and orderly in the way you do things.</td>
</tr>
<tr>
<td>• Bolster your assertiveness techniques.</td>
<td>• Get the less appealing tasks of the day over with early in the day.</td>
</tr>
<tr>
<td></td>
<td>• Pay attention to your time management.</td>
</tr>
<tr>
<td></td>
<td>• Check to make sure you're on course with known tasks or goals.</td>
</tr>
</tbody>
</table>
### Adapting Your Leadership Style

#### When they are C’s, Help Them...
- Share their knowledge and expertise.
- Stand up for themselves with the people they prefer to avoid.
- Shoot for realistic deadlines.
- View people and tasks less seriously and critically.
- Balance their lives with both interaction and tasks.
- Keep on course with tasks, with less checking.
- Maintain high expectations for high priority items, not necessarily everything.

#### When they are D’s, Help Them...
- More realistically gauge risks.
- Exercise more caution and deliberation before making decisions and coming to conclusions.
- Follow pertinent rules, regulations and expectations
- Recognize and solicit others' contributions, both as individuals and within a group.
- Tell others the reasons for decisions.
- Cultivate more attention and responsiveness to emotions.

#### When they are S’s, Help Them...
- Utilize shortcuts; discard unnecessary steps.
- Track their growth.
- Avoid doing things the same way.
- Focus on the goal without attending to other thoughts or feelings.
- Realize tasks have more than one approach.
- Become more open to risks and changes.
- Feel sincerely appreciated.
- Speak up; voice their thoughts and feelings.
- Modify the tendency to do what others tell them.
- Get and accept credit and praise, when appropriate.

#### When they are I’s, Help Them...
- Prioritize and organize.
- See tasks through to completion.
- View people and tasks more objectively.
- Avoid overuse of giving and taking advice (which can result in lack of focus on tasks).
- Write things down.
- Do the unpleasant, as well as the fun things.
- Focus on what's important now.
- Avoid procrastination and/or hoping others will do things for them.
- Practice and perfect, when appropriate.
There are different ways to interact and lead the different DISC Styles. Being adaptable to the needs of others can build rapport with employees and help them feel valued. By learning how best to respond to others, you can encourage the best results and support personal satisfaction as an effective leader.

The table below provides an overview of suggestions to interact with those you lead/manage:

<table>
<thead>
<tr>
<th></th>
<th>With D’s</th>
<th>With I’s</th>
<th>With S’s</th>
<th>With C’s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Develop</strong></td>
<td>- Focus on the big picture</td>
<td>- Release information in chunks</td>
<td>- Use one-on-one, hands-on instruction</td>
<td>- Point out most important things first</td>
</tr>
<tr>
<td></td>
<td>- Cover basic steps/ high points quickly</td>
<td>- Skip details</td>
<td>- Start at the beginning &amp; end at the end</td>
<td>- Demonstrate efficiently, logically – stress</td>
</tr>
<tr>
<td></td>
<td>- Show them the simplest, fastest route</td>
<td>- Involve them kinesthetically</td>
<td>- Let them observe others before trying</td>
<td>purpose of each step</td>
</tr>
<tr>
<td></td>
<td>to get them to the destination</td>
<td>- Let them share what they learn</td>
<td>- Provide a step-by-step procedure &amp; working</td>
<td>- Proceed slowly, stopping to check</td>
</tr>
<tr>
<td></td>
<td>- Tell them what is to be done by when</td>
<td>- Be slow to criticize and quick to praise</td>
<td>schedule</td>
<td>understanding</td>
</tr>
<tr>
<td></td>
<td>- Help them find shortcuts</td>
<td>- Let them teach concept to others</td>
<td>- Allow repetition for creating routine</td>
<td>- Ask for input, especially potential</td>
</tr>
<tr>
<td><strong>Communicate</strong></td>
<td>- Listen to their suggestions, and their</td>
<td>- Listen to their personal feelings and</td>
<td>- Be patient, ready to do more talking than</td>
<td>- Be well organized and clear in your</td>
</tr>
<tr>
<td></td>
<td>plans for actions/results</td>
<td>experiences</td>
<td>listening</td>
<td>communication</td>
</tr>
<tr>
<td></td>
<td>- Acknowledge where you already agree</td>
<td>- Be open and responsive, preferably</td>
<td>- Clarify any key agenda items with them</td>
<td>- Provide logical conclusions</td>
</tr>
<tr>
<td></td>
<td>- Work backwards toward agreement on the</td>
<td>through congenial and leisurely conversation</td>
<td>- Stay organized and move forward steadily</td>
<td>- Ask questions nonjudgmentally to</td>
</tr>
<tr>
<td></td>
<td>results you both want</td>
<td>(like good friends)</td>
<td>(but slowly) checking to make sure they</td>
<td>clarify objectives or elicit agreement</td>
</tr>
<tr>
<td><strong>Help Decide</strong></td>
<td>- Expect autonomous, no-nonsense decisions</td>
<td>- Avoid discussions of complex, negative-</td>
<td>- Deal with only one subject or situation at</td>
<td>- Confirm they are open to discussing the</td>
</tr>
<tr>
<td></td>
<td>- If the decision will help meet goals, they</td>
<td>sounding, messy problems</td>
<td>a time, one step at a time</td>
<td>problem or decision</td>
</tr>
<tr>
<td></td>
<td>go for it; if not, they say no</td>
<td>- Frame suggestions in a positive light</td>
<td>- Before moving on to other items, make sure</td>
<td>- If they aren’t ready, either set a</td>
</tr>
<tr>
<td></td>
<td>- May put off reaching a conclusion when it</td>
<td>- Provide suggestions that allow them to</td>
<td>they are ready, willing, and able to do</td>
<td>definite time that’s better for both of you</td>
</tr>
<tr>
<td></td>
<td>takes too much time or effort to do the</td>
<td>look and feel good</td>
<td>so</td>
<td>explore their concern in</td>
</tr>
<tr>
<td></td>
<td>work determining the best choice</td>
<td>- Do not require a lot of difficult,</td>
<td>Remain calm and relaxed</td>
<td>pursuing this subject</td>
</tr>
<tr>
<td></td>
<td>- Provide a simple, brief analysis for each</td>
<td>follow-up, detail work or long-term</td>
<td>Encourage them to share their suggestions of</td>
<td>Give time and space to think clearly before</td>
</tr>
<tr>
<td></td>
<td>option</td>
<td>commitment</td>
<td>how the decision might be made in a way that</td>
<td>providing responses</td>
</tr>
<tr>
<td><strong>Motivate</strong></td>
<td>- Lead with the big picture</td>
<td>- Provide “special” incentives or short</td>
<td>- Show how their work benefits others/team</td>
<td>- Appeal to the need for accuracy and logic</td>
</tr>
<tr>
<td></td>
<td>- Provide options and clearly describe the</td>
<td>term contests to inspire follow through</td>
<td>- Show how the outcome will provide security</td>
<td>- Keep approach clear, clean and</td>
</tr>
<tr>
<td></td>
<td>probability of success</td>
<td>- Show them how they can look good to others</td>
<td>- Show them how their follow-through links to</td>
<td>procedural, with illustrations and</td>
</tr>
<tr>
<td></td>
<td>- Allow the opportunity to make choices</td>
<td>- Reward them in front of others, let them</td>
<td>greater good</td>
<td>documentation</td>
</tr>
<tr>
<td></td>
<td>- Set boundaries, but let them take charge</td>
<td>share achievements</td>
<td>- Show how work strengthens</td>
<td>- Avoid exaggeration and vagueness</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>relationships</td>
<td>- Show them how this is the best available</td>
</tr>
</tbody>
</table>

Note: The table includes specific suggestions for each DISC Style (D, I, S, C) to help a leader interact more effectively with team members.
<table>
<thead>
<tr>
<th>With D's</th>
<th>With I's</th>
<th>With S's</th>
<th>With C’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Mention their achievements,</td>
<td>• Mention their charm, friendly</td>
<td>• Mention their teamwork and</td>
<td>• Mention efficiency, processes,</td>
</tr>
<tr>
<td>upward mobility and leadership</td>
<td>ness, creative ideas, persuasiven</td>
<td>dependability, what they have</td>
<td>organization, perseverance,</td>
</tr>
<tr>
<td>potential</td>
<td>ess</td>
<td>done</td>
<td>accuracy</td>
</tr>
<tr>
<td>• Remove personal comments and</td>
<td>• Pay direct personal</td>
<td>• Notice how others respect</td>
<td>• Do not mix personal and</td>
</tr>
<tr>
<td>focus on their track record</td>
<td>compliments to them when</td>
<td>them, how well they get along,</td>
<td>professional comments</td>
</tr>
<tr>
<td></td>
<td>legitimately deserved</td>
<td>and the importance of effort in</td>
<td>• Keep praise simple and concise</td>
</tr>
<tr>
<td></td>
<td></td>
<td>relationships</td>
<td></td>
</tr>
<tr>
<td>Counsel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Stick to the facts</td>
<td>• Give opportunity to share</td>
<td>• Understand emotional side of</td>
<td>• Draw them out by asking, “How</td>
</tr>
<tr>
<td></td>
<td>what bothers them – they may</td>
<td>the situation by drawing them</td>
<td>would you...?” questions about</td>
</tr>
<tr>
<td></td>
<td>need to air feelings to</td>
<td>them out through questioning and</td>
<td>problems</td>
</tr>
<tr>
<td></td>
<td>relieve tension</td>
<td>listening</td>
<td>• Persist in attempts to get</td>
</tr>
<tr>
<td></td>
<td>• Pay attention to both</td>
<td>• Limit disruption by</td>
<td>them to express themselves more</td>
</tr>
<tr>
<td></td>
<td>facts and feelings, but put</td>
<td>change, ambiguity, and the</td>
<td>directly</td>
</tr>
<tr>
<td></td>
<td>primary emphasis on feelings</td>
<td>the unknown</td>
<td>• Allow them to investigate</td>
</tr>
<tr>
<td></td>
<td>• Ask how they could</td>
<td>• Reduce fears by showing</td>
<td>potential considerations and plan</td>
</tr>
<tr>
<td></td>
<td>solve a challenge or problem</td>
<td>how specific changes will</td>
<td>for change early to increase</td>
</tr>
<tr>
<td>Correct</td>
<td></td>
<td>benefit them and others</td>
<td>comfort</td>
</tr>
<tr>
<td>• Describe what results</td>
<td>• Specifically define</td>
<td>• Reassure them that you only</td>
<td>• Show them how to get a job</td>
</tr>
<tr>
<td>are desired</td>
<td>challenge and behaviors to</td>
<td>want to correct a specific</td>
<td>done · they’ll master and modify</td>
</tr>
<tr>
<td>• Show gaps between actual and</td>
<td>solve the problem</td>
<td>behavior, not them personally</td>
<td>it to suit their needs</td>
</tr>
<tr>
<td>desired result</td>
<td>• Confirm a mutually</td>
<td>• Help them not to take</td>
<td>• Specify the exact behavior</td>
</tr>
<tr>
<td>• Listen to their</td>
<td>agreeable action plan (in</td>
<td>things personally by</td>
<td>that is indicated and how you</td>
</tr>
<tr>
<td>suggestions, and their plans</td>
<td>writing) to prevent</td>
<td>removing the “something is</td>
<td>would like to see it changed</td>
</tr>
<tr>
<td>for actions/results</td>
<td>misunderstanding</td>
<td>wrong with you” barrier</td>
<td>• Mutually agree on checkpoints</td>
</tr>
<tr>
<td>• Clearly suggest needed</td>
<td>• Help them face, not avoid</td>
<td>quickly</td>
<td>and timeframes</td>
</tr>
<tr>
<td>improvements and establish a</td>
<td>problems</td>
<td>• Point out in a non-</td>
<td>• Allow them to avoid</td>
</tr>
<tr>
<td>time to get back to you with</td>
<td>• Recognize that stress</td>
<td>threatening way what they’re</td>
<td>embarrassment and preserve</td>
</tr>
<tr>
<td>plan or report of new results</td>
<td>may cause panic - help</td>
<td>already doing right while also</td>
<td>dignity in mistakes</td>
</tr>
<tr>
<td></td>
<td>decompress stress and</td>
<td>emphasizing what needs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>anxiety with positive</td>
<td>changing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>comments and statements</td>
<td>• Show them how to get a job</td>
<td></td>
</tr>
<tr>
<td>Delegate</td>
<td></td>
<td>done · they’ll master and modify</td>
<td></td>
</tr>
<tr>
<td>• Give them the bottom line</td>
<td>• Get clear agreements; set</td>
<td>• Reassure them that you only</td>
<td>it to suit their needs</td>
</tr>
<tr>
<td>and then let them take their</td>
<td>up check points to avoid long</td>
<td>want to correct a specific</td>
<td>• Specify the exact behavior</td>
</tr>
<tr>
<td>own action</td>
<td>stretches with no progress</td>
<td>behavior, not them personally</td>
<td>that is indicated and how you</td>
</tr>
<tr>
<td>• Outline parameters,</td>
<td>reports</td>
<td>• Help them not to take</td>
<td>would like to see it changed</td>
</tr>
<tr>
<td>guidelines, and deadlines to</td>
<td>• Steer them toward</td>
<td>things personally by</td>
<td>• Mutually agree on checkpoints</td>
</tr>
<tr>
<td>help them be efficient</td>
<td>implementation of ideas and</td>
<td>removing the “something is</td>
<td>and timeframes</td>
</tr>
<tr>
<td>• Remind them to engage</td>
<td>taking action</td>
<td>wrong with you” barrier</td>
<td>• Allow them to avoid</td>
</tr>
<tr>
<td>more with employees when</td>
<td>• Encourage them to engage</td>
<td>quickly</td>
<td>embarrassment and preserve</td>
</tr>
<tr>
<td>delegating</td>
<td>others in work</td>
<td>• Point out in a non-</td>
<td>dignity in mistakes</td>
</tr>
<tr>
<td>Acknowledge</td>
<td>• Focus on how pleased</td>
<td>• Monitor workload and</td>
<td>• Take time to answer the</td>
</tr>
<tr>
<td></td>
<td>you are with results</td>
<td>responses when delegating</td>
<td>most critical questions about</td>
</tr>
<tr>
<td></td>
<td>• Share how glad you</td>
<td>• Be sure to explain how by</td>
<td>structure</td>
</tr>
<tr>
<td></td>
<td>are to be a part of working</td>
<td>delegating work it is a benefit</td>
<td>• Give guidance they require in</td>
</tr>
<tr>
<td></td>
<td>with them to make</td>
<td>to others - reaching goals</td>
<td>a specific situation. The more</td>
</tr>
<tr>
<td></td>
<td>things better</td>
<td>together, allowing more time for</td>
<td>the details, the more likely they</td>
</tr>
<tr>
<td></td>
<td></td>
<td>you to support others</td>
<td>will be to complete the task</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Give specific task/deadline,</td>
<td>properly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>and justification of why it is</td>
<td>• Establish deadlines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>important</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sincerely appreciate their</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>willingness to make things</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>good for everyone</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reinforce gratitude at the</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>importance of them sharing their</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>ideas to help others</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Recognize how difficult it can</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>be for them to meet the high</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>personal standards they set</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cite specific and appropriate</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>examples of excellence</td>
<td></td>
</tr>
</tbody>
</table>
Taking Ownership of Your Destiny

Imagine what would have happened if you had successfully applied these principles and practices ten years ago... or even five years ago? Well, hundreds of thousands of people like you have already used these principles and experienced dramatic improvements in all their professional and personal relationships; more satisfaction in their dealings with customers and co-workers (family and friends, also!), and greater awareness of their own strengths and weaknesses. Many people report that they no longer feel like “just a boss”; they feel, behave and are treated like a trusted advisor. They have an increased ability to help people find solutions to their problems and are more adept at helping others grow and succeed.

For you to also share in the pleasure from experiencing these benefits, we encourage you to get started this very minute. First, think about the relationships you want to improve within the next year... the next month... the next week... even by the end of today! Develop a plan to meet those goals using The Platinum Rule and the other principles that make up the DISC Leadership Strategies.

Accept the Challenge
This first step requires your personal commitment to this challenge and your belief in these principles and putting them to work for you. Of course, any adapting your communication style takes practice, and you cannot realistically expect to put all of these ideas into effect immediately. However, the minute you start to manage people they way they want and need to be managed, you’ll start to see immediate improvements.

Commit to Growth
“Change is inevitable... growth is optional.” We love that saying because it’s true. Right now, you have the option to take this moment and make a life-changing decision. You may decide to keep learning about yourself, your strengths and weaknesses, how you make decisions, how you come across to other people, etc... You may decide to learn more about DISC styles and apply your new knowledge in other relationships beyond management; relationships with your peers, colleagues, children, spouse and/or family.

Here’s wishing you continued success!
So Now What?

This report is filled with information about each of your four learning style categories. Now you have a learning profile that will truly help you understand your own unique learning style patterns.

There are many suggestions in each of the four sections of this report, presenting opportunities for you to apply this valuable information. Take the next action steps required to make improvements in the specific learning styles sections most important to you and your success.

Do not put this report on a shelf or in a file. You have the opportunity to use this information to open a meaningful dialogue with others and improve the way you learn new information. Use this report as a reference tool. It contains a lot of information and it wasn’t designed to be digested in a single reading.

Have fun making the minor changes in the way you attend, translate, relate and understand new material and immediately experience improved results. You will be pleasantly surprised!

Disclaimer

There are no warranties, express or implied, regarding the online DISCstyles assessment. You assume full responsibility, and the authors & assessment company and their agents, distributors, officers, employees, representatives, related or affiliated companies, and successors, and the company requesting you to complete this DISCstyles Assessment (THE GROUP) shall not be liable for, (i) your use and application of The DISCstyles Assessment, (ii) the adequacy, accuracy, interpretation or usefulness of The DISCstyles Assessment, and (iii) the results or information developed from your use or application of The DISCstyles Assessment.

You waive any claim or rights of recourse on account of claims against THE GROUP either in your own right or on account of claims against THE GROUP by third parties. You shall indemnify and hold THE GROUP harmless against any claims, liabilities, demands or suits of third parties.

The foregoing waiver and indemnity shall apply to any claims, rights of recourse, liability, demand or suit for personal injury, property damage, or any other damage, loss or liability, directly or indirectly arising out of, resulting from or in any way connected with The DISCstyles Assessment, or the use, application, adequacy, accuracy, interpretation, usefulness, or management of The DISCstyles Assessment, or the results or information developed from any use or application of The DISCstyles Assessment, and whether based on contract obligation, tort liability (including negligence) or otherwise.

In no event, will THE GROUP be liable for any lost profits or other consequential damages, or for any claim against you by a third party, even if one or more of THE GROUP has been advised of the possibility of such damages.