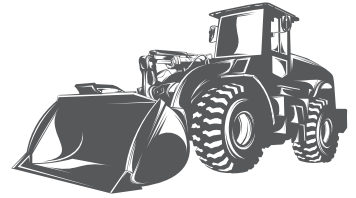


DISC STYLE TENDENCIES

OBSERVABLE BEHAVIORS – HOW I DRIVE

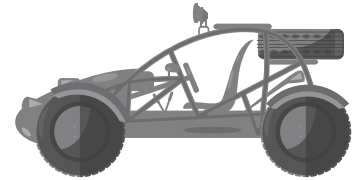
D – Dominance - Above Energy Line

- » **Task** Oriented
- » Fast Paced
- » Animated
- » Extrovert – Talks to Think
- » Embraces Change
- » Decides Quickly
- » Direct
- » Urgent
- » Wants to Win
- » Assertive
- » No Time for Details
- » Bottom Line
- » May Be Quick to **Anger**



I – Influencer - Above Energy Line

- » **People** Oriented
- » Fast Pace
- » Animated
- » Extrovert – Talks to Think
- » Embraces Change
- » Decides Quickly
- » Direct
- » Optimistic
- » Wants to Talk
- » Upbeat
- » Details Are Not Fun
- » Motivates Others
- » May Be Quick to **Change**



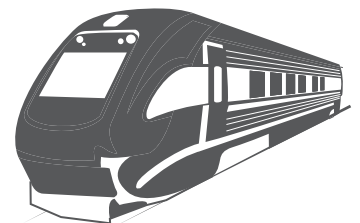
S – Steadiness - Above Energy Line

- » **People** Oriented
- » Cautiously Paced
- » Introvert – Thinks Before Talking
- » Resists Change
- » Decides Cautiously
- » Indirect
- » Wants Details
- » Neutral, But Warm
- » Wants Limited Change
- » Good Listener
- » Amiable
- » Team Player
- » May Be Quick to **Agree**



C – Compliance - Above Energy Line

- » **Task** Oriented
- » Cautiously Paced
- » Introvert – Thinks Before Talking
- » Resists Change
- » Decides Cautiously
- » Indirect
- » Wants Details
- » Neutral, Appears Distant
- » Analytical
- » Wants to Get it Right
- » Precise
- » Accurate
- » May Be Quick to **See Mistakes**



DISC STYLE COMMUNICATION TIPS

Above 50 D's want control, challenge, autonomy to make decisions and solve problems.

When in Conflict High D's, Can:

- » Become aggressive and autocratic
- » Create win/lose outcomes
- » Refuse to bend
- » Overpower with force

Be Sure To:

- » Share the bottom-line first
- » State points clearly, briefly
- » Let them vent
- » Give facts, be fast
- » Be clear about rules and expectations
- » Show your competence and independence
- » No idle chatter or long stories
- » Be prepared, share detail only as requested
- » Support and maintain, don't direct or order

KEY: BE PREPARED. BE BRIEF. BE GONE.

Above 50 I's want others to be friendly, emotionally honest and want to be recognized for their contributions.

When in Conflict High I's, Can:

- » Want to talk and must feel "heard"
- » Gloss over tension initially
- » Verbalize feelings impulsively
- » Personally attack

Be Sure To:

- » Ask for their opinion
- » Let them talk/express/vent
- » Share individual recognition publicly
- » Don't be abrupt, cold or curt
- » Allow time to socialize
- » Provide big picture and limited details
- » Follow up about the details, in writing
- » Ask specific questions if you want specific answers

KEY: LET THEM TALK THEMSELVES TO CLARITY.

Above 50 S's want others to be relaxed, agreeable, cooperative and appreciative.

When in Conflict High S's, Can:

- » Avoid aggression
- » Try to save relationships
- » Accommodate or give in
- » Simmer beneath the surface

Be Sure To:

- » Start with a personal comment
- » Present your case in a non-threatening way
- » Make sure they really are in agreement before moving on
- » Use a logical, step-by-step approach
- » Let them know how things will be done
- » Give time and support to adapt to change

KEY: START PERSONAL, PROVIDE ASSURANCE, CHECK IN OFTEN.

Above 50 C's want others to socialize less and focus on details, logic and accuracy.

When in Conflict High C's, Can:

- » Strategize to "get even"
- » Resist passive-aggressively
- » Overpower with logic and fact

Be Sure To:

- » Prepare your case in advance
- » Not force a rapid decision
- » Minimize chit-chat, stick to business
- » Avoid emotional appeals and ambiguity
- » Provide facts, figures and logic
- » Share/discuss specific expectations and deadlines
- » Demonstrate loyalty
- » Be precise and focused

KEY: USE LOGIC, GIVE THEM TIME AND ALL OF THE DETAILS.