D Driver
i Interactive
S Supportive
C Conscientious

DiSC

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Our Roadmap

▶ Personality Warmups

▶ Define DiSC

▶ Explore DiSC profiles

▶ Discuss Practical Takeaways

▶ MIO

D i C S

Credits to:
John G. Geier, Ph.D.,
Dorothy Downey, M.S. - DiSC

Taking Flight!
Master the DISC Styles to Transform
Your Career, Your Relationships...Your Life

Merrick Rosenberg & Daniel Silvert

Why Should I Care?

What's In It For Me:

- Better Understand Self and Others
- Communicate better
- Lead More Effectively
- Reduce Conflict & Stress
- Build Stronger Teams

D Directing

Direct   Decisive   Risk-taker
Problem-solver   Self-Starter

D . . . Who They Are
Fast Paced / Goal Oriented

Characteristics:

- ▶ Adventuresome
- ▶ Great Leaders
- ▶ Competitive
- ▶ Decisive
- ▶ Direct
- ▶ Innovative
- ▶ Problem Solver
- ▶ Self-Starter
- ▶ Task Oriented

Celebrites:

- ▶ Arnold Schwarzenegger
- ▶ Charles Barkley
- ▶ Cher
- ▶ David Letterman
- ▶ Jerry Seinfeld
- ▶ John McEnroe
- ▶ Michael Jordan
- ▶ Robert De Niro

D

Easy Ways to Spot a "D"

- Often appears to be in a hurry
- Is direct and says what he/she thinks
- May be blunt/interrupt
- States own opinions as facts
- "What's the bottom line?"

D

… What a Director Wants

- Authority/Freedom
- Direct answers
- Varied activities
- "Bottom line" approach
- Opportunity for advancement

Greatest Fear:
- Being taken advantage of

D

. . . Perceptions

As Viewed by Self:

- Problem Solver
- Gets immediate results
- Overcomes objections
- Impatient
- Takes authority

As Viewed by Others:

- Provides strong leadership
- Causes trouble
- Uses people
- Responds by asking questions
- Risk Taker

D

. . . What They Need

Increase Effectiveness By:

- Identifying with the group
- Show empathy and understanding
- Listening without interrupting
- Adhering to rules
- Carefully checking their work

Need Others Who:

- Collect/interpret data
- Stabilize the environment
- Encourage teamwork
- Use caution
- Weigh pros and cons

D

. . . The Ideal Environment

- Innovative focus on future
- Non-routine, challenging tasks and activities
- Projects that produce tangible results
- Freedom from controls, supervision, and details
- Personal evaluation based on results not method

D

. . . Responds to a Leader Who

- Provides direct answers
- Sticks to task
- Gets to the point
- Provides pressure
- Allows freedom for personal accomplishments

D

…is Motivated by Others Who

- ▶ Verbalize assertively
- ▶ Demonstrate vigorous effort
- ▶ Give and take
- ▶ Provide direct answers
- ▶ Accept criticism
- ▶ Seek new challenges
- ▶ Work on their own

When Interacting
with a D:

Do:

- Be brief, direct, to the point
- Ask **what**, not **how** questions
- Focus on business/results
- Suggest ways to achieve results
- Highlight logical benefits

When Interacting
with a D:

Don't:

- Ramble
- Repeat yourself
- Focus only on problems
- Be too sociable
- Make generalizations
- Make statements without support.

D in a Team Dynamic

Leader
- Self-reliant
- Great in a crisis
- Willing to speak out
- Maintains focus on goals
- Pushes group to make decisions

Problem Solver
- Innovative in obtaining results
- Welcomes challenges without fear
- Ability to overcome obstacles
- Accepts risks

Multitasker
- Sees big picture
- Ability to handle multiple projects
- Functions well with heavy workloads

Interactive

Enthusiastic   *Optimistic.*
Emotional   *Talkative*

I . . . Who They Are
Fast Paced / Relationship Oriented

Characteristics
- ▶ Animated
- ▶ Charming
- ▶ Emotional
- ▶ Enthusiastic
- ▶ Optimistic
- ▶ People Oriented
- ▶ Persuasive
- ▶ Talkative
- ▶ Trusting

Celebrities…
- ▶ Kate Hudson
- ▶ Kevin Hart
- ▶ Drew Barrymore
- ▶ Bill Clinton
- ▶ Jay Leno
- ▶ Will Smith
- ▶ Melissa McCarthy
- ▶ Prince Harry
- ▶ Jim Carrey
- ▶ Ellen DeGeneres
- ▶ Penny of *Big Bang Theory*
- ▶ Robin Williams

I Interactive

Easy Ways to Spot a "D"

- Is open, friendly, talks a lot
- Gets easily excited, animated, jumps from subject to subject
- Talks about people he/she knows
- Prefers to not focus much on details
- Does not listen for long/pay attention

What an Interacter wants:

- Social esteem and acceptance
- Recognition for abilities
- Freedom from details and control
- People to talk to
- Positive working conditions
- Opportunity to influence others

Greatest Fear:
- Rejection

I ... Perceptions

As Viewed by Self
- Tactful
- Persuasive
- Provides tension release with humor
- Generates enthusiasm
- People-oriented
- Spontaneous

As Viewed by Others:
- Promote what is best for themselves
- Appear excitable
- Expect rewards
- Overextend themselves
- Simplify answers
- Desire to assist people

I ... What They Need

Increase Effectiveness By:
- Meet time obligations
- Question excuses for failures
- Use facts as a basis for arguments
- Be objective in decision making
- Be realistic about what they can do

Need Others Who:
- Give attention to organizing
- Use systematic procedures
- Follow through on promises
- Meet demands with clear, concise answers

…The Ideal Environment

I

- ▶ They are shown appreciation and positive reinforcement
- ▶ They can relate with people
- ▶ They have freedom of expression
- ▶ They have teaching roles

…Responds to a Leader Who

I

- ▶ Is fair and who is also a friend
- ▶ Provides social involvement
- ▶ Provides recognitions of abilities
- ▶ Offers rewards for risk-taking

…is Motivated by Others Who

- ▶ Openly express their opinions

- ▶ Show a warm, good-natured optimistic side
- ▶ Easily grant and request favors
- ▶ Appear poised and self-confident
- ▶ Willingly promote cooperation

Communication Preference

I-profiles communicate in an inspiring way:

- ▶ They will sell their ideas and visions.
- ▶ I-profiles will talk a lot.
- ▶ They prefer to look at the big picture and avoid details.
- ▶ I-profiles focus on the positive and tend to avoid unpleasant subjects.
- ▶ They are good at providing positive, constructive feedback, but they may not be direct.

I When Interacting with an "I"

Do:

- Build a friendly environment
- Give opportunity for verbalization about ideas and people
- Share testimonials from others relating to proposed ideas
- Allow time for stimulating, sociable activities
- Create incentives for task follow-through

I When Interacting with an "I"

Don't

- Eliminate social time
- Do all the talking
- Ignore their ideas or accomplishments
- Tell them what to do

"LOOK, LADY, MY NAME IS FRANK, NOT POLLY, AND I DON'T WANT NO STINKIN' CRACKER!"

i in a Team Dynamic

Influencer
- Participatory manager – influence and inspire
- Provides direction, leadership
- Accomplishes goals through people
- Motivates the team
- Spontaneous and agreeable

Communicator
- Instinctive communicator
- Articulate
- Will offer opinions
- Makes good spokesperson
- Persuasive
- Strong brainstorming sessions
- Responds well to the unexpected

Peacemaker
- Creates atmosphere of well being
- Enthusiastic, good sense of humor
- Positive attitude
- Works well with other people
- Accepting of others

S Steady

Good listener   *Team player*
Understanding   *Friendly*

S

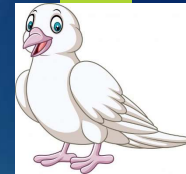### . . . Who They Are
Slow Paced / Relationship Oriented

Characteristics

- Amiable
- Calm
- Dependable
- Friendly
- Good Listener
- Patient
- Sincere
- Steady

Celebrities…

- Mandy Moore
- David Beckham
- Gandhi
- Princess Kate
- Michael J. Fox
- Matthew Broderick
- Peyton Manning
- Jimmy Fallon

S

Easy Ways to Spot an "S"

- Is easy-going and appears calm, thoughtful

- Listens carefully; nods and goes along

- Likes own physical space

- Ponders alternatives, slow in making decisions

- Completely new things make them uncomfortable

What a **Supporter** Wants

- Security in situations
- Sincere appreciation
- Repeated work patterns
- Time to adjust to change
- Limited responsibility

Greatest Fear:
- Loss of security

S

. . . Perceptions

As Viewed by Self:

- ▶ Likes unity with others
- ▶ Expects security
- ▶ Calm and composed
- ▶ Attention to detail matters
- ▶ Loyal
- ▶ Content to stay in one place

As Viewed by Others:

- ▶ Fulfills commitments
- ▶ Anxious to please
- ▶ Avoids struggle for power
- ▶ Show suspiciousness early in relationships
- ▶ Concerned for the unexpected

S ... What They Need

Increase Effectiveness By:

- ▶ Accepting necessary change
- ▶ Setting realistic goals
- ▶ Developing creativity
- ▶ Working with a diverse group
- ▶ Openly stating convictions

Need Others Who:

- ▶ Accept major responsibilities
- ▶ Delegate work to others
- ▶ Are Goal Focused
- ▶ Set a fast-moving pace
- ▶ Apply pressure on others

S

...The ideal environment

- A team atmosphere
- Practical procedures and systems
- Stability and predictability
- Tasks that can be completed at one time
- Few conflicts and arguments

S

Responds to a Leader Who:

- ▶ Is personable and build rapport

- ▶ Provides them with specifics and clarifications for tasks they are asked to do and try to explain the "how" questions

- ▶ Is patient when instituting change

- ▶ Follows traditional procedures

- ▶ Attacks ideas rather than the people

S

What Motivates Them?

- ▶ They are motivated by safety and security.

- ▶ They want to avoid conflict, and exist in peaceful environments.

- ▶ They want groups that are at harmony.

- ▶ They truly appreciate recognition for their loyalty and dependability.

S Communication Preference

- Prefer interactions in one-on-one settings
- Answer when asked, but otherwise, they prefer listening
- Look to create trust during the interaction
- Prefer to talk about topics that they have mastered
- Explain things calmly and thoroughly

When Interacting with an S

Do:

- Express genuine personal interest in them.
- Present ideas in non-threatening manner.
- Give S-types time to adjust.
- Clearly define goals, procedures & their role in the overall plan.
- Assure them of personal follow-up support.

Interacting

Don't

Be aggressive or demanding
Be too confrontational

S in a Team Dynamic

Relationship Builder
- Instinctive relater
- Makes others feel like they belong
- Shows sincerity
- Focused and intuitive about people and relationships
- Strives to build relationships
- Shows patience with others

Team Player
- Participative manager – accomplishes goals through personal relationships
- Buys into team goals
- Identifies strongly with team
- Loyal, dependable
- Provides specialized skills

Voice of Reason
- Can see an easier way of doing things
- Full of common sense
- Considers elements of a total project
- Realistic and practical
- Even tempered
- Provides stability

C — Compliance

Accurate　　*Analytical*
Conscientious　*Precise*

C

. . . Who They Are
Slow Paced / Task Oriented

Characteristics

- ▶ Accurate
- ▶ Analytical
- ▶ Courteous
- ▶ Diplomatic
- ▶ High Standards
- ▶ Information-Seeker
- ▶ Patient
- ▶ Perfectionist
- ▶ Serious

Celebrities:

- ▶ Albert Einstein
- ▶ Allen Greenspan
- ▶ Bill Gates
- ▶ Diane Sawyer
- ▶ Henry Kissinger
- ▶ Jacqueline Kennedy
- ▶ Kevin Costner
- ▶ Tom Brokaw
- ▶ Mr. Spock

C

Easy Ways to Spot an "S"

- Is quiet; proceeds cautiously; deliberate and controlled

- Focuses on details; asks many questions

- Appears reserved and somewhat timid

- Makes decision only after studying pertinent facts/issues

- May be very critical; criticism based on facts, not opinions

What a "C" Wants

- Autonomy and independence
- Controlled work environment
- Values of quality and accuracy
- Reassurance
- Precise expectations and goals
- Exact job descriptions
- Planned change

C

. . . Perceptions

As Viewed by Self:

- Follow rules and regulations
- Diplomatic and tactful
- Accuracy is very important
- Systematic procedures are key
- Show concern for practical details

As Viewed by Others:

- Assumes an investigative role
- Communicates high standards
- Criticizes performance
- Puts people on the defensive
- Complies with authority

C

. . . What They Need

Increase Effectiveness By:

- Work on relationships
- Take more risks
- Be more decisive
- Don't let perfectionism hinder progress

Need Others Who:

- Excite and move people to action
- Make quick decisions
- Confront others
- Struggle against the odds

The ideal environment

▶ Tasks and projects that can be followed through to completion
▶ Specialized for technical tasks
▶ Practical work
▶ Few conflicts and arguments
▶ Instructions and reassurance that they are doing what is expected of them

C

Responds to a Leader Who:

▶ Provides time and organization to do things correctly
▶ Gives recognition for work well done
▶ Limited social interaction
▶ Provides detailed tasks and instructions; clear parameters and expectations
▶ Communicates information logically

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C   Motivators

- Standards of high quality
- Limited social interaction
- Detailed tasks
- Opportunities to demonstrate expertise
- Logical organization of information

C   Communication Preference

- Prefer to use written communication, like emails.
- They don't readily express disagreeing views.
- They want detailed, fact-based information to insure they make the correct decisions.
- Prefer conversations where they don't have to focus on opinions or abstract matters.

Interacting
Do:

- Review recommendations in a systematic and comprehensive manner.
- Support ideas and statements with accurate data.
- Reassure that no surprises will occur.
- Give a precise explanation of how the task fits into the big picture.
- Be specific when agreeing; when disagreeing, disagree with the facts rather than with the person.
- Be patient, persistent, diplomatic while providing explanations.

Interacting with a C
Don't:

Who?

- Refuse to explain details
- Answer questions vaguely