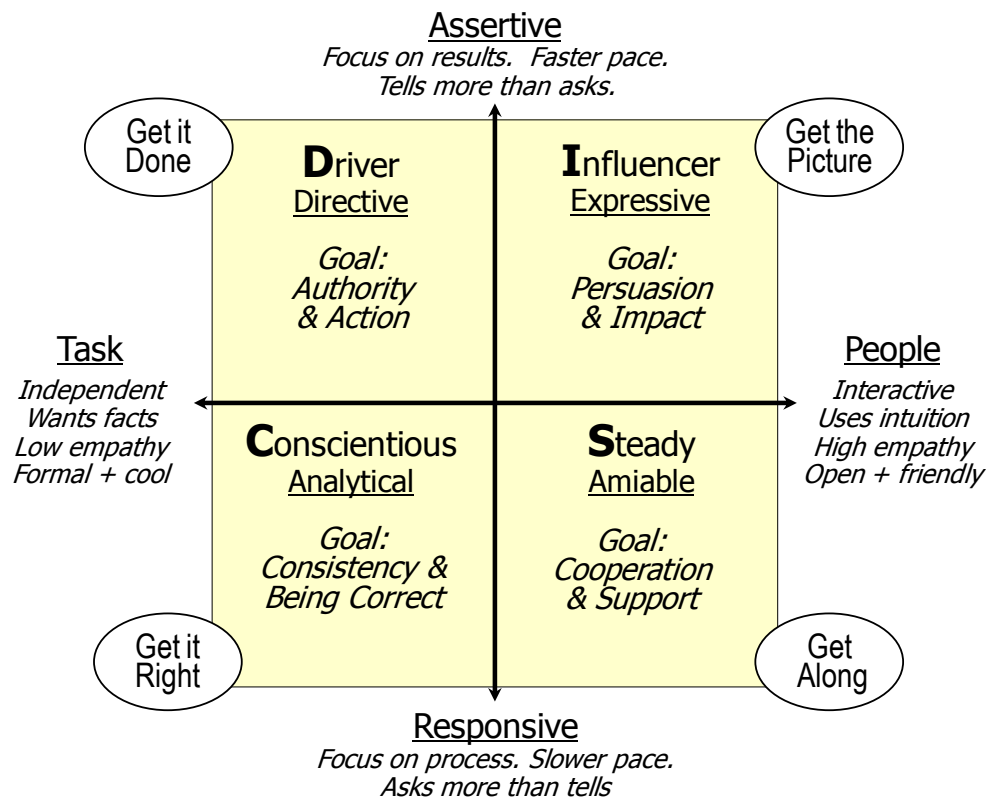


DISC Quick Read

The DISC system identifies four primary behavior patterns. Your dominant style significantly shapes the way you perceive and process information, manage emotions, communicate and relate to other people, and work on teams. Awareness of your style is important because it will help you recognize when to flex and adapt your style in order to be more effective in responding to the situations of life and work. Awareness of your style, as well as awareness of the style of others, will also help you communicate and connect with other people. One style is not effective for all situations. Style rigidity will get you into trouble; style flexibility will help you be more effective.



- The top half of the chart reveals that the D and I styles tend to be more assertive and tell-oriented. Their approach is to challenge and change the environment.
- The bottom half of the chart reveals that the C and S styles tend to be more responsive and ask-oriented. Their tendency is to accept and work within the current environment.
- The left half reveals that the D and C styles are independent and task-oriented. They prefer to focus on the task first and the relationship second.
- The right half reveals that the I and S styles are more interactive and people-oriented. They prefer to focus on the relationship first and the task second.

***25% of all situations are perfect for your style.
How do you respond the other 75% of the time?***

D Driver -- Get it Done		I Influencer – Get the Picture	
<p>Leadership style – power. <i>Directive style. Focus is on tasks and results. Motivated to overcome. Wants to be in charge. Faster pace. Tells more than asks. Fears loss of control and failure.</i></p>		<p>Leadership style – persuasion. <i>Expressive style. Focus is on people and results. Wants to influence and align people. Seeks to persuade. Faster pace. Tells more than asks. Fears rejection and loss of influence.</i></p>	
<p><u>STRENGTHS</u></p> <ul style="list-style-type: none"> • Confident • Assertive • Proactive • Logical and rational • Decisive • Forceful • Competitive • Goal-oriented • Independent • Problem-solving • Likes tough situations and overcoming obstacles • Focuses on the facts 	<p><u>WEAKNESSES</u></p> <ul style="list-style-type: none"> • Overbearing • Abrasive • Can be too controlling • Impatient • Short attention span • May appear arrogant • Blunt • Can seem uncaring • Demanding • Hasty • Dictatorial • Argumentative • May miss emotional signals • Tendency to “wing it” • May focus on results at the expense of people 	<p><u>STRENGTHS</u></p> <ul style="list-style-type: none"> • Confident • Proactive • Positive • Optimistic • Energetic • Enthusiastic • Competitive • Persuasive • Participative • Stimulating • Motivating • Idealistic • Sees the big picture • Seeks to understand facts and feelings 	<p><u>WEAKNESSES</u></p> <ul style="list-style-type: none"> • Impulsive, emotional • May over-promote • Responds too quickly • Overconfident • Poor listener • May appear self-centered • Too trusting • Poor time manager • Impatient • May appear superficial • Short attention span • Tendency to “wing it” • Lack of focus – pursues too many things at one time • Poor follow through • May focus on vision at the expense of details
C Conscientious -- Get it Right		S Steady -- Get Along	
<p>Leadership style – procedure. <i>Analytical style. Focus is on process and tasks. Not a risk-taker. Wants to be correct. Slower pace. Asks more than tells. Fears mistakes and being wrong.</i></p>		<p>Leadership style – partnership. <i>Amiable style. Focus is on process and people. Likes predictable routines. Seeks to support. Slower pace. Asks more than tells. Fears loss of relationship and exclusion.</i></p>	
<p><u>STRENGTHS</u></p> <ul style="list-style-type: none"> • Precise • Thorough • Consistent • Systematic • Careful • Cautious • Orderly • Organized and prepared • Accurate • Logical and rational • Long attention span • Manages time and stays on track • Listens carefully for facts • Diplomatic 	<p><u>WEAKNESSES</u></p> <ul style="list-style-type: none"> • Too careful • Too much detail • Obsessive-compulsive • Nit-picky and finicky • Analysis paralysis • Suspicious • May appear detached • May lack enthusiasm • Can be indecisive • May miss emotional signals • Sometimes loses sight of big picture • Can be stubborn • Sometimes hesitates to declare a point of view • May resist change. • May focus on facts at the expense of people 	<p><u>STRENGTHS</u></p> <ul style="list-style-type: none"> • Easy-going • Calm • Sympathetic • Warm • Dependable • Self-controlled • Accommodating • Patient • Persistent • Good listener • Friendly • Likes specialized skills • Likes people • Team player – likes to get things done through people • Seeks to understand facts and feelings 	<p><u>WEAKNESSES</u></p> <ul style="list-style-type: none"> • Complacent • Lenient • May lack enthusiasm • May seem indifferent • Non-demonstrative • Confrontation-averse • Not assertive • Plodding • Passive • Possessive • Sometimes conceals feelings • Can hold a grudge • Internalizes stress • Resists change • Avoids risk • May focus on people at the expense of results

Under stress your DISC style tends to be amplified. Under extended stress each style tends to react with a “back up” style that is opposite its normal behavior. Don’t let the stress of a difficult Event cause you to act without awareness. Be prepared to adjust your style in response to the situation. Style rigidity will get you in trouble.

<p style="text-align: center;"><u>D’S EXPERIENCE STRESS WHEN ...</u></p> <ul style="list-style-type: none"> ○ A desired goal is blocked or threatened ○ Their authority is challenged ○ They feel taken advantage of ○ People resist or are slow to respond <p style="text-align: center;"><u><i>D Under Stress</i></u></p> <ul style="list-style-type: none"> ○ Can become very controlling ○ Confronts ○ Demanding ○ Gets angry ○ Tries even harder to impose thoughts and plans on others ○ May demonstrate stony silence or be loud and abrasive ○ Becomes unbending and even less willing to compromise ○ If stress produces conflict, can get over it quickly <p style="text-align: center;"><u><i>D Under Extended Stress</i></u></p> <ul style="list-style-type: none"> ○ Tends to withdraw and detach 	<p style="text-align: center;"><u>I’S EXPERIENCE STRESS WHEN ...</u></p> <ul style="list-style-type: none"> ○ Their influence is threatened ○ Their ideas or vision have been rejected ○ They are forced to deal with issues and problems they have been putting off <p style="text-align: center;"><u><i>I Under Stress</i></u></p> <ul style="list-style-type: none"> ○ Oversells ○ Focuses frustrations on other people. Blames ○ Confronts ○ Expresses strong emotion ○ May shout and gesture strongly ○ Makes wounding, sarcastic remarks ○ Verbalizes judgmental feelings ○ If stress produces conflict, gets over it quickly and will go out of their way to make it right <p style="text-align: center;"><u><i>I Under Extended Stress</i></u></p> <ul style="list-style-type: none"> ○ Tends to accommodate and agree
<p style="text-align: center;"><u>C’S EXPERIENCE STRESS WHEN ...</u></p> <ul style="list-style-type: none"> ○ Their work is criticized ○ Plans are changed suddenly ○ They feel forced to make decisions or commitments with what they feel is insufficient information ○ They perceive too much risk <p style="text-align: center;"><u><i>C Under Stress</i></u></p> <ul style="list-style-type: none"> ○ Becomes even less responsive ○ Avoids ○ Delays decisions ○ Retreats to other issues ○ Withdraws emotionally and interpersonally ○ Limits vocal intonation, facial expression, and gestures ○ May avoid contact with others if conflicts arise ○ May become hyper-sensitive to work-related criticisms ○ May adopt a victim attitude <p style="text-align: center;"><u><i>C Under Extended Stress</i></u></p> <ul style="list-style-type: none"> ○ Tends to confront and control 	<p style="text-align: center;"><u>S’S EXPERIENCE STRESS WHEN ...</u></p> <ul style="list-style-type: none"> ○ Traditional methods do not create expected results ○ People use an aggressive, overbearing attitude ○ Plans are suddenly changed ○ There is pressure to produce results ○ They must confront someone <p style="text-align: center;"><u><i>S Under Stress</i></u></p> <ul style="list-style-type: none"> ○ Gives in ○ Voice, facial expression, and gestures become mechanical and perfunctory ○ May lack commitment even though voicing agreement ○ Can be passive-aggressive ○ Complies rather than cooperates, produces minimal results ○ Withdraws support ○ If stress produces conflict, can be slow to forgive and forget <p style="text-align: center;"><u><i>S Under Extended Stress</i></u></p> <ul style="list-style-type: none"> ○ Tends to become emotional and attack

Know the DISC style of people with whom you are trying to communicate and connect.
Adjust your communication approach as needed.

	D Driver Style <i>Directive</i>	I Influencer Style <i>Expressive</i>	S Steady Style <i>Amiable</i>	C Conscientious Style <i>Analytical</i>
Observable Behavior	<ul style="list-style-type: none"> • Assertive • Tries to take over • Will interrupt • Restless • Impatient 	<ul style="list-style-type: none"> • Enthusiastic • Friendly • Lots of hand movements. • Tells stories 	<ul style="list-style-type: none"> • Good listener • Relaxed and kind • Relational • Resists change • Non-aggressive 	<ul style="list-style-type: none"> • Will write notes • Precise • Cautious in expressing feelings • Asks for detail
When speaking	<ul style="list-style-type: none"> • Tells more than asks • Self-assured • Tries to control conversation 	<ul style="list-style-type: none"> • Tells more than asks • Speaks loudly • Speaks rapidly 	<ul style="list-style-type: none"> • Asks more than tells • Soft spoken • Friendly tone, calm 	<ul style="list-style-type: none"> • Asks more than tells • Unemotional • Cuts off small talk
Listening	Answers quickly	Responds energetically	Receptive and friendly	Attentive to facts
When Questioning	Seeks key facts and focuses on results	Seeks key concepts and focuses on big picture	Seeks to understand who does what	Seeks more information and wants detail
Do ...	<ul style="list-style-type: none"> • Be direct, brief, and to the point • Focus on goals, action, and results • Provide options and alternatives • If you disagree, challenge the facts -- not the person • Keep the relationship businesslike • Focus on facts, not feelings 	<ul style="list-style-type: none"> • Be open, friendly, and warm • Listen attentively • Start with big picture • Talk ideas and options • Find and focus on the vision and goals the person is excited about. • Respond with enthusiasm • Focus on facts and feelings 	<ul style="list-style-type: none"> • Use a steady pace • Ask questions and listen attentively • Support their ideas • Be sincere • Communicate in a low-key, relaxed manner • Present details • Be patient • Ask about the team • Focus on facts and feelings 	<ul style="list-style-type: none"> • Be organized and factual • List advantages and disadvantages • Be specific and provide proof • Focus on quality, reliability, and security • Be patient • Allow time for pauses, reflection, questions • Focus on facts, not feelings
Don't ...	<ul style="list-style-type: none"> • Appear indecisive or be problem-oriented • Tell them what to do • Generalize or make unsupportable statements • Provide too many details • Talk too much • Challenge their authority • Ramble or waste time 	<ul style="list-style-type: none"> • Challenge their influence. • Do all the talking • Give them too much detail • Get irritated by interruptions or suggestions • Let the "I" take you too far off target • Be aloof, cold, or distant 	<ul style="list-style-type: none"> • Introduce rapid change • Argue • Move too fast or rush decisions • Be too directive • Be abrupt • Omit too many details • Ignore the team • Talk facts without feelings. 	<ul style="list-style-type: none"> • Be too general or leave out the details • Socialize • Rush decisions • Speak too loudly • Make sudden changes • Be intimidated by the C's challenges and skepticism • Use emotional appeals