

DISC Clue Sheets:

COMMUNICATING W/ the HIGH D

- Be clear specific and to the point
- Stick to business
- Come prepared with all requirements, objectives and support material in a well-organized package.
- Present the facts logically; plan your presentation efficiently.
- Ask specific (preferably “what?”) questions
- Provide alternatives and choices for making their own decisions.
- Provide facts and figures about probability of success or the effectiveness of options.
- If you disagree, take issue with the facts.
- Provide a win/win opportunity.
- Motivate and persuade by referring to results
- Support and maintain

MOTIVATING THE D

- Allow them to control their own destiny and the destiny of others
- Give them the power and authority to achieve results
- Provide prestige, position, and titles
- Provide them with a vehicle to obtain money and material things that indicate success
- Maintain their focus on the bottom line
- Follow communication tips listed above, always
- Allow freedom from controls, supervision and details.
- Allow efficiency in people and equipment
- Provide new and varied equipment
- Provide new and varied experiences
- Provide challenges with each task
- Provide a forum for verbalizing

MANAGING THE D

- Clearly explain results expected
- Negotiate commitments one on one
- Define rules
- Confront face to face in all disagreements
- Provide challenging assignments
- Train on understanding and being easier on people
- Assist them in learning to pace self and relax
- Train on understanding teamwork and participation
- Train on listening skills
- Make sure their emotional intensity fits the situation
- Plan advancement and a career path

COMMUNICATING WITH THE HIGH I

- Plan interaction that supports their dreams and intentions
- Allow time for relating and socializing
- Talk about people and their goals
- Focus on people and action items. Put details in writing
- Ask for their opinion
- Provide ideas for implementing action
- Use enough time to be stimulating, fun, fast moving
- Provide testimonials from people they see as important or prominent
- Offer special immediate and extra incentives for their willingness to take risks

MOTIVATING THE I

- An environment free from control and data
- Popularity and social recognition
- Freedom of speech, people to talk to
- Favorable working conditions
- Group activities outside the job
- Identification with the team
- Public recognition of their ability
- Monetary rewards

MANAGING THE I

- Assist in setting realistic goals
- Work with on-time management
- Develop a friendship and make time for interaction daily
- Open door policy for high I to discuss any issues
- Train on behavioral styles to increase effectiveness of people interactions
- Station them in a people area where they can interact and get the job done
- Allow them freedom of movement, without control
- Set clear objectives of task to be accomplished

Look for opportunities for them to utilize their verbal skills

COMMUNICATING WITH THE HIGH S

- Start with personal comments. Break the Ice
- Show sincere interest in them as people
- Patiently draw out their personal goals and ideas. Listen and be responsive
- Present your case logically, soft, nonthreateningly
- Ask specific (preferably “how”?) questions
- Move casually, informally
- If the situation impacts them personally, look for hurt feelings
- Provide personal assurances and guarantees
- If a decision is required of them, allow them time to think

MOTIVATING THE S

- Logical reasons for change
- Identification with team members
- Harmony. A happy home and work life.
- Procedures that have been proven
- A road map to follow
- Closure on tasks
- Time to adjust to change
- Appreciation
- Recognition for loyalty and service
- To know you care
- To work with a small group of people, develop relationships

MANAGING THE S

- Clearly explain upcoming changes in order to prepare them
- Give rewards in terms of things
- Make an effort to get to know them and their needs
- Allow them the opportunity to finish the tasks started
- Assign them fewer, larger projects
- Encourage their contribution in meetings
- Involve them in the long-term planning
- Work to stretch them carefully to new heights
- Create a non threatening environment, allowing disagreements
- Reward them for good work habits
- Clearly define parameters and requirements of the task
- Assign them to work with a small group of people
- Do not switch them from team to team
- Praise in public, rebuke gently in private

COMMUNICATING WITH THE HIGH C

- Prepare your case in advance
- Approach them in a straightforward, direct way
- Use a thoughtful approach. Build credibility by looking at all sides of each issue
- Present specifics and do what you say you can do
- Draw up an “ACTION” plan with scheduled dates and milestones
- Take your time, but be persistent
- If you disagree, prove it with data and facts or testimonials from respected people.
- Provide them with the information and the time they need to make a decision
- Allow them their space

MOTIVATING the C

- Operating procedures in writing
- Safety procedures
- To be part of a quality-oriented team
- No sudden or abrupt changes
- Reassurance that the job is being done correctly
- Information and data available
- Time to think
- Objective, tough problems to solve
- Manager who follows company policy

MANAGING THE C

- Involve them in defining standards that are undefined
- Involve them in implementation of the standards
- Clearly define requirements of the job and expectations
- Allow them the opportunity to finish the tasks started
- Set goals that have “reached” in them
- Encourage their contribution in meetings
- Involve them in the long term planning
- Train them in people and skills and negotiating
- Respect their personal nature
- Allow them to work with a small group of people, in a less active area
- Do not criticize their work unless you can prove a better way