

USING DISC IN A WORLD OF TRANSITIONING COMMUNICATION

MARCH 30, 2022





What we know for sure...

People generally make the mistake of assuming that others interact and think the same way they do.

The Golden Rule



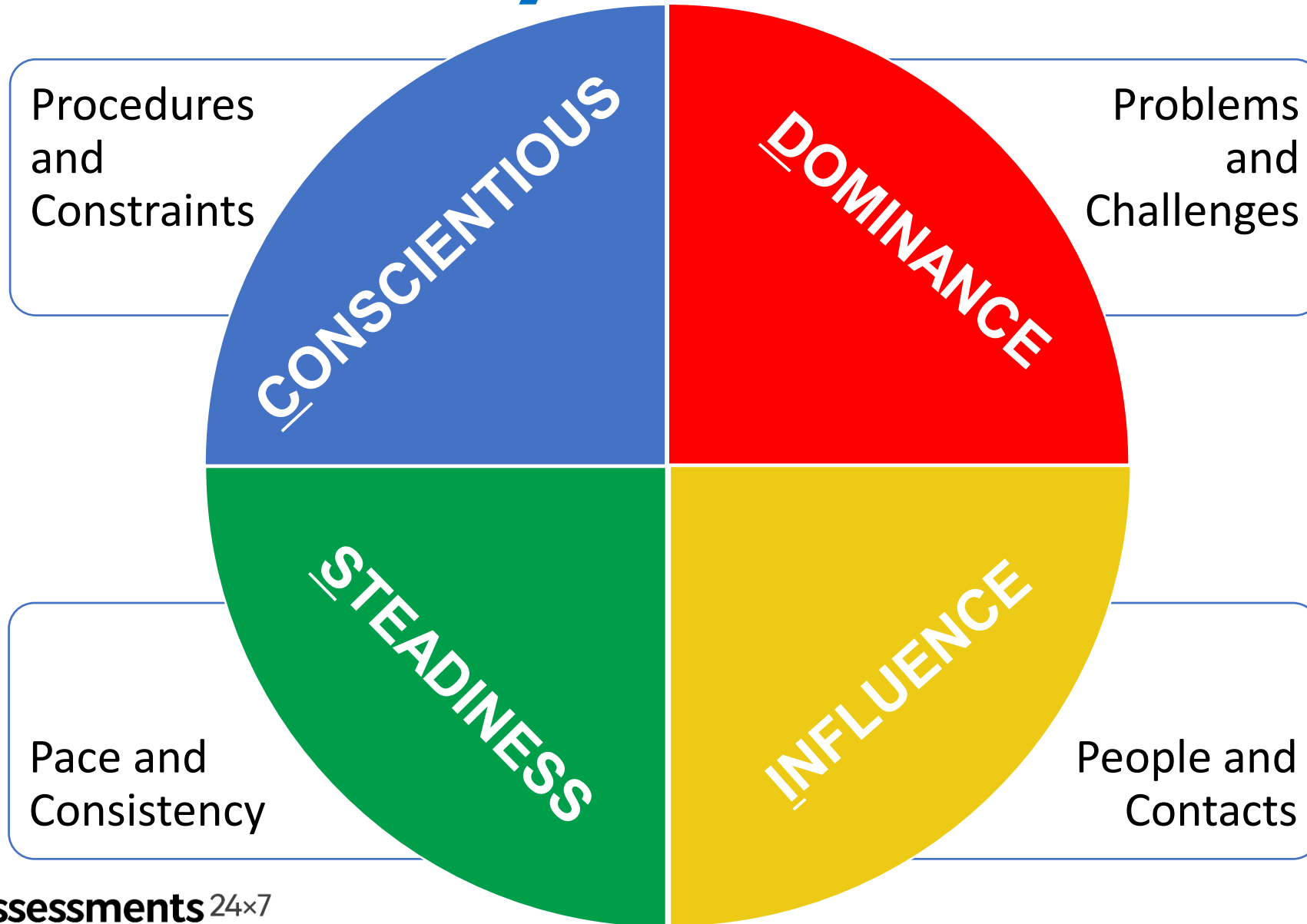
Communicating With Others

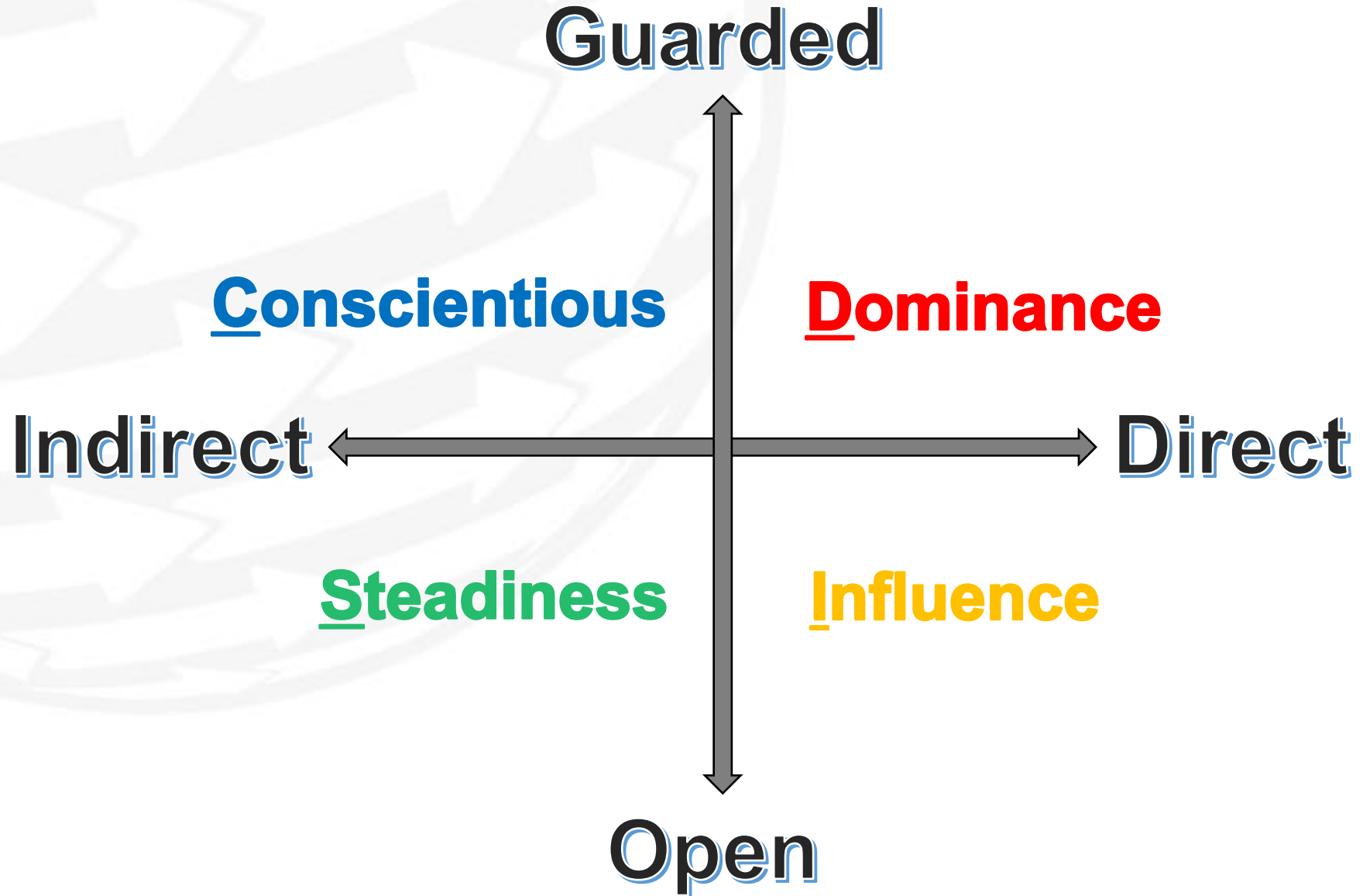


Verbal
Vocal
Visual



Four Core Styles







We get things done & focus on tasks.

I reach my goals by complying with established rules, procedures & protocols.

C

I move quickly into identifying problems and challenges & handle things with urgency.

D

I cooperate with others to preserve a stable, harmonious & predictable environment.

S

I use friendly persuasion to reach my objectives & engage with a vast network of people.

I

We think before we speak, and plan before we act.

We dive in and make changes or do new things quickly.

We make connections & focus on relationships.



Needs, Emotions & Fears



DISC Focus

Problems/Challenges

People/Contacts

Pace/Consistency

Procedures/Constraints

Needs

Challenges to solve,
Authority

Social relationships,
Friendly environment

Systems, Teams, Stable
environment

Rules to follow, Data to
analyze

Emotions

Anger, Impatience

Optimism, Trust

Patience, Non-Expression

Fear, Concern

Fears

Being taken advantage
of/lack of control

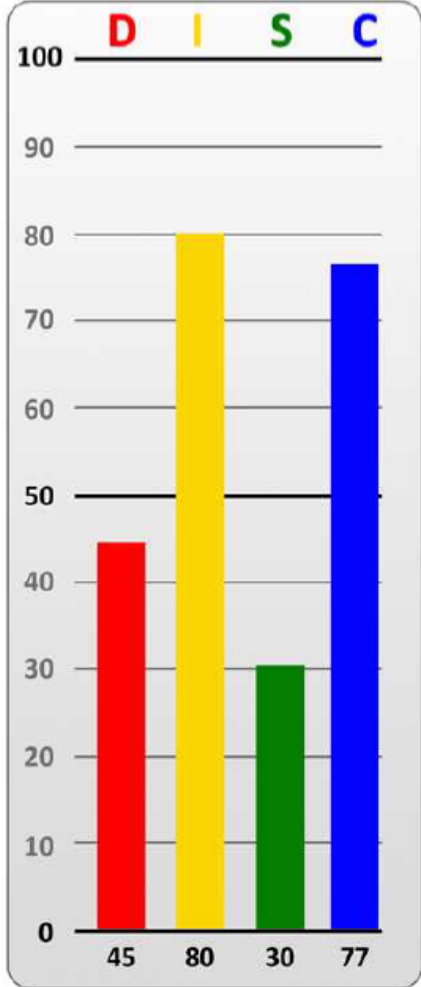
Being left out/loss of
social approval

Sudden change/loss of
stability and security

Being criticized/loss of
accuracy and quality

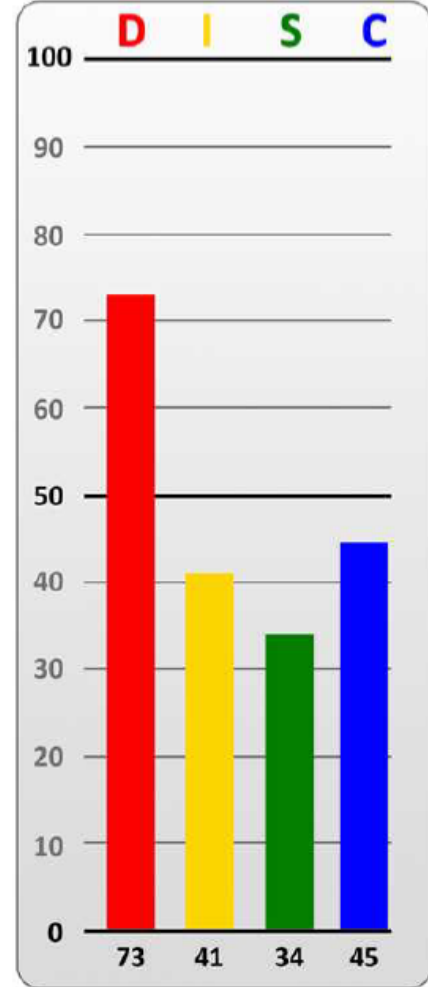
The DISC Profile

Adapted Style - Graph I



Pattern: IC
Focus: Work

Natural Style - Graph II



Pattern: D



But what if something is missing?





What CAN we identify and how do we do it?

Be Present



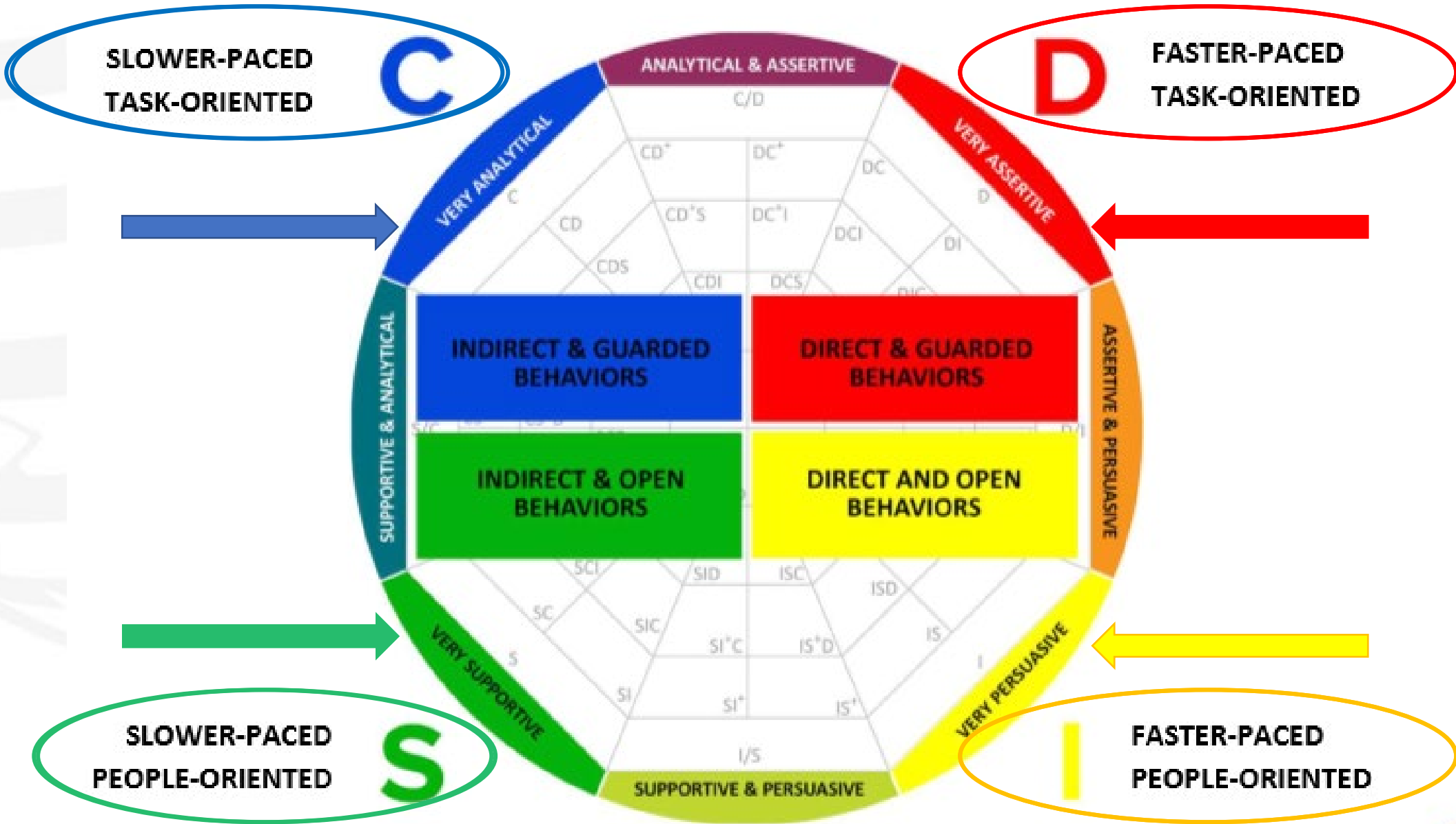
- **Really listen, read, & observe** – take it all in and seek to understand
- **Stay focused, relaxed, and engaged**
- **Recognize** your thoughts and desire to respond – but **don't let that take your focus** from others



Be Attentive

Look and Listen for Clues and Cues

Within a few moments of interaction, you should be able to identify some tendencies of their style that will help you know their current behavioral style & approach.





How they'll likely communicate

D Styles

Assertive
Directive
Few words
Bullet Points
Short and concise – to the point, often with little detail or explanation

I Styles

Friendly
Persuasive
Interactive/
social
Shares lots of information in stories
May wander from topic to topic

S Styles

Kind
Professional
Thoughtful and informative in narrative
Supportive
Shares step-by-step, many details

C Styles

Precise
Shares rules and procedures
Provides pros, cons, and risks
Gives data and detailed analysis, often in spreadsheets



What they'll want to know

D Styles

WHEN

I Styles

WHO

S Styles

WHY

C Styles

HOW



Be Curious & Mindful

- **Be curious** - ask for clarification and input if you feel unsure that you are understanding
- **Be mindful** - consider your own thoughts, feelings, & actions before you respond



Once we've identified their style, we can determine how to communicate with them in a way that works!



How they'll want you to communicate

D Styles

Strong,
Confident
Language

Direct
statements

Challenge and
disagree openly

Don't waste
time

Provide options
and let them
decide

I Styles

Upbeat,
positive and
warm

Make
suggestions

Share feelings
& emotions

Respond to
their
expressiveness

Don't rush to
task

S Styles

Develop trust
and credibility
over time

Give step by
step
information

Be patient,
don't rush
them

Be friendly and
professional

C Styles

Be prepared

Stay on task

Give them time
to think

Follow rules
and procedures

Provide pros
and cons

Be open to
thorough
analysis



Be a Mirror

- If they are going faster, speed up.
- If they are slower, slow down.
- If they are focused on the task, get right to it.
- If they are wanting to interact, allow time for connection.



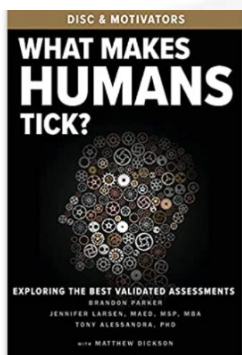
What's coming up?

- Updated [DISC & Motivators Resources](#) in the library – Take a look!
- [Kids DISC](#) – Check it out! It's AWESOME!
- A24x7 will be at [ATD22](#) in Orlando, May 15-18 - Come say hi!



Keep Going!

- [DISC Practitioner Certification](#)
- *Webinars on assessments24x7.com: Resources* → [Webinars](#)
- *“What Makes Humans Tick?”*



What Makes Humans Tick?: Exploring the Best Validated Assessments Paperback – August 30, 2021

by Brandon Parker (Author), Jennifer Larsen (Author), Tony Alessandra (Author)

★★★★★ 9 ratings

Contact us:

hello@assessments24x7.com