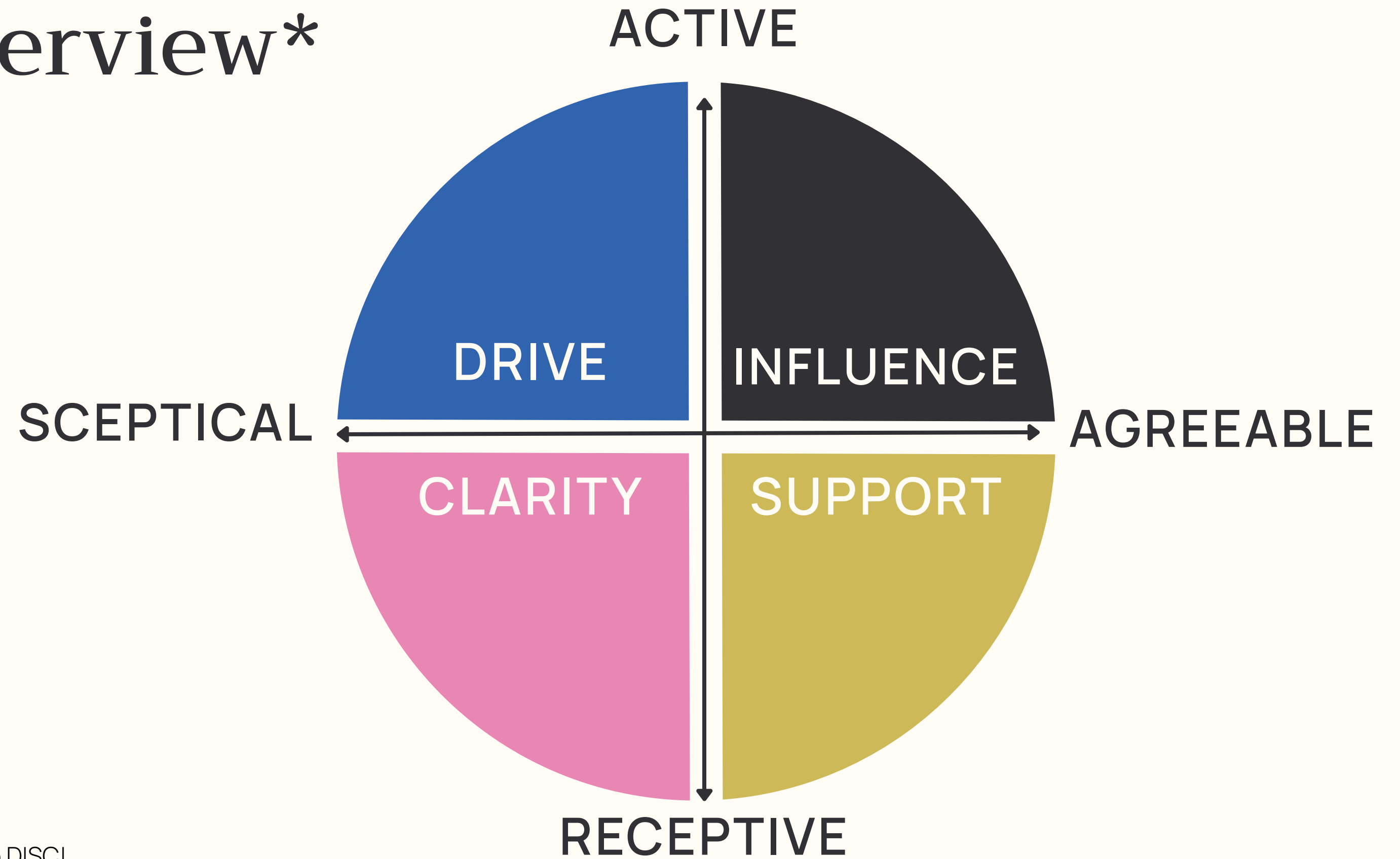


DISC Overview*



*Very high level introduction to DISC!

Drive

- Assertive
- Decisive
- Multitasking 'doer'
- Focused on results
- Comfortable with confrontation
- Talks and moves quickly
- Likes challenges and takes risks

Influence

- Active
- Enthusiastic
- Encouraging
- Focused on relationships
- Enjoys the spotlight
- Persuasive
- Natural storyteller

Support

- Team oriented
- Loyal
- Easy going
- Tactful
- Accepting
- Even-paced
- Compassionate
- Steady

Clarity

- Analytical
- Organised
- Pragmatic
- Conscientious
- Accurate
- Detail-oriented
- Disciplined
- Dependable

Communicating with a Drive

- Use the first 10 seconds well
- Say what you need to say, then leave
- Ask “what”, not “how,” questions
- Focus on results
- Discuss a problem and its impact

Communicating with an Influencer

- Focus on the positive
- Ask questions about their ideas
- Allow time for chit-chat
- Follow up with the details in writing
- Interrupt when necessary to keep them on track
- 6 x 10 min discussions are better than 1 x 60 minute discussion


Communicating with a Supporter

- Be polite and friendly
- Show interest in them as a person
- Describe the goals and everyone's role within it
- Give them time to adjust to changes
- Don't bulldoze them into saying 'yes'


Communicating with a Clarity

- Provide all the facts
- Validate your argument
- Be precise and specific
- Be patient and answer their questions
- Given them reflection time
- Follow up with the extra details they've requested


Working with a Drive Type

- Make sure they know the overall plan
 - Allow them to have their say
 - Offer solutions
 - Don't sugarcoat issues
 - Offer to help and be specific (D's struggle to delegate)
 - Be prepared to compromise down easily
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Working with an Influencer Type

- Let them talk
 - Listen actively to their ideas and feelings
 - Give a reality check - but focus on positive outcomes
 - Ask questions to help them focus their ideas
 - Keep checking in on progress
 - Offer to follow through on tasks when they cannot
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Working with a Supporter

- Set a steady pace of work
 - Don't let them deny that problems exist
 - Be calm and reassuring
 - Focus on the relationship
 - Look for an amicable solution
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Working with a Clarity Type

- Focus on facts and solutions.
 - Respect their need for details and accuracy
 - Make sure roles and responsibilities are clearly defined
 - Don't take their criticism personally
 - Encourage them to open up and share their thoughts
 - Help when they're stuck in the details
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How can you
complement
each other?

