

THEIR STYLE

Their Style

Use the chart below to identify their behavioral characteristics based on DISC.

What I have observed with _____

On a scale of 1-10 indicate how closely the “set of adjectives describe the person you are rating. At least one set of adjectives must be below 5 and at least one set of adjectives must be above 5.

D _____ TAKE CHARGE, VERY COMPETITIVE, DECISIVE, DEMANDING, RESULTS ORIENTED, STRONG WILLED, QUICK RESPONSE POINTS

I _____ OUTGOING, TRUSTING, PASSIONATE, ENTHUSIASTIC, OPTIMISTIC, FRIENDLY, INTERACTS WITH OTHERS, PLAYFUL POINTS

S _____ STEADY, FINISHER, RELIABLE, LOYAL, SYSTEMATIC, PLANS WORK, RESISTS CHANGE, PATIENT, PREDICTABLE POINTS

C _____ STRUCTURED, FOLLOWS RULES, ANALYTICAL, CONSCIENTIOUS, DETAILED, BUILT WITH EXCELLENCE, DATA DRIVEN POINTS



Plot the points for each style on the graph. Then circle the highest point on the graph. This is their “CORE” style. What are their behavioral characteristics based on DISC? What do’s and don’ts will help me connect with their DISC style? **THEIR STYLE** Refer to the Conversation Do’s and Don’ts worksheet to determine what will help you connect with their DISC style?



CONVERSATION DO'S & DON'T'S

Conversation Do's & Don't's

Communicating with a High C	Communicating with a High D
<ul style="list-style-type: none"> • Prepare your case in advance. <i>Don't be disorganized or messy.</i> • Approach them in a straightforward, direct way. <i>Don't be casual, informal or personal.</i> • Use a thoughtful approach. Build credibility by looking at all sides of each issue. <i>Don't force a quick decision.</i> • Present specifics, and so what you say you can do. <i>Don't be vague about expectations or fail to follow through.</i> • Draw up an "Action Plan" with scheduled dates and milestones. <i>Don't over promise as to results, be conservative.</i> • Take your time, but be persistent. <i>Don't be abrupt and rapid.</i> • If you disagree, prove it with data, facts or testimonials from respected people. <i>Don't appeal to opinion or feelings as evidence.</i> • Provide them with the information and the time they need to make a decision. <i>Don't use closes, use incentives to get the decision.</i> • Allow them their space. <i>Don't touch them.</i> 	<ul style="list-style-type: none"> • Be clear, specific and to the point. <i>Don't ramble on or waste their time.</i> • Stick to business. <i>Don't try to build personal relationships or chitchat.</i> • Come prepared with all requirements, objectives and support material in a well-organized package. <i>Don't forget or lose things, be unprepared or disorganized.</i> • Present the facts logically; plan your presentation efficiently. <i>Don't leave loopholes or cloudy issues unless you want to be zapped!</i> • Ask specific (preferable What?) questions. <i>Don't ask rhetorical questions or useless ones.</i> • Provide alternatives and choices for making their decisions. <i>Don't come with the decision made, or make it for them.</i> • Provide facts and figures about probability of success or the effectiveness of options. <i>Don't speculate wildly or offer guarantees and assurances where there is a risk in meeting them.</i> • If you disagree, take issue with the facts. <i>Don't take issue with the High D personally.</i> • Provide a win/win opportunity. <i>Don't force a High D into a losing situation.</i>



CONVERSATION DO'S & DON'T'S

Communicating with a High S	Communicating with a High I
<ul style="list-style-type: none"> • Start with personal comments. Break the ice. <i>Don't rush headlong into business or the agenda.</i> • Show sincere interest in them as people. <i>Don't stick coldly or harshly to business.</i> • Patiently draw out their personal goals and ideas. Listen and be responsive. <i>Don't force a quick response to your objectives.</i> • Present your case logically, softly, non-threateningly. <i>Don't threaten with positional power or be demanding.</i> • Ask specific (preferably How?) questions. <i>Don't interrupt as they speak. Listen carefully.</i> • Move casually, informally. <i>Don't be abrupt and rapid.</i> • If you disagree, prove it with data, facts or testimonials from respected people. <i>Don't mistake their willingness to go along for satisfaction.</i> • Provide personal assurances and guarantees. <i>Don't promise something you can't deliver.</i> • If a decision is required of them, allow them time to think. <i>Don't force a quick decision, provide information</i> 	<ul style="list-style-type: none"> • Plan interaction that supports their dreams and intentions. <i>Don't legislate or muffle.</i> • Allow time for relating or socializing. <i>Don't be curt, cold or tight-lipped.</i> • Talk to people about their goals. <i>Don't drive to facts, figures and alternatives.</i> • Focus on people and action items. Put details in writing. <i>Don't leave decisions up in the air.</i> • Ask for their opinion. <i>Don't be impersonal or task-oriented.</i> • Provide ideas for implementing action. <i>Don't waste time in "dreaming".</i> • Use enough time to be stimulating, fun, fast moving. <i>Don't cut the meeting short or be too businesslike.</i> • Provide testimonials from people they see as important or prominent. <i>Don't talk down to them.</i> • Offer special, immediate and extra incentives for their willingness to take risks. <i>Don't take too much time. Get to action items.</i>

