

DISCOVERY

Knowledge of DISC Can Help You “Flex” to What is Needed for the Job at Hand

Business Situations	<i>Crisis Mode... Quick Decisions Needed... Change Leader... Tactical Decisions</i>	<i>Needs to Influence, Persuade & Motivate Others to Take Action</i>	<i>Calm in a Storm... Planning, Systemic Approach... Completion Oriented</i>	<i>Implement Controls... Detailed Analysis... Find the Fatal Flaw</i>
High Characteristics	Active & Aggressive in Gaining Results... Goes Directly at the Problem With Little or No Fear	Strong Contacts & Networks... Outgoing, Verbal, Persuasive... Seeks to be Understood	Prefers a Structured, Well Planned Approach Brings the “Critical Few” To Completion	Follows the Rules... Aware of the Affects Of Non-Compliance... Details are Important
HOW One Deals With...	D Problems & Challenges	I People & Contacts	S Pace & Consistency	C Procedures & Compliance
Low Characteristics	Calculated, Organized, Thoughtful Approach... Admires the Problem, Then Acts to Get Results	Sincere & Reserve... Cautious About Relationships... Facts & Info Oriented... Seeks 1 st to Understand	Prefers an Unstructured Approach... Likes a great Deal of Freedom to Operate... Brainstormer	Do it “My Way”... Likes To establish the Rules... “Possibility” Thinker
Business Situations	<i>Long-Term, Strategic Decisions... Systematic Approach to Decision Making</i>	<i>Tests Capabilities... Evaluates Performance... Negotiates Critical Concessions</i>	<i>Change Hardy... Multi-Tasking... Good Starter... Brainstorming Sessions</i>	<i>Global Views... Breaks Paradigms... Establishes New Rules & Roles</i>

When dealing with a person who is dependent, neat, conservative, perfectionist, careful and compliant:

- Prepare your "case" in advance
- Stick to business
- Be accurate and realistic

Factors that will create tension or dissatisfaction:

- Being Giddy, casual, informal, loud
- Pushing too hard or setting unrealistic deadlines
- Being disorganized or messy

When dealing with a person who is ambitious, forceful, decisive, strong willed, independent and goal-oriented:

- Be clear, specific, brief & to the point
- Stick to business
- Offer support material in a well-organized "package"

Factors that will create tension or dissatisfaction:

- Talking about things that are not relevant
- Leaving loopholes or cloudy issues
- Appearing disorganized

When Dealing with a person who is patient, predictable, reliable, steady, relaxed and modest:

- Begin with a personal comment to break the ice
- Present your case softly, non-threateningly
- Ask "how" questions to draw out their opinions

Factors that will create tension or dissatisfaction:

- Rushing headlong into business
- Being domineering or demanding
- Forcing them to respond too quickly

When dealing with a person who is magnetic, enthusiastic, friendly, demonstrative and political:

- Provide a warm, friendly environment
- Don't deal with a lot of details (put in writing)
- Ask "feeling" questions to draw their opinions

Factors that will create tension or dissatisfaction:

- Being curt, cold or tight-lipped
- Controlling the conversation
- Driving on facts, figures, alternatives, etc.

