

DISC - HOW TO ADAPT

Characteristics of a High "D" Person

- Extroverted, task oriented and direct
- Talks fast and usually walks loudly or walks fast
- Has a need to direct
- Likes to win and wants results
- Likes challenges
- May be argumentative
- Very important
- Listens for key points only
- Likes change

How to Interact or Communicate:

High "D" Style

Be direct
Give alternatives
Make sure you let them win
Make sure you win too
Disagree with facts
Ok to enjoy the "combat"
Don't dictate to them
Move quickly; they decide fast

High "I" Style

Be personal, friendly
Slow down, take time
Joke around and have fun
Allow them to talk
Provide recognition
Don't talk down to them
Talk about people
Follow up often

High "S" Style

Slow down presentation
Build trust
Focus on people
Give them the facts they need
Make logical presentation
Get "little" agreements
Listen carefully
Show sincerity
Don't control or dominate

High "C" Style

Give them the data
Do not touch them
Be patient, slow
Use flyers with data
Give more info than you'd like
Keep control
Do not talk personally
Don't be pushy
Provide evidence

Characteristics of a High "I" Person

- Extroverted, people oriented and indirect
- Talks enthusiastically and fairly loudly
- Need to interact
- Usually wordy and smiles a lot
- Needs to be liked
- Loves to have fun
- May over promise, or over commit
- May lack attention to details / may not listen well
- May not notice change

How to Interact or Communicate:

High "D" Style

Do not touch
Stay business-like
Be direct and to the point
Do not over promise
Don't joke
Let them win (you win also)
Do not let them overpower you

High "I" Style

Have fun
Don't waste too much time talking
Give them recognition
Let them talk more than you
Be energetic
Don't give away too much

High "S" Style

Give them the facts
Slow down
Be friendly and personal
Earn their trust
Provide assurances of your promises
Get "little" agreements
Let them talk; you ask
Follow up after meeting

High "C" Style

Keep your distance
Don't touch them
Give them facts and proof
Do not waste time
Don't get too personal
Be friendly and direct
Answer all questions
Be concerned with details

DISC - HOW TO ADAPT

Characteristics of a High "S" Person

- Introverted, people oriented and indirect
- Talks slowly and in a low voice tone
- Walks deliberately and moderately slow
- Great on follow-through (may over-serve)
- Has an inherent need to serve
- Expect them to be calm and methodical
- May overuse facts
- Is the best listener
- Needs preconditioning to change

How to Interact or Communicate:

High "D" Style

Be confident not intimidated
Disagree with facts not the person
Do not be overpowered
Let them win (you win too)
Move faster than normal
Come on as strong as "D" is
Always be friendly

High "I" Style

Allow them to talk
Keep focused
The less details the better
Provide follow-up
Give recognition
Listen to their stories
Have fun with them

High "S" Style

Give them the facts
Provide assurances they need
Be yourself
Assure them it's the right decision
Don't interrupt them
Follow up after meeting

High "C" Style

Answer questions w/ facts
Provide evidence
Don't be too personal
Be direct and friendly
Do not touch
Give them their space
Don't fear their skeptical nature
Follow through on details
Give information

Characteristics of a High "C" Person

- Introverted, task-oriented and direct
- Talks with little modulation and in a quiet voice
- Walks fast, scans environment for obstacles
- Very well organized, has all the data
- Precise and attentive to detail
- May over evaluate or over use data; perfectionist
- Needs proof and evidence
- May appear to be aloof
- Concerned about the effects of change

How to Interact or Communicate:

High "D" Style

Touch high points of facts and figures
Don't overwhelm with data
Move quickly
Be brief and to the point
Satisfy their strong ego
Allow them to win (you win too)

High "I" Style

People focused, friendly, fun
Listen to them as they talk
Ask questions
Show excitement about products
Demonstrate high energy

High "S" Style

Give them the facts
Slow down
Be friendly and personal
Earn their trust
Provide assurances of your promises
Get "little" agreements
Let them talk; you ask
Follow up after meeting

High "C" Style

Give data
Remain in control
Examine positives and negatives
Follow through on promises
Provide evidence