



DISC Sales

An Evaluation of Behavioral Styles

Report For: **Sample Report**

Style: **IC/D**

Focus: **Work**

Date: **10/23/2019**

YOUR COMPANY
LOGO
APPEARS HERE

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Why is Independently Tested Accuracy of this Assessment Important?



A recent review revealed a **significant majority of assessments available today were absent the studies & reporting to confirm their accuracy**. Of the small minority which claimed reporting, the significant majority of those were conducted privately; oftentimes by the assessment provider itself, rather than an objective and scientifically qualified third party. However, we are leading by example in this otherwise unregulated industry. How are we doing this? By submitting our assessments to an objective, independently conducted battery of tests: Construct Validity, Reliability, and Disparate Impact - all by a qualified scientific authority (*Assessment Standards Institute*). Our goal? Ensuring the trust and confidence of our users by producing the industry’s most accurate and class protected assessments. Please turn to the last page of this report to learn more on this topic, and the steps we’ve taken to safeguard the scientific accuracy of this assessment.

Welcome to the DISCstyles™ Online Report

INTRODUCTION

DISC is a simple, practical, easy to remember and universally applicable model. It focuses on individual patterns of external, observable behaviors and measures the intensity of characteristics using scales of directness and openness for each of the four styles: **Dominance, Influence, Steadiness, and Conscientious**.

Using the DISC model, it is easy to identify and understand our own style, recognize and cognitively adapt to different styles, and develop a process to communicate more effectively with others.

HOW TO USE THIS REPORT

The DISC report is divided into 3 parts introducing the DISC model, helping you understand your own style, and identifying ways that you can apply your style strengths or modify your style weaknesses in order to meet the needs of others.

- **Part I** focuses on understanding each of the DISC styles and identifying characteristics, including the tendencies of each behavioral style
- **Part II** is about understanding yourself and will reveal information about the tendencies that make you unique
- **Part III** examines and explores adaptability and offers actionable recommendations for you and others who interact with you

With this personalized and comprehensive report, DISC gives you tools to help you become a better you - to develop and use more of your natural strengths while recognizing, improving upon, and modifying your limitations. Then, because we can easily see and hear these behaviors, we can quickly and accurately “read” other people and use our knowledge to enhance communication and grow our relationships.

Please Note: Any behavioral descriptions mentioned in this report are only **tendencies** for your style group and may or may not specifically apply to you personally.



Part I Understanding DISC

BEHAVIORAL STYLES

Historical and contemporary research reveal more than a dozen various models of our behavioral differences, but many share one common thread: the grouping of behavior into **four basic categories**.

The DISC styles are **Dominance, Influence, Steadiness, and Conscientious**. There is no “best” style. Each style has its unique strengths and opportunities for continuing improvement and growth.

The DISCstyles™ assessment examines external and easily observable behaviors and measures tendencies using scales of **directness** and **openness** that each style exhibits.

BEHAVIOR DESCRIPTORS OF EACH

| DOMINANCE | INFLUENCE | STEADINESS | CONSCIENTIOUS |
|--|--|--|---|
| Decisive Competitive Daring Direct Innovative Persistent Adventurous Problem Solver Results Oriented | Charming Confident Convincing Enthusiastic Inspiring Optimistic Persuasive Sociable Trusting | Understanding Friendly Good Listener Patient Relaxed Sincere Stable Steady Team Player | Accurate Precise Analytical Compliant Courteous Diplomatic Detailed Fact Finder Objective |

DIRECTNESS AND OPENNESS OF EACH STYLE

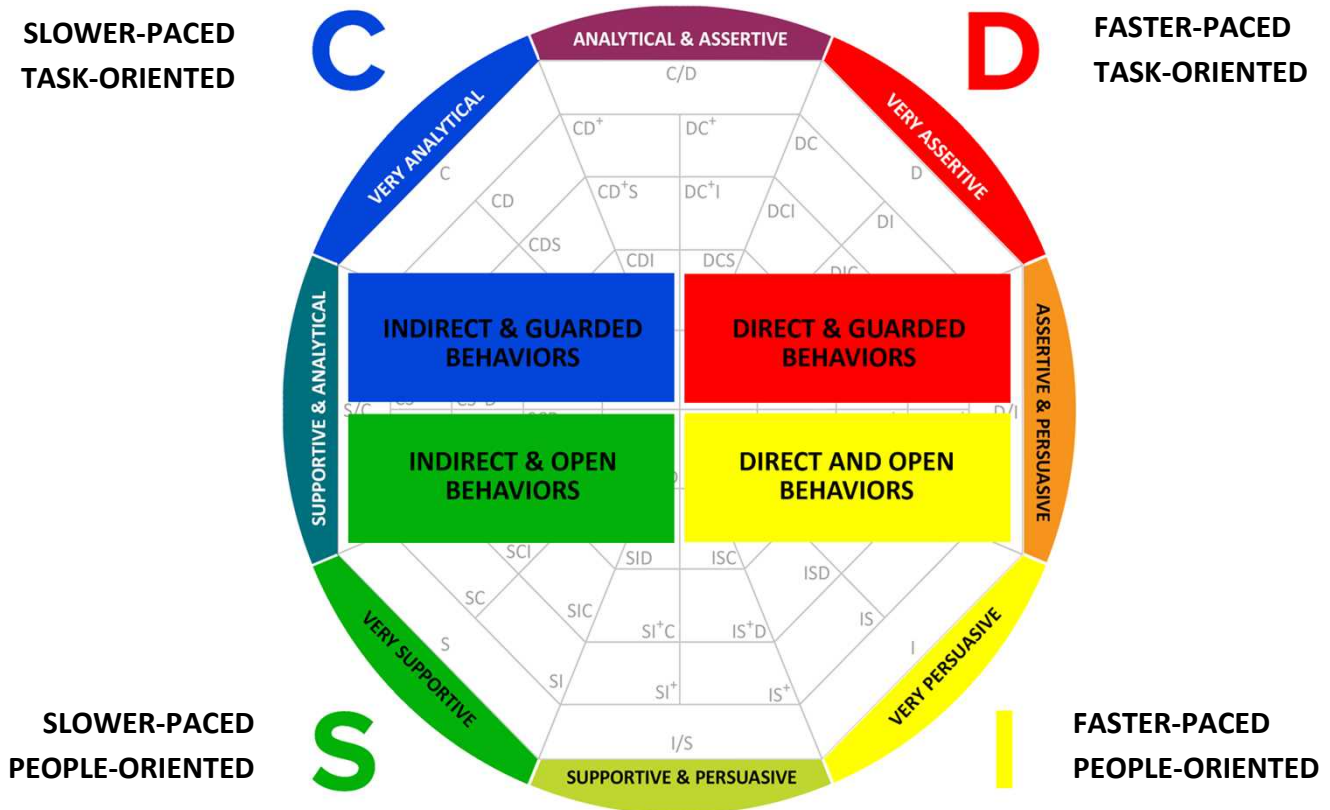
| STYLE | TENDENCIES |
|---------------|----------------------------------|
| DOMINANCE | Tends to be direct and guarded |
| INFLUENCE | Tends to be direct and open |
| STEADINESS | Tends to be indirect and open |
| CONSCIENTIOUS | Tends to be indirect and guarded |

PACE AND PRIORITY OF EACH STYLE

| STYLE | TENDENCIES |
|---------------|--------------------------------|
| DOMINANCE | Fast-paced and task-oriented |
| INFLUENCE | Fast-paced and people-oriented |
| STEADINESS | Slow-paced and people-oriented |
| CONSCIENTIOUS | Slow-paced and task-oriented |



PACE AND PRIORITY OF EACH STYLE



PACE AND PRIORITY represent two of the main sources of tension between the styles.

- D&C and I&S have different **PACES**: D and I are faster-paced, and S and C are slower-paced.
- D&I and S&C have different **PRIORITIES**: D and C are task-oriented, and I and S are people oriented.
- D&S and I&C have **BOTH PACE AND PRIORITY DIFFERENCES**.

A DEEPER LOOK AT THE FOUR DISCStyles™

Below is a chart to help you understand some of the characteristics of each of the Four Basic DISC Styles, so you can interact with each style more effectively. Although behavioral style is only a partial description of personality, it is quite useful in describing how a person behaves, and is perceived, in personal, social and work situations.

| | HIGH DOMINANT STYLE | HIGH INFLUENCING STYLE | HIGH STEADY STYLE | HIGH CONSCIENTIOUS STYLE |
|-------------------------------------|------------------------------------|-------------------------------------|--------------------------------------|--|
| Tends to Act | Assertive | Persuasive | Patient | Contemplative |
| When in Conflict, this Style | Demands Action | Attacks | Complies | Avoids |
| Needs | Control | Approval | Routine | Standards |
| Primary Drive | Independence | Interaction | Stability | Correctness |
| Preferred Tasks | Challenging | People related | Scheduled | Structured |
| Comfortable with | Being decisive | Social friendliness | Being part of a team | Order and planning |
| Personal Strength | Problem solver | Encourager | Supporter | Organizer |
| Strength Overextended | Preoccupation on goals over people | Speaking without thinking | Procrastination in addressing change | Over analyzing everything |
| Personal Limitation | Too direct and intense | Too disorganized and nontraditional | Too indecisive and indirect | Too detailed and impersonal |
| Personal Wants | Control, Variety | Approval, Less Structure | Routine, Harmony | Standards, Logic |
| Personal Fear | Losing | Rejection | Sudden Change | Being Wrong |
| Blind Spots | Being held accountable | Follow through on commitments | Embracing need for change | Struggle to make decisions without overanalyzing |
| Needs to Work on | Empathy, Patience | Controlling emotions Follow through | Being assertive when pressured | Worrying less about everything |
| Measuring Maturity | Giving up control | Objectively handling rejection | Standing up for self when confronted | Not being defensive when criticized |
| Under Stress May Become | Dictatorial Critical | Sarcastic Superficial | Submissive Indecisive | Withdrawn Headstrong |
| Measures Worth by | Impact or results Track record | Acknowledgments Compliments | Compatibility Contributions | Precision, Accuracy Quality of results |

COMMUNICATING WITH THE DISCStyles™

Communicating with the **DOMINANT** Style

| D CHARACTERISTICS: | SO YOU SHOULD... |
|---------------------------------------|---|
| Concerned with being #1 | Show them how to win, new opportunities |
| Think logically | Display reasoning |
| Want facts and highlights | Provide concise data |
| Strive for results | Agree on goal and boundaries, the support or get out of their way |
| Like personal choices | Allow them to “do their thing,” within limits |
| Like changes | Vary routine |
| Prefer to delegate | Look for opportunities to modify their workload focus |
| Want others to notice accomplishments | Compliment them on what they’ve done |
| Need to be in charge | Let them take the lead, when appropriate, but give them parameters |
| Tendency towards conflict | If necessary, argue with conviction on points of disagreement, backed up with facts; don’t argue on a “personality” basis |

Communicating with the **INFLUENCING** Style

| I CHARACTERISTICS: | SO YOU SHOULD... |
|---|--|
| Concerned with approval and appearances | Show them that you admire and like them |
| Seek enthusiastic people and situations | Behave optimistically and provide upbeat setting |
| Think emotionally | Support their feelings when possible |
| Want to know the general expectations | Avoid involved details, focus on the “big picture” |
| Need involvement and people contact | Interact and participate with them |
| Like changes and innovations | Vary the routine; avoid requiring long-term repetition by them |
| Want others to notice THEM | Compliment them personally and often |
| Often need help getting organized | Do it together |
| Look for action and stimulation | Keep up a fast, lively, pace |
| Surround themselves with optimism | Support their ideas and don’t poke holes in their dreams; show them your positive side |
| Want feedback that they “look good” | Mention their accomplishments, progress and your other genuine appreciation |

Communicating with the **STEADY** Style

| S CHARACTERISTICS: | SO YOU SHOULD... |
|--|---|
| Concerned with stability | Show how your idea minimizes risk |
| Think logically | Show reasoning |
| Want documentation and facts | Provide data and proof |
| Like personal involvement | Demonstrate your interest in them |
| Need to know step-by-step sequence | Provide outline and/or one-two-three instructions as you personally "walk them through" |
| Want others to notice their patient perseverance | Compliment them for their steady follow-through |
| Avoid risks and changes | Give them personal assurances |
| Dislike conflict | Act non-aggressively, focus on common interest or needed support |
| Accommodate others | Allow them to provide service or support for others |
| Look for calmness and peace | Provide a relaxing, friendly atmosphere |
| Enjoy teamwork | Provide them with a cooperative group |
| Want sincere feedback that they're appreciated | Acknowledge their easygoing manner and helpful efforts, when appropriate |

Communicating with the **CONSCIENTIOUS** Style

| C CHARACTERISTICS: | SO YOU SHOULD... |
|--------------------------------------|---|
| Concerned with aggressive approaches | Approach them in an indirect, nonthreatening way |
| Think logically | Show your reasoning |
| Seek data | Give data to them in writing |
| Need to know the process | Provide explanations and rationale |
| Utilize caution | Allow them to think, inquire and check before they make decisions |
| Prefer to do things themselves | When delegating, let them check procedures, and other progress and performance before they make decisions |
| Want others to notice their accuracy | Compliment them on their thoroughness and correctness when appropriate |
| Gravitate toward quality control | Let them assess and be involved in the process when possible |
| Avoid conflict | Tactfully ask for clarification and assistance you may need |
| Need to be right | Allow them time to find the best or "correct" answer, within available limits |
| Like to contemplate | Tell them "why" and "how" |

The first step to building stronger communication is awareness. By identifying how we are similar and different, we can make cognitive choices when interacting to create stronger, more engaged relationships.

Part II Understanding Yourself

General Characteristics

The narration below serves as a general overview of your behavioral tendencies. It sets the stage for the report which follows, and provides a framework for understanding and reflecting on your results. We've occasionally provided some coaching ideas so that you can leverage your strengths whenever possible to maximize your personal success.

You are an excellent problem solver who can think quickly on your feet to solve problems that arise. You are able to do this due to your rapid decisiveness, ability to multi-task, and your tendency to "blaze your own trail" rather than follow the beaten path. Be certain to involve others in the decision-making process, as an independent problem solver can sometimes be perceived as a problem creator.

You tend to rely more heavily on your own opinions than on the evaluations of others. This is a symptom of your independence and can potentially lead to some problems, especially where rules, details, or minutiae are concerned. This may result in cut corners or overlooked details. You may balance this by striving to seek input from those who might have more expertise in a particular area.

Sample, you prefer a change-oriented environment and may become bored when the pace slows. You score like those who tend to have an appetite for new ideas and are attracted to challenges like a magnet. However, once the project is successfully launched, your attention may wander to new ventures.

You are very direct and straightforward in communicating with others. You score like those who speak their minds, tell it like it is, and prefer bottom-line closure to ambiguity. You like to get things done quickly, and that includes conversations. You tend not to "sugar-coat" the message with unnecessary fluff.

You show a wide variety of interests in many areas. This is of enormous benefit in both social and business life. Your wide range of curiosity allows you to keep a pulse on varying topics of widespread interest. As these topics converge and diverge, you may be positioned to benefit from this broad knowledge base.

You are a strong self-starter who shows a high sense of urgency to get things done... now. This is a prominent theme in your response pattern. Of all the behavioral styles, your response pattern tops the list for high urgency. The good news is that you're usually the first to get service, to offer an idea, and usually the first to cross the finish line on projects. The flipside is that some of those who helped you along the way might feel as if they are forgotten. Don't forget to acknowledge those who assisted, as you may require their assistance in the future.

Sample, you score like those who love challenges and competition. You tend to take risks that others would not attempt, and you usually find those gambits successful. As a leader, your competitive spirit allows you to take your team to new heights. You enjoy a good challenge and appreciate that trait in your peers, likewise.

You tend to be more of a doer than a dreamer. Some people dream of making things happen, but you prefer to work hard to effect change. If something needs to be done, you'll roll up your sleeves and do it.



Style Overview

DISC describes you based on your observable behavior which can provide insights for others regarding your communication preferences and how you will likely interact with and respond to them.

Through this report you have an opportunity to discover (observe and evaluate) your behavioral responses in various environments. You can explore your reactions to a variety of situations and contexts, including the actions and reactions of others, to determine the most effective communication strategy or course of action.

Your Behavioral Style: Producer

Producers follow their own path and will seek new projects and challenges. They are self reliant and like to solve their issues without asking for help. This independence fosters innovation that is strongly advocated to others. Being in control is important to them and they can push back if challenged. They have high expectations of others and can be quite critical if expected results lag. They can be seen as uncaring and, at times, difficult to work with.

Below are some key behavioral insights to keep in mind and share with others to strengthen your relationships.

- **Emotional characteristic:** Will strive to meet their own needs in their own way.
- **Goals:** Finding new opportunities they can tackle and goals to achieve.
- **How others are valued:** Based upon ability to create workable solutions that meet the Producer's standards.
- **Influences group:** Will influence by setting a competitive fast-paced agenda aimed at accomplishing results and by projecting personal power.
- **Value to the organization:** Will avoid the "blame game" and will offer new and innovative solutions towards making progress.
- **Cautions:** Can appear overly controlling of others and outcomes in order to support and meet their own personal agendas.
- **Under Pressure:** Can become isolated and will push back hard if they are challenged or threatened or if they are denied new opportunities.
- **Fears:** Losing control or being without meaningful challenges.



WORD SKETCH - Adapted Style

DISC is an observable “needs-motivated” instrument based on the idea that emotions and behaviors are neither “good” nor “bad.” Rather, behaviors reveal the needs that motivate that behavior. Therefore, once we can accurately observe one’s actions, it is easier to “read” and anticipate their likely motivators and needs.

This chart shows your ADAPTED DISC Graph as a “Word Sketch.” Use it with examples to describe why you do what you do and what’s important to you when it comes to (D)ominance of Problems, (I)nfluence of People, (S)teadiness of Pace, or (C)onscientiousness of Procedures. Share more about the specific needs that drive you in each area of FOCUS. If your DISC intensity scores at levels 1 and 2, your emotions and needs are the opposite of those at Levels 5 and 6 in that area.

| | D | I | S | C |
|------------|---|--|--|--|
| DISC Focus | Problems / Tasks | People | Pace (or Environment) | Procedures |
| 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 |
| 6 | argumentative daring demanding decisive domineering egocentric | emotional enthusiastic gregarious impulsive optimistic persuasive | calming loyal patient peaceful serene team person | accurate conservative exacting fact-finder precise systematic |
| 5 | adventurous risk-taker direct forceful | charming influential sociable trusting | consistent cooperative possessive relaxed | conscientious courteous focused high standards |
| 4 | assertive competitive determined self-reliant | confident friendly generous poised | composed deliberate stable steady | analytical diplomatic sensitive tactful |
| 3 | calculated risk moderate questioning unassuming | controlled discriminating rational reflective | alert eager flexible mobile | own person self-assured opinionated persistent |
| 2 | mild seeks consensus unobtrusive weighs pro/con | contemplative factual logical retiring | discontented energetic fidgety impetuous | autonomous independent firm stubborn |
| 1 | agreeing cautious conservative contemplative modest restrained | introspective pessimistic quiet pensive reticent suspicious | active change-oriented fault-finding impatient restless spontaneous | arbitrary defiant fearless obstinate rebellious sarcastic |



WORD SKETCH - Natural Style

DISC is an observable “needs-motivated” instrument based on the idea that emotions and behaviors are neither “good” nor “bad.” Rather, behaviors reveal the needs that motivate that behavior. Therefore, once we can accurately observe one’s actions, it is easier to “read” and anticipate their likely motivators and needs.

This chart shows your NATURAL DISC Graph as a “Word Sketch.” Use it with examples to describe why you do what you do and what’s important to you when it comes to (D)ominance of Problems, (I)nfluence of People, (S)teadiness of Pace, or (C)onscientiousness of Procedures. Share more about the specific needs that drive you in each area of FOCUS. If your DISC intensity scores at levels 1 and 2, your emotions and needs are the opposite of those at Levels 5 and 6 in that area.

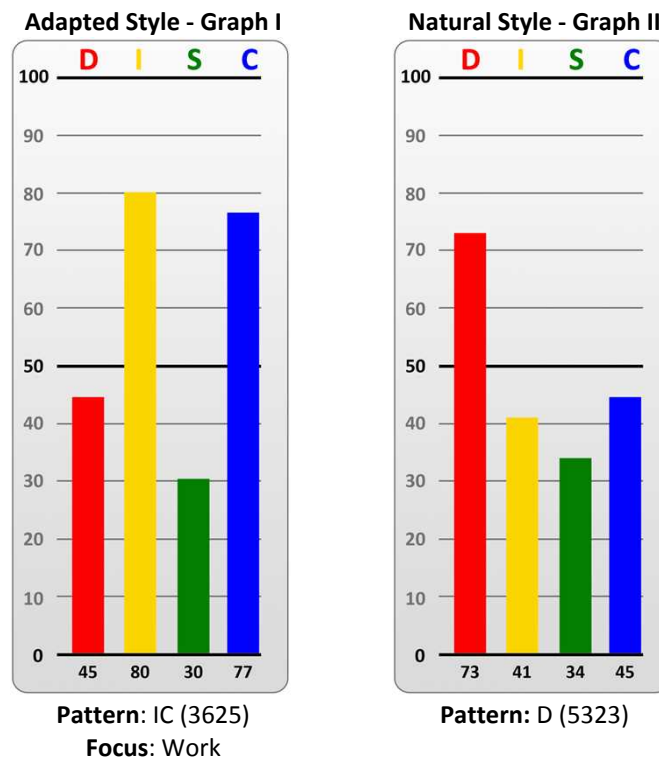
| | D | I | S | C |
|------------|---|--|--|--|
| DISC Focus | Problems / Tasks | People | Pace (or Environment) | Procedures |
| Needs | Challenges to solve, Authority | Social relationships, Friendly environment | Systems, Teams, Stable environment | Rules to follow, Data to analyze |
| Emotions | 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 |
| 6 | argumentative daring demanding decisive domineering egocentric | emotional enthusiastic gregarious impulsive optimistic persuasive | calming loyal patient peaceful serene team person | accurate conservative exacting fact-finder precise systematic |
| 5 | adventurous risk-taker direct forceful | charming influential sociable trusting | consistent cooperative possessive relaxed | conscientious courteous focused high standards |
| 4 | assertive competitive determined self-reliant | confident friendly generous poised | composed deliberate stable steady | analytical diplomatic sensitive tactful |
| 3 | calculated risk moderate questioning unassuming | controlled discriminating rational reflective | alert eager flexible mobile | own person self-assured opinionated persistent |
| 2 | mild seeks consensus unobtrusive weighs pro/con | contemplative factual logical retiring | discontented energetic fidgety impetuous | autonomous independent firm stubborn |
| 1 | agreeing cautious conservative contemplative modest restrained | introspective pessimistic quiet pensive reticent suspicious | active change-oriented fault-finding impatient restless spontaneous | arbitrary defiant fearless obstinate rebellious sarcastic |



DISCstyles eGraphs for Sample Report

Your Adapted Style indicates you tend to use the behavioral traits of the IC style(s) in your selected Work focus. Your Natural Style indicates that you naturally tend to use the behavioral traits of the D style(s).

Your Adapted Style is your graph displayed on the left. It is **your perception of the behavioral tendencies you think you should use in your selected focus** (work, social or family). This graph may change when you change roles or situations. The graph on the right is your Natural Style **and indicates the intensity of your instinctive behaviors and motivators**. It is often a better indicator of the “real you” and your “knee jerk”, instinctive behaviors. This is how you act when you feel comfortable in your home environment and are not attempting to impress. It is also what shows up in stressful situations. This graph tends to be fairly consistent, even in different environments.



If the bars are similar, it means that you tend to use your same natural behaviors in either environment. If your Adapted Style is different from your Natural Style, this may cause stress if over a long period of time. You are then using behaviors that are not as comfortable or natural for you.

The four-digit numbers (under the graphs) represent your segment numbers in DISC order and dictate the adjectives highlighted on the Word Sketch pages.

The higher or lower each D, I, S, C point is on your graph, the greater or lesser your behavior impacts your results at work and with others around you. Once aware, you can adapt your style to be more effective. Can you change? Of course! You do it every day depending on your situations. However, permanent behavioral change comes only with awareness and practice.

Behavioral Pattern View

The BPV has eight behavioral zones. Each zone identifies a different combination of behavioral traits. The peripheral descriptors describe how others typically see individuals with your style. Plots on the outer edges of the BPV identify that one factor (DISC) of your style will dominate the other three. As you move towards the center of the BPV, two and eventually three traits combine to moderate the intensity of your style descriptors within a specific behavioral zone. +The plus sign indicates that the preceding style score is higher, moving you closer to that style zone (i.e. CD+S: The D score is stronger than in CDS so it plots closer to the D behavioral zone).

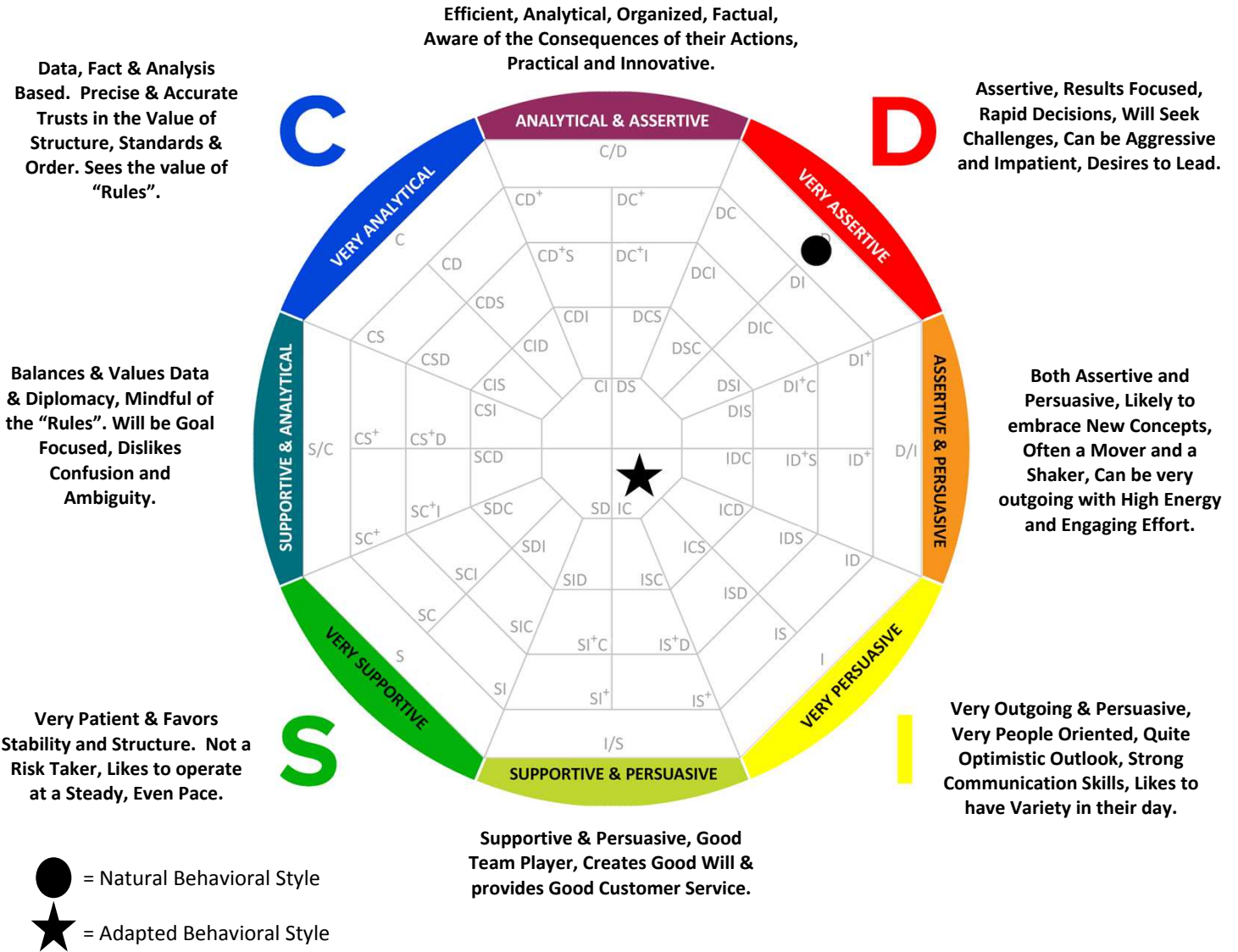
THE SCORING LEGEND

D = Dominance: How you deal with Problems and Challenges

I = Influence: How you deal with People and Contacts

S = Steadiness: How you deal with Pace and Consistency

C = Conscientious/Compliance/Structure: How you deal with Procedure and Constraints



Communication Tips for Others

The following suggestions can help others who interact with you understand and be aware of your communication preferences. To use this information effectively, share it with others and also discuss their preferences.

Check the two most important ideas when others communicate with you (dos & don'ts) and transfer them to the Summary of Your Style page.

When Communicating with Sample, DO:

- Be specific about what's needed, and who is going to do it.
- Stay on track. Don't talk about extraneous issues or items.
- Get to the point quickly, and don't ramble.
- Offer specific evidence about the probability of success or effectiveness of options.
- Stick to business matters only.
- Ask "what"-oriented questions that close the issue or topic.
- When you disagree, take issue with the methods or procedures, not with the person.

When Communicating with Sample, DON'T:

- Be sloppy or disorganized.
- Make decisions for Sample.
- Let it reflect on Sample personally when in disagreement.
- Engage in rambling discussion, and waste Sample's time.
- Make guarantees and assurances when there is a risk in meeting them.
- Forget or lose things necessary for the meeting or project.
- Leave loopholes or vague issues hanging in the air.

Your Motivators: Wants and Needs

Motivation is the enthusiasm or willingness to do something. Everybody is motivated; however, all people are motivated for their own reasons, not somebody else's. Simply, people are motivated by what they want.

Our behaviors are also driven by our needs. Each style has different needs. If one person is stressed, they may need quiet time alone; another may need social time around a lot of people. Each has different ways to meet their needs. The more fully our needs are met, the easier it is to perform at an optimal level.

Choose the two most important wants and the two most important needs and transfer them to the Summary of Your Style page.

You Tend to Be Motivated By:

- Environments in which changes are made in a controlled way, and only when necessary.
- A supportive and encouraging working environment.
- A variety of activities involving interpersonal contact, both on and off the job.
- Security in knowing that the products and services are of the highest quality.
- Assignments that allow for a variety of interpersonal contact and mobility.
- Awards that recognize ability, competence, or achievements.
- Receiving complete explanations of systems and processes that impact the work environment.

People With Patterns Like You Tend to Need:

- Straight-forward, direct communication.
- To engage in a proactive confrontation when someone disagrees with your methods or ideas. This is preferable to sowing seeds of discontent behind one's back.
- To soften your approach a bit, and take it down a notch, so as not to be so blunt and critical.
- To be reminded to pace yourself, and to occasionally slow down to relax and rebalance.
- To be involved and active in making things happen, so as not to become bored with massive amounts of routine work.
- To negotiate commitments on a face-to-face basis. This helps maintain clarity and mutual responsibility.
- To win people over by displaying a greater empathy for others.

What You Bring to the Organization

This page provides useful insights for a job or as you work together on a team or family project. These are the talents and tendencies you bring. When used in environments that you are most effective in, you are likely to be self-motivated to accomplish great things. It is possible that you may not always be in an environment that allows you to be your best. We recommend you speak with your leader to see what can be incorporated into your current environment to help maintain your motivation. Check the two most important strengths, the two most important work style tendencies and the two most important environmental factors and transfer them to the Summary of Your Style page.

Your Strengths:

- You are motivated to challenge yourself and others.
- You are a quick and efficient problem solver.
- You ask questions that challenge tradition.
- You value perseverance and rarely give up.
- You are self-reliant, with the ability and innovation to blaze new trails.
- You have a strong sense of urgency when it comes to getting things done.
- You bring innovative ideas and solutions.

Your Work Style Tendencies:

- You have the ability to handle both the "people side" and the detail side of a project with equal skill and confidence.
- You tend to be considerate of others on the team and are persuasive without being demanding.
- You make job-related decisions by gathering facts and considering the needs of the people involved.
- On the job, you bring a high degree of optimism and a strong desire to win.
- You may tend to overuse your power in order to get your way.
- You may be overly afraid of losing on a project or proposal.
- On difficult projects, you may become somewhat impatient or aggressive under pressure.

You Tend to Be Most Effective In Environments That Provide:

- Highly specialized assignments and technical areas of responsibility.
- Contact with groups, and opportunities to build a network of people.
- A democratic environment with participatory management.
- Variety in work tasks and projects.
- Activities including many opportunities for interaction with people.
- Projects requiring you to motivate and persuade people.
- An environment that supports your critical thinking skills.

The D Style

Under Stress - Perceptions, Behavior and Needs for the D

Stress is unavoidable. The perceptions of our behavior may have a significant impact on our effectiveness - both in how we perceive ourselves and how others perceive us. The way we behave under stress can create a perception that is not what we intend. The descriptions below of perceptions by others may seem somewhat extreme at times (especially if our behavior is an over-extended strength that becomes a weakness or limitation). As you understand these perceptions more clearly, you are able to modify your behavior to maximize your own effectiveness and ensure that others see you as you intend.

Potential Self Perception:

- Confident
- Entrepreneurial
- Assertive
- Resourceful

Under Stress, May be Perceived by Others:

- Demanding
- Controlling
- Manipulative
- Arrogant

Under Stress You Need:

- Accomplishments
- A fast pace for moving toward goals
- Control of the situation and yourself

Your Typical Behaviors in Conflict:

- Your anger is directed at the situation and the lack of desired results, not at anyone, personally. However, your outbursts and behaviors may appear to be a personal attack. You tend to react quickly and often may fail to choose your words appropriately.
- You are quite comfortable with conflict, aggression and anger. Many times you may not realize the impact your behavior has on others. In other instances, however, you may consciously choose anger and aggression as a tactical weapon. In any case, you are likely to increase the level of aggression.
- Your passion to win may result in win/lose situations, making it difficult for others to work with you.

Strategies to Reduce Conflict and Increase Harmony:

- You need to include all the people involved with a project in your decision-making process. Ask for their input on a regular basis and take it into consideration. You can still make the final decision; however, it is likely to be a more informed decision and the others are more likely to buy into it.
- Avoid creating controversy or "stirring up the pot" just to keep things interesting. This may increase your own energy for the task; however, it is likely to have a serious negative effect on many others.
- Recognize that others may not be comfortable dealing with conflict, anger, and aggression. Therefore, reacting with your normal behavior may be counterproductive, resulting in interference with your desired results.

Potential Areas for Improvement

Everyone has struggles, limitations, or weaknesses. Oftentimes, it's simply an overextension of our strengths which may become a weakness. For example, the directness of a High D may be a strength in certain environments, but when overextended they may tend to become bossy.

As you consider ways to continue to improve to be a better communicator, we recommend you focus on no more than two at a time, practice and strengthen them, and then choose another area to focus on and improve.

Check the two most important areas you are committed to improve upon and transfer them to the Summary of Your Style page.

Potential Areas for Improvement:

- You may frequently be argumentative when in disagreement.
- You could use better "people skills" when it comes to motivating and managing others.
- You are sometimes blunt and critical, and you forget about appropriate tact.
- You may make unnecessary changes simply to avoid routine.
- You may overuse threats to persuade or motivate others.
- You may become impatient if you are not the hub of a project or event.
- You sometimes ignore important details while focusing on the "big picture."



12 Behavioral Tendencies - Summary

The primary styles - **D, I, S, and C** - are each influenced by the other three styles in our behavioral expression. You are not just **one** of these styles; you are the result of all four combining and affecting each other. The following behavioral tendencies are scored based on the way your DISC styles combine and influence one another. On this page you'll see all 12 Behavioral Tendencies in Summary, and the following pages deliver more detail about each of these measurements.

| Behaviors | Natural | Adapted |
|--|-----------------------------------|--------------------------------|
| Personal Drive <i>How this individual's own goals move things forward.</i> | Self-Driven | Situational |
| Self-Reliance <i>How this individual works within a team.</i> | Directive | Collaborative |
| Providing Instruction <i>How this individual dictates directions and expectations.</i> | Directive & Compulsive | Reserved & Detailed |
| Accuracy <i>How this individual focuses on correctness and exactness.</i> | Situational | Precision |
| Customer & Team Interaction <i>How this individual engages with customers and stakeholders, internal and external.</i> | Situational | Engaging |
| Reasoning <i>How this individual uses evidence to think through and solve problems.</i> | Situational | Situational |
| Expressing Openness <i>How this individual is most comfortable expressing themselves.</i> | Situational | Situational |
| Careful Decision Making <i>How this individual approaches decisions and actions.</i> | Situational | Impulsive |
| Work Process Alignment <i>How this individual focuses on process to follow through on work.</i> | Situational | Accuracy |
| Prioritizing <i>How this individual determines the order for dealing with items or tasks based on established rules and structure.</i> | Results | Rules |
| Building Rapport <i>How this individual focuses when interacting with others.</i> | Results-Focused | Relationships-Focused |
| Change Resistance <i>How this individual resists engaging with change.</i> | Drives Change | Situational |

12 Behavioral Tendencies – Details & Graphs

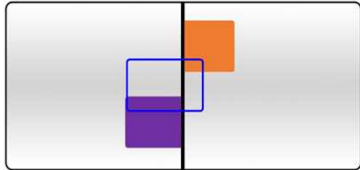
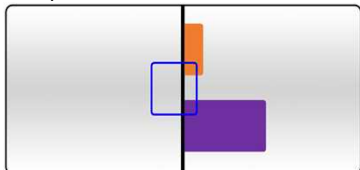
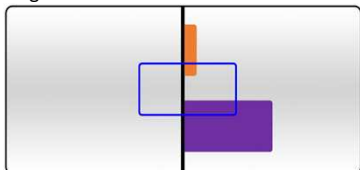
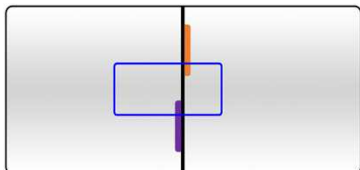
For each of the 12, you will see a graph and personalized statement for your Natural and Adapted style. These scores and statements reveal which of your style combinations are most observable and describe how you express that tendency based on your DISC blend.

Interpretation Notes:

- Frequency Observed:** The behavioral tendencies are presented in the order from Most Frequently Observed to Least Frequently Observed.
 - o **HI** – Clearly observed in most situations, seen more often
 - o **HM** – Frequently observed in many situations
 - o **MOD** – May or may not be observed depending on the situation
 - o **LM** – Sometimes observed in some situations
 - o **LOW** – Absence of the behavior in most situations
- Direction of your score** – As the graph **moves to the right or left**, it shows how you will likely express the behavior. If the graphs are near the center, the result is a balancing behavioral effect that will depend on the situation.
- General Population Comparison** – The **blue box** represents the general population in this behavioral tendency. Approximately 68% of people score in this range.

| | Situational |
|---|-------------|
| <h3>Personal Drive</h3> <p>Natural (HM): You are somewhat self-determined, often focused on taking actions that achieve results and goals. You will likely be driven to action based on your own needs and motivations and are likely a self-starter. Be aware that it can be appropriate to support and help others as well.</p> <p>Adapted (MOD): Your determination is balanced between a self-driven and others-driven approach, focusing on actions to achieve results with awareness of risks and consequences of actions. You are likely driven by both a desire to meet your own needs and motivations, and support and help others in the process.</p> | |
| <h3>Self-Reliance</h3> <p>Natural (HM): You are quite results driven, focused on accomplishing things quickly and efficiently and are likely to do so mostly independently and directionally. You will likely do your best work independently when you can manage your productivity and efficiency autonomously. Be sure you are not distancing yourself too much.</p> <p>Adapted (LM): You are quite attentive to involving others, preferring to reach results together, which may impact efficiency. You will likely do your best work in collaboration with others. Be aware that too much interaction may cause some delays in productivity or efficiency.</p> | |



| | |
|--|--|
| <p style="text-align: center;">Providing Instruction</p> <p>Natural (HM): You are somewhat direct and results-focused, and may prefer to set the course and direct others, rather than following the set expectations. Engaging with others for additional thoughts and perspectives can lead to better outcomes.</p> <p>Adapted (LM): You are more likely to precisely follow established structural and procedural guidelines, and are aware of the need for accuracy and compliance to certain guidelines and protocol. Sometimes, bending the rules slightly is important to getting the best results.</p> | <p style="text-align: center;">Situational</p> <p style="text-align: center;">Reserved & Detailed Directive & Compulsive</p>  |
| <p style="text-align: center;">Accuracy</p> <p>Natural (MOD): Your plans are a combination of careful deliberations to ensure quality outcomes, and systems and processes that allow forward movement in a steady environment. You are likely aware of both predictability and precision when making plans. You will like have more positive outcomes when using balanced planning.</p> <p>Adapted (HM): You frequently focus on carefully and deliberately ensuring high-quality outcomes with great importance on accuracy, structure, order and precision in all you do. You are likely to focus on being and doing things right. While doing it the right way can impact success dramatically, it is also helpful to have dependability and uniformity in planning processes.</p> | <p style="text-align: center;">Predictability Precision</p>  |
| <p style="text-align: center;">Customer & Team Interaction</p> <p>Natural (MOD): You can be engaging and persuasive while providing support and stability in your interactions with others. You are likely to balance the needs of others, creating a relationship and ensuring their needs are met. This can effectively create loyal and trusting relationships.</p> <p>Adapted (HM): You are somewhat engaging, charming, persuasive, and influential, often connecting with others in a way that builds trust and confidence. You are more likely to focus on engaging with the others to create a relationship, interacting with them to build a friendship to ensure they will come back to work with you directly. Sometimes business should be just business.</p> | <p style="text-align: center;">Supporting Engaging</p>  |
| <p style="text-align: center;">Reasoning</p> <p>Natural (MOD): You may rely somewhat on your feelings and interactions with others to make decisions, and choose what is likely to be considered acceptable but will seek to back up judgments with evidence and verification. When reasoning, you likely rely on a balanced approach of logic and emotion, and look at the circumstances with a logical perspective and also paying attention to what feels right.</p> <p>Adapted (MOD): Consistent with natural style</p> | <p style="text-align: center;">Intuition-based Evidence-based</p>  |



| Situational | |
|---|--|
| <p style="text-align: center;">Expressing Openness</p> <p>Natural (MOD): Your comfort is balanced between your ability to interact with others and build personal connections, while still maintaining a focus on structure, detail and accuracy, and you may struggle with maintaining a consistent pace or focus. You can be confident with both social interactions and information to support your perspective.</p> <p>Adapted (MOD): Consistent with natural style</p> | |
| <p style="text-align: center;">Careful Decision Making</p> <p>Natural (MOD): You balance careful attention and consideration of risks, but may also act more impulsively, going with your gut and intuition. Your decisions can be based on a balanced approach of logic and emotion where you will do what feels right and also what makes sense while being attentive to risks.</p> <p>Adapted (LM): You are somewhat impulsive based on feelings rather than taking the time to consider the risks and consequences. You are likely to make decisions spontaneously and emotionally, trusting your gut and going with what feels right. Sometimes it is important to see if it makes sense too, not just feels good.</p> | |
| <p style="text-align: center;">Work Process Alignment</p> <p>Natural (MOD): Your process and follow through is balanced between keeping things methodical and steady and upholding quality standards to be sure what you are doing is accurate and precise. There may be times when you process information and then follow through based on an equal emphasis on accuracy and consistency. These two, when balanced, will ensure great outcomes.</p> <p>Adapted (LM): Your process and follow through is often driven by upholding quality standards to be sure what you are doing is accurate and precise. You are likely to process information and follow through with exactness and precision as a focus. There are times when consistency is as important as accuracy. Don't forget to balance them.</p> | |



| | | Situational |
|---|--|-------------|
| <p>Prioritizing</p> <p>Natural (LM): You often focus specifically and directly on results now and take actions that target immediate accomplishment, and are less concerned with the established guidelines. You will likely prioritize and focus on the results and the bottom line. While the end result is certainly a key component of what should take priority, be sure you are also aware of the rules and constraints of your situation.</p> <p>Adapted (HM): You often focus on following established structural and procedural guidelines to ensure high-quality outcomes with great importance on accuracy, order and precision. You are likely to prioritize the rules rather than the results. While the rules and procedures are a key component to success and what should take precedence, be sure you know what the end result should be.</p> | | |
| <p>Building Rapport</p> <p>Natural (LM): You are somewhat results driven in your interactions, preferring not to connect socially unless there is a specific outcome or purpose. You are more likely to focus on results with a desire to reach a goal or complete a task, rather than connecting or building relationship. Remember, others may like to get to know you more when working together.</p> <p>Adapted (HM): You are somewhat social and more likely to focus on building relationship and making connections, rather than accomplishing a goal or completing a task. Don't forget that sometimes there are things to be done.</p> | | |
| <p>Change Resistance</p> <p>Natural (LM): You are likely to be more firm in times of change, preferring to lead and direct activities focused on results and solutions. You are likely to respond/interact in change by driving action and facing it head on as it comes. You may even want to change things just to see how it can be different. Sometimes keeping things consistent is good too.</p> <p>Adapted (MOD): You can be slow to accept or embrace change or more committed to your own thoughts and ideas during times of change, depending on the level of risk and expected outcome. There may be times when you actively accept and engage in change and other times you feel like more information and planning would be beneficial. You are likely to be on board, as long as things make sense.</p> | | |

Summary of Sample Report's Style

Communication is a two-way process. Encourage others to complete their own DISCstyles Online Assessment and then share the Summary Sheet with each other. By discussing preferences, needs and wants of the people you work with, socialize with and live with, you can enhance these relationships and turn what might have been a stressful relationship into a more effective one just by understanding and applying the DISCstyles information. Complete the worksheet below from the previous pages of this report.

COMMUNICATION DOS & DON'TS

1. _____
2. _____

YOUR MOTIVATIONS: WANTS

1. _____
2. _____

YOUR MOTIVATIONS: NEEDS

1. _____
2. _____

YOUR STRENGTHS

1. _____
2. _____

YOUR WORK STYLE TENDENCIES

1. _____
2. _____

EFFECTIVE ENVIRONMENTAL FACTORS

1. _____
2. _____

POTENTIAL AREAS FOR IMPROVEMENT

1. _____
2. _____



PART III UNDERSTANDING OTHERS AND ADAPTABILITY

Understanding your own behavioral style is just the first step to enhancing relationships. To really begin to use the power of behavioral styles, you also need to know how to apply the information to other people and in other situations. Good relationships can get better and challenging relationships may become good.

People want to be treated according to their behavioral style, not yours.

People generally make the mistake of assuming that others interact and think the same way they do, and many of us grew up believing in The Golden Rule: treating others the way you would like to be treated. Instead, we encourage another practical rule to live by - what Dr. Tony Alessandra calls **The Platinum Rule®: to treat others the way THEY want to be treated**. This practice requires strategic adjustment made on a case-by-case basis, and adjusting your own behavior to make people feel more at ease with you and the situation is known as **Adaptability**.

It is important to remember that adapting our styles is not always easy! It may take some time, feel very difficult, or seem especially foreign in certain situations. Give it time, practice, patience and diligence and you will see relationship benefits.

ADAPTABILITY

THE APPLICATION SECTION INCLUDES:

- What is Adaptability?
- How to Identify Another Person's Behavioral Style
- Communicating with Each Style
- How to Adapt to the Different Behavioral Styles
 - Modifying Directness/Indirectness
 - Modifying Openness/Guardedness
 - Modifying Pace & Priority
- Adapting in Different Situations
 - At Work
 - In Sales and Service
 - In Social Settings
 - In Learning Environments
- Application Activities



What is Adaptability?

Adaptability is based on two elements: **Flexibility and Aptitude**. **Flexibility** is your **Willingness** and **Aptitude** is your **Capability** to adjust your approach or strategy based on the particular needs of the situation or relationship at a particular time. It's something you must **cognitively choose to apply** to yourself (to your patterns, attitudes and habits), not expect from others.

We practice adaptability each time we slow down for a C or S style; or when we move a bit faster for the D or I style. It also occurs when the D or C styles take the time to build the relationship with an S or I style, or when the I or S style focuses on facts or gets right to the point with D or C styles.

Adaptability does not mean an “imitation” of the other person’s style. It does mean adjusting your openness, directness, pace, and priority in the direction of the other person’s preference, while maintaining your own identity. Adaptable people know how to negotiate relationships in a way that allows everyone to win.

Your adaptability level influences how others judge their relationship with you. Raising your adaptability will increase trust and credibility; if you lower your adaptability, trust and credibility will decrease. Being more adaptable enables you to interact more productively with difficult people and helps you to avoid or manage tense situations.

Important Considerations:

- Adaptability is important to **all** successful relationships.
- No one style is naturally more adaptable than another.
- Adaptability is a choice:
 - You can choose to be adaptable with one person, and not so with others.
 - You can choose to be quite adaptable with one person today and less adaptable with that same individual tomorrow.
- People often adopt a different style in their professional lives than they do in their social and personal lives.
 - We tend to be more adaptable at work and with people we know less.
 - We tend to be less adaptable at home and with people we know better.

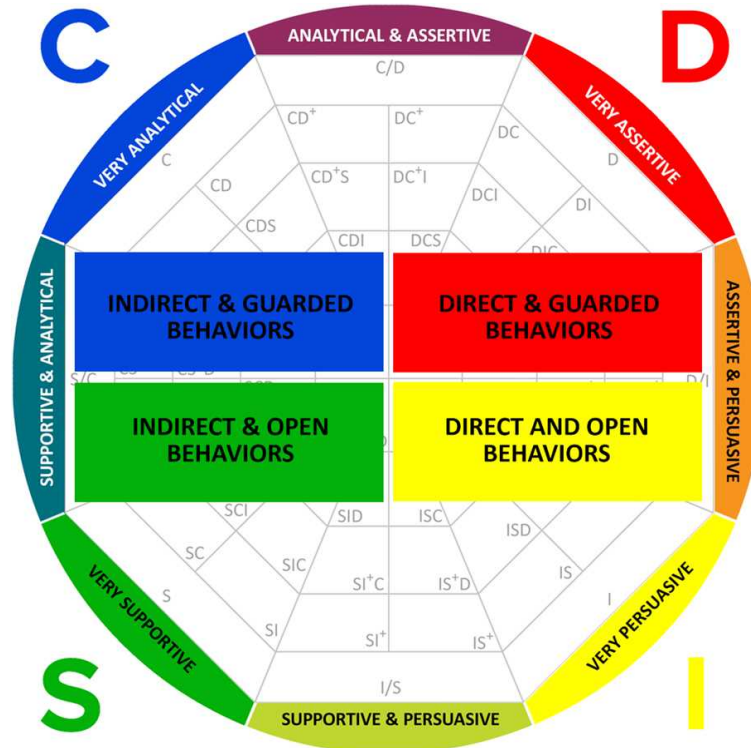
Words of Advice:

Adaptability at its extreme could appear wishy-washy and two-faced. A person who maintains high adaptability in all situations may not be able to avoid stress and inefficiency. There is also the danger of developing tension from the stress of behaving in a “foreign” style. Usually, this is temporary and may be worth it if you gain rapport with others. At the other end of the continuum, no adaptability would cause others to view someone as rigid and uncompromising because they insist on behaving according to their own natural pace and priority.

Recognizing another person's Behavioral Style

2 Power Questions:

1. Are they **DIRECT** or **INDIRECT** in their communications?
 (Directness is the 1st predictor of Style. Direct plots on the right, Indirect on the Left).
2. Are they **GUARDED** or **OPEN** in their communications?
 (Openness is the 2nd predictor of Style. Open plots on the Bottom, Guarded on the Top).



When we integrate both the natural tendency to be either **DIRECT** or **INDIRECT** with the natural tendency to be either **GUARDED** or **OPEN**, it forms the foundation and the basis for plotting each of the four different behavioral styles:







- D** = Individuals who typically exhibit *direct & guarded behaviors* define the **Dominant Style**.
- I** = Individuals who exhibit *direct & open behaviors* define the **Influence Style**.
- S** = Individuals who exhibit *indirect & open behaviors* define the **Steadiness Style**.
- C** = Individuals who exhibit *indirect & guarded behaviors* define the **Conscientious Style**.

The behavioral intensity of directness or indirectness and being open or guarded is shown in the quadrant you plot. The plots towards the edge of the BPV reflect **MORE INTENSITY** and those plotting closer to the center reflect **MODERATE INTENSITY** of both characteristics.

Communicating with each Style

| With D Styles | With I Styles | With S Styles | With C Styles |
|--|--|--|--|
| <ul style="list-style-type: none"> • Show them how to win • Display Reasoning • Provide concise data • Agree on goals and boundaries • Vary Routine • Compliment them on what they have done • Provide opportunities for them to lead, impact results | <ul style="list-style-type: none"> • Show them that you admire and like them • Be Optimistic • Support their feelings and ideas • Avoid involved details • Focus on the Big Picture • Interact and Participate with them - do it together • Provide acknowledgements, accolades and compliments | <ul style="list-style-type: none"> • Show how your idea minimizes risk • Demonstrate interest in them • Compliment them on follow through • Give personal assurances • Provide a relaxing, friendly, stable atmosphere • Act non-aggressively, focus on common interests • Provide opportunities for deep contribution and teamwork | <ul style="list-style-type: none"> • Approach indirectly, non-threatening • Show your reasoning, logic, give data in writing • Allow them to think, inquire and check before they make decisions • Tell them “why” and “how” • Provide opportunities for precision, accuracy and planning for quality results |

Tension Among the Styles

| PACE <i>Direct, Fast-Paced</i> vs. <i>Indirect, Slower-Paced</i> | PRIORITY <i>Guarded, Task-Oriented</i> vs. <i>Open, People-Oriented</i> | PACE & PRIORITY <i>Direct, Fast-Paced, Guarded, Task-Oriented</i> vs. <i>Indirect, Slower-Paced, Open, People-Oriented</i> |
|--|--|---|
|  High S + High I <i>(Lower Left vs. Lower Right Quadrant).</i> |  High D + High I <i>(Upper Right vs. Lower Right Quadrant)</i> |  High S + High D <i>(Lower Left vs. Upper Right Quadrant)</i> |
|  High C + High D <i>(Upper Left vs. Upper Right Quadrant)</i> |  High C + High S <i>(Upper Left vs. Lower Left Quadrant)</i> |  High C + High I <i>(Upper Left vs. Lower Right Quadrant)</i> |



To Modify Directness and Openness

DIRECT/INDIRECT

| With D Styles DIRECT | With I Styles DIRECT | With S Styles INDIRECT | With C Styles INDIRECT |
|--|---|---|--|
| <ul style="list-style-type: none"> ● Use a strong, confident voice ● Use direct statements rather than roundabout questions ● Face conflict openly, challenge and disagree when appropriate ● Give undivided attention | <ul style="list-style-type: none"> ● Make decisions at a faster pace ● Be upbeat, positive, warm ● Initiate Conversations ● Give Recommendations ● Don't clash with the person, but face conflict openly | <ul style="list-style-type: none"> ● Make decisions more slowly ● Avoid arguments and conflict ● Share decision-making ● Be pleasant and steady ● Respond sensitively and sensibly | <ul style="list-style-type: none"> ● Do not interrupt ● Seek and acknowledge their opinions ● Refrain from criticizing, challenging or acting pushy – especially personally |

GUARDED/OPEN

| With D Styles GUARDED | With I Styles OPEN | With S Styles OPEN | With C Styles GUARDED |
|---|---|--|--|
| <ul style="list-style-type: none"> ● Get Right to the Task, address bottom line ● Keep to the Agenda ● Don't waste time ● Use businesslike language ● Convey Acceptance ● Listen to their suggestions | <ul style="list-style-type: none"> ● Share feelings, show more emotion ● Respond to expression of their feelings ● Pay Personal compliments ● Be willing to digress from the agenda | <ul style="list-style-type: none"> ● Take time to develop the relationship ● Communicate more, loose up and stand closer ● Use friendly language ● Show interest in them ● Offer private acknowledgements | <ul style="list-style-type: none"> ● Maintain logical, factual orientation ● Acknowledge their thinking ● Down play enthusiasm and body movement ● Respond formally and politely |



To Modify Pace and Priority

PACE

| With D Styles FASTER | With I Styles FASTER | With S Styles SLOWER | With C Styles SLOWER |
|--|--|--|---|
| <ul style="list-style-type: none"> ● Be prepared, organized ● Get to the point quickly ● Speak, move at a faster pace ● Don't waste time ● Give undivided time and attention ● Watch for shifts in attention and vary presentation | <ul style="list-style-type: none"> ● Don't rush into tasks ● Get excited with them ● Speak, move at a faster pace ● Change up conversation frequently ● Summarize details clearly ● Be upbeat, positive ● Give them attention | <ul style="list-style-type: none"> ● Develop trust and credibility over time, don't force ● Speak, move at a slower pace ● Focus on a steady approach ● Allow time for follow through on tasks ● Give them step-by-step procedures/instructions ● Be patient, avoid rushing them | <ul style="list-style-type: none"> ● Be prepared to answer questions ● Speak, move at a slower pace ● Greet cordially, and proceed immediately to the task (no social talk) ● Give them time to think, don't push for hasty decisions |

PRIORITY

| With D Styles TASK | With I Styles PEOPLE | With S Styles PEOPLE | With C Styles TASK |
|---|--|---|--|
| <ul style="list-style-type: none"> ● Get right to the task ● Provide options and let them decide ● Allow them to define goals and objectives ● Provide high-level follow up | <ul style="list-style-type: none"> ● Make time to socialize ● Take initiative to introduce yourself or start conversation ● Be open and friendly, and allow enthusiasm and animation ● Let them talk ● Make suggestions that allow them to look good ● Don't require much follow-up, details, or long-term commitments | <ul style="list-style-type: none"> ● Get to know them personally ● Approach them in a friendly, but professional way ● Involve them by focusing on how their work affects them and their relationships ● Help them prioritize tasks ● Be careful not to criticize personally, keep it specific and focused | <ul style="list-style-type: none"> ● Be prepared with logic and practicality ● Follow rules, regulation and procedures ● Help them set realistic deadlines and parameters ● Provides pros and cons and the complete story ● Allow time for sharing of details and data, ● Be open to thorough analysis |



Adapting in Different Situations: AT WORK

DOMINANT STYLE

HELP THEM TO:

- More realistically gauge risks
- Exercise more caution and deliberation before making decisions
- Follow pertinent rules, regulations, and expectations
- Recognize and solicit others' contributions
- Tell others the reasons for decisions
- Cultivate more attention/responsiveness to emotions

INFLUENCING STYLE

HELP THEM TO:

- Prioritize and organize
- See tasks through to completion
- View people and tasks more objectively
- Avoid overuse of giving and taking advice
- Write things down

STEADY STYLE

HELP THEM TO:

- Utilize shortcuts and discard unnecessary steps
- Track their growth
- Avoid doing things the same way
- Realize there is more than one approach to tasks
- Become more open to some risks and changes
- Feel sincerely appreciated
- Speak up and voice their thoughts and feelings

CONSCIENTIOUS STYLE

HELP THEM TO:

- Share their knowledge and expertise with others
- Stand up for themselves with the people they prefer to avoid
- Shoot for realistic deadlines and parameters
- View people and tasks less seriously and critically
- Balance their lives with both interaction and tasks
- Keep on course with tasks, less checking
- Maintain high expectations for high priority items, not everything



Adapting in Different Situations: IN SALES AND SERVICE

DOMINANT STYLE

- Plan to be prepared, organized, fast-paced, and always to the point
- Meet them in a professional and businesslike manner
- Learn and study their goals and objectives – what they want to accomplish, how they currently are motivated to do things, and what they would like to change
- Suggest solutions with clearly defined and agreed upon consequences as well as rewards that relate specifically to their goals
- Get to the point
- Provide options and let them make the decision, when possible

INFLUENCING STYLE

- Take the initiative by introducing yourself in a friendly and informal manner and be open to new topics that seem to interest them
- Support their dreams and goals
- Illustrate your ideas with stories and emotional descriptions that they can relate to their goals or interests
- Clearly summarize details and direct these toward mutually agreeable objectives and action steps
- Provide incentives to encourage quicker decisions
- Give them testimonials

STEADY STYLE

- Get to know them more personally and approach them in a non-threatening, pleasant, and friendly, but professional way
- Develop trust, friendship, and credibility at a relatively slow pace
- Ask them to identify their own emotional needs as well as their task or business expectations
- Get them involved by focusing on the human element... that is, how something affects them and their relationships with others
- Avoid rushing them and give them personal, concrete assurances, when appropriate
- Communicate with them in a consistent manner on a regular basis

CONSCIENTIOUS STYLE

- Prepare so that you can answer as many of their questions as soon as possible
- Greet them cordially, but proceed quickly to the task; don't start with personal or social talk
- Hone your skills in practicality and logic
- Ask questions that reveal a clear direction and that fit into the overall scheme of things
- Document how and why something applies
- Give them time to think; avoid pushing them into a hasty decision
- Tell them both the pros and cons and the complete story
- Follow through and deliver what you promise

Adapting in Different Situations: IN SOCIAL SETTINGS

DOMINANT STYLE

- Let them know that you don't intend to waste their time
- Convey openness and acceptance of them
- Listen to their suggestions
- Summarize their achievements and accomplishments
- Give them your time and undivided attention
- Appreciate and acknowledge them when possible

INFLUENCING STYLE

- Focus on a positive, upbeat, warm approach
- Listen to their personal feelings and experiences
- Respond openly and congenially
- Avoid negative or messy problem discussions
- Make suggestions that allow them to look good
- Don't require much follow-up, detail or long-term commitments
- Give them your attention, time and presence

STEADY STYLE

- Focus on a slower-paced, steady approach
- Avoid arguments and conflict
- Respond sensitively and sensibly
- Privately acknowledge them with specific, believable compliments
- Allow them to follow through on concrete tasks
- Show them step-by-step procedures
- Behave pleasantly and optimistically
- Give them stability and minimum of change

CONSCIENTIOUS STYLE

- Use a logical approach
- Listen to their concerns, reasoning, and suggestions
- Respond formally and politely
- Negative discussions are OK, so long as they aren't personally directed
- Privately acknowledge them about their thinking
- Focus on how pleased you are with their procedures
- Solicit their insights and suggestions
- Show them by what you do, not what you say

Adapting in Different Situations: IN LEARNING ENVIRONMENTS

DOMINANT STYLE

- Likes to learn quickly; may be frustrated with a slower pace
- Has own internal motivation-clock, learns for their own reasons, not for anyone else's reasons
- May like to structure their own learning design
- Does okay with independent self-study
- Defines own goals
- May have a short attention span

INFLUENCING STYLE

- Likes learning in groups
- Interacts frequently with others
- Responds to extrinsic motivation, praise, and encouragement
- Needs structure from the facilitator; may lose track of time
- Needs "what to do" and "when to do it"
- May exceed deadlines if left on their own and learning may be completed late

STEADY STYLE

- Accepts a balance between individual and group work
- Shows patience with detailed or technical processes
- Likes journaling and follow-through
- Prefers explicit instructions
- Wants to know the performance outcomes and expectations
- May need help in prioritizing tasks if a long assignment; may take criticism personally

CONSCIENTIOUS STYLE

- Prefers individual work over group interaction
- Accepts more impersonal training, such as remote or on-line
- Has high expectations of their own performance
- Will structure their own activities only with explicit goals and outcomes established
- Emphasizes details, deep thinking, and theoretical bases for the learning
- May get overly bogged down in details, especially if the learning climate is pressured

Application Activities

Adaptability Practice

Spend some time with people at home and at work that you know and trust who are different styles than you. Explore ways to communicate more effectively with them. Ask for support and feedback as you try new ways to communicate. Remember- tell them this is a skill you are building so they aren't surprised when you are behaving differently and can provide helpful feedback!

- **Practice Identifying their style based** on observable behavior
- **Practice Modifying your Directness and Openness** in conversation with them
- **Practice Modifying your Pace and Priority**
- **Ask for feedback** on your effectiveness in communicating with them
- **Take some time to reflect on your experience** and what worked or didn't work for you and for them
- **Consider** what you should repeat, and what you need to modify further to communicate as effectively as possible.

As you begin feeling more comfortable with adaptability and the needs of each style, try it with others!

Adaptability Activity

Select a relationship in which things have not gone as smoothly as you would like. Make a commitment to take the time to gain an understanding of the other person's behavioral style and take a few steps to adapt your behavior to improve the relationship.

- 1 Identify the behavioral style of the other person using the 2 Power Questions:
 - Are they DIRECT or INDIRECT in their communication?
 - Are they GUARDED or OPEN in their communication?
- 2 Brush up on their style and look at ways to adapt your Directness and Openness when working with them.
- 3 To further understand the tension that may exist in the relationship, notice the difference in preference in pace and priority and modify accordingly.
- 4 Practice approaching them in the way you think **THEY want to be treated**. Remember, it may feel uncomfortable at first, but with practice and dedication to adapting, you will be amazed at the difference.

Tension Among the Styles Exercise

Even if you have the highest regard toward a person, tension can exist in a relationship where styles are different. If this is behavior related, applying The Platinum Rule® - Treat others the way THEY want to be treated – may be helpful. Complete this exercise to gain insights on how to improve tense relationships. If you feel comfortable, you may discuss with the other person things you can do to ease the tension.

| | |
|--|---|
| <p>My Style: _____</p> <p>My Pace: _____</p> <p>My Priority: _____</p> | <div style="border: 1px dashed black; padding: 10px;"> <p>RELATIONSHIP</p> <p>Name: <i>John Doe</i></p> <p>Style: <i>High I</i></p> <p>Pace: <i>Faster-paced</i></p> <p>Priority: <i>People-oriented</i></p> <p>Difference: <i>Pace and Priority</i></p> <p>Strategy: <i>Be more personable, social, upbeat, and faster-paced with John</i></p> </div> |
|--|---|

| RELATIONSHIP 1 | RELATIONSHIP 2 |
|---|---|
| <p>Name: _____</p> <p>Style: _____</p> <p>Pace: _____</p> <p>Priority: _____</p> <p>Difference: _____</p> <p>Strategy: _____</p> <p>_____</p> <p>_____</p> | <p>Name: _____</p> <p>Style: _____</p> <p>Pace: _____</p> <p>Priority: _____</p> <p>Difference: _____</p> <p>Strategy: _____</p> <p>_____</p> <p>_____</p> |



Create a DISC POWER TEAM

Wouldn't it be amazing to have a DISC POWER TEAM where all members brought their best strengths to the table, and each of our challenges could be supported by someone who was skilled in the areas we struggle?

Considering the strengths and workplace behaviors for each style, who would be an ideal DISC POWER TEAM Member?

| | DOMINANT STYLE | INFLUENCING STYLE | STEADY STYLE | CONSCIENTIOUS STYLE |
|----------------------------|--------------------------------------|--|---|--|
| STRENGTHS | Supervising Leading Pioneering | Persuading Motivating Entertaining | Listening Teamwork Follow-through | Planning Systemizing Orchestration |
| WORKPLACE BEHAVIORS | Efficient Busy Directive | Interacting Active Personal | Friendly Purposeful Sincere | Formal Functional Structured |
| TEAM MEMBER | | | | |

For an upcoming project, consider how your DISC POWER TEAM could accomplish greatness!

- Assign responsibilities based on strengths
- Determine what opportunities or challenges exist or may come up
- Give each Team Member the opportunity to showcase their skills and experience
- Check in regularly and discuss as a team how it's going
- Provide feedback regarding roles, strengths, needs, and any additional support required



Building and Maintaining Rapport Throughout the Selling Cycle

There are five definable stages to most every buying cycle. Successfully guiding prospects through each phase will lead to positive outcomes for both of you.

1. Connecting: Understanding DISC styles will have an impact on the impression you make in the first few minutes of a meeting. In that short, precious time, you make or break the sale. In that time, your prospect sizes you up and determines if you are the type of person he or she would like to do business with.

The purpose of making contact with your prospect is to begin opening up lines of communication. Great listeners make the best salespeople... period. Master the skill of effective listening and every other aspect of your relationships will improve.

2. Assessing/Exploring Needs & Wants: The purpose of Exploring is to get an accurate picture of the customer's needs and what it will take to provide an effective solution. To do so, you need to listen to what the customer says as well as know how to ask the right questions to get the information you need.

Asking intelligent questions is a critical sales skill. It does not require asking many questions - just the right ones. Asking questions is similar to painting a picture. You start with a blank canvas and begin to fill in the background and rough in the picture with broad-brush strokes. Then you fill in the details using finer and finer strokes.

3. Solving the buyer's problem/Educating & Collaborating: During this phase, you and your prospect collaborate to find a solution that meets the prospect's needs. It is a process of taking your prospect's ideas and combining them with your own ideas to arrive at a solution that makes sense to both of you.

The give-and-take exchange can be thought of as an opportunity to "switch heads" with your prospect. Imagine saying this to your customer: "If you and I could switch heads, that is, if you could know what I know about my product and if I could know what you know about your business, we would both know exactly how to give you the best possible solution for your needs."

That's your goal - to come as close as possible to the perfect knowledge that would allow you to develop the ideal solution for your prospect. To achieve that goal, you need to exchange enough information to fully understand your client's business, industry, trends and challenges; and they have to know as much as possible about your products and services and how they can help them. As you propose a solution, relate it to the prospect's needs discovered in the Explore phase and explain how it will work in your prospect's environment.

4. Confirming the Sale: Gaining commitment flows naturally out of the Exploring and Collaborating stages for the DISC salesperson. If you did a thorough job during the first three stages of selling: Contacting, Exploring and Collaborating, the prospect should buy.

The Confirming stage is a critical point in building a customer partnership. DISC salespeople do not use fancy closing techniques. You cannot work through all the stages of the sale and then, at the end, try to use a manipulative closing technique to clinch the deal. It doesn't make sense... and it most certainly doesn't work when you're trying to build long-term customer relationships rather than simply closing one-shot sales.

5. Assuring Satisfaction: A great weakness of most salespeople is the way they handle the Assuring phase of the sales process. Most salespeople stop with getting the sales commitment; they disappear from the customer's life, leaving service, installation, training and follow-up to others.

One "old-school" method of selling has an adage that the sale begins when the customer says "no." In direct contrast, the real job of selling starts when the customer says "yes."

Assuring customer satisfaction is a secret ingredient of extraordinary sales success. You will benefit two ways by assuring each customer. First, this assures repeat business. Almost all products have a life cycle and will be replaced or upgraded. Customers have a tendency to return to the salesperson who previously matched them with a product that met their needs and then provided excellent service and follow-up.

Secondly, satisfied customers are excellent sources of referrals. Customers talk. They talk about poor service and they talk about extraordinary service. When they get super service, they refer others to the salesperson who delivered on his or her promises.

Without repeat business and referrals, a salesperson must constantly prospect and cold-call new accounts. That is not the way most salespeople want to spend their lives... and it certainly is not the best way to be successful!

When you start the sales process, you have a chance to begin building a good customer relationship. However, it is only after the sale, when you make sure your customer is satisfied (preferably delighted!), that you really cement the relationship.

Note: these stages of the sales cycle correspond directly with the "sales competencies" in Jim Cathcart's book *Relationship Selling*, the eight competencies of top sales producers. They also match the categories in the Sales IQ Plus assessment.



Phase 1: Building Rapport During Initial Contact

| Connecting with the C Style | Connecting with the D Style |
|---|--|
| <ul style="list-style-type: none"> • C styles don't care much about social interaction (beyond common courtesy and standard pleasantries), so get to the point. • Avoid making small talk, except to initially establish your credibility. • Speak slowly, calmly and economize on words. • C styles are precision-oriented people who want to do their jobs in the best possible manner. • Build your credibility by thinking with your head, not your emotions. • Before meeting, provide them with a brief overview of the agenda and length of meeting, so they know what to expect. • Show them logical proof from reliable sources that accurately document your quality, record of accomplishment, and value. | <ul style="list-style-type: none"> • D styles want to know the bottom line. • Just give them enough information to satisfy their need to know about overall performance. • They do not want you to waste their time giving them a bolt-by-bolt description of your product, presenting a long list of testimonials from satisfied clients, or getting too chummy with them – always remember that they are Direct and Guarded. • When you write, call, or meet a “D”, do it in a formal, businesslike manner. Get right to the point. Focus quickly on the task. • Refer to bottom line results, increased efficiency, saved time, return on investment, profits, and so on. In other words, tell him what's in it for him. • If you plan to sell something or present a proposal to a “D”, take care to be well organized, time-conscious, efficient, and businesslike. • They do not want to make friends with you; they want to get something out of you if they think you have something of value to offer. |
| Connecting with the S Style | Connecting with the I Style |
| <ul style="list-style-type: none"> • S styles are Indirect and Open. However, keep the relationship businesslike until they warm up to you. • They are concerned with maintaining stability; they want to know step-by-step procedures that are likely to meet their need for details and logical action plans. • Organize your presentation: list specifics, show sequences, and provide data. • Treat them with honesty, sincerity, and personal attentiveness. • Listen patiently to their stories, ideas and answers. • Express your appreciation for their steadiness, dependability, and cooperativeness. • Present yourself to be non-threatening, pleasant, friendly, but still professional. • Develop trust, credibility, and friendship at a relatively slow, informal pace. • Communicate with them in a consistent manner on a regular basis... especially at the outset. | <ul style="list-style-type: none"> • Remember that they are Direct and Open. • When you meet an “I”, shake hands firmly, introduce yourself with confidence, and immediately show personal interest. • Let him set the pace and direction of the conversation. • Be an especially attentive listener with the I style. • Give them positive feedback to let them know that you understand and can relate to their visions, ideas and feelings. • Tell humorous or unusual stories about yourself, to win their heart. • Allow them to feel comfortable by listening to their stories, even to the point of talking about topics that may stray from the subject. • Since I styles typically enjoy talking about themselves, ask questions about them, but be prepared for lengthy answers. Plan to have as many meetings as necessary to build the relationship and gather information. |



Phase 2: Maintaining Rapport in the Assessing Needs & Wants Stage

| Exploring with the C Style | Exploring with the D Style |
|--|---|
| <ul style="list-style-type: none"> • C styles don't care much about social interaction (beyond common courtesy and standard pleasantries), so get to the point. • C styles often like to answer questions that reveal their expertise, so they can be very good interviewees. • As long as you ask logical, fact-oriented, relevant questions, they will enjoy speaking with you. • Phrase your questions to help them give you the right information. • Ask open and closed questions that investigate their knowledge, systems, objectives and objections. • Make your own answers short and crisp. • If you do not know the answer to something, do not fake it. Tell them you'll get the answer for them by a certain time, and then do it. | <ul style="list-style-type: none"> • To head off the D styles impatience before it surfaces, keep your conversations interesting by alternately asking questions and offering relevant information. • D styles need to view the meeting as purposeful, so they want to understand where your questions are leading. • When asking a "D" question, make them as practical and logical as possible. Aim questions at the heart of the issue and ask them in a straightforward manner. • Only request information that is unavailable elsewhere. • When gathering information, ask questions showing you have done your homework about their desired results and current efforts. • Be sure to make queries that allow him to talk about his business goals. • Gear your exploring toward saving the D style time and energy. |
| Exploring with the S Style | Exploring with the I Style |
| <ul style="list-style-type: none"> • S styles can be excellent interviewees, so talk warmly and informally and ask gentle, open questions that draw them out (especially around sensitive areas). • Show tact and sincerity in exploring their needs. • If they do not have a good feeling about your product, company, or even you, they are not likely to take the chance of hurting your feelings by telling you so. • They want to avoid confrontations, even minor ones. So S styles may tell you what they think you want to hear, rather than what they really think. • They may not you about their dissatisfaction with your competitors. Even though this is exactly what you want to hear, the "S" may be hesitant about saying anything negative about them. • Allow for plenty of time (possibly multiple meetings) for the S style to open up to you and reveal their innermost desires and pains. • The more time you spend with an "S" exploring, the higher the odds you'll be landing them as a customer. | <ul style="list-style-type: none"> • I styles get bored quickly when they're not talking about themselves. • Strike a balance between listening to their life's stories and gathering the information you need to be an effective sales consultant. • When asking business questions, keep them brief. If you can, work these exploratory questions in with social questions. • The better your relationship with an "I" is, the more willing he'll be to cooperate and talk about the task at hand. • I styles can be so open they may tell you their fondest hopes and aspirations. If you can demonstrate how your product or service can get them closer to their dreams, they may become so excited about your product—and you—that they're likely to sell you and your products and services to everyone else in their organization. |



Phase 3: Maintaining Rapport in the Solving & Collaborating Stage

| Collaborating with the C Style | Collaborating with the D Style |
|--|---|
| <ul style="list-style-type: none"> • Emphasize accuracy, value, quality and reliability. • They dislike talk not backed up by evidence. • Describe a process will produce the results they seek. • Elicit specific feedback by asking, “So far, what are your reactions?” or “Do you have any questions that you’d like me to clear up?” • Present your solution that shows them they’ll be correct in making the purchase. • Base your claims on facts, specifications and data that relate specifically to their needs. • C styles are cost-conscious; increase their perceived value with facts and ROI data. • C styles are the likely to see the drawbacks, so point out the obvious negatives before they do. Let them assess the relative trade-offs when choosing between competing (yet imperfect) products or services | <ul style="list-style-type: none"> • Your presentation must be geared toward the D styles priorities. • Gear your presentation toward how they can become more successful, save time, generate results, and make life easier and more efficient; you’ll get their attention. • Zero in on the bottom line with quick benefit statements. • They want you to do the analysis and lay it out for them to approve or reject. • D styles like rapid, concise analyses of their needs and your solutions. • D styles like being in control, so give them choices backed with enough data and analysis to allow them to make an intelligent decision. • Then, be quiet and let them make their decision. If you speak or interrupt while they are buying, you will dramatically decrease the odds of making this sale |
| Collaborating with the S Style | Collaborating with the I Style |
| <ul style="list-style-type: none"> • Show how your product or service will stabilize, simplify, or support the S styles procedures and relationships. • Clearly define their roles and goals in your suggestions, and include specific expectations of them in your plan. • Present new ideas in a non-threatening way. • Provide them time to adjust to changes in operating procedures and relationships. • When change becomes necessary, tell them why. Explain how long the changes will take and any interim alterations of the current conditions. • Design your message to impart a sense of stability and security. • S styles like to be shown the appropriate steps to follow, so share those with them. • Involve them by asking their opinions and encourage them to give you feedback. | <ul style="list-style-type: none"> • Show how your product would increase the I styles prestige, image, or recognition. • Talk about the favorable impact or consequences your suggestions will have in making their working relationships more enjoyable. • Give them incentives for completing tasks by stressing how their contribution will benefit others and evoke positive responses from them. • Presentations need impact for people with short attention spans, so involve as many senses as possible. • Show them how your solution will save them effort and make them look good. • Back up your claims with testimonials from well-known people or high-profile corporations. • Name satisfied acquaintances they know and admire. • Sprinkle in “visualizing future ownership” questions, such as: “If you were already running this software, how would you use it?” |



Phase 4: Maintaining Rapport in the Confirming Stage

| Confirming with the C Style | Confirming with the D Style |
|---|--|
| <ul style="list-style-type: none"> Emphasize accuracy, value, quality and reliability. Provide logical options with appropriate documentation and time to analyze their options. They're uncomfortable with snap decisions and when they say they will think about it, they mean it! If pressured by people or excessive demands, they may use "I'll think about it," as a stalling tactic. C styles are educated, logical, comparative "shoppers." Know your competition so you can point out your advantages relative to the competition in a factual, professional way. Mention your company's strengths as you suggest questions they may want to ask your competitors that allows them to do a comparative cost-benefit analysis of the options and solutions. Be willing to explore the subject of a conditional, "pilot program" as a way of reducing their risk. | <ul style="list-style-type: none"> With the D style, you come right out and ask if they are interested. A "D" will tell you "yes" or "no". You can easily lose the attention and/or interest of a "D" by presenting your information too slowly or by spending too much time discussing minute details. When you draw up a commitment letter, don't spend too much time on points the "D" may not care about. Present them with options and probable outcomes. D styles like to balance quality with cost considerations, so offer options with supporting evidence and leave the final decision to them. We have found that it is effective to present a "D" with two or three options. Provide a short summation of each option, along with your recommendation of each. While the "D" is reviewing your proposal, don't interrupt them. The odds are high that they will find an option that appeals to them and closing the deal themselves. |
| Confirming with the S Style | Confirming with the I Style |
| <ul style="list-style-type: none"> S styles are slower, deductive decision makers who listen to the opinions of others and take the time to solicit those opinions before deciding. So, make a specific action plan and provide personal guidance, direction or assurance as required for pursuing the safest, most practical course to follow. Arm them with literature, case studies and any documentation available, because they'll be "selling" your proposal to others within their organization. When you do reach agreement, carefully explore any potential areas of misunderstanding or dissatisfaction. S styles like guarantees that new actions will involve a minimum risk, so offer assurances and support. Try not to rush them, but do provide gentle, helpful nudges to help them decide (when needed). Involve them by personalizing the plan and showing how it will benefit them and others. When asking for a commitment, guide them toward a choice if they seem indecisive. | <ul style="list-style-type: none"> Show how your product would increase the I styles prestige, image, or recognition. Be open and ask, "Where do we go from here?" or "What's our next step?" If they like something, they buy it on the spot (all other things being equal). You may have to slow them down because they also tend to overbuy and/or buy before weighing all the ramifications; behaviors that both of you may live to regret. I styles dislike paperwork and details so they are likely to hesitate, and even procrastinate, when it comes to spending the time required on a contract. Have a written agreement prepared due to their tendency to be unclear about procedures, responsibilities and expectations. Make sure that you agree on the specifics in writing or, later on, you can almost bet on some degree of misunderstanding and/or disappointment. |



Phase 5: Maintaining Rapport in the Assuring Stage

| Assuring the C Style | Assuring the D Style |
|--|--|
| <ul style="list-style-type: none"> • Set a specific timetable for when and how you will measure success with the “C”. Continue proving your reliability, quality and value. • Make yourself available for follow-up on customer satisfaction and ask for specific feedback on the product or service performance record. • If you have tips for improved usage or user shortcuts, email them to your “C” customers. • You should also ask for their ideas and opinions for how to improve your products and/or services. • When they offer you their suggestions, get back to them about how your company is incorporating their ideas into upgrades into future upgrades, revisions or new products. | <ul style="list-style-type: none"> • D styles usually do not look for personal relationships at work due to their focus on accomplishing tasks. • With the D style, do not rely on past sales to ensure future purchases. Follow up to find out if they have any complaints or problems with your product. If they do have complaints, address them immediately. • Impress upon your customer your intent to stand behind your product or service. • Stress that you will follow-up without taking much of their time. • You may also want to offer a money-back guarantee. • Whatever the promise, make sure you deliver everything you offer! |
| Assuring the S Style | Assuring the I Style |
| <ul style="list-style-type: none"> • Follow-up consistently with an “S”. • Give them your personal guarantee that you will remain in touch, keep things running smoothly, and be available on an “as needed” basis. • S styles like to think they have a special relationship with you; that you are more than just another business acquaintance; they prefer a continuing, predictable relationship. • Give them your cell number, along with an invitation to call you any time with any concern. They will rarely use it, but will feel secure knowing it’s available to them. • They dislike one-time deals, so follow up to maintain your relationship. • Impersonal, computerized follow-up is not very appealing to the S style, so continue building your relationship with low-key, personalized attention and assistance. | <ul style="list-style-type: none"> • I styles frequently buy before they’re sold which may lead to buyers’ remorse. • I styles can benefit from ongoing reminders that they have made the right decision. • Reinforce their decision by giving plenty of assistance immediately after the sale. • Be certain they actually use your product or they may get frustrated from incorrect usage and either put it away or return it for a refund. • Since they mingle with so many people, you can even ask the I style if they’d be willing to share their glowing testimonials about you and your product with others. • If they are feeling smart for using your product or service, most I styles will give you more referrals than the other three styles combined! |



| Phase | With the D Style | With the I Style | With the S Style | With the C Style |
|-------------------|---|---|--|---|
| Connecting | <ul style="list-style-type: none"> • Skip small talk • Lead with the main point • Show up fully prepared | <ul style="list-style-type: none"> • Allow for time and stories before turning focus to business at hand • Let them set the pace of the conversation | <ul style="list-style-type: none"> • Stick to business until they warm up to you • Don't rush into agenda first • Take an active interest in them | <ul style="list-style-type: none"> • Skip small talk • Bring an agenda • Remain cool, calm and professional |
| Assessing | <ul style="list-style-type: none"> • Let him/her know where the questions are headed • Only ask for information that's unavailable elsewhere • Answer their questions directly | <ul style="list-style-type: none"> • Alternate questions between them personally and business • Gently guide them back to the topic • Keep the focus on their vision and goals | <ul style="list-style-type: none"> • Be sincerely interested in their answers • Never interrupt them • Ask nonthreatening questions to draw them out over time | <ul style="list-style-type: none"> • Ask questions that reveal their expertise • Keep the questions focused on the topic • Alternate open and closed-ended questions |
| Solving | <ul style="list-style-type: none"> • Make any presentation brief • Focus on the bottom line and/or time savings • Provide concise analysis of needs along with your professional recommendations | <ul style="list-style-type: none"> • Involve as many senses as possible • Ask for their ideas often • Sprinkle in testimonials • Provide incentives for making decisions • Show how the solution enhances their image and/or saves them effort | <ul style="list-style-type: none"> • Show how solution will simplify, add stability or support their goals • Present new ideas in a non-threatening way • Never rush them, but provide gentle, helpful nudges toward a decision | <ul style="list-style-type: none"> • Emphasize value, accuracy, precision, quality and reliability • Stick to facts and logic; attempt to reduce risks when possible • Never pressure for any decision • Remain cool and emotionally detached |
| Confirming | <ul style="list-style-type: none"> • Flat out ask if they are interested • Present two or three options with recommendations and summaries • Be quiet while they review and decide | <ul style="list-style-type: none"> • Openly ask, "Where do you see us going next?" • Be ready to take their order • Slow them down if they're buying too quickly • Do the paperwork for them | <ul style="list-style-type: none"> • They are slow decision makers and like to consult opinions of others • Don't press for a decision • Focus on a guarantee if relevant | <ul style="list-style-type: none"> • Provide logical options with documentation • Give them both time and space to make their decisions • Point out any glaring downside to deal if one exists • Suggest a pilot program or warranty to reduce risk |
| Assuring | <ul style="list-style-type: none"> • Follow-up to ensure they're 100% satisfied with solution • Keep the relationship all business • Make certain you deliver on every small promise | <ul style="list-style-type: none"> • Reinforce their decision by providing ample assistance after the sale • Make sure they don't get frustrated (they don't read instructions) • Help them use the product/service to reduce anxiety | <ul style="list-style-type: none"> • Provide consistent follow-up along with personal assurances • Give them private phone number to reach you • Remind them that you also desire a long-term business relationship | <ul style="list-style-type: none"> • Share your process and/or timetable for your follow-up • Double-check their method for measuring satisfaction • Email them ideas and shortcuts • Reinforce value, quality and reliability. |



TAKING OWNERSHIP OF YOUR OWN DESTINY

Imagine what would have happened if you had successfully applied the principles and practices of *Platinum Rule Selling* ten years ago... or even five years ago? Well, hundreds of thousands of people like you have already used these principles and experienced dramatic increases in sales volumes, more satisfaction in their dealings with customers and co-workers (family and friends, also!), and greater awareness of their own strengths and weaknesses. Many people report that they no longer feel like “just a salesperson”; they feel, behave and are treated like a *trusted advisor*. They have an increased ability to help people find solutions to their problems and are more adept at identifying new opportunities.

For you to also share in the pleasure from experiencing these benefits, we encourage you to get started this very minute. First, think about the goals you want to accomplish in the next year... the next month... the next week... even by the end of today! Develop a plan to meet those goals using **The Platinum Rule – Do Unto Others as They Would Have You Do Unto Them** - and the other principles that make up the **DISC Selling Strategies**.

Accept the Challenge

This first step requires your *personal commitment* to this challenge and your *belief* in these principles and putting them to work for you. Of course, any skill takes practice, and you cannot realistically expect to put all of them into effect immediately. However, the minute you start to sell people the way *they* want to buy, you'll start to see immediate results.

Commit to Growth

“Change is inevitable... growth is optional.” We love that saying because it's true. Right now, you have the option to take this moment and make a life-changing decision. You may decide to *keep learning* about yourself, your strengths and weaknesses, how you make decisions, how you come across to other people, etc... You may decide to learn more about DISC styles and apply your new knowledge in other relationships beyond selling - relationships with your co-workers, children, spouse and/or family.

Hopefully, you may decide to use this report as a jumping-off point for a new direction in your career. If that thought excites you, we urge you to learn more about how DISC may be applied in all phases of business: prospecting, networking, marketing, communications, customer service, referral building, client loyalty, hiring, management, leadership, etc... We offer programs, technology, books, CD's, DVD's, self-paced online courses, speeches, and on-site workshops that are all specifically designed to help you apply this amazing concept in key facets of your business and your life.

Here's wishing you continued success!



So Now What?

This report is filled with information about your behavioral style and the styles that you will encounter in others. There are many suggestions in the application section of this report for you to apply this information. Take the next step and DO the exercises. Don't put this report on a shelf or in a file. Knowing your own style is just the beginning— you must be able to apply this information to improve all of your relationships.

Continually use this report as a reference tool. It contains a lot of information and was never meant to be digested in a single reading. Experiment with making a few changes in your behavior and examine the results. You might be surprised!

Disclaimer

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(continued from page 2)

How to Assure Assessment Accuracy? Independent & Qualified Testing at Standards Set by the [APA](#) and [EEOC](#)

“...this DISC assessment has one of the highest Cronbach scores in the DISC marketplace.”

- Assessment Standards Institute

The Assessment Industry’s Past and Present

Assessments have been used since the mid-20th century, initially relied upon by Fortune 500s, calculated by highly skilled PhDs and produced by only a handful of trusted developers. With the advent of the internet in the 1990s, the ability to produce, market, and sell assessments became exponentially easier and less expensive. Since then, it has developed into a kind of “global cottage industry” with hundreds of new assessment developers, producing thousands of different assessments. Each developer purporting its assessments to be scientifically accurate instruments - sold, resold and used by individuals and organizations of all kinds; including many of our largest institutions like Fortune 500s, major universities, world governments, and even military. Frighteningly, this “global cottage industry,” which produces data relied upon by millions, is entirely unregulated with nothing to ensure its consumers are receiving what they are being told and sold. There are zero requirements, safeguards, laws or regulations ensuring the consumer receives a scientifically accurate instrument - or even what the developers and sellers claim.

The Solution? Independent & Verifiable Testing by a Qualified Institution

The *Assessment Standards Institute (ASI)* provides our assessments with verifiably objective testing and reporting that meet standards set by the [American Psychological Association \(APA\)](#) and the [Equal Employment Opportunity Commission \(EEOC\)](#). This battery of tests is both voluntary and verifiably transparent. Our goal? To ensure this assessment’s professional merit and scientific accuracy for you, the user. These reports are readily available upon request and include:

Construct Validity ([APA Standards](#))

Construct validity is one of the most central concepts in psychology. It is the degree to which a test measures what it claims, or purports to be measuring. Researchers generally establish the construct validity of a measure by correlating it with a number of other measures and arguing from the pattern of correlations that the measure is associated with these variables in theoretically predictable ways.

Reliability - Cronbach’s alpha ([APA Standards](#))

This technique is regarded as one of the most robust measures of reliability and presents the highest 'bar' from which to compare. The readers should note that Cronbach's alpha is the method selected for this instrument, because of its high standards. The reader is encouraged to compare reliability coefficients presented herein to other vendors, and also to ask those vendors which reliability formulas they used to compute their reliability coefficients. Cronbach’s alpha is a measure used to assess the reliability, or internal consistency, of a set of scale or test items. In other words, the reliability of any given measurement refers to the extent to which it is a consistent measure of a concept, and Cronbach’s alpha is one way of measuring the strength of that consistency.

Disparate Impact ([EEOC Guidelines](#))

Employers often use tests and other selection procedures to screen applicants for hire and employees for promotion. The use of tests and other selection procedures can be a very effective means of determining which applicants or employees are most qualified for a job. However, use of these tools can also violate the EEOC Guidelines if they disproportionately exclude people in a protected group by class, race, sex, or another covered basis. Importantly, the law does allow for selection procedures to select the best candidates based on job related requirements. If the selection procedure has a disparate impact based on race, color, religion, sex, or national origin, the employer is required to show that the selection procedure is job related and consistent with business necessity. If discrimination exists, the challenged policy or practice should therefore be associated with the skills needed to perform the job successfully.

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