

# Improving Your Workplace with Everything DiSC<sup>®</sup>

*Robin Kellogg-Instructional Designer and  
Trainer with Wiley*

# What if people had their needs written all over them?



HELLO  
my need is

[www.everythingD3C.com](http://www.everythingD3C.com)

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my need is

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my need is

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HELLO  
my need is

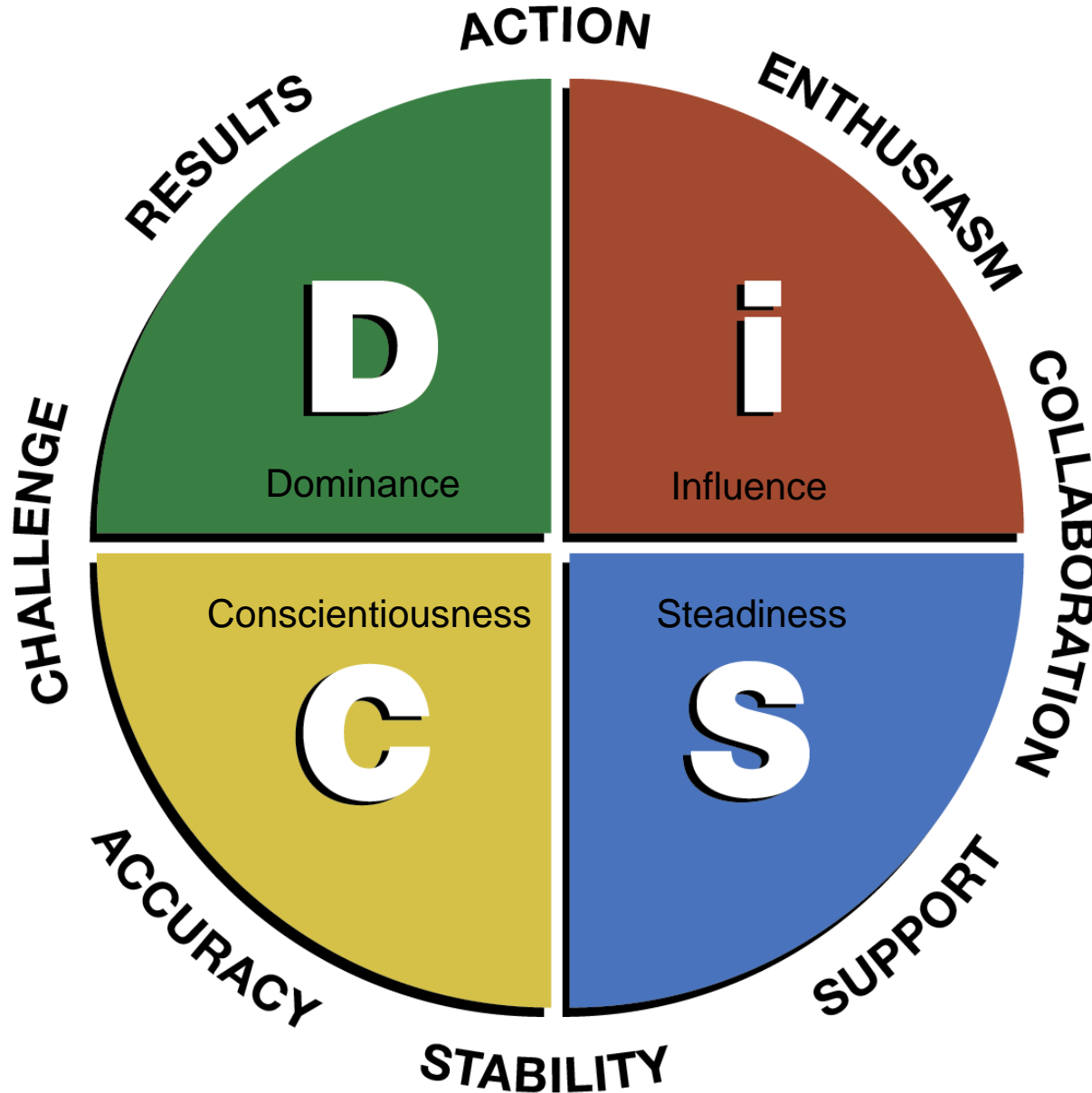
[www.everythingD3C.com](http://www.everythingD3C.com)

EVERYTHING  
WORKPLACE®



WILEY

# Everything DiSC Workplace





## Project Manager

- Meets business needs and people needs
- Patient & mild mannered
- Knows about my family

## Manager

- Goal driven
- Lots of things going on at one time
- Asks a lot of questions and challenges new ideas



# Steve & Dyana



# Who do you find challenging?

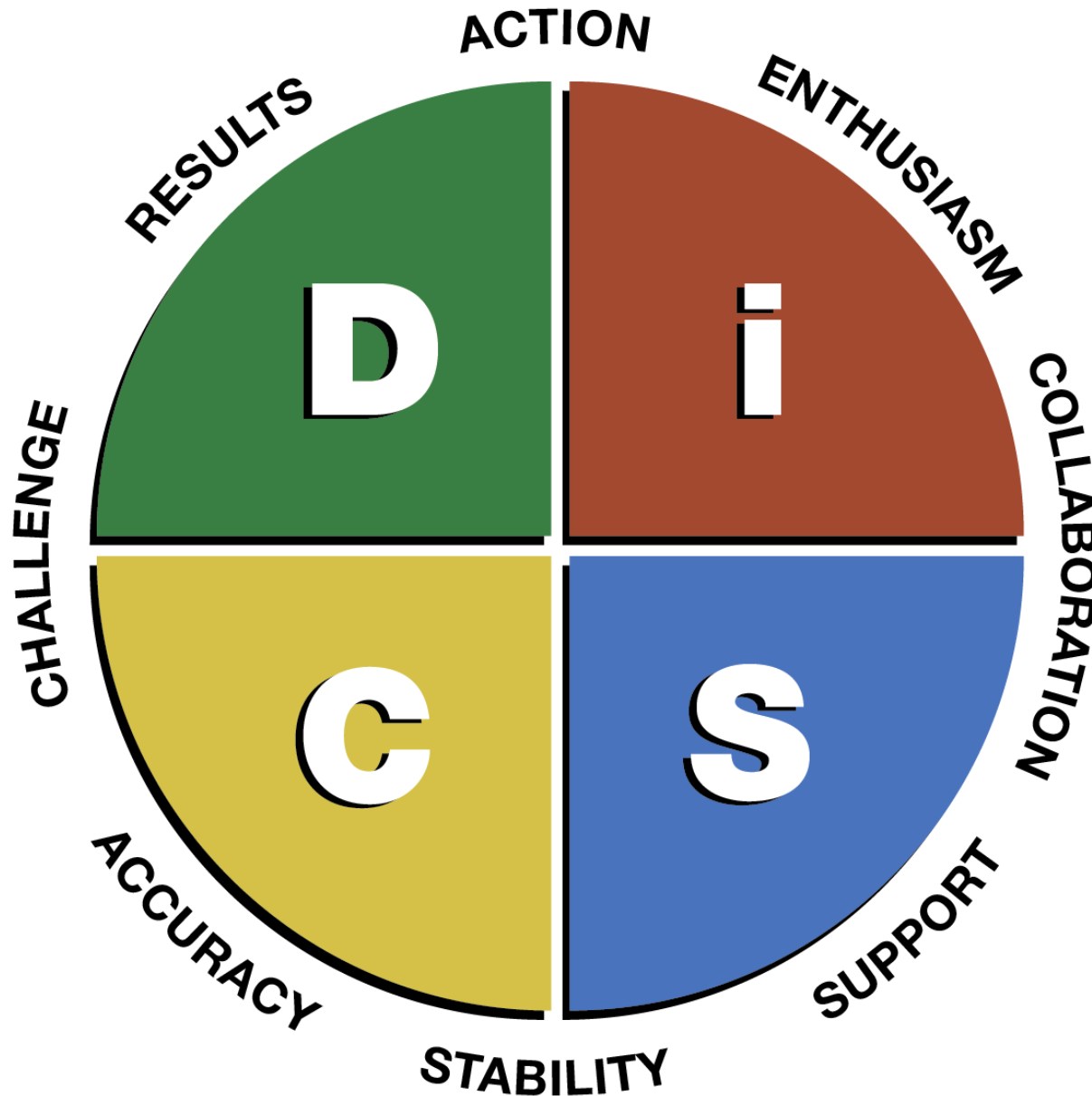




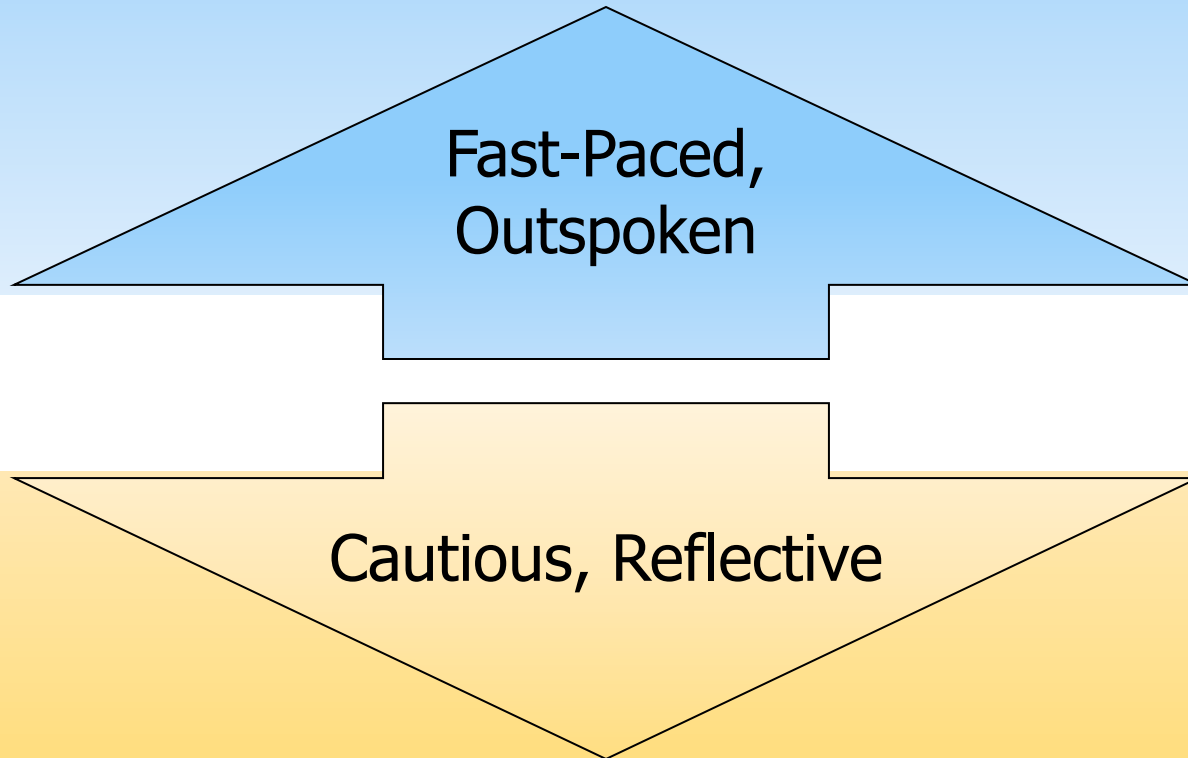
?



# DiSC Priorities



# How You See Yourself



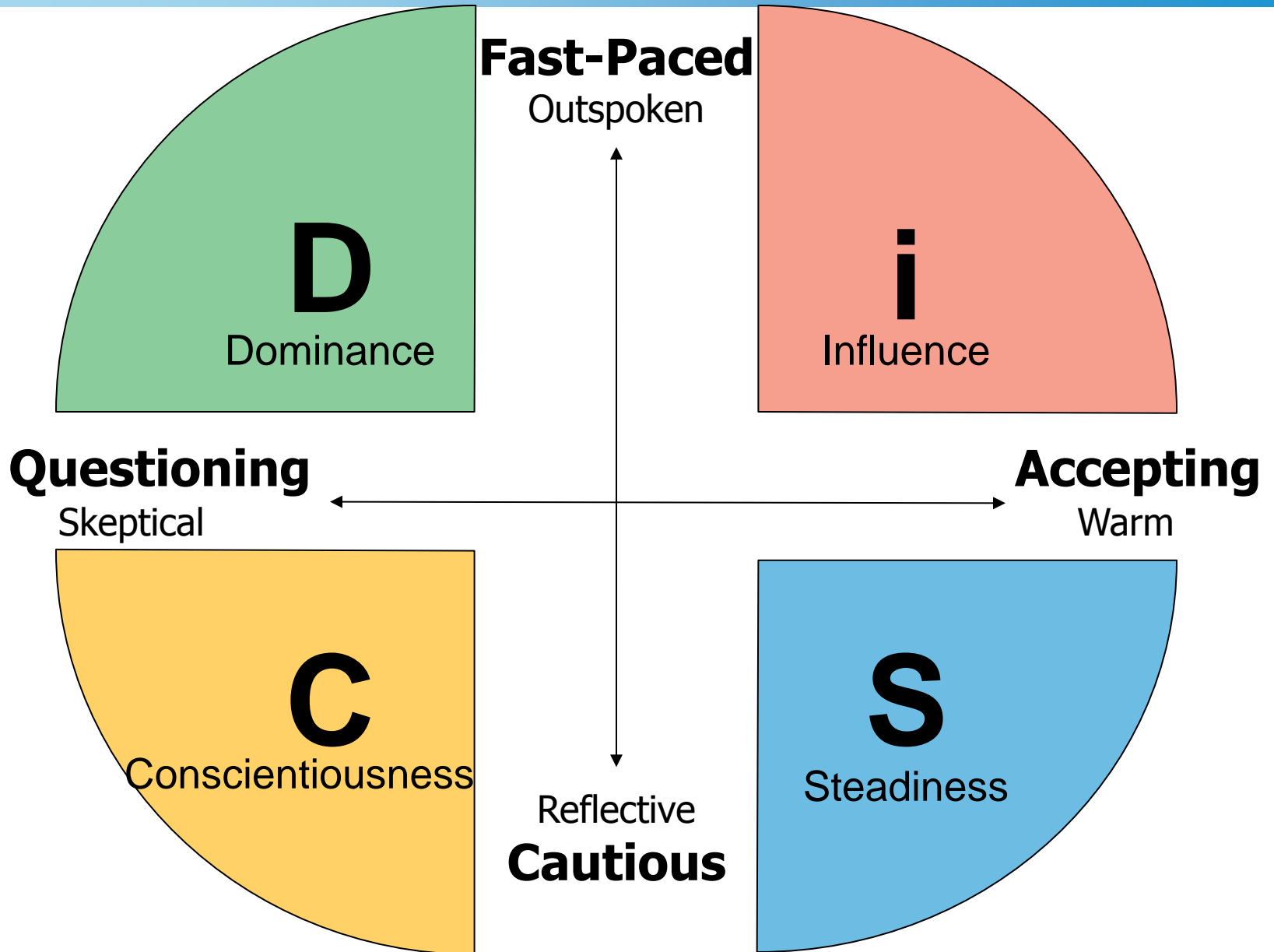
# How You See Yourself



Questioning,  
Skeptical

Accepting,  
Warm

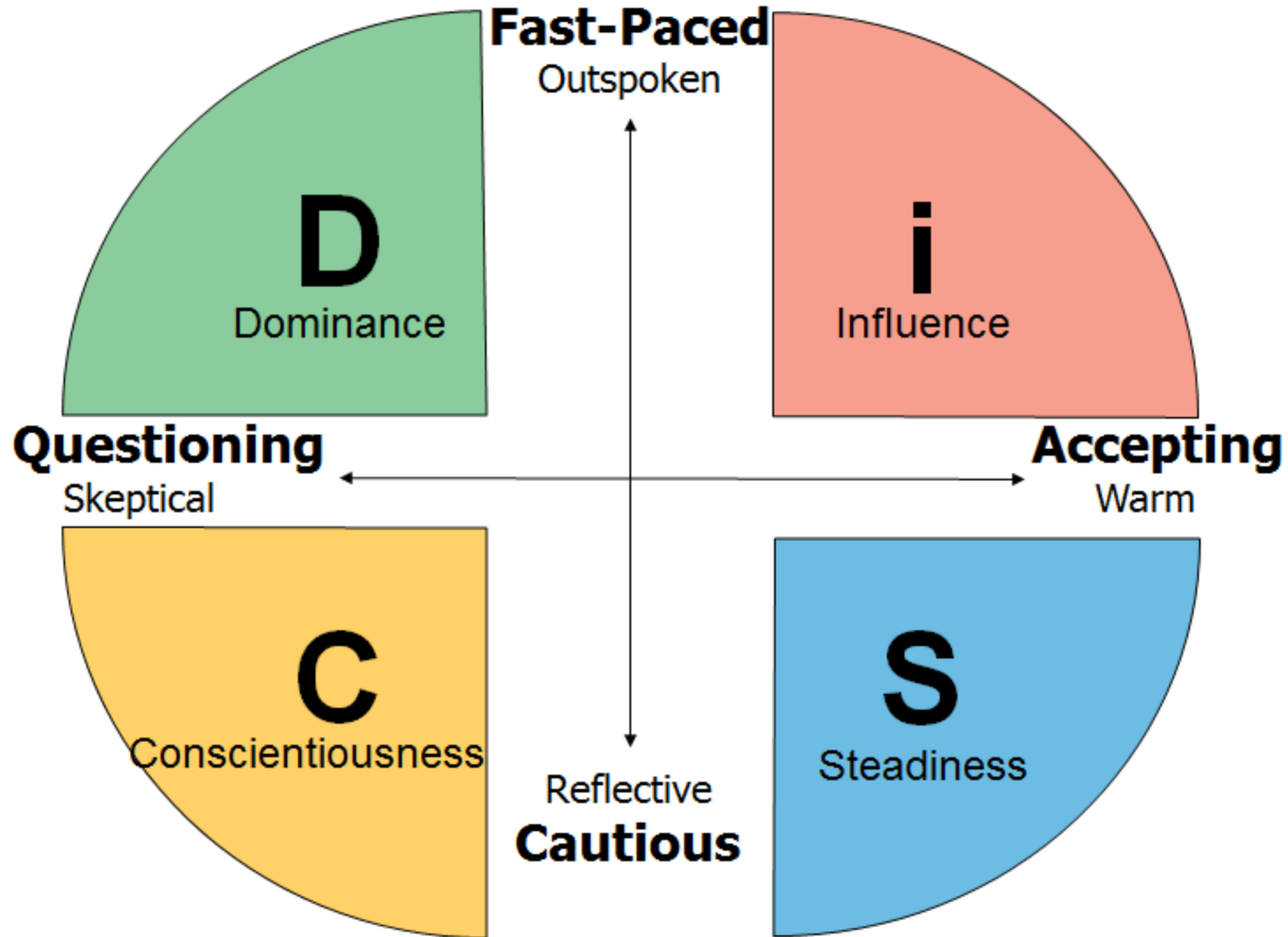
# DiSC<sup>®</sup> Dimension and Styles

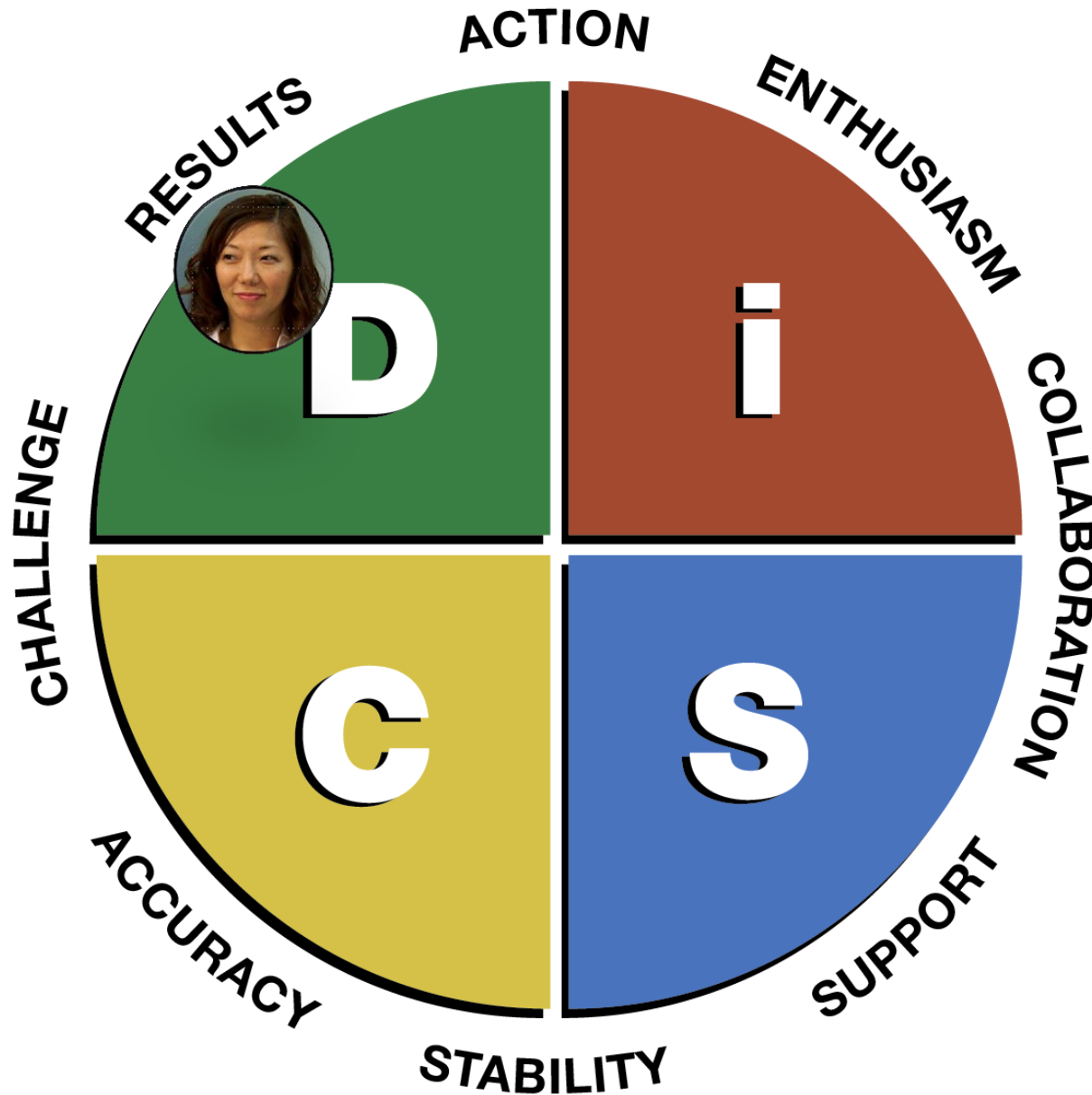


# People Read Dyana



- Works fast
- Asks a lot of questions
- Always has a lot going on.

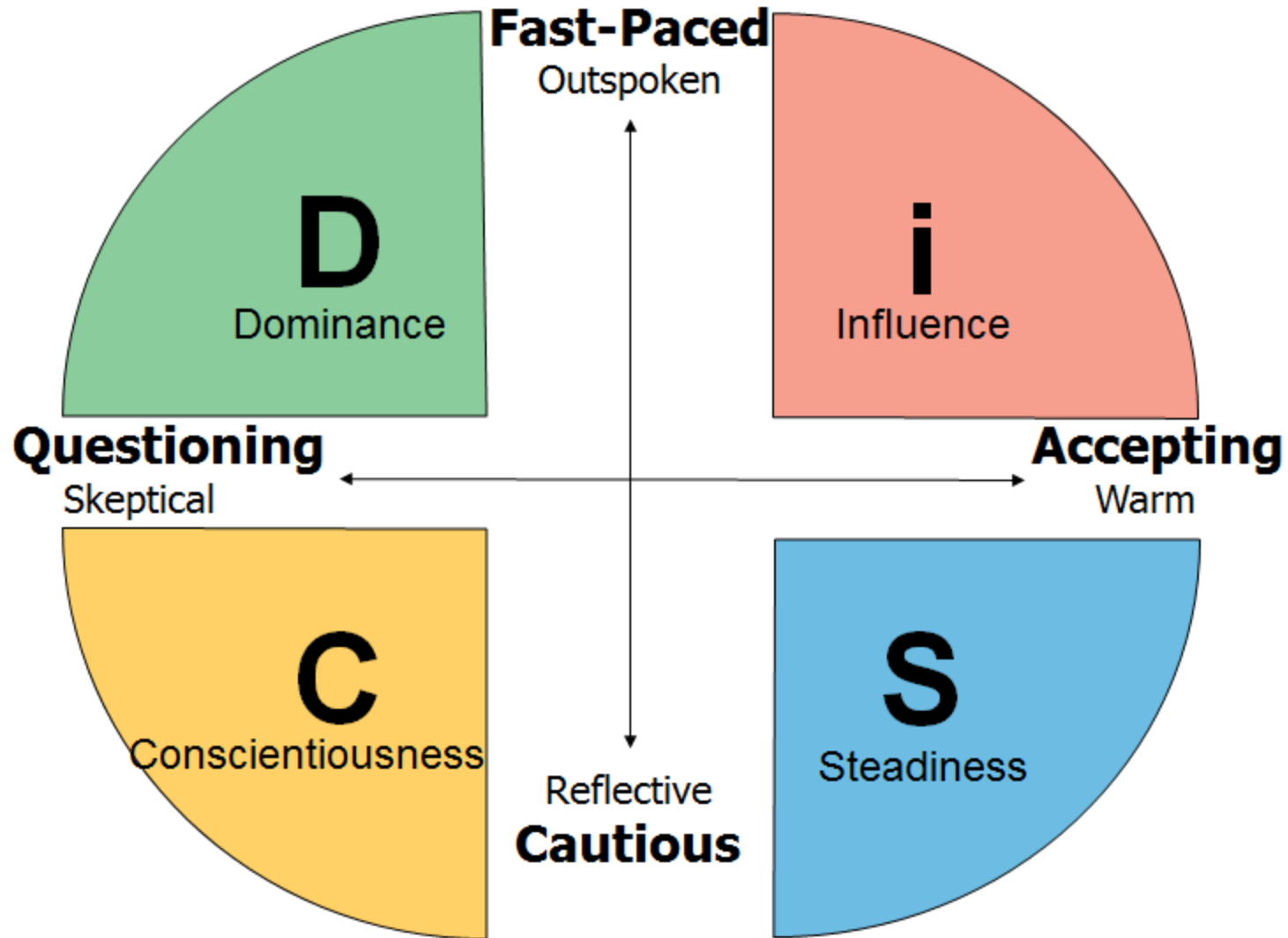




# People Read Steve

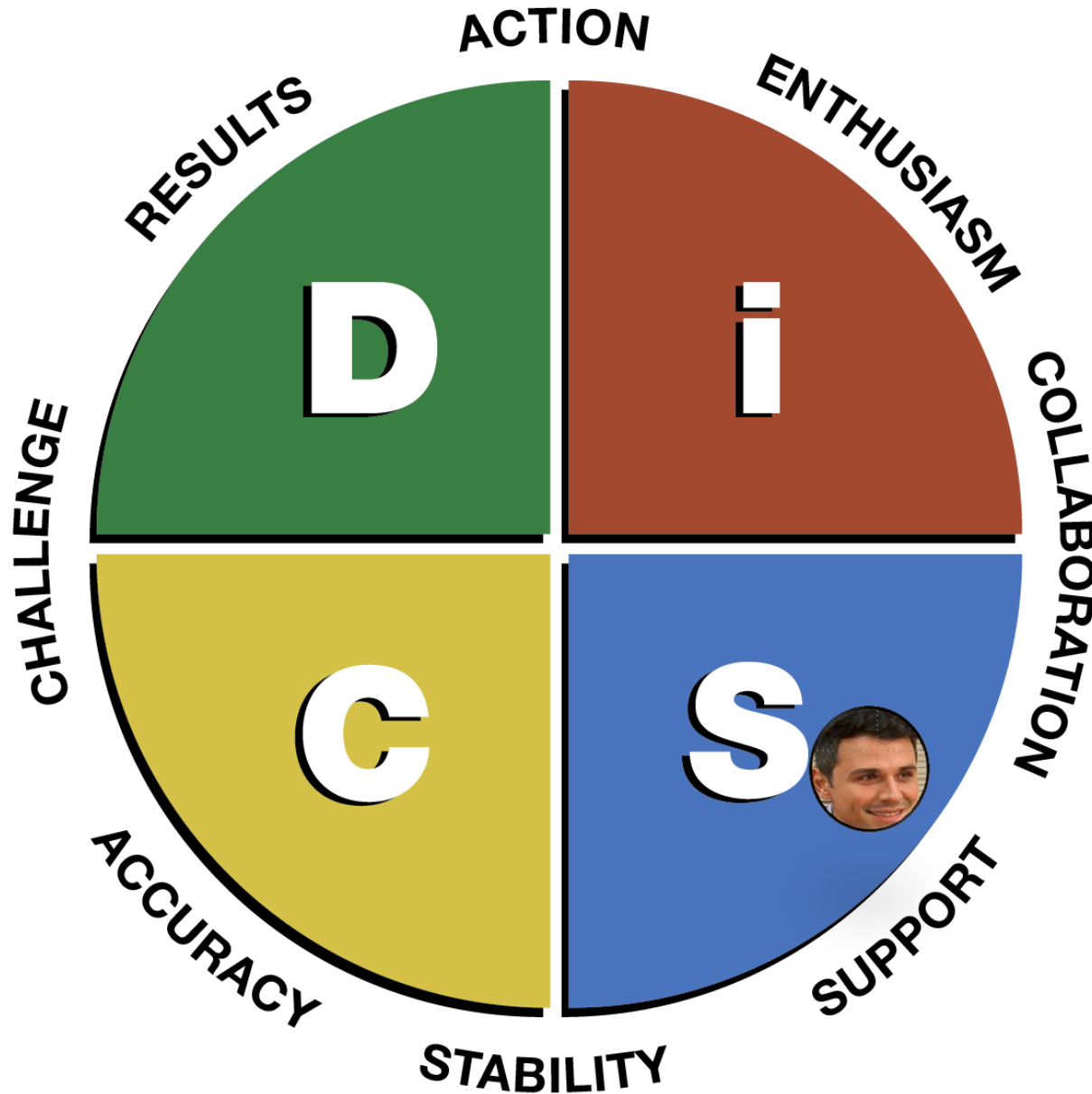


- Patient & mild mannered
- Calm and kind when things heat up

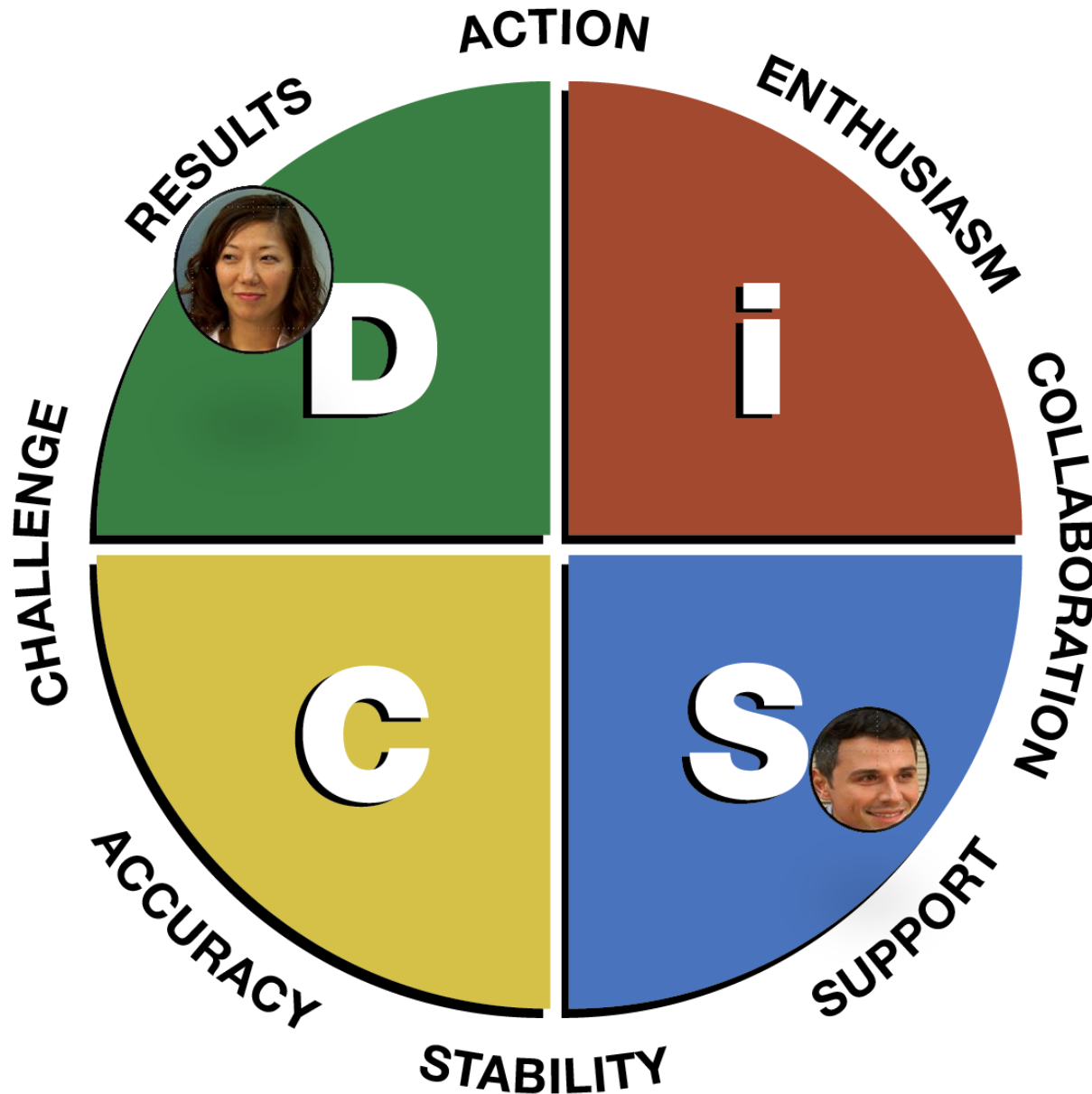




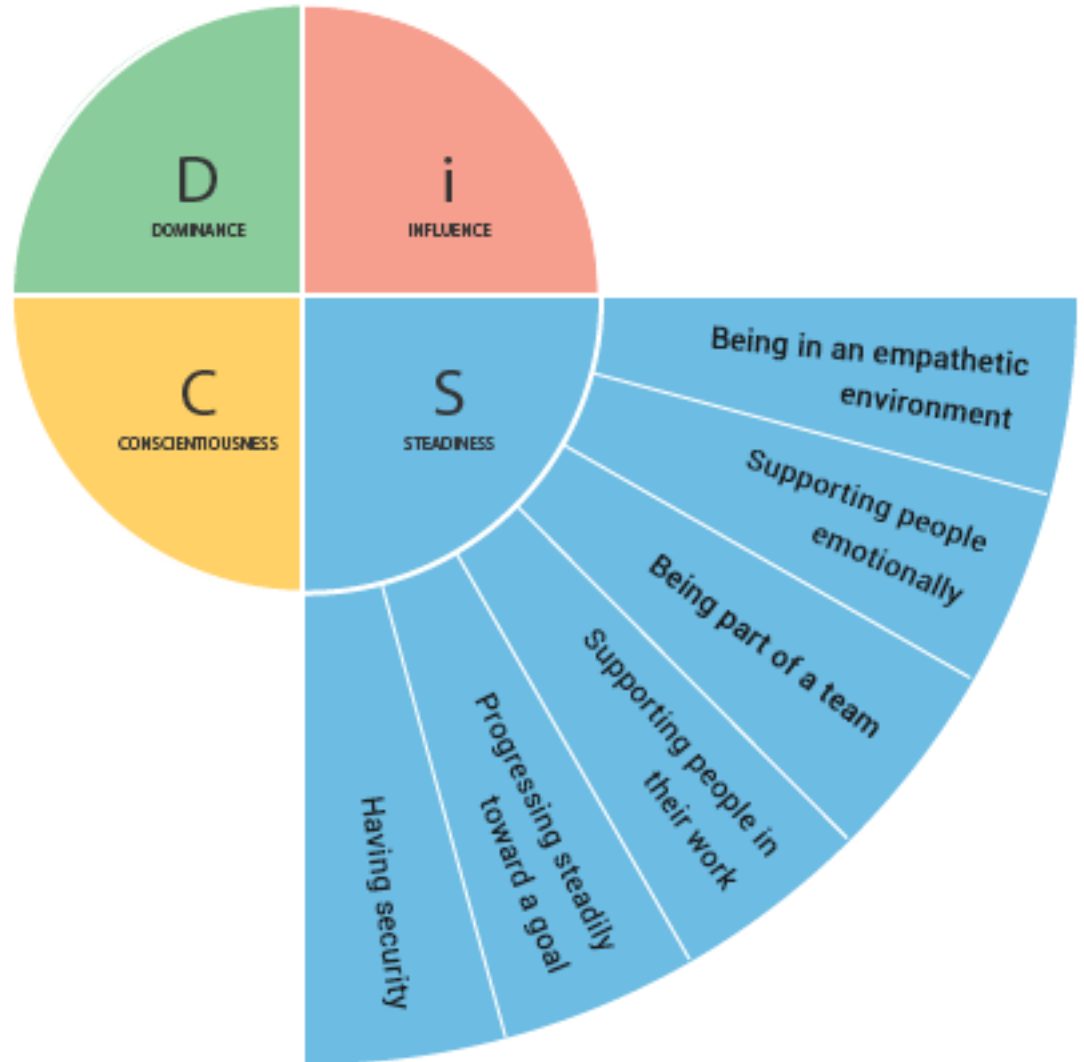
# DiSC Priorities



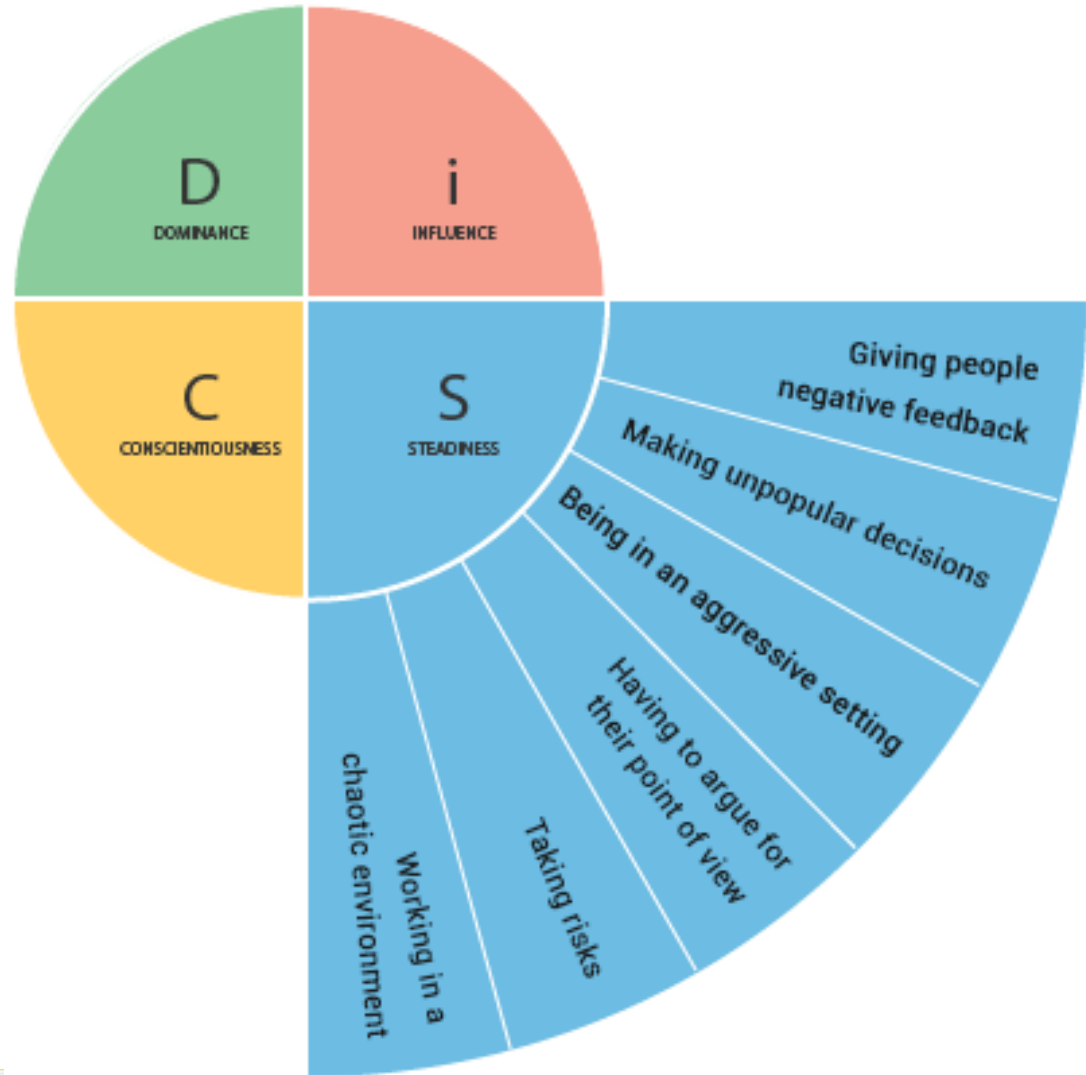
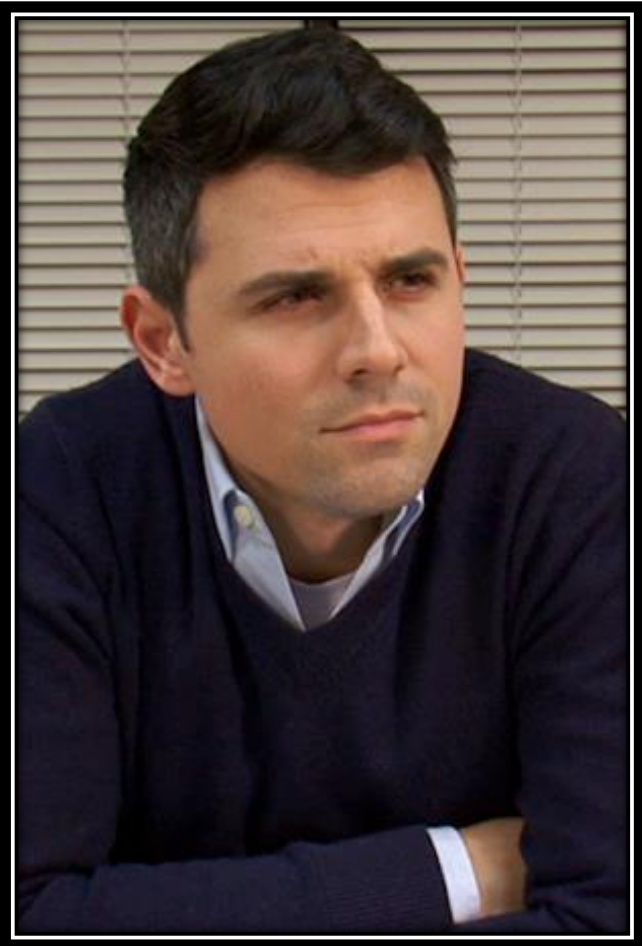
# DiSC Priorities



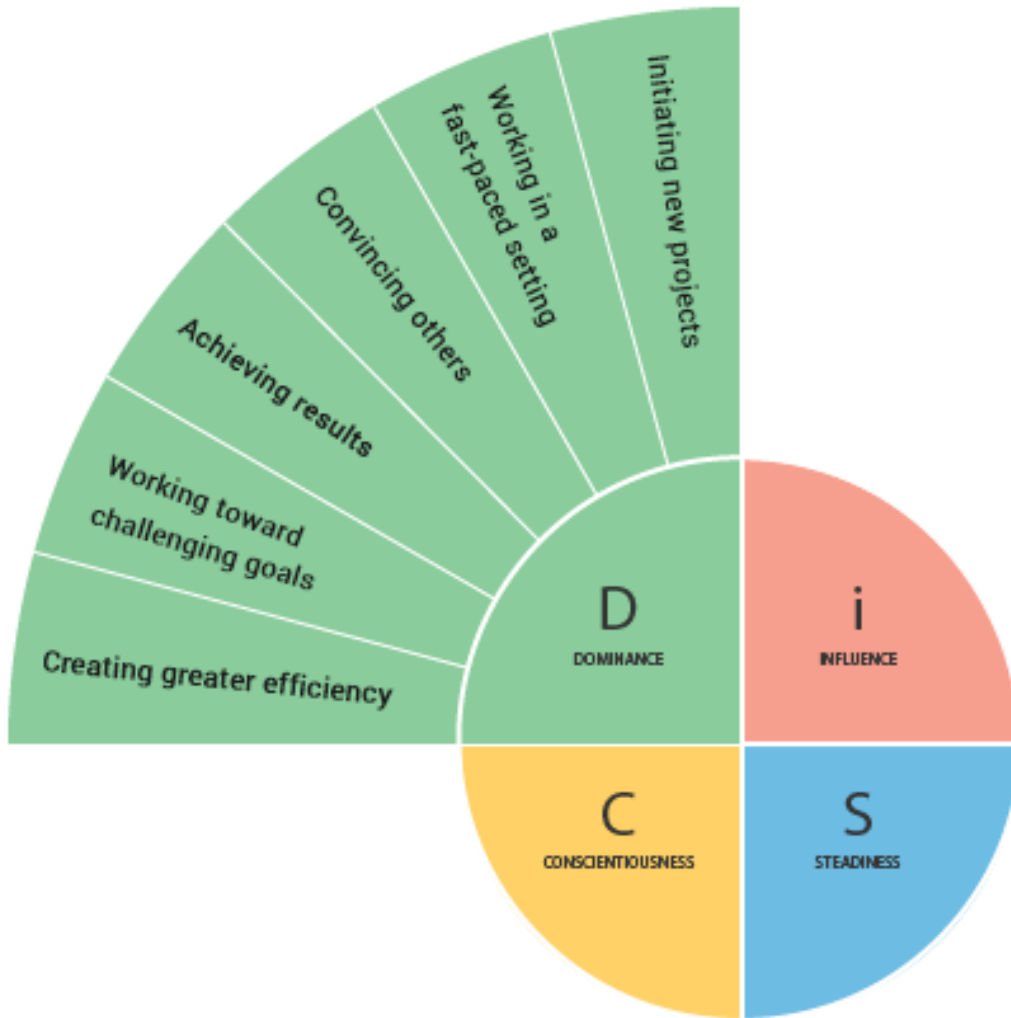
# What motivates Steve?



# What does Steve find stressful?



# What motivates Dyana?



# What does Dyana find Stressful?



## UNDERSTANDING HOW YOU REACT TO THE S STYLE

Now, let's imagine that you regularly interact with someone with an S style. To you, he seems calm and compliant, and

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## STRATEGIES TO INCREASE YOUR EFFECTIVENESS WITH THE S STYLE

### When Trying to Connect

People with the S style value cooperation and friendly interaction, Robin, and this might affect the way you relate to one another. You aren't as concerned with personal connections as they are, and they may see your matter-of-fact approach as callous at times. In addition, your tendency to be straightforward may overwhelm them, and your sometimes aggressive manner may discourage them from offering their opinions and collaborating with you.

Therefore, when trying to connect with people who have the S style, consider the following strategies:

- Provide a safe environment so they feel comfortable speaking up when something is bothering them.
- Show concern for their feelings rather than just pushing for results.
- Be proactive in seeking their ideas and opinions.



### When Problems Need to be Solved

Compared to people with the S style, you're probably more driven to make swift decisions when it comes to solving problems, and you may be quite willing to take risks if the potential payoff is big. Their more cautious approach may seem indecisive to you, and because they like to make decisions collectively, they may think your hard-charging approach overlooks others' input.

Therefore, when solving problems with people who have the S style, consider the following strategies:

- Respect their cautious pace, but work together to make decisions more efficiently.
- Consider establishing a mutually agreed-upon deadline rather than pushing them to act.
- Acknowledge their desire to work together and consider other people's feelings when making decisions.

### When Things Get Tense

Because people with the S style want to support others, they avoid rocking the boat and upsetting the people around them. In conflict situations, you tend to confront issues more directly than they do. As a result, you may overpower them and cause them to give in to avoid prolonging the disagreement. While you may win arguments by being forceful, this aggressive approach could undermine their trust, and they may end up burying their growing

- With Steve...
- Try not to come off as critical
  - Avoid being too aggressive or demanding
  - Respect his pace
  - Ask him to say if something is bugging him

## UNDERSTANDING HOW YOU REACT TO THE D STYLE



Imagine that you regularly interact with someone with a D

style. She's who delivers direct, but because you may have different results.

To you, this often drives you to prefer a steady pace problem along, you approach

Furthermore, questioning positive. Share, and you challenge

### What I

As you can see, such a high

**Results**  
People with this style constantly run into a few test them

**Action**  
In addition, they are predictable analyzing it prefer to w

**Challenge**  
Furthermore, questioning

## STRATEGIES TO INCREASE YOUR EFFECTIVENESS WITH THE D STYLE

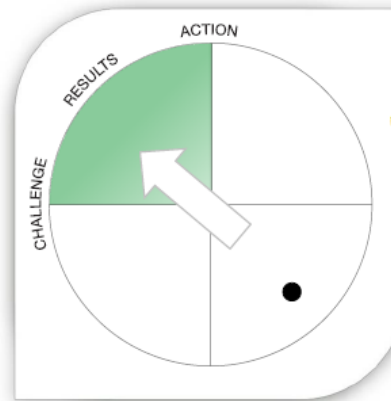


### When Trying to Connect

Tim, people with the D style like to get right to the point, and this might affect the way you relate to one another. They're willing to be straightforward or even blunt in the interest of making rapid progress. You're more likely to be tactful and soft-spoken, so they may dominate discussions with you. While they may not see this as a problem, you probably feel somewhat intimidated by them. At the same time, they may become frustrated by your unwillingness to speak up.

Therefore, when trying to connect with people who have the D style, consider the following strategies:

- Speak up with your ideas and opinions early in the conversation.
- Remember that they appreciate a direct approach, so don't be afraid to tell them what you're thinking.
- Be prepared for their candor.



### When Problems Need to be Solved

Compared to people with the D style, you're much more likely to be agreeable and accommodating when solving problems. Because they can be very strong-willed and willing to make quick, firm decisions, they may overlook your input if you hesitate to speak up. And, since you tend to be more cautious and avoid risky moves, they may see you as indecisive or wishy-washy.

Therefore, when solving problems with people who have the D style, consider the following strategies:

- Avoid appearing too hesitant or indecisive.
- Be willing to take a stronger stance.
- Speak up to make sure you have a voice in the solution.

### When Things Get Tense

Because you want to maintain harmony, you're less likely than your "D" coworkers to challenge ideas and point out problems. They're probably very frank and even argumentative in conflict, so you may try to avoid them during tense situations. While you may start by trying to play peacemaker, when confronted, you may withdraw completely or just

**Working with Dyana**

- **Speak Up!!**
- **Tell her what I think**
- **Don't give in for harmony's sake**



### Our plan

-Dyana when possible, will-  
give Steve notice when she  
wants his input on an idea  
so he has time to process

-Steve will let Dyana know  
if he needs more time

-Steve will speak up more





# Steve & Dyana



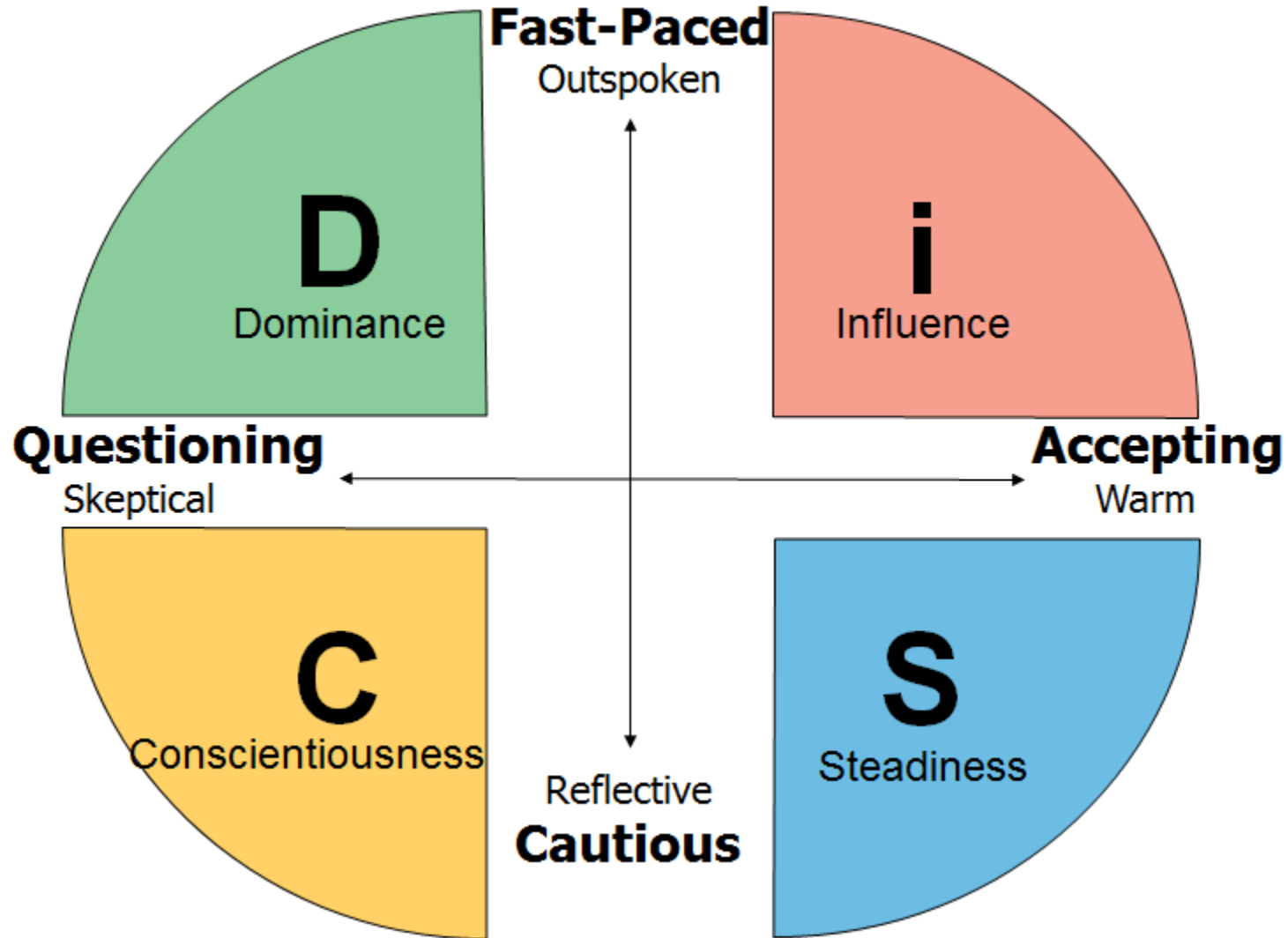


- Customer Service Supervisor
- Likes to gather groups for events

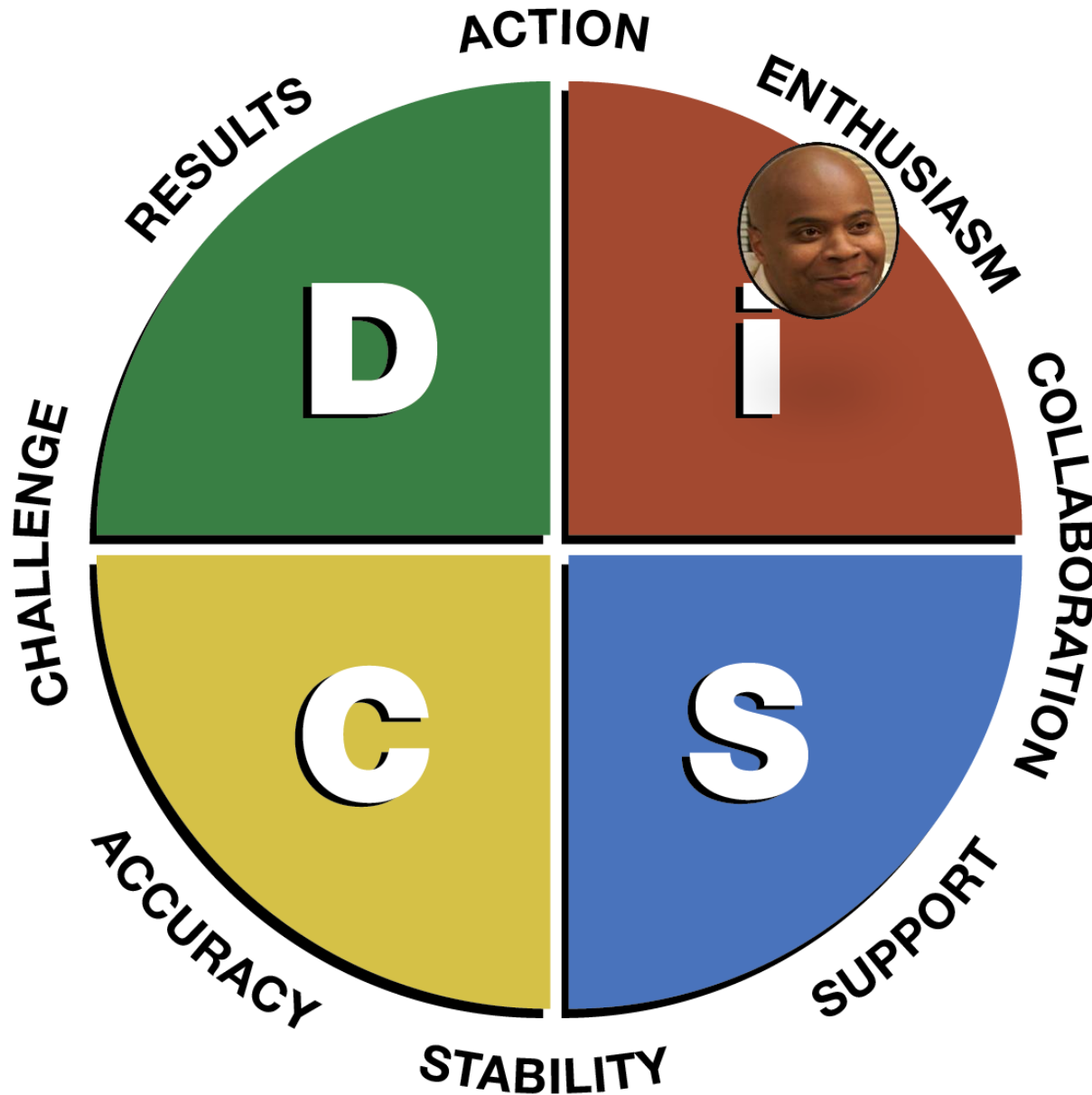
# People Read Ian



- Likes to gather groups for events like Happy Hour, sports events, runs Fantasy Football league



# DiSC Priorities





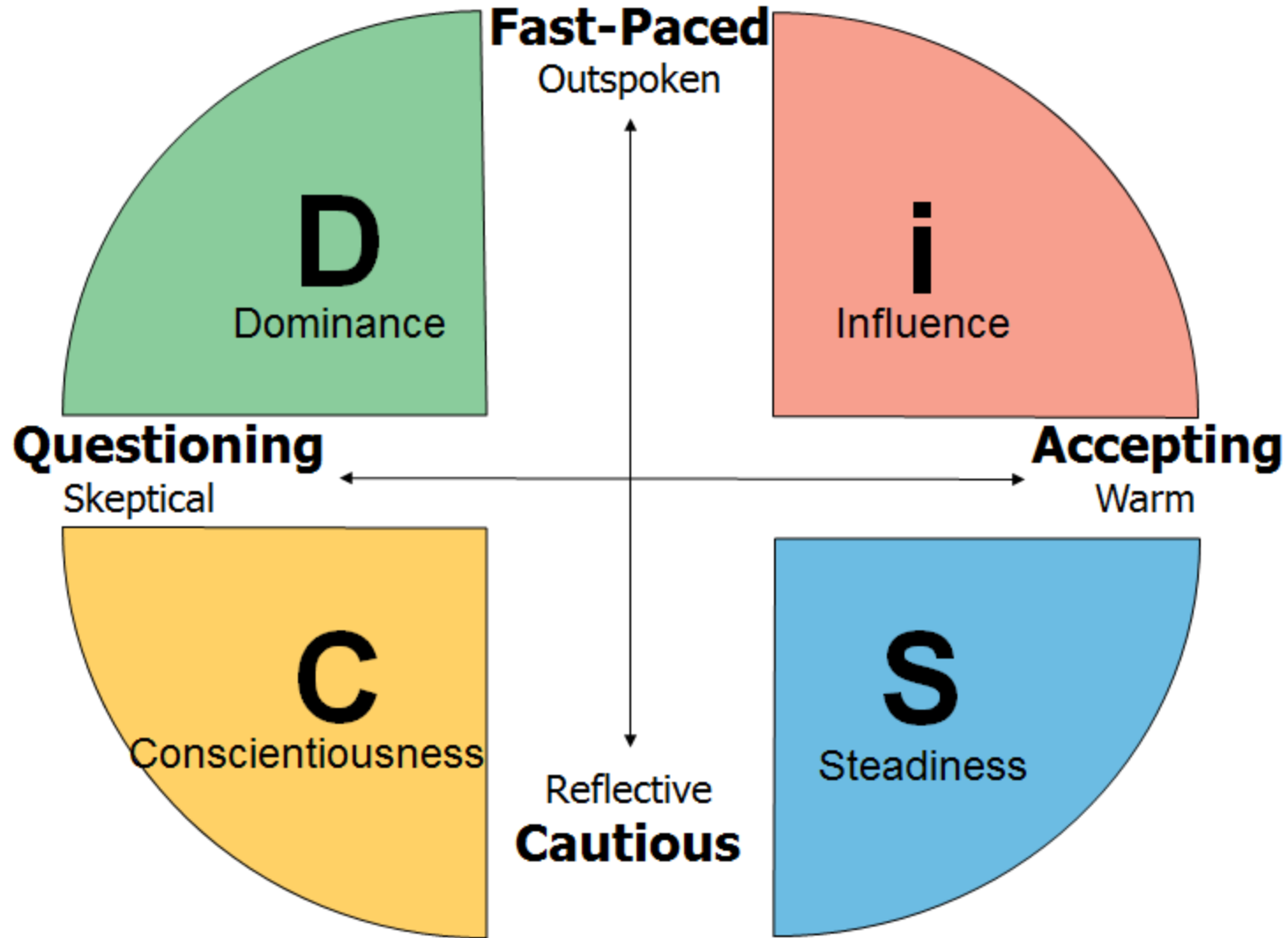
- Likes to point out flaws in logic
- Does what it takes to get things right
- Prefers a predictable work setting



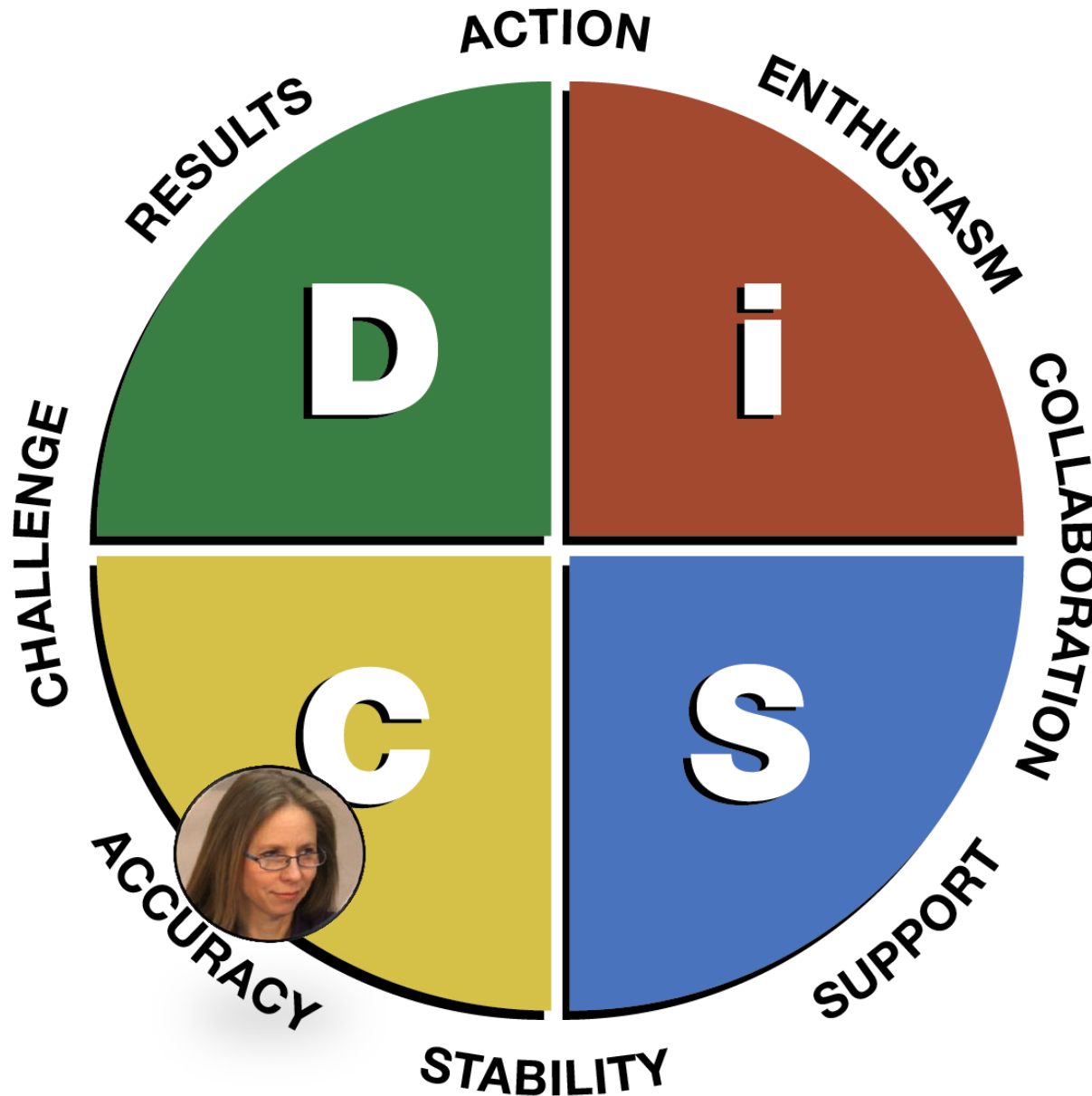
# People Read Carole



- °Points out flaws in logic
- °Gets things right
- °Prefers a predictable work setting



# DiSC Priorities

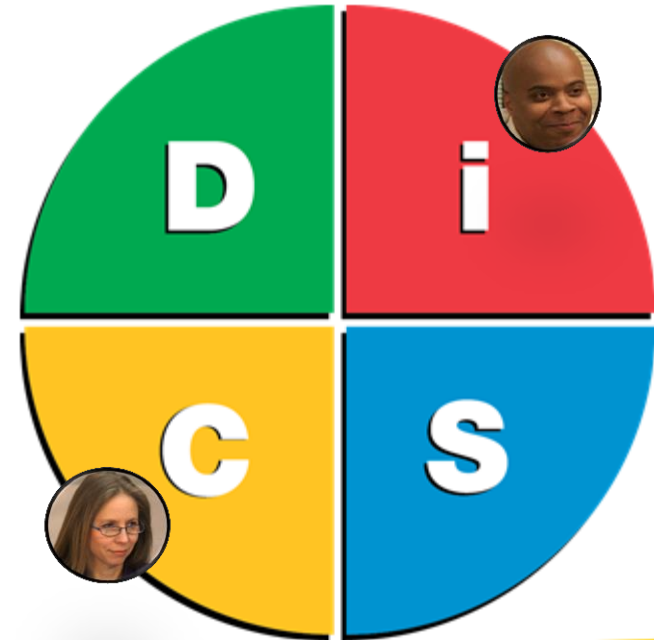


# Carole and Ian



# Adapting Approach

What is my best chance of getting a "yes" from Carol?



# How The i Style Reacts to C style

## UNDERSTANDING HOW YOU REACT TO THE C STYLE



Imagine that you regularly interact with someone with a C style. She's not highly sociable, and you may have trouble relating to her private nature and systematic approach. Because she wants quality and accuracy, she tends to hole up in her office for long stretches of time, checking her work two or three times before being satisfied. This probably seems unsociable and perfectionistic to you.

To you, this colleague often seems overly detached and serious. She wants a stable environment where she can ensure reliable outcomes. You tend to be more adventurous than she is, and her careful, systematic approach may seem like a roadblock to the energetic pace that you prefer.

While it's unusual for someone with the i style, you share her tendency to challenge ideas. Because you both tend to ask a lot of probing questions, you may occasionally butt heads if you have a difference of opinions. Still, you probably do appreciate that she tends to pull her own weight and follow through on commitments.



To you, people with the C style may seem:

- ✓ Skeptical
- ✓ Precise
- ✓ Unemotional
- ✓ Distant

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- ✓ Precise
- ✓ Unemotional
- ✓ Distant

## What Is the Motivation for Their Behavior?

As you can see from the map, people with the C style prioritize Accuracy, Stability, and Challenge. Because they place such a high value on these three areas, it will probably affect your working relationship with them.

### Accuracy

People with the C style place a high priority on Accuracy. Because they want to ensure superior results, they tend to analyze options rationally and separate emotions from facts. They value being precise, and as result, they will often ask in-depth or skeptical questions. Since you tend to value intuition and enthusiasm, you may find it hard to relate to their detached, logical approach.

### Stability

In addition, they prioritize Stability. Because they tend to value follow-through and restraint, they're uncomfortable with quick or risky decisions and prefer to take time to make an informed choice. They tend to analyze all the options, and they often make decisions that promise predictable outcomes. Because you tend to respond quickly and energetically to new ideas, you may become frustrated with their cautious approach and moderate pace.

### Challenge

Furthermore, people with the C style also prioritize Challenge. In their quest to find the most streamlined or productive method of completing their tasks, they may openly question ideas and point out flaws that others may have missed. While you share their tendency to challenge assumptions, you may sometimes think their skepticism could harm team unity.

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# Increase Effectiveness

## STRATEGIES TO INCREASE YOUR EFFECTIVENESS WITH THE C STYLE



### When Trying to Connect

Robin, people with the C style would often rather focus on facts than feelings, and this might affect the way you relate to one another. They may sometimes think your friendliness infringes on their personal space and interrupts their work. In addition, your enthusiastic acceptance of new people and ideas, which is typical of your i style, may be at odds with their more cautious, analytical approach, and they may be uncomfortable with your spontaneity.

Therefore, when trying to connect with people who have the C style, consider the following strategies:

- Skip the small talk and keep the discussion focused on the task at hand.
- Let them set the pace rather than expecting them to reciprocate your lively approach.
- Stick to the facts rather than trying to use enthusiasm to influence them.



### When Problems Need to be Solved

When it comes to solving problems, your "C" coworkers want to thoroughly consider all the consequences before making a decision, while you're more inclined to trust your gut instinct and change course rapidly. As a result, you may become frustrated when they second-guess your plans during the problem-solving process. In turn, they may see your enthusiastic push for exciting options as careless or sloppy.

Therefore, when solving problems with people who have the C style, consider the following strategies:

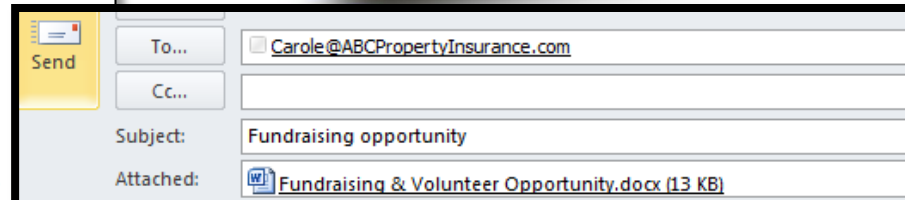
- Reinforce the need for urgency if they appear bogged down, but remember that their careful analysis may lead to new opportunities.
- Back up your arguments with hard data rather than energy and enthusiasm.
- Strike a balance between your more optimistic approach and their more skeptical one.

### When Things Get Tense

Because people with the C style often view conflict as a disagreement over who is correct, they usually avoid direct aggression and focus on the facts. Although it's unusual for someone with the i style, you share their priority on challenge, so you both may approach conflict in a similarly questioning way. However, when forced into confrontation, you may become emotional or lash out. Since they prefer a more detached approach, your expressiveness may cause them to withdraw.

Therefore, when things get tense with people who have the C style, consider the following strategies:

- When I meet with Carole
- Skip small talk
  - Let Carole set the pace
  - Stick with the facts



Hi Carole,

Attached please find a memo outlining an opportunity I would like our company to take. In the memo you will find a link to the financial information on this company and the number so we can take advantage of the tax write off opportunity. I will follow up with a meeting request so we can discuss this. In the meantime, please let me know if you have any questions.

**Ian Smith**

Customer Experience Supervisor  
ABC Property Insurance

T: +1 763.555.2247

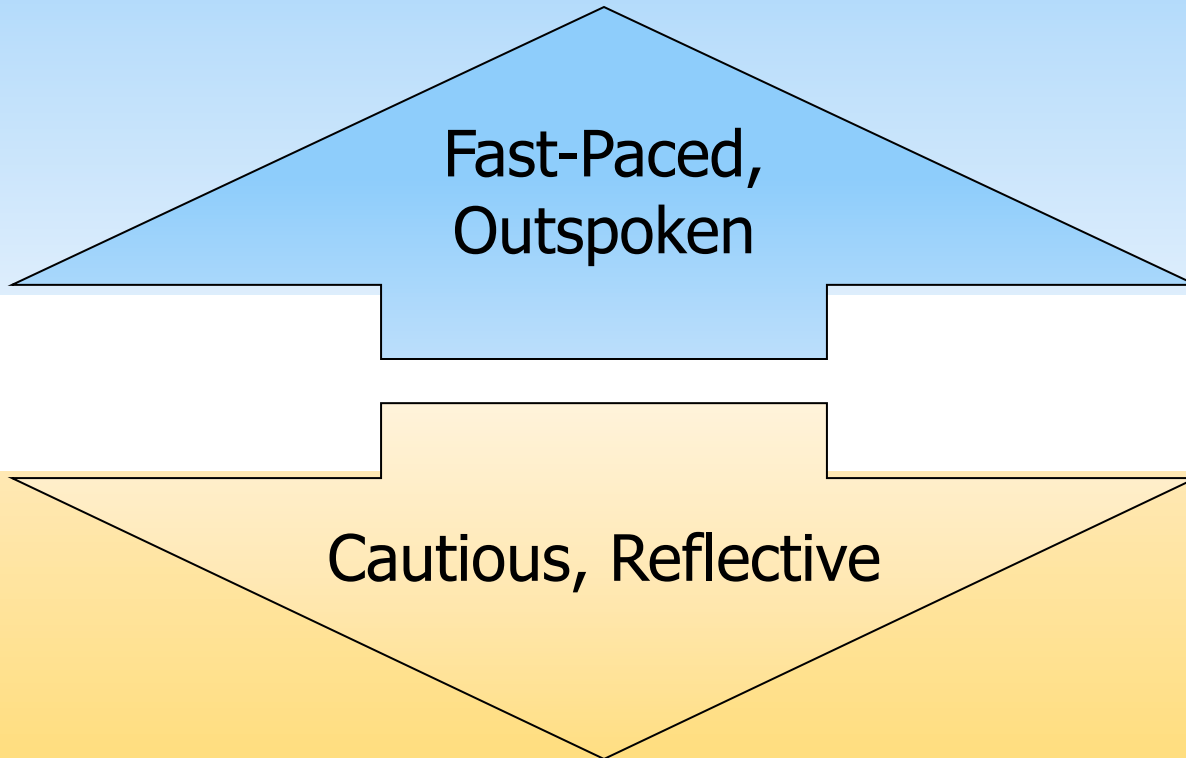
# Your Challenging Person



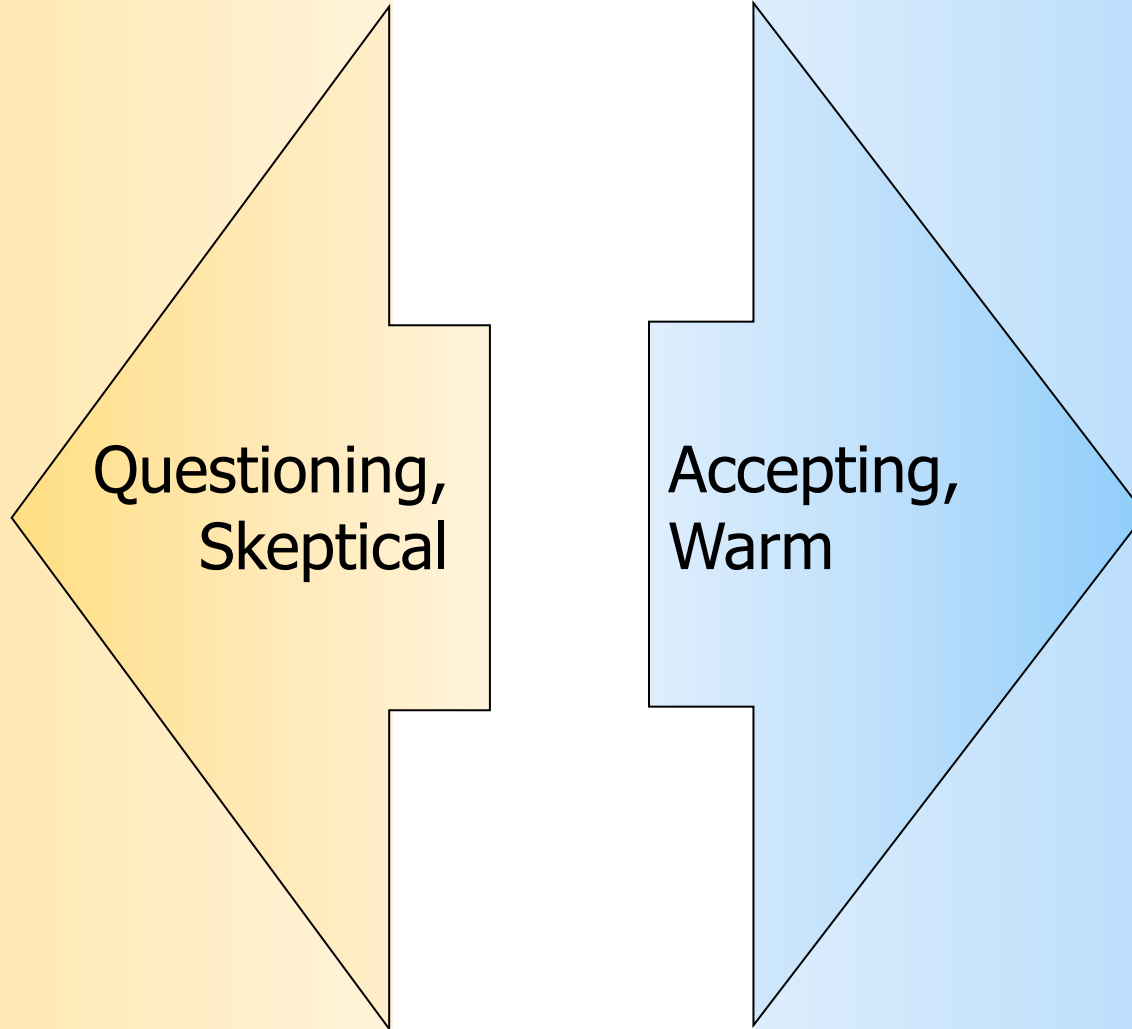




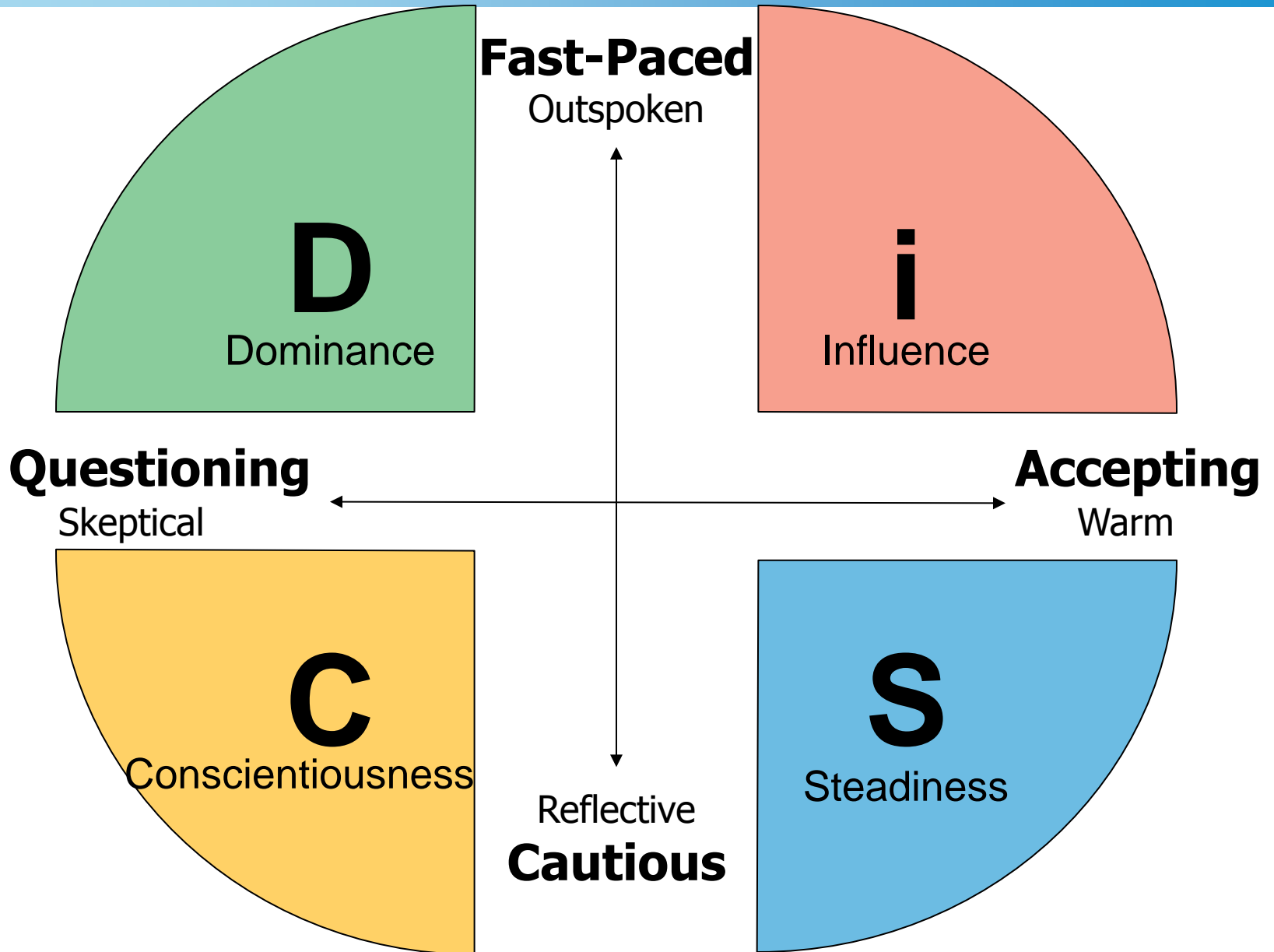
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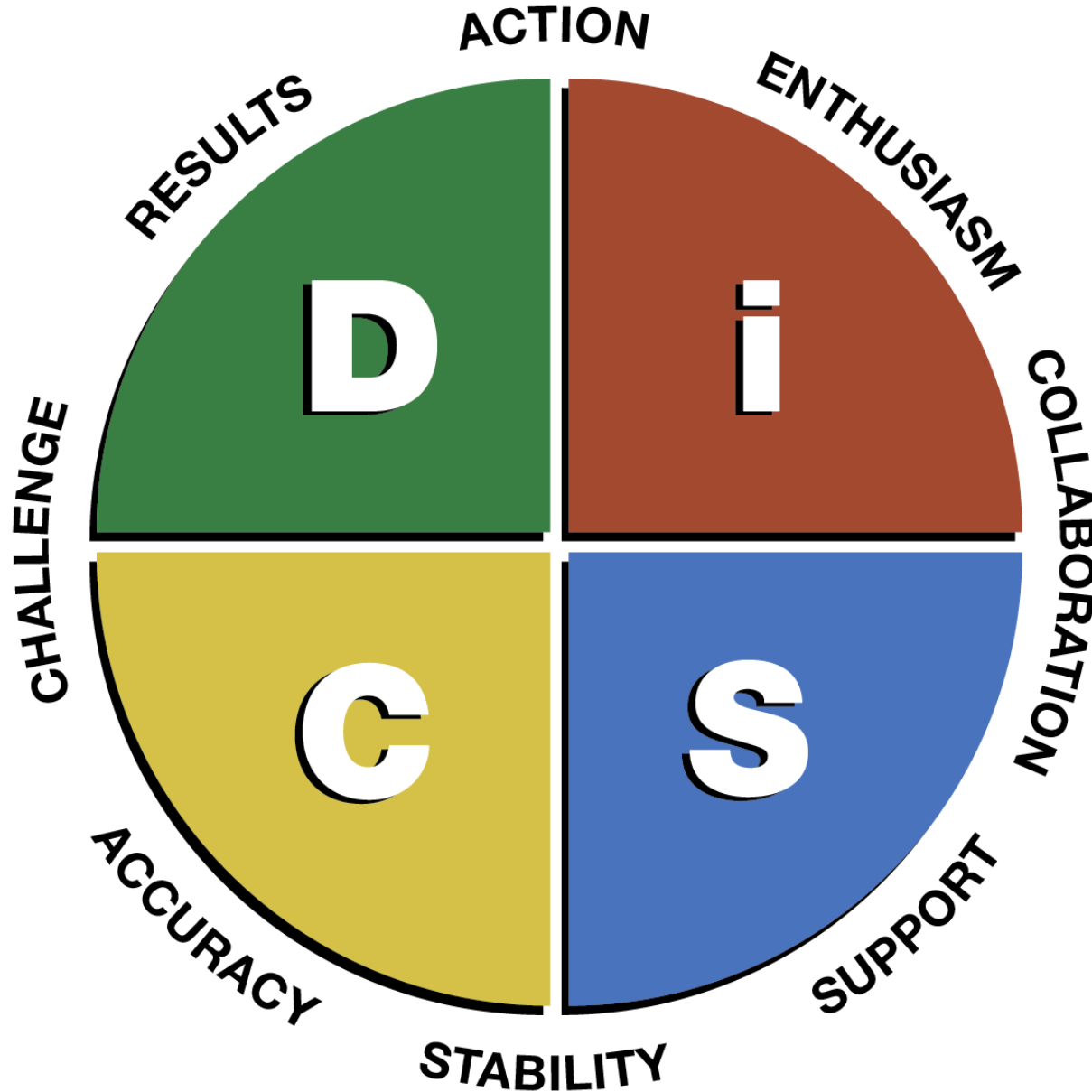
# Your Challenging Person



# DiSC<sup>®</sup> Dimension and Styles

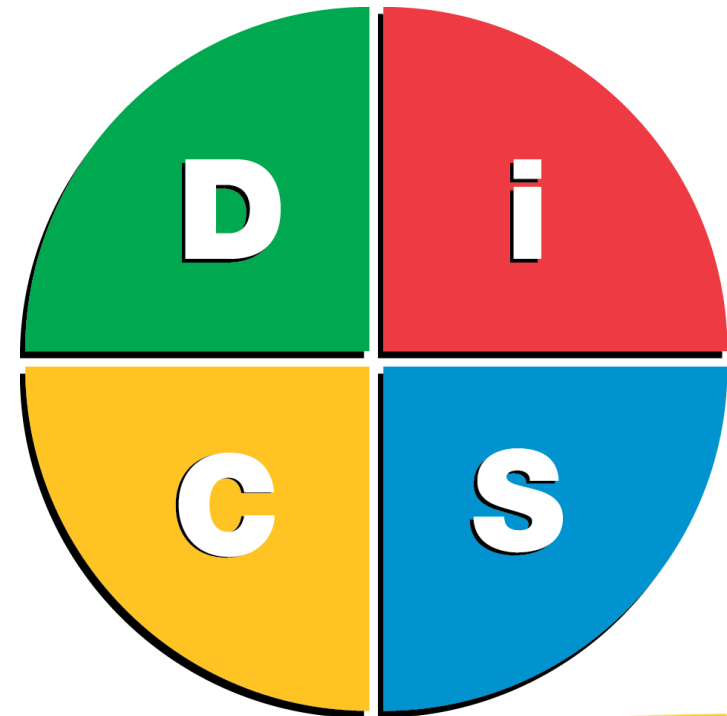


# Priorities



# Relationship Building Strategies

- Adapting approach to accommodate others
- Initiating a dialogue about challenges
- Internal adjustments
  - appreciating other's strengths
  - empathizing person's situation
  - accepting behavior as normal



# D Style: Dominance

## Goals:

Bottom-line results  
Victory

## Influences others by:

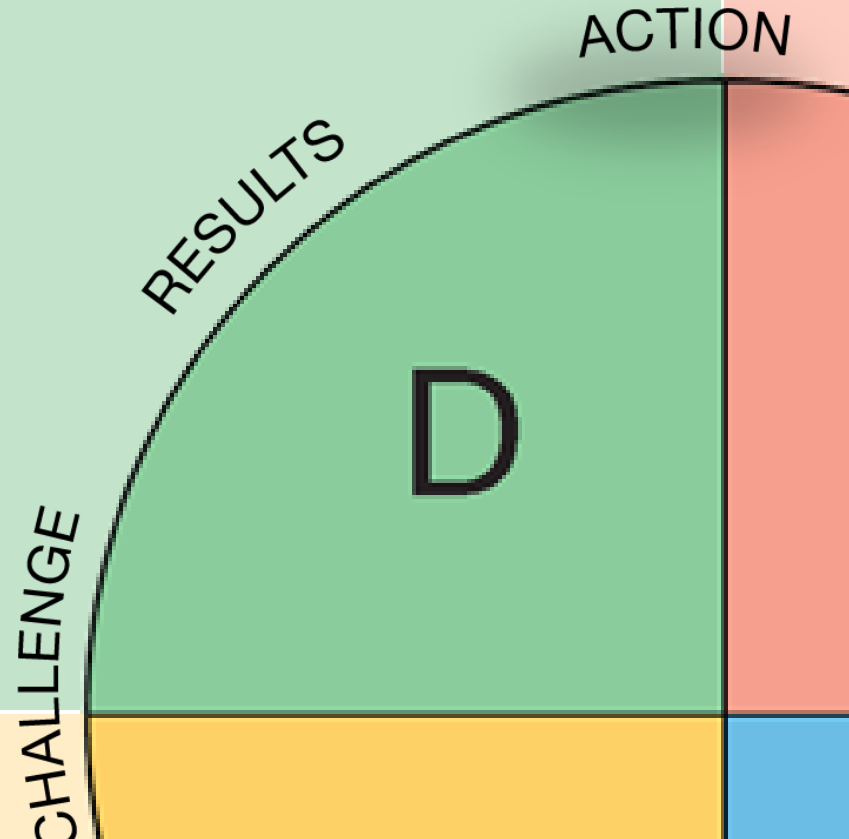
Assertiveness  
Insistence  
Competition

## Fears:

Being taken advantage of  
Appearing weak

## Would increase effectiveness through:

Patience  
Empathy





# i Style: Influence

## Goals:

Popularity  
Approval  
Excitement

## Influences Others By:

Charm  
Optimism  
Energy

## Fears:

Rejection  
Not being heard

## Would increase effectiveness through:

Being more objective  
Following through on tasks

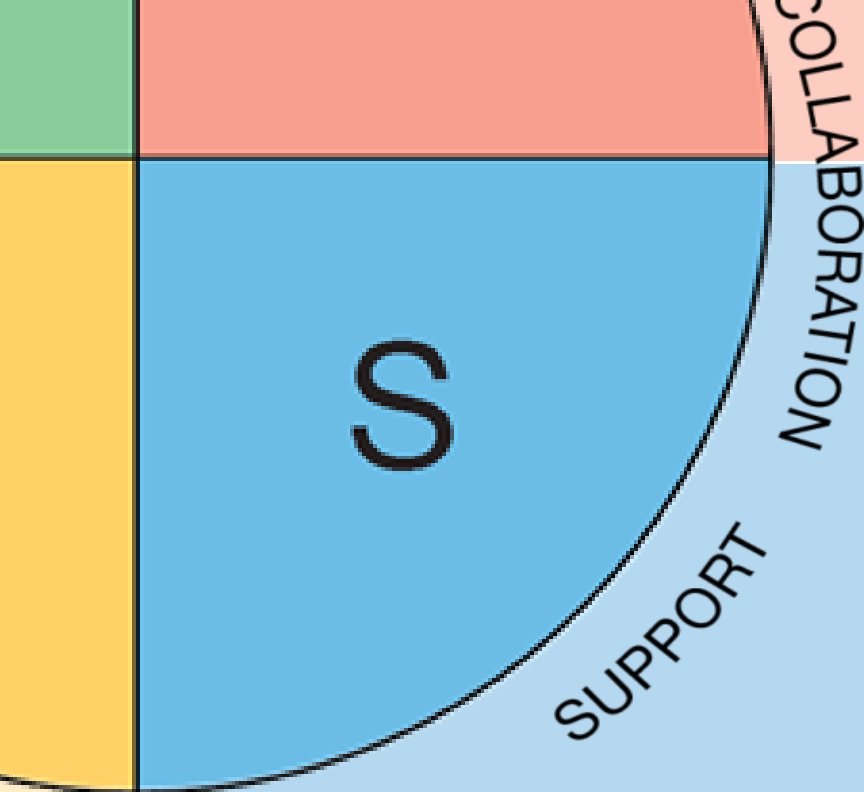
ACTION

ENTHUSIASM

COLLABORATION

i

# S Style- Steadiness



## Goals:

Harmony  
Stability

## Influences Others by:

Accommodating others  
Consistent performance

## Fears:

Rapid change  
Letting people down

## Would increase effectiveness through:

Displaying self confidence  
Revealing true feelings





# C Style: Conscientiousness

## Goals:

Accuracy  
Objective processes

## Influences others by:

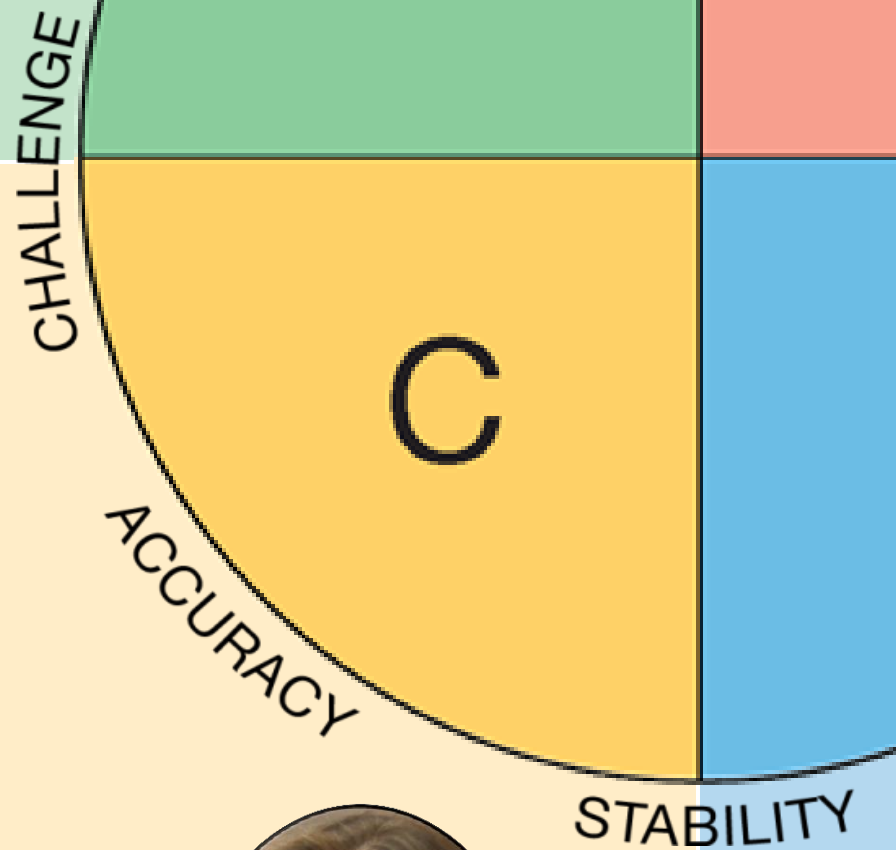
Logic  
Exacting Standards

## Fears:

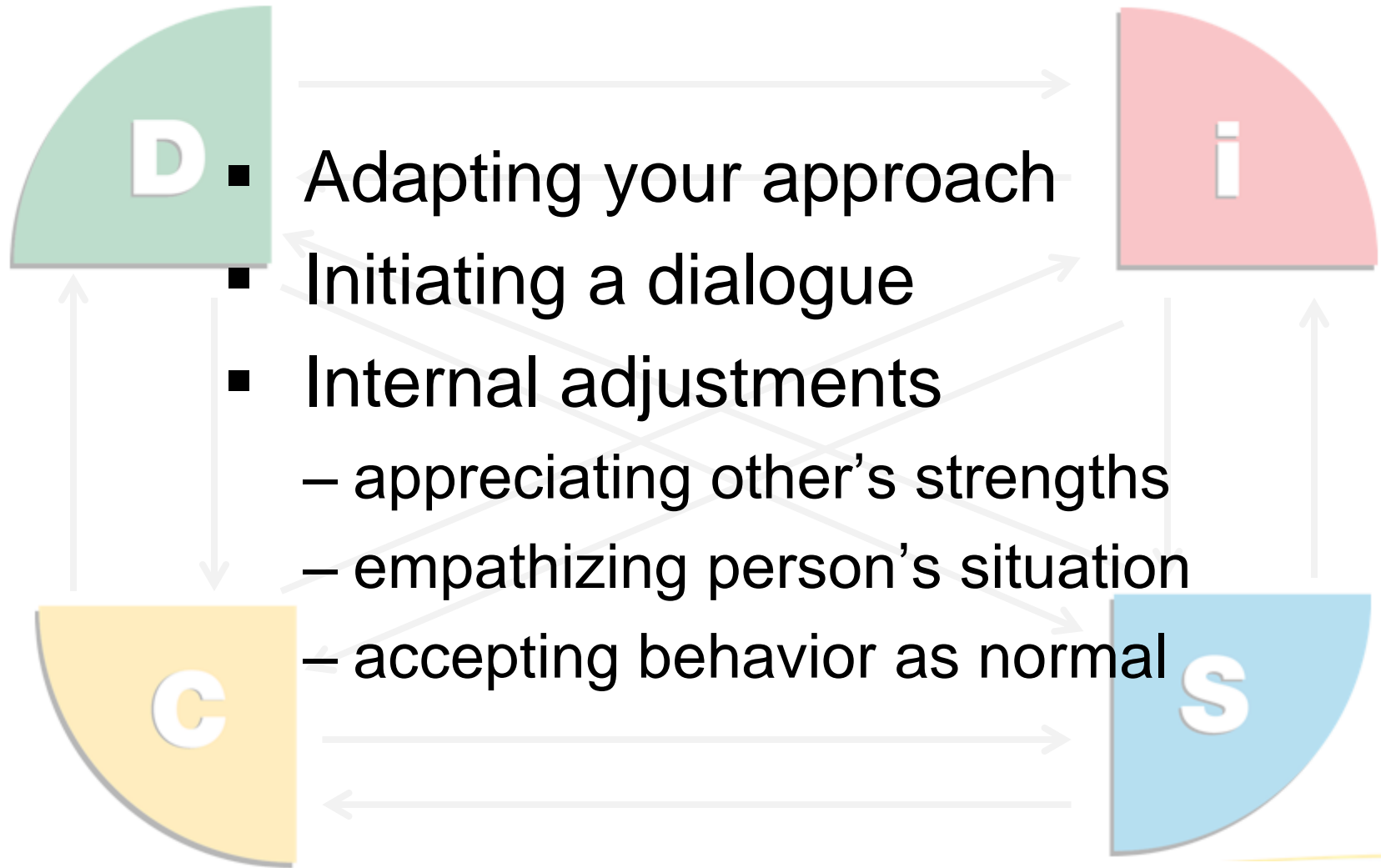
Being wrong  
Strong displays of emotion

## Would Increase Effectiveness Through:

Acknowledging others' feelings  
Looking beyond data



# What will you do?





# Cornerstone Principles

## INTRODUCTION TO DiSC®

Robin, have you ever wondered why connecting with some people is easier for you than with others?

Maybe you've noticed that you relate better to colleagues who focus more on results and the bottom line.

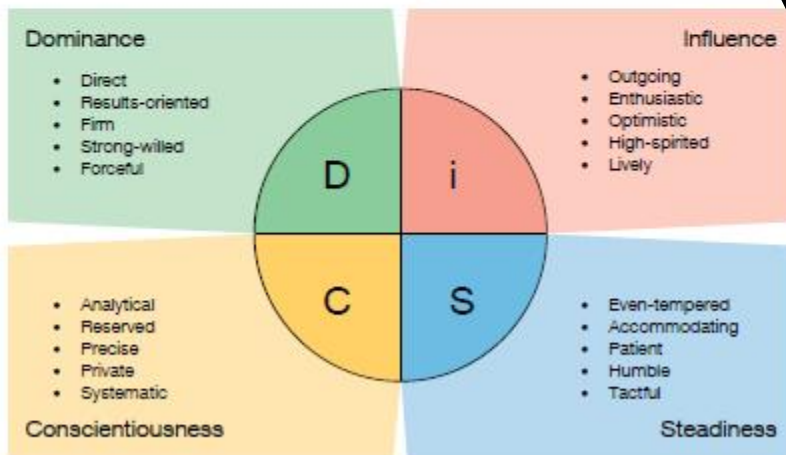
Or, maybe you're more comfortable working with those who take an aggressive, bold approach than those who work at a steadier pace.

Or, perhaps you relate best to people who are more direct than diplomatic.

Welcome to *Everything DiSC Workplace®*. The DiSC® model is a simple tool that's been helping people to connect better for over thirty years. This report uses your individual assessment data to provide a wealth of information about your workplace priorities and preferences. In addition, you'll learn how to connect better with colleagues whose priorities and preferences differ from yours.

### Cornerstone Principles of Everything DiSC Workplace

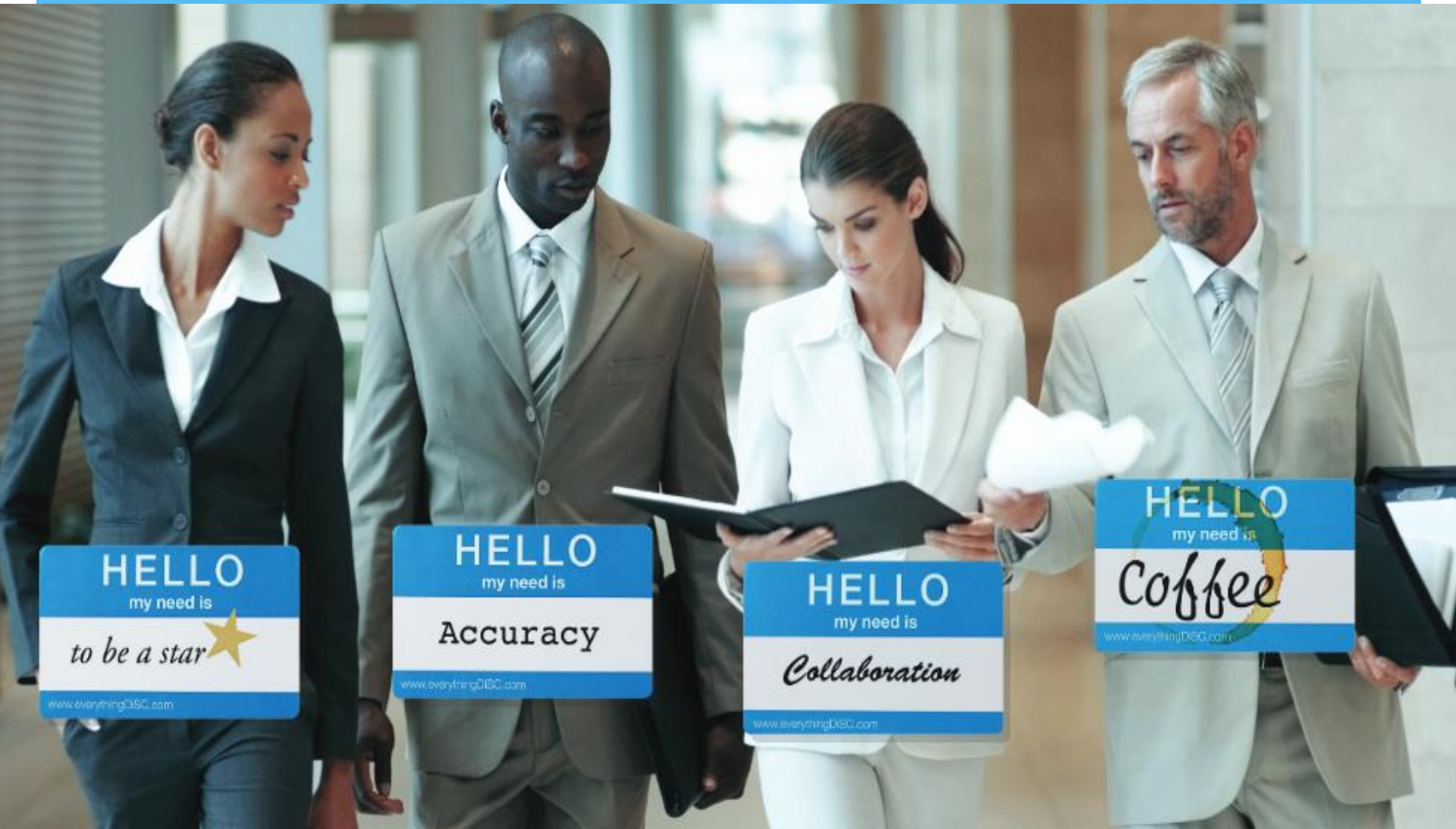
- ▶ All DiSC styles and priorities are **equally valuable** and everyone is a blend of all four styles.
- ▶ Your work style is also influenced by **other factors** such as life experiences, education, and maturity.
- ▶ **Understanding yourself** better is the first step to becoming more effective when working with others.
- ▶ Learning about **other people's DiSC styles** can help you understand their priorities and how they may differ from your own.
- ▶ You can improve the quality of your workplace by using DiSC to build more **effective relationships**.



## Cornerstone Principles of Everything DiSC

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# What if people had their needs written all over them?



HELLO  
my need is  
*to be a star* ★  
[www.everythingD&G.com](http://www.everythingD&G.com)

HELLO  
my need is  
**Accuracy**  
[www.everythingD&G.com](http://www.everythingD&G.com)

HELLO  
my need is  
*Collaboration*  
[www.everythingD&G.com](http://www.everythingD&G.com)

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my need is  
*Coffee*  
[www.everythingD&G.com](http://www.everythingD&G.com)

www.everythingdisc.com

SOLUTIONS //



**Honda's Latest Model:**  
Training That Drives Lifetime

SOLUTIONS //

## Leading on and off the Field: Making the Transition With the NCAA

By Jeffrey Sugerman



Each year, student-athletes at Collegiate (NCAA) colleges. Regardless of how well they graduate, they graduate with a job. And "pro," very few have the opportunity to play in the U.S. They are only athletes in the about a c

With such athletes to NCAA saw individual ing on the of the way. NCAA Car assist in th this power hired Lynn organizati ing compa with two M Hollomon opment, a director of develop th

Life aft



**LEADING  
DEVELOPMENT  
SOLUTIONS**

EverythingDiSC.com

Each year:

- 400,000 student athletes
- 23 sports
- 1000 NCAA colleges and universities

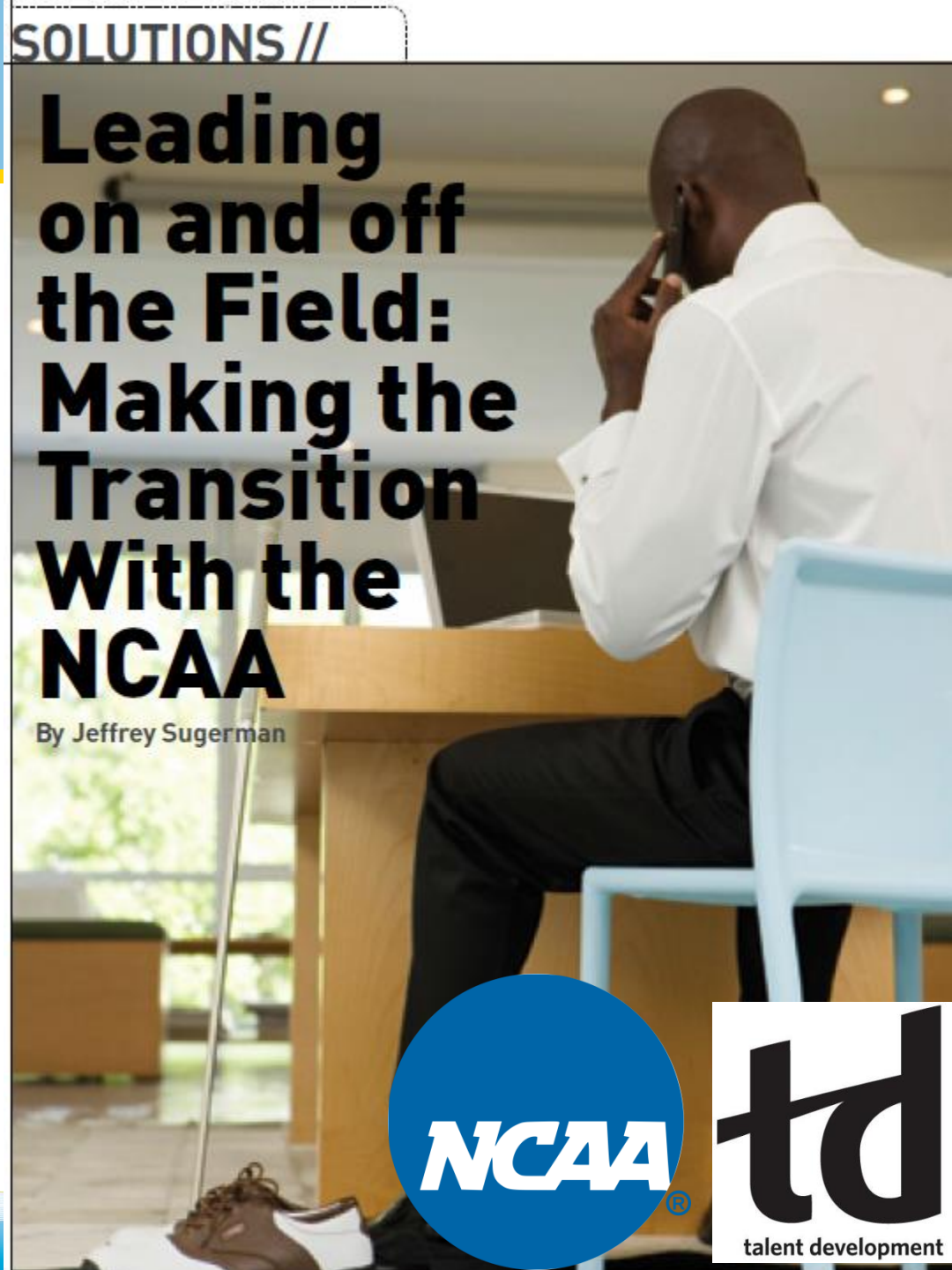
16,000 professional athletes in the US today

How to move from leading on the field to leading in life?

SOLUTIONS //

# Leading on and off the Field: Making the Transition With the NCAA

By Jeffrey Sugerman



# Honda's Latest Model: Training That Drives Lifetime Customer Loyalty

By Julie Straw





EVERYTHING  
WORKPLACE®



WILEY

Look for your invitation to take  
a free DiSC assessment in a  
follow up email.