

DISC Insights for Team Development

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Conflict of Interest Disclosure

I, Jamie M. Hasty,

DO NOT have a financial interest/arrangement or affiliation with one or more organizations that could be perceived as a real or apparent conflict of interest in the context of the subject of this presentation.

Introductions

Overview of Program...

- Expectations
- The DiSC Personal Profile System
 - Review of individual Profile
 - Understand the DiSC components
 - Behavioral Tendencies
 - Compatibility
 - Group Exercise

Successful People

Understand themselves and how their behaviors affect others

Understand their reactions to other people

Know how to maximize and leverage what they do well

Have a positive attitude about themselves which increases others' confidence in them

Know how to adapt their behavior to meet the needs of other people and particular situations

Motivating Principles

- You cannot motivate other people.
- All people are motivated.
- People do things for their own reasons.
- A person's strength overused may become a weakness.
- If I know more about you than you know about me, I can control communication.
- If I know more about you than you know about yourself, I can manipulate you.

Behavior as Basis of DiSC

People have natural ways of behaving which can be predicted

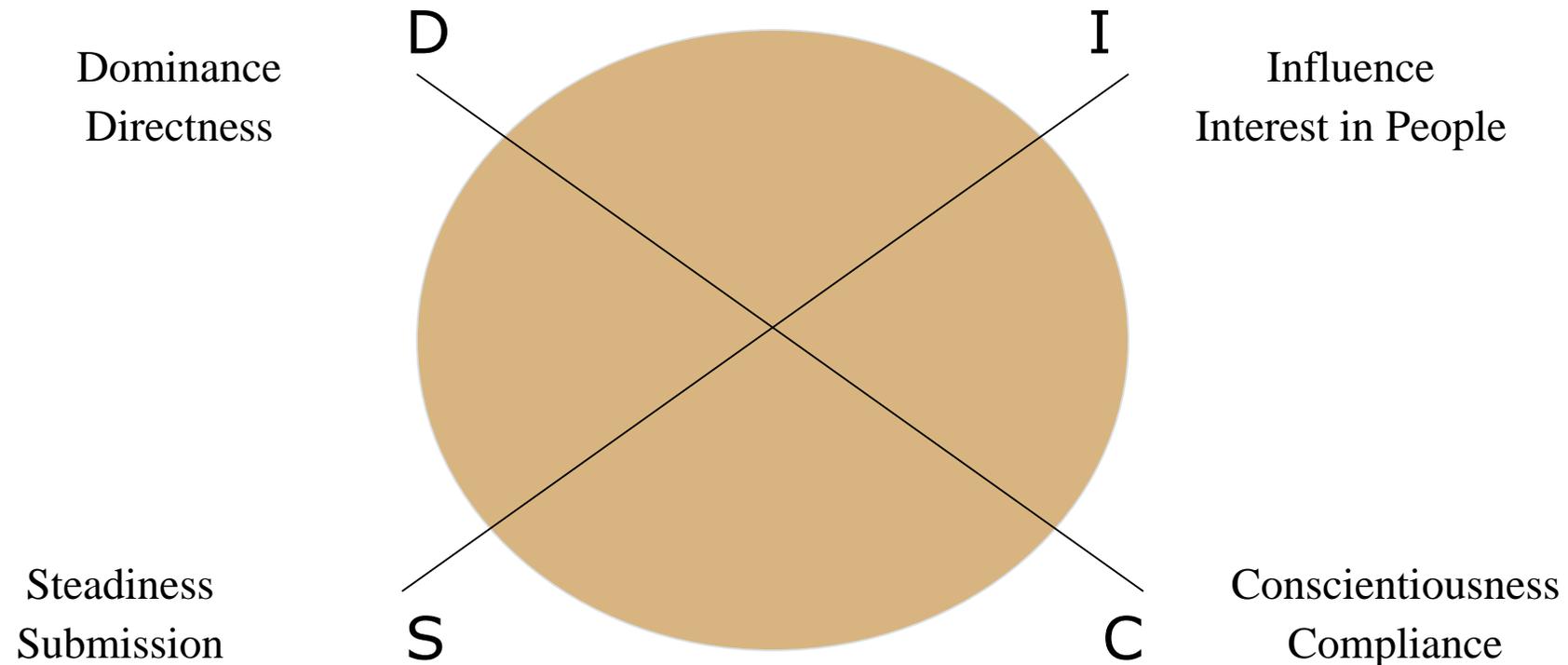
People use different behaviors to get their needs met

People are naturally motivated to get their needs met

When you understand someone, you can then better predict their behavior

Our basic behavioral patterns tend to remain stable because they reflect our individual identity

Model of Human Behavior



Behavior is a series of responses based on perception of one's personal power in relation to the environment.

Value of High Styles to the Team

High i

- Optimism and enthusiasm
- Creative problem solving
- Motivates others toward goals
- Positive sense of humor
- Team Player
- Negotiates Conflict
- Verbalizes with articulateness
- Gives recognition to others
- Accepts change
- Services as a spokesman

Value of High Styles to the Team

High S

- Dependable team player
- Work hard for a leader and a cause
- Great listener
- Patient and empathetic
- Good at reconciling factions, calming and stabilizing
- Logical and step-wise thinker
- Will finish tasks started
- Loyal, long-term relationships

Value of High Styles to the Team

High C

- Objective thinker
- Conscientious
- Maintains high standards
- Defines, clarifies, get information, criticizes and tests
- Task-oriented
- Asks the right questions
- Diplomatic
- Pays attention to small details

Behavior Characteristics

Review Your Personal Profile

10 minutes

Compatibility

Similar styles tend to be compatible socially

Work task effectiveness is strengthened by mixing different styles

Mixing different styles may result in interpersonal conflicts

We can effectively work together with all styles - provided there is:

- Mutual respect
- Mutual trust
- Willingness to adapt

Flexing to Different Styles

"D" DOMINANCE

- **Be clear, specific, brief and to the point.** Use time to be efficient.
- **Stick to business.** Come prepared with all requirements, objectives, support material in well-organized "package".
- Present the facts logically; **plan your presentation efficiently**, concisely.
- **Provide key alternatives and choices** for making their decisions.
- **Provide facts and figures** about probability of success and effectiveness of options.
- If you disagree, **take issue with facts**, not the person.

Flexing to Different Styles

"i" INFLUENCING

- Plan interaction that supports their dreams, feelings, and intuitions. Use time to be stimulating. **Use enough time to be sociable**, yet fast-moving.
- Leave time for relating, **socializing**.
- **Talk about people and their goals**; opinions they find stimulating.
- **Don't deal with extensive details**; put them in writing; pin them to modes of action.
- **Ask for their opinions/ideas** regarding people.

Flexing to Different Styles

S" STEADINESS

- Start (briefly) with a personal commitment. **Break the ice.** Use time to be agreeable.
- **Show sincere interest** in them as people; find areas of common involvement; be candid and open.
- Patiently **draw out personal goals** and work with them to help achieve these goals; listen/be responsive.
- Present your case softly, **non-threateningly**. Ask "how?" questions to draw their options.
- If you agree easily, **look for possible areas of early disagreement** or dissatisfaction.
- If you disagree, **look for hurt feelings**, personal reasons.

Flexing to Different Styles

C" COMPLIANCE

- **Prepare your "case" in advance.** Use time to be accurate.
- Approach them in a straightforward, direct, but low-keyed way; **stick to business.**
- **Support their logical, methodical approach;** build your credibility by listing pros and cons to any suggestion you make.
- Make an organized contribution to their efforts. **Present specifics** and do what you say you can do. Take your time, but be persistent.
- Draw up a **scheduled approach to implementing action** with step-by-step timetable; assure them there won't be surprises.
- Provide solid, **tangible, practical evidence.**

Reviewing My Behavioral Tendencies

Record three of your greatest strengths and how they help you on your job.

Record one or two limitations and how they hinder your job effectiveness.

Record two or three of your strongest motivators. Are they currently in your environment?

Record one thing that you could do at work to be more effective.

Group Exercise

A Day In The Life: DiSC Group Exercise

- Divide in your Style
- Take 10 minutes to complete
- Describe your normal day with coworkers, managers, etc. ** Think descriptors of your style**
 - Example: Double Check Work or “When is it me time?”

Perception

***“Perception is all there is.
There is no reality.
There is only perceived reality.”***

Tom Peters

Paradigm of Reality

**If you always do what you've
always done you'll always get
what you've always got!**

**What are you going to do
differently?**

DiSC Summary

We all demonstrate some of all four tendencies.

Behavior is situational.

People are unique.

We all have strengths.

Over-extended strengths may become a weakness.

Every organization needs people in all four areas to be well-balanced and effective.

Program Conclusion

*“THANK YOU FOR YOUR ATTENTION
AND PARTICIPATION”*

Jamie Hasty, Vice President

