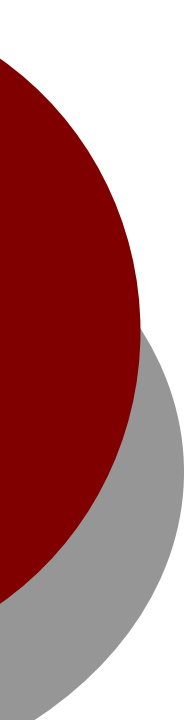


Personal Profile Workshop: A Plan to Understand Yourself and Others



We are your human resource.

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- **I, Jamie Hasty,**
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Introductions

- Overview of Program...
 - Expectations
 - The DiSC Personal Profile System
 - Review of individual Profile
 - Understand the DiSC components
 - Behavioral Tendencies
 - Compatibility
 - Case Studies



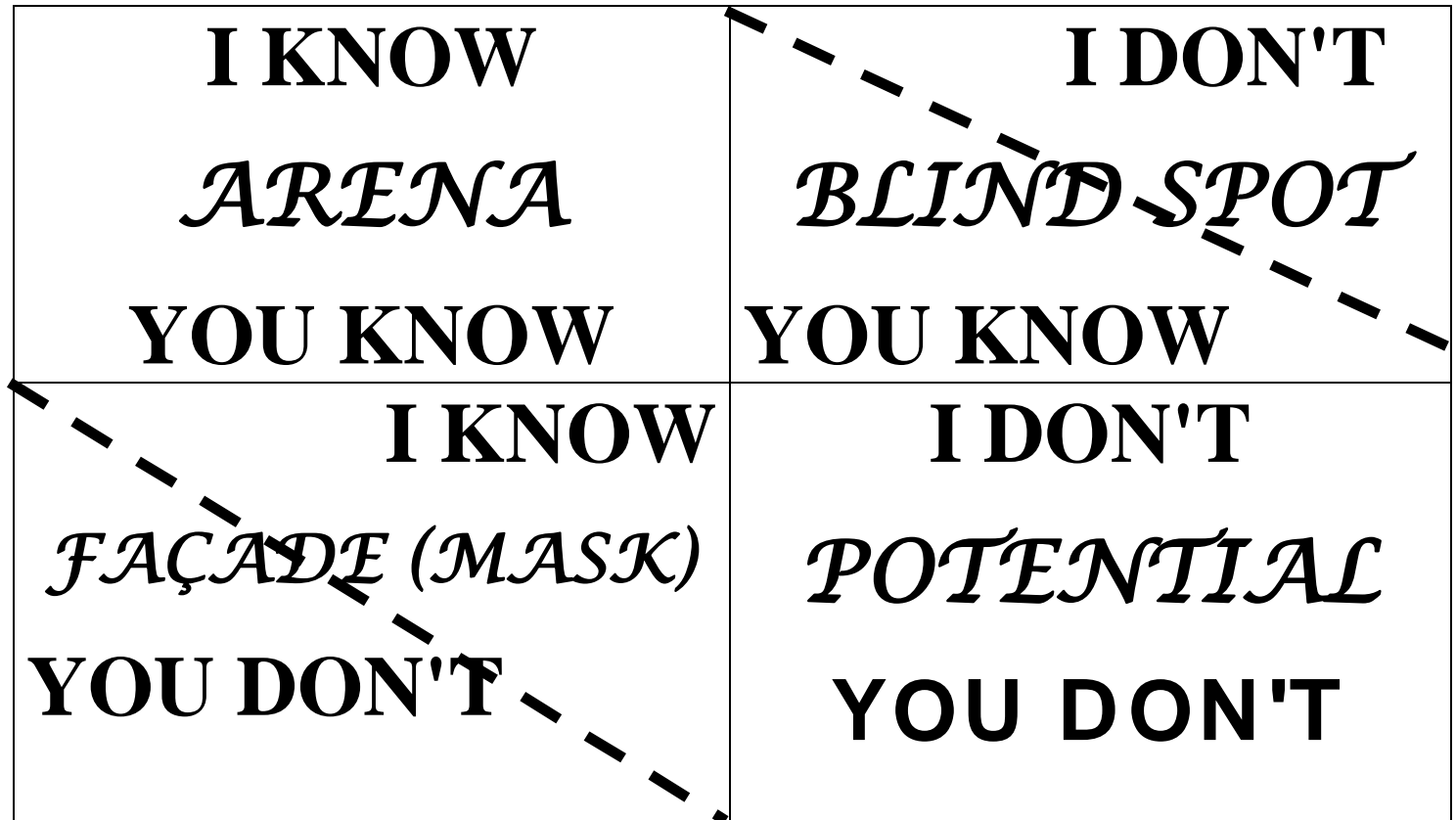
DiSC Personal Profile



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

Johari Window





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.



What is Motivation?

- Why people do the things they do
 - All people are motivated
 - **Needs** – Physical, safety, emotional, esteem
 - **Values** – Standards that guide our lives and our choices
- What is Behavior?
 - A distinct way of thinking, feeling or acting
 - Our behaviors are motivated by our own personal **needs** and **values**



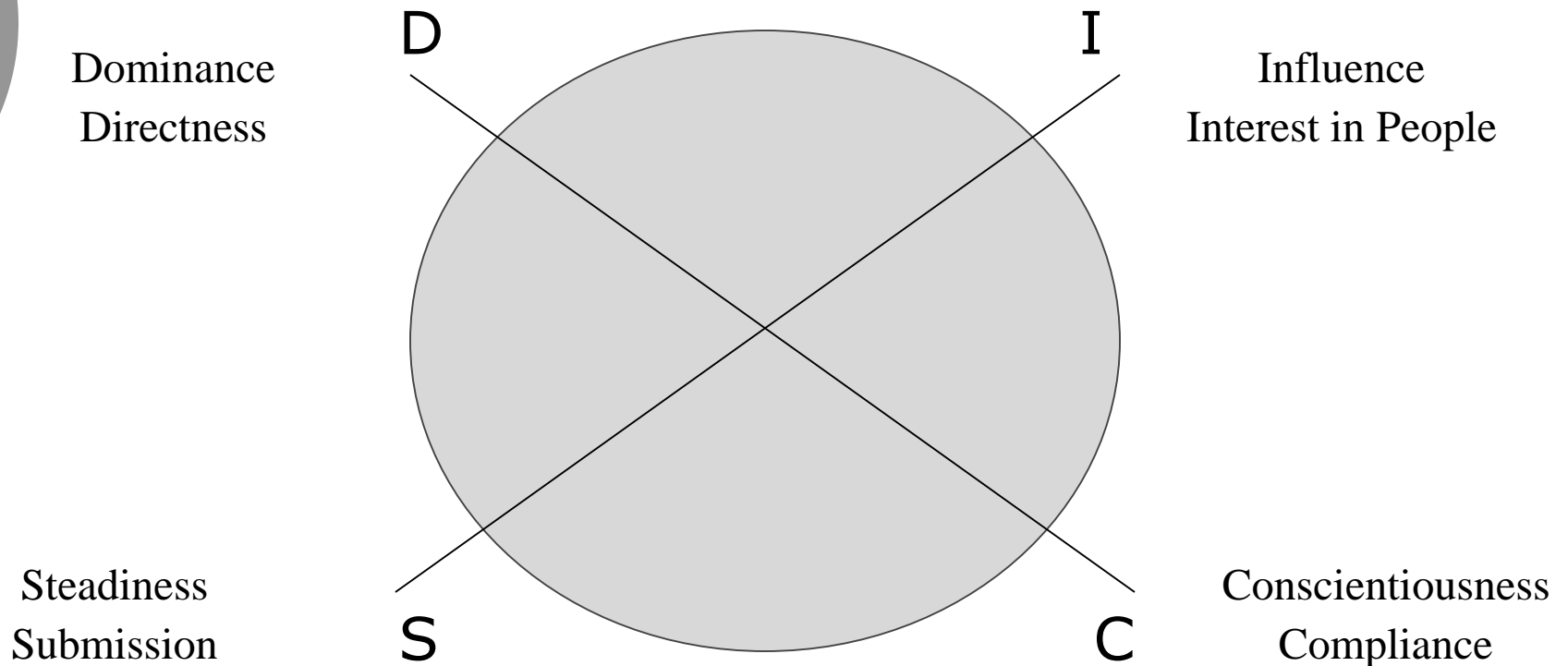
Behavior as Basis of DiSC

- 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

DiSC

- The way people respond is called behavioral pattern
- Dr. William Marston explained how such behaviors could be understood as four distinct types/styles of behavior:
 - Dominance
 - Influencing
 - Steadiness
 - Conscientiousness

Model of Human Behavior



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



Behavioral Tendencies

- **High-D**
 - High “Sense of Personal Worth”
 - Task-oriented-needs results
 - Motivated by directness
 - Basic Fear-Being Taken Advantage Of
 - Lack of concern for others’ views, feelings



Behavioral Tendencies

- **High i**
 - Optimistic
 - People oriented
 - Motivated by social recognition
 - Basic Fear - Social Rejection
 - Disorganized



Behavioral Tendencies

- **High S**

- Pragmatic - the “Team” player, family oriented
- People-oriented
- Motivated by established practices
- Basic Fear - Loss of stability
- Possessiveness, willing to receive, may not give



Behavioral Tendencies

- **High C**
 - Accurate - the precision, “quality control” person
 - Task oriented
 - Motivated by their adherence to standards
 - Basic Fear - Criticism of their work
 - Overly critical of self, demanding of others

You know your D is too high when you . . .

- Are walking around a lake and decide to walk across it for a change of pace
- Declare your front yard a sovereign nation and attempt to reach a foreign trade agreement with Japan on car imports
- Feel the urge to direct traffic downtown at 5 p.m.
- Start reminiscing about the good old days when it was legal to duel with guns to settle an argument
- Arrive at work at 8 a.m. and by 8:03 a.m. no one is speaking to you
- Are honored as “Troublemaker of the Year” by the local garden club.

You know your I is too high when you . . .

- Leave a message on a friend's answering machine and need to call four times to leave your entire message
- Offer to help an elderly lady cross the street when she is sitting on her front porch with no intention of moving
- Try to impress your garbage collector by placing odor-absorbing devices in your garbage cans
- Feel like reading a book and invite five friends to come over to read it with you

You know your S is too high when you . . .

- Begin your summer vacation by reading all your insurance contracts
- Write a five page report at work when all you were asked is to write how many tickets you need for the office picnic



You know your C is too high when you . . .

- Are so diplomatic in firing a person that they thank you for it and offer to take you out to lunch
- Make a hobby out of checking the claims of laundry detergents
- Form your own quality circle to improve the quality of cooking in your home
- Ran out of gas on purpose to find out exactly how far your car goes on a gallon of gas



Cooking a Meal . . .

- The **D** can't cook without a microwave
- The **i** likes to cook for groups and has an extra place set at the table in case company stops by
- The **S** prepares a meal from scratch and rotates around a dozen standard recipes
- The **C** can't cook without a timer and measuring cups

Getting on an elevator on a busy morning . . .

- The **D** walks up, gets on the elevator, pushes the button, closes the door.
- The **i** lets others in saying “Always room for one more” and “Come in, you’re going to be late, we’ll wait for you!”
- The **S** will wait in line, moving from one line to another, appearing unable to make a decision.
- The **C** will get on the elevator. If it’s crowded, **C** will count the number of people and, if the number is over the limit, will make someone get off.

Seeing movie in a theatre. . .

- The **D** comes in late and makes everyone stand while they take a middle seat.
- The **i** attends in groups. They do the applauding and talking.
- The **S** gets there 15 minutes early.
- They are seeing the film again.
- The **C** is the movie critic and reads reviews before attending.

Reading a newspaper . . .

- The **D** mainly reads the headlines and scatters the sections in the process.
- The **i** will read the obituaries first to see if they know anyone.
- The **S** looks over the entire paper. They clip interesting articles.
- The **C** calls the newspaper if a word is incorrectly spelled.

Shopping for groceries . . .

- The **D** is the impulse shopper -- no list
- The **i** can tell you where everything is in the store whether you ask or not
- The **S** is prepared, has a list, and gets it done efficiently
- The **C** brings coupons and a calculator shopping



Behavior Characteristics

Review your Profile



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



Value of High Styles to the Team

- High D
 - Bottom-line organizer
 - Self-starter
 - Forward looking
 - Places high value on time
 - Challenge-oriented
 - Competitive
 - Initiates activity
 - Challenges the status quo
 - Innovative
 - Tenacious



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



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.**



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?



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.



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



SESCO
management consultants