



Using DISC Personality Diagnostic to More Effectively Communicate

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Using DISC Personality Diagnostics to Communicate

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DISC

A Method for Understanding
Personality Type and
COMMUNICATING with Others
for **PRODUCTIVITY**



“Tolerance is the oil which takes the friction out of life”

We need to be both
FLEXIBLE and ADAPTABLE
to those around us



What is DISC?

- A tool to assess personality types
- By examining sets of words, and deciding which word is most like the respondent and which is least like the respondent, the instrument provides a rough assessment of the respondent's personality type.
- Similar to Myers-Briggs type indicator but reduced from 16 types to 4.



DISC Diagnostic Instrument

- Takes ~ 15 minutes to take
- Provides insight regarding your personality traits exhibited through your behaviors
- Sorry, we will not be taking the test today, as this is an overview of what types of analysis can be reviewed from the instrument...



Graphs

- YOUR PERCEPTION OF HOW OTHERS SEE YOU
- YOUR BEHAVIOR UNDER STRESS
- YOUR SELF-IDENTITY



Why use DISC?

- You know your strengths and use them
- You know your weaknesses and improve, seek help or work around them
- You begin to understand how others might be
- You can temper your behavior and communication patterns to suit other's needs



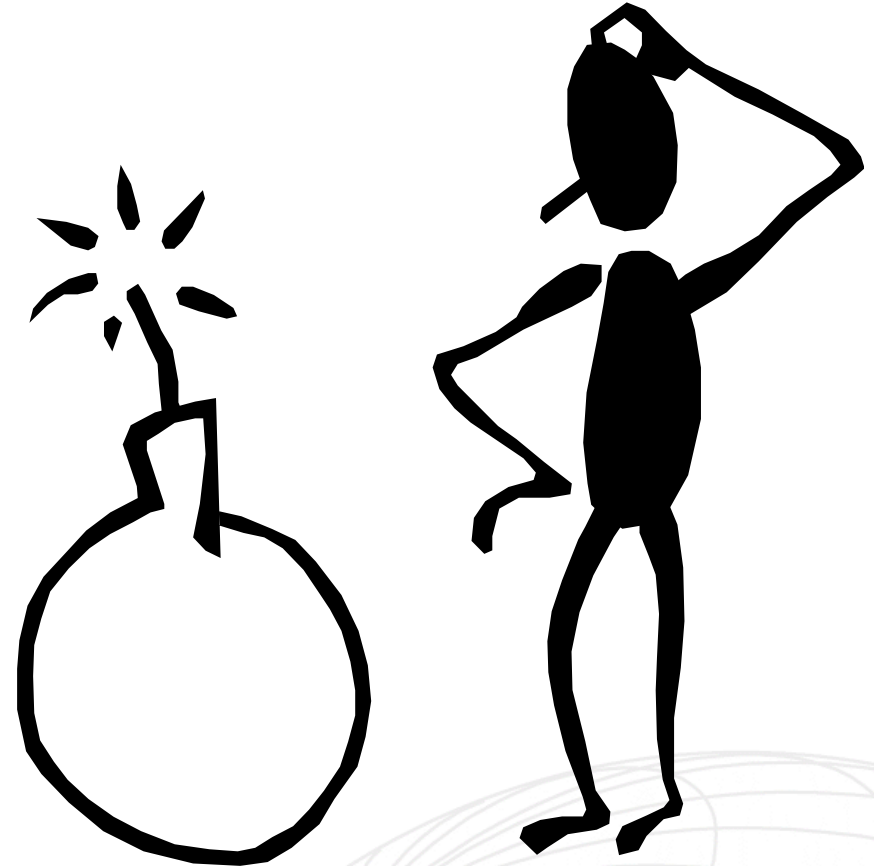
Strengths

- Things you do well
- Things you know well
- Innate Talents



Growth Areas

- Fears
- Shortfalls
- Challenges
- Blind Spots
- New Ground



Where does your personality come from?

- Heredity
- Early Childhood Experiences
- Your First Work Experiences



How and Why We Behave?

- Develop our personalities from birth through IMPRINTING (0-8 years) where we imitate parents/others MODELING (8-14 years) from influential others in our lives INSTITUTIONAL (14-21+years) where FAMILY, PEERS, SCHOOL, MEDIA, CHURCH, NEIGHBORHOOD, etc., help to lock in our values
- By 21+ our values are locked in and we begin to make judgements about what are “good or bad” values and characteristics, e.g. Democrat Dad, Republican AI
e.g., Liberal daughter in college – sharing grades – lesson learned
- People with “different values/characteristics” exhibit different beliefs, attitudes and behavior than ours



Values - Beliefs – Attitudes – Behaviors

- Consider a “continuum of people” you know
- Best Friends.....Jerks
- Why are they your best friends? Or Jerks?



Want To Meet This Guy?

I broke out of the grip of Catholicism and made it through adolescence without killing myself in a car. I flunked out of college, I learned to play the guitar, lived on a beach, lived in the French Quarter, and didn't go to Vietnam. I got back into school, started a band, got a job on Bourbon Street, graduated from college, flunked my draft physical, broke up my band, and went on the road solo. I signed a record deal, got married, moved to Nashville, had my guitars stolen, bought a Mercedes, worked at Billboard Magazine, put out my first album, went broke, met Jerry Jeff Walker, wrecked the Mercedes, got divorced, and moved to Key West. I worked on a fishing boat, went totally crazy, met the right girl, made another record, had a hit, bought a boat, and sailed away to the Caribbean. I started another band, worked the road, had my second and last hit, bought a house in Aspen, started spending summers in New England, got married, broke my leg three times in one year, had a baby girl, made more records, bought a bigger boat, and sailed away to St. Barts.

I got separated from the right girl, sold the boat, sold the house in Aspen, moved back to Key West, worked the road, and made more records. I rented an apartment in Paris, went to Brazil for Carnival, learned to fly, went into therapy, bought my first seaplane, flew all over the Caribbean, almost got a second divorce, moved to Malibu for more therapy, and got back with the right girl.

I worked the road, moved back to Nashville, took off in a F-14 from an aircraft carrier, bought a summer home on Long Island, had another baby girl. I found the perfect seaplane and moved back to Florida. Cameron Marley joined me in the house of women. I built a home on Long Island, crashed the perfect seaplane in Nantucket, lived through it thanks to Navy training, tried to slow down a little, woke up one morning and I was looking at fifty, trying to figure out what comes next.



Would You Want This Guy on Your Team?

- Who would want to work and/or socialize with him? Why?
- Who would NOT want to work and/or socialize with him? Why?



Do you think your personality is changeable?



Organizations

- Generally reflect the personality, attitude and style of the people who run them
- Every person is in some way....
Like All other people....
Like No other person, and
More like some people than others



What Counts Most Is

PERFORMANCE

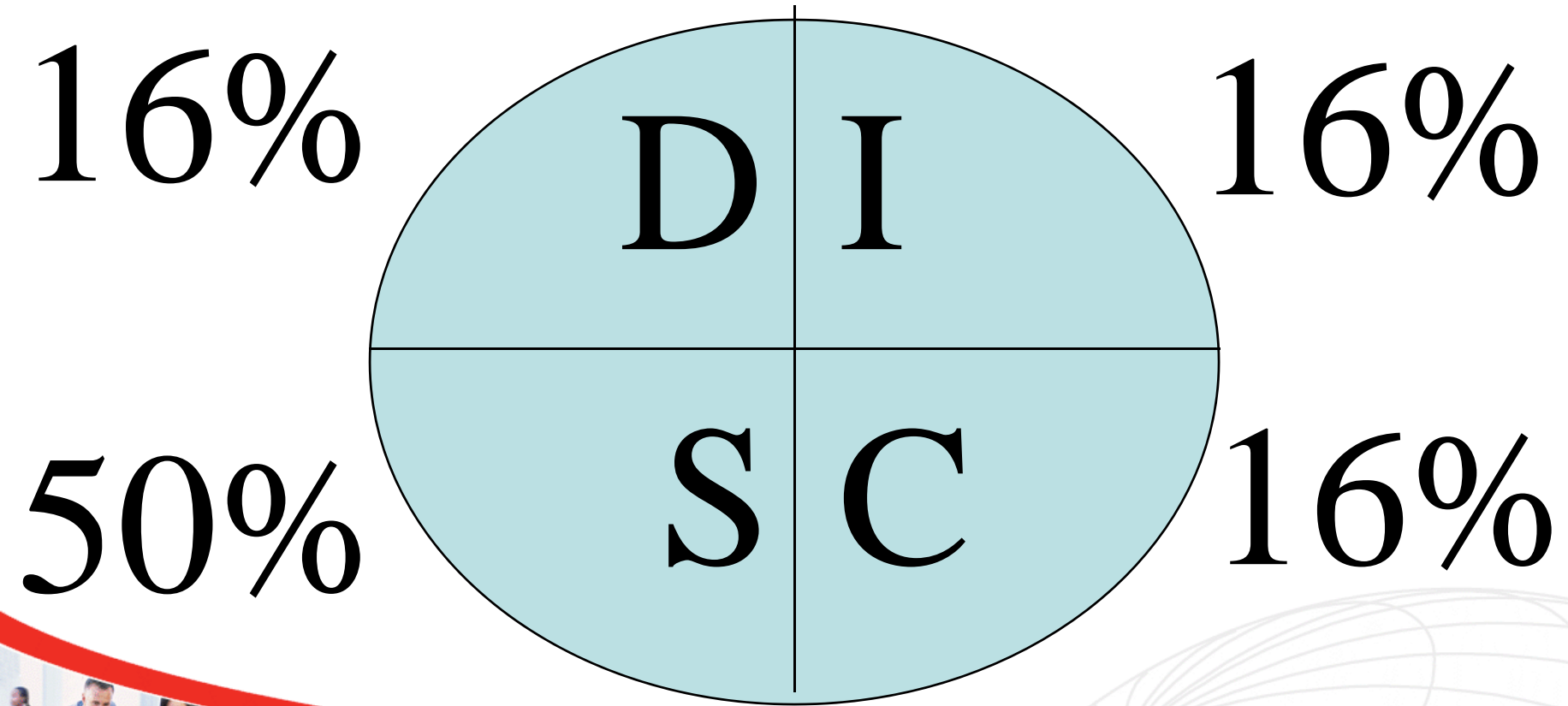


Three Quarters of the People Important to Your Success

- Work differently than you
- Decide differently
- Plan differently
- Think differently
- Use their time differently, and
- **ARE MOTIVATED DIFFERENTLY!**



Components of Society



Big Style Characteristics

- D & I
 - Active
 - Lead by Inspiration

- S & C
 - Less Active
 - Lead by Example



Dominant Characteristics

- High Ego Strength
- Impatient
- Desire Change
- Need Direct Answers
- Fear Being Taken Advantage Of



Other Dominant Tendencies

- Aggressive
- Controlling
- Don't Like to be Told What to do
- Very Critical of Themselves
- Want to Change the World
- Workaholics - Authority and Power Driven
- Believe in Delegation - will wear you out
- Cause others to have stress...



Influence Characteristics

- Emotional
- People Oriented
- Disorganized
- Optimistic
- Fears Loss of Social Approval



Other Influence Tendencies

- Sixth Sense
- Creative Problem Solvers
- Will attempt anything
- Build people up
- Will TALK about anything
- Rules are for others
- Highly Persuasive...



Steady Characteristics

- Family Oriented
- Possessive
- Slow to Change
- Fears Loss of Security
- Loyal



Other Steady Tendencies

- Genuinely nice people
- Quiet and soft-spoken
- Very patient
- Store problems in their gut
- Very good at calming excited people (very good listeners)
- Good at repetitive tasks...
- If I had an hour left to live....



TNAILPMOC Characteristics

- Perfectionist
- Accurate - loves detail work
- Sensitive
- Fears Criticism
- Don't like Change - Enjoy the Status Quo



Other Compliant Tendencies

- Very conservative
- Always right
- Never want them on a jury
- Rules and regulation oriented
- If there is no rule, they will create one
- Won't take risks
- Worry about everything...



Important Questions to Ask

- What behavior do I want?
- How will I recognize it?
- How will I reward it?
- THE PROBLEM IS TO LEARN HOW TO DEFINE THE END RESULTS WE WANT...AND CREATE THE INCENTIVES TO ACHIEVE THEM...WHICH MAY BE DIFFERENT FOR EVERY PERSON YOU WORK WITH...and YOU MUST COMMUNICATE EFFECTIVELY TO ACHIEVE RESULTS...



TEAMWORK – A Visual

- Entering a room you see a round table with a piping hot bowl of stew in the middle.
- All the people around the table have spoons with long handles to reach the stew.
- The spoon handles are longer than their arms and they can't get the stew into their mouths
- All the people are thin, weak and sickly.
- Enter another room, with all the above features of a round table, piping hot stew, long handled spoons – yet all the people are healthy and well fed.
- Why such a difference in the two groups of people?
- The people in the second room have learned to **COMMUNICATE IN ORDER TO FEED EACH OTHER!**





DON'T EVER GIVE UP