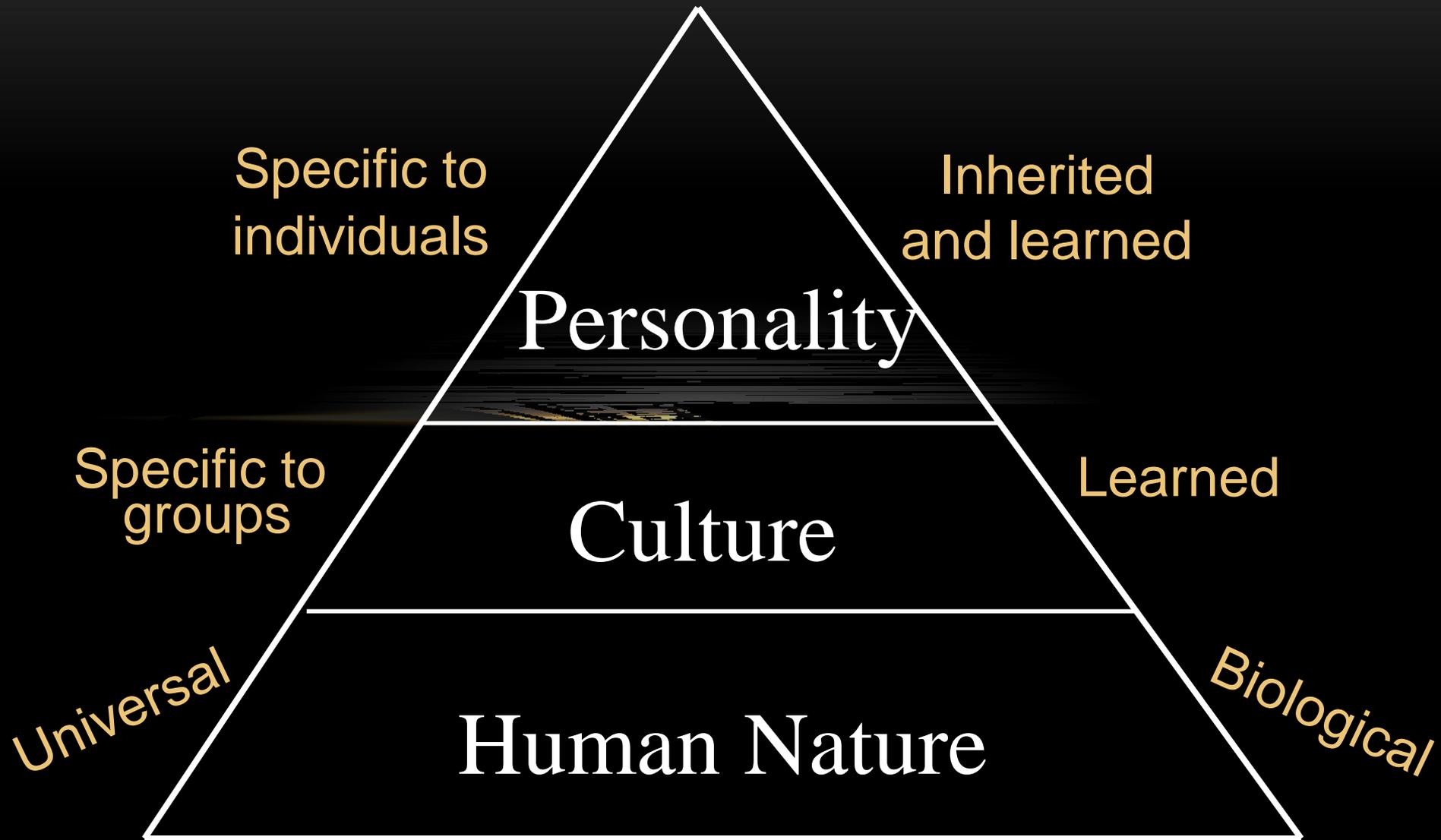


UNDERSTANDING DIFFERENCE

THREE LEVELS OF IDENTITY.



DISC

Helping us to:

Understand Personality Differences

Identify work styles

Manage conflict

Achieve potential with workplace teams

Do you regard yourself as

Outgoing

Reserved

Do you regard yourself as

Task
Orientated

People
Orientated

Do you regard yourself as

Direct / competitive

or

Sociable/ Idea maker

or

Team person/easy going

or

Systematic/ conscientious

Outgoing

Task Orientated

**Direct /
Driven**

Dominance - relating to control, power and assertiveness

People Orientated

**Influence /
Idea maker**

Inducement – relating to social situations and communication

Introspective

**Conscientious/
Systematic**

Compliance – relating to structure and organization

Stabiliser /

Team person

Submission – relating to patience, persistence, and thoughtfulness

Positive qualities	Negative qualities
Direct / competitive	Over demanding unsympathetic
<h1>Direct</h1>	
Needs	Fears
Results	Challenges to their authority. Sloppy results from those they direct
Authority	
Challenges	

Positive qualities	Negative qualities
Sympathetic Sociable Outgoing	Disorganised Impulsive Inattentive to detail
<h1>Influencing</h1>	
Needs	Fears
Recognition, Change New trends and ideas	Rejection Stagnation Detailed work

Positive qualities	Negative qualities
Systematic conscientious	Fault finding Over critical Defensive
<h1>Conscientious</h1>	
Needs	Fears

Positive qualities	Negative qualities
Easy going Team person	Safety seeking Resists change
<h1>Stabilising</h1>	
Needs	Fears

High standards	Imperfection
Quality work	Criticism of work/ideas
Correctness	Inadequate explanations

Security	Competition
Approval	Unplanned challenges
Acceptance	Standing out

PLANNING A HOLIDAY



- Take 10 minutes together with four others of your type to plan a holiday.
- Include what you think is necessary to ensure a good holiday. e.g. Where to go? What to do? How long away?
- Note the plan to show the whole group at the end

HOW TO MANAGE CONFLICT WITH DISC

➤ Understanding
my strengths and
weaknesses



➤ Understanding
other's strengths
and weaknesses

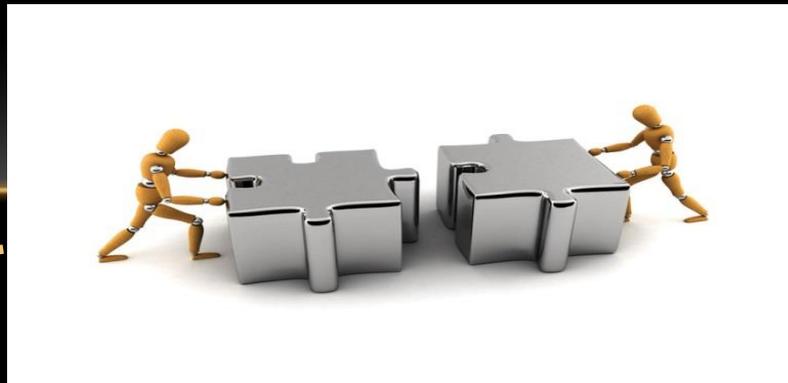
HOW TO ACHIEVE POTENTIAL WITH DISC

Getting the
right person
on the job



Approach another
so as to achieve a
positive outcome
(as in next slide)..

Creating
teams to
achieve
rounded
and/or
specific
outcomes



Direct

Do:

Approach with deference and respect
Be brief, get to the point and stay on the subject
Provide facts. Refer to results.
Make your presentation and leave them to suggest a course of action.
Acknowledge power of position not person

After talking business, agree on course of action and depart graciously, but not quickly.

Don't:

Ignore their suggestions
Get too close
Bluff or deny being caught off guard
Speculate or project too distantly into the future

Do:

Arrive prepared and organised
Use a theoretical approach, pause often
Be credible, professional and courteous
Consider comments and replies
Quote precedence, research
Have procedural details

Expect caution, reserve, contrary opinion, time to consider, critical appraisal
Follow through with written summary as soon as possible

Don't

Be too casual or personal
Confuse criticism with opposition
Sort information with person present

Compliance

Do:

Be informal and relaxed
Allow them to relate and establish their goals and visions
Exhort the potential
Keep a fast pace
Be spontaneous, take risks
Provide testimonials – casually
Support person before the project

Influencing

Offer special immediate and extra incentives for sharing
Hand over details in written form and follow-up later.

Don't:

Be curt, get bogged down in detail
Talk down or need to prove
Be boring
Be pessimistic or dampen their enthusiasm

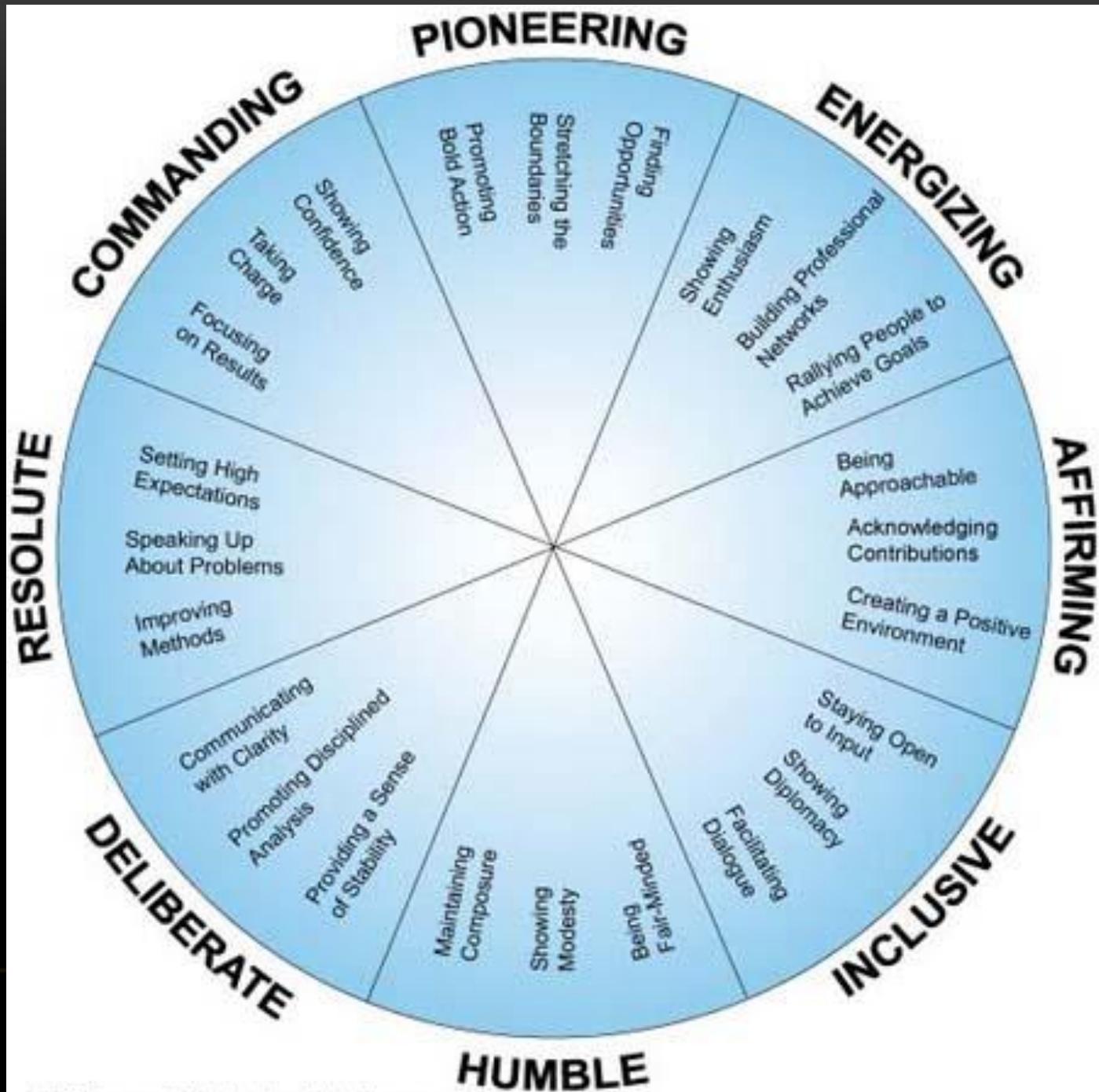
Do:

Begin with a personal comment
Focus on getting acquainted and building trust
Present information softly
Suggest rather than insist
Be candid and open
Be sincerely interested in the person
Find ideas of common interest
Invite opinions. Listen.
Provide personal assurances with promises of personal support

Don't:

Ignore them or assume they don't have opinions
Disregard the needs of others not present
Be pushy or abrupt
Move on unless you're sure they're with you

Stabilising



DiSC[®] Learning Styles

D Style: The Racer **i Style: The Talker**

Fast-paced

Fast-paced

Big picture

Interactive & Fun

Independent learning

Group Projects

"What's in it for me?"

"Who else is doing it?"

C Style: The Thinker **S Style: The Listener**

Slow-paced

Slow-paced

Need details

Support from teachers

Structure & schedule

One-on-one learning

"Is that accurate?"

"May I take notes?"

For more DiSC[®] fun, follow @DiSC_Profile on Twitter



Corexcel

www.corexcel.com learn@corexcel.com

Low Emotional Intelligence

High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat