

DISC BEHAVIORAL CHARACTERISTICS

	Dominance	Influence	Steadiness	Compliance
HIGH Factors				
DESCRIPTIVE WORDS (work strengths)	<ul style="list-style-type: none"> • Assertive • Competitive • Direct • Driving • Forceful • Inquisitive • Self-starter 	<ul style="list-style-type: none"> • Communicative • Friendly • Influential • Persuasive • Positive • Verbal 	<ul style="list-style-type: none"> • Amiable • Deliberate • Dependable • Good Listener • Kind • Persistent 	<ul style="list-style-type: none"> • Accurate • Careful • Compliant • Logical • Perfectionist • Precise
Focus	• Power	• People	• Pace	• Policy
Communication Style	• Tell	• Sell	• Listen	• Write
Motivators	• Tangible Goals	• Recognition	• Security • Inclusion	• Policy and Information
Fears	• Failure	• Rejection	• Insecurity • Exclusion	• Conflict • Chaos
Questions	• What	• Who	• Why	• How
Leadership Style	• Authoritarian	• Democratic	• Procedural	• Knowledge-based
LOW Factors				
DESCRIPTIVE WORDS (support factors)	<ul style="list-style-type: none"> • Consultative • Non-demanding • Cautious • Conservative • Mild 	<ul style="list-style-type: none"> • Probing • Reflective • Serious • Factual • Logical 	<ul style="list-style-type: none"> • Active • Alert • Demonstrative • Mobile • Restless 	<ul style="list-style-type: none"> • Firm • Independent • Persistent • Strong-willed • Stubborn

SPEED READING

HIGH Dominance	HIGH Influence	HIGH Steadiness	HIGH Compliance
<ul style="list-style-type: none"> • Firm handshake, over-top of others • Maintains eye contact • Points • Will interrupt • Walks briskly and purposefully • Gets to business quickly • Wants facts • Profit-focus and bottom line • Wants variety 	<ul style="list-style-type: none"> • Firm friendly handshake • Smiles a lot • Expressive face • Interested in relationships and feelings • Talks a lot, "with hands" • Tells stories • Quick pace • Wants variety • Enthusiastic 	<ul style="list-style-type: none"> • Loose, friendly handshake • Accommodating and kind • Nods • Prefers to listen than talk • Enjoys being part of a team • Unhurried and calm • Reflective and won't commit easily 	<ul style="list-style-type: none"> • Cool handshake • Hard to read • Writes down information • Enjoys facts and details • Very logical, accurate and systematic • Diplomatic and careful • Cautious in expressing feelings

INTERACTING WITH OTHERS

HIGH Dominance

DO!

- Be direct and to the point, with facts
- Focus on their need for results and control
- Ask about their goals and desired outcomes
- Show them how to avoid failure or loss
- Let them talk
- Use a quick pace
- Highlight the results
- Let them discover

DON'T

- Waste their time with unnecessary chit chat
- Be slow and boring
- Repeat yourself
- Tell them what to do

HIGH Influence

DO!

- Use friendly, outgoing communication
- Focus on their need for recognition
- Demonstrate how the solution will make them look and feel good
- Talk about options and get their buy-in
- Let them talk
- Summarize what has been agreed to in writing
- Build a relationship
- Be interested in them and how they are feeling

DON'T

- Let them lose face or respect
- Try to interact without a relationship
- Steal their "limelight"
- Be too forceful as this intimidates them

HIGH Compliance

DO!

- Use detailed, factual communication
- Provide information in writing
- Offer guarantees and back-up
- Reinforce what is the "right" solution/thing to do
- Emphasize accuracy
- Be logical and organized
- Be diplomatic
- Avoid direct confrontation

DON'T

- Talk too much
- Leave out the details
- Be too general
- Waste time talking feelings or telling stories

HIGH Steadiness

DO!

- Use a steady, procedural pace
- Communicate systematically and in order
- Ask for their input and questions
- Include their team
- Demonstrate how your solution will increase security
- Be prepared to have several meetings before they will trust you
- Be interested in them as a person
- Offer guarantees

DON'T

- Jump from one idea to another
- Try to rush
- Present too quickly
- Introduce rapid change to routine or environment