


# DISC: Enhancing Communication

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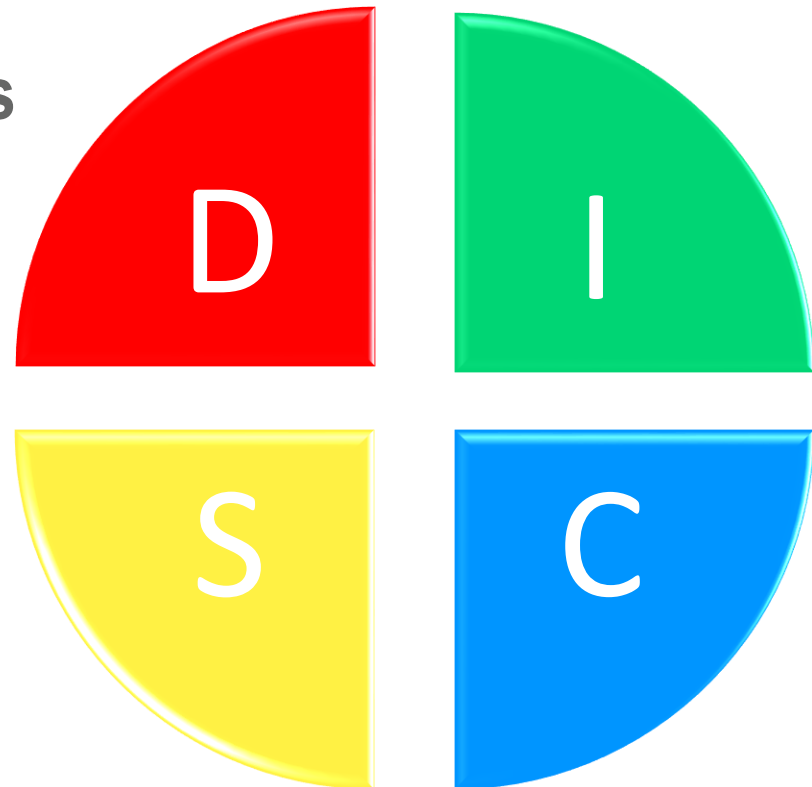
Tanny Joyce, MS

# Benefits of the DISC


- 
- Understanding your own style
  - Understanding the style of others
  - Flexing your style to have better interactions with others
  - Building effective teams
  - Resolving and preventing conflict
  - Improving communication
  - Enhancing Employee Engagement thru a deeper of understanding of your co-workers

# DISC Dimensions


- Dominance
- Influence
- Steadiness
- Conscientiousness



# The Descriptors of the DISC

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- **Dominance**: How you approach problems and deal with challenges
    - Direct – Wants to take charge of the situation in order to succeed or win
    - Decisive – Wants to move the action forward and will take calculated risks if necessary
  - **Influence**: How you interact with and attempt to influence others
    - Outgoing – Wants to influence others and inspire them to participate
    - Optimistic – Wants everyone to enjoy an experience and will look for the best in people and situations

# The Descriptors of the DISC

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- **Steadiness**: How you respond to change and the pace of the environment
    - Sympathetic – Wants to be compassionate and considers what might be best for others
    - Accommodating – Wants to be of help to others and often feels uncomfortable with change
  - **Conscientiousness**: How you respond to the rules and procedures set by others
    - Precise – Wants to do the things right and take pride in quality of his her work
    - Reflective – Wants to pay attention to relevant issues and is often observant and intuitive
    - Reserved – Wants to maintain privacy and avoid too much attention

# DISC-In-Depth

## Recognized by:



**High D**

High self-confidence, forcefulness, competitiveness

**High I**

Talkativeness, enthusiasm, optimism, energy

**High S**

Friendliness, co-operation, persistence, patience

**High C**

Accuracy, may be cautious, concern for high standards

# DISC-In-Depth

## Irritated by:

**High D**

Inefficiency, indecision, slowness

**High I**

Routine, formality

**High S**

Insensitivity, impatience

**High C**

Surprises, unpredictability

# DISC-In-Depth

## Major Limitations:



**High D**

Impatience, selective listening

**High I**

Lack of follow-through

**High S**


Overly modest, resist change

**High C**

Overly critical of self and others



# DISC Behaviors: Under Stress



DISC Style	Normal	Stress	Extreme Stress
<b>D</b>	In Charge	Loud/ Pushy	Angry/ Disengaged
<b>I</b>	Talkative	Over Talking Over Selling	Quiet/ Pouting
<b>S</b>	Quiet	Very Silent	May Explode
<b>C</b>	Thoughtful/ Reflective	Analysis/ Paralysis	Critical/ Harsh

# Summary for Communicating



DISC Style	Their Goal Drive	Their Fear Drive	Suggestions for Communicating
<b>D</b>	Results; Control	Losing Control of Environment; Being Taken Advantage of	<ul style="list-style-type: none"> <li>Use direct, to-the-point communication without a lot of social chatter</li> <li>Check at the end of the discussion to make sure everything was heard</li> </ul>
<b>I</b>	People Involvement; Recognition	Rejection; Loss of Approval	<ul style="list-style-type: none"> <li>Use informal open ended discussions</li> <li>Provide opportunity to share stories and ideas in an enthusiastic exchange</li> </ul>
<b>S</b>	Security; Stability	Sudden Change; Losing Security	<ul style="list-style-type: none"> <li>Provide regular opportunities for informal, casual discussion</li> <li>Draw out information about the concerns, worries or conflicts with others</li> </ul>
<b>C</b>	Accuracy; Order	Criticism of performance; Lack of standards	<ul style="list-style-type: none"> <li>Use formal communication in new situations, avoiding personal questions</li> <li>Use logical matter-of-fact statements rather than emotional expressions</li> </ul>

# DISC Humor

- The **D** walks up, gets on the elevator, and pushes the button that closes the door
- The **I** lets others in and says, “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, the C will count the number of people, and if it is over the limit, will make someone get off





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