# What is DISC?

DISC is the universal language of how a person does what they do. DISC is an observable language. Consisting of four unique factors, **Dominance, Influence, Steadiness and Compliance**, DISC measures behaviors of an individual.



### **D** stands for **DOMINANCE**

- Faster-paced, task-oriented
- Direct communicator
- Impatient when overextended
- "Stick to the facts"



### I stands for INFLUENCE

- Faster-paced, people-oriented
- Indirect communicator
- Disorganized when overextended
- "Talks with their hands"



#### **S** stands for **STEADINESS**

- Slower-paced, people-oriented
- Indirect communicator
- Possessive when overextended
- "Poker face"



### C stands for COMPLIANCE

- Slower-paced, task-oriented
- Direct communicator
- Critical when overextended
- "Very detail-oriented"

A person's DISC profile consists of a combination of all four factors, usually with one factor being more prominent than the others, making that their primary style.

# Dominance

Dominance really speaks to how we respond to problems or challenges. Dominance, as a DISC style, can often be angry – sometimes be impatient – and is usually characterized by directness. Dominant individuals tend to be extroverted and task-oriented.



### **High D**

Don't poke the bear. While a person with high Dominance can give the impression they're pushy, rude and hard to deal with, it's their ambitious approach that drives them. This pioneering and strongwilled person is often a CEO, manager, entrepreneur or president.

DO: Get straight to the point. DON'T: Make generalizations.



### Low D

Just because a person with low Dominance has an agreeable, lowkey, and conservative approach doesn't mean they're uncaring. Low Ds are calculated and cautious in their business and social dealings. They enjoy working independently but want to see all the facts before deciding.

DO: Let them examine all the facts without pressure. DON'T: Force them to make quick decisions.

# Influence

Influence refers to how we influence and relate to people and contacts. Influence, as a DISC style, can often be trusting and optimistic and can sometimes be disorganized or indirect. Influencers tend to be extroverted and people-oriented.





## **High** I

This person thrives on engaging with others and is not afraid to be the center of attention. A person who is high Influence is enthusiastic, optimistic, talkative, persuasive, impulsive and emotional. They function best when working in teams and in positive environments.

DO: Ask feeling questions.

DON'T: Overburden them with details.

### Low I

People who score a low Influence are reflective and tend to favor logical arguments. They tend toward pessimism and can sometimes be perceived as moody. A person with a low I excels behind the scenes and prefers to work alone to achieve desired results.

DO: Get to the crux of the matter right away. DON'T: Bog them down with small talk.

# **Steadiness**

Steadiness is how you respond to pace and consistency. Steadiness, as a DISC style, can often be reserved and non-emotional, and can sometimes be possessive or indirect. Steadiness is introverted and people-oriented.





## **High S**

Steady, stable and predictable. That's the calling card of a person with high Steadiness, who is composed, resistant to change and prefers to focus on one or two tasks rather than working several. They are even-tempered, good listeners who are friendly, sympathetic and very generous with loved ones.

DO: Focus on explaining the "how" behind your plan. DON'T: Be confrontational.

### Low S

With their impatient and impulsive nature, a person with low Steadiness can be mistaken for a high D as they, too, are always on the go and eager to take on new challenges. They love variety and prefer to take on multiple tasks, flying by the seat of their pants to achieve workplace success.

DO: Make deadlines very clear. DON'T: Tell them how to do their job.

# Compliance

Compliance is how we respond to procedures and constraints. Compliance, as a DISC style, can often be fearful and sometimes be critical and direct. Compliance is introverted, very reserved, and task-oriented.



### **High C**

The person with a high Compliance is accurate, precise, detailoriented and conscientious. While they can be seen as passive and cautious, these individuals think very systematically and make calculated decisions based on data and facts rather than a gut feeling. They're good problem solvers and very creative people.

#### DO: Be patient yet persistent.

DON'T: Speak in overgeneralizations.



### Low C

When it comes to decision making and interacting with others, the low Compliance is very firm, strong-willed, and stubborn when offering opinions and advice. A low C person is very opinionated, knows what they want, and can be viewed as obstinate or arbitrary.

DO: Give them plenty of time to come to their own conclusion.

DON'T: Try to persuade them by using fear.





People are the most valuable assets of any organization





#### Choose

This assessment is sometimes referred to as "the operator's manual for employees." DISC highlights specific behavioral characteristics a person is likely to possess, and is backed by research, making it a solid predictor of future behavior.



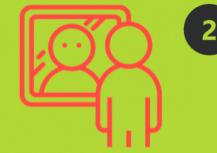
#### Debrief

- Understand yourself
- Understand your interactions others

• Understand how people are different and adapt for success







#### 15-20 minutes

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Move To Collaboration Increase Sales Empower leaders Build your team Smooth working relationships