DiSC Assessment

TDG Leadership Learning Forum (LLF)

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History of DiSC and "Types"

The technique of identifying various "Types" of people or styles has occurred dating from Hippocrates back in 460BC. From the past to current times, the technique has been modified for different purposes

- **460 BC – Hippocrates**
  - Choleric – Assertive / Sanguine –Outgoing /
  - Melancholic – Detailed / Phlegmatic – Accommodating

- **1920 – Carl Gustav Jung**
  - Feeling / Thinking / Institution / Sensation / Introvert / Extrovert - (Judging / Perceiving)
    (Myers-Briggs)

- **1928 – William Marston**
  - Dominance / Inducement / Steadiness / Compliance

- **1950 – Thomas Hendrickson**
  - Dominance / Influence / Steadiness / Compliance

The DiSC System

- ## What it is
  - A system for understanding and managing **behavior not personality**
  - Created over 30 years ago
  - Has been used by over 40 million people
- ## What it is NOT
  - An indicator of skills, ability or aptitude
  - A success criteria
  - A win-lose system

DiSC

- People who understand their strengths and limitations are able to adapt to the needs of others and the needs of their environment in ways that lead to maximum effectiveness

- People who self-manage are capable of becoming "peak performers"

Successful People

- Understand themselves and how their behavior affects others

- Understand their reactions to other people

- Know how to maximize on what they do well

- Have a positive attitude about themselves

- Know how to adapt their behavior

Preview-5

Objectives

- Become aware of your behavioral strengths as you relate to others

- Identify the potential contribution your strengths bring to relationships and teams

- Become aware that the behavioral strengths of others may be different from your own

- Learn what you can do to communicate better with people whose strengths are different from your own

Preview-6

DiSC

- There are four styles of behavior

    D   **– Dominance**

     i   **– Influence**

    S   **– Steadiness**

    C   **– Conscientiousness**

- Each person has a dominant style, and may have a secondary style
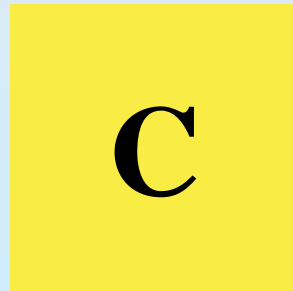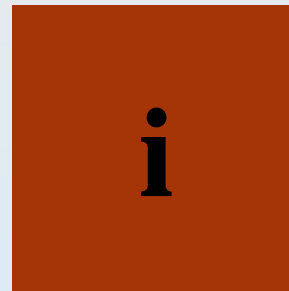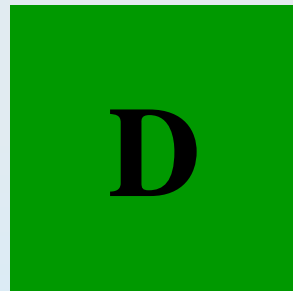
- Few people are Pure Styles – most are a mixture
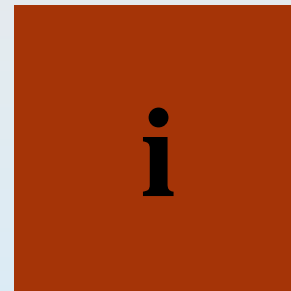
DiSC® Model

PPT 4-7

Responses to Conflict

Tends to:
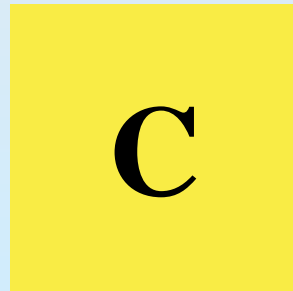**ASSERT**

D   i

C   S
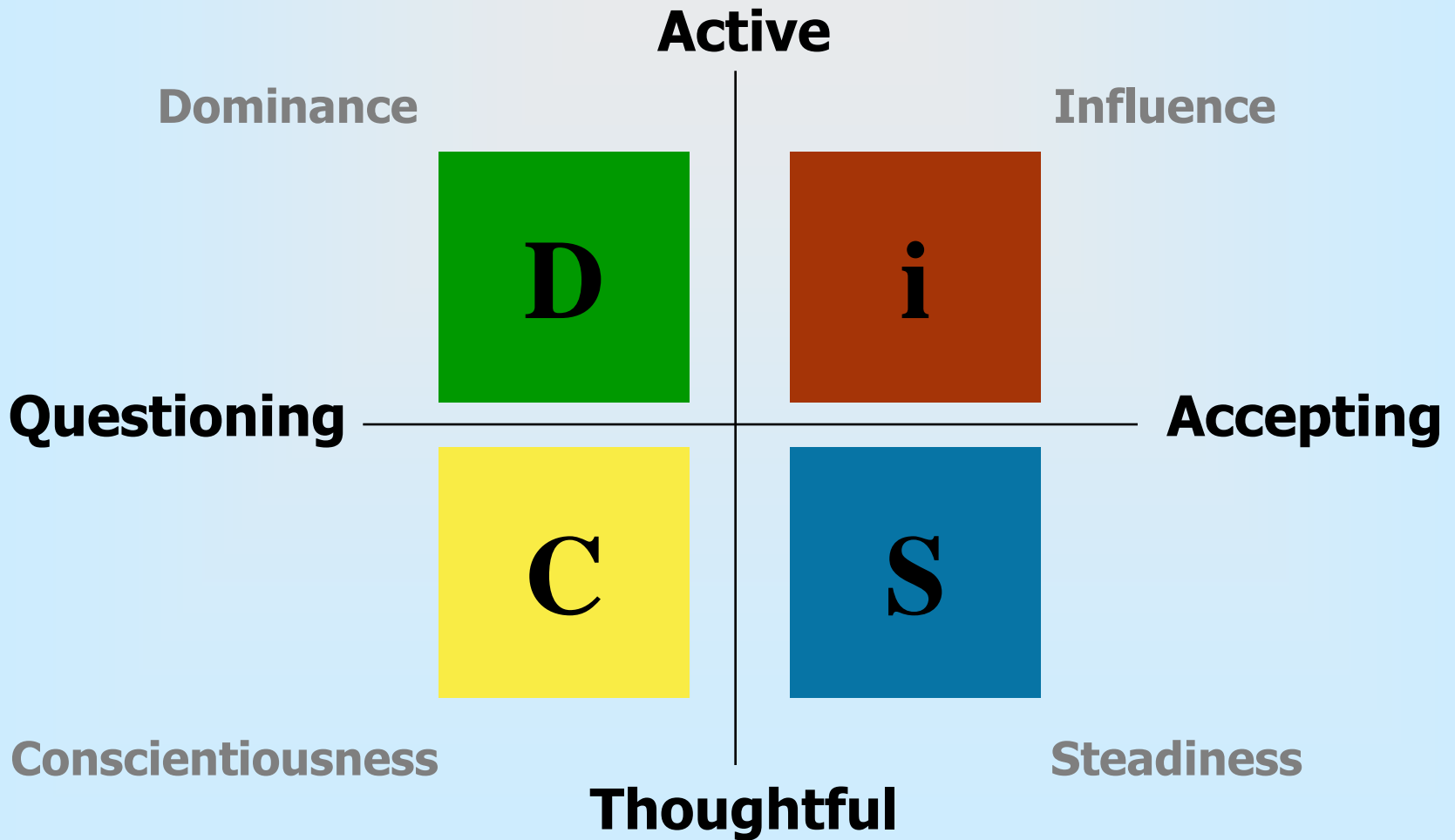
Tends to:
SUPPRESS

Responses to Conflict

D

i

Focuses on:
LOGIC

C

S
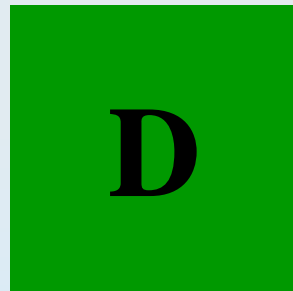
Focuses on:
FEELINGS

Responses to Conflict

Tends to:
ASSERT

DEMAND
Goal: Victory

EXPRESS
Goal: Acknowledgement

D

i

Focuses on:
LOGIC

Focuses on:
FEELINGS

C

S

WITHDRAW
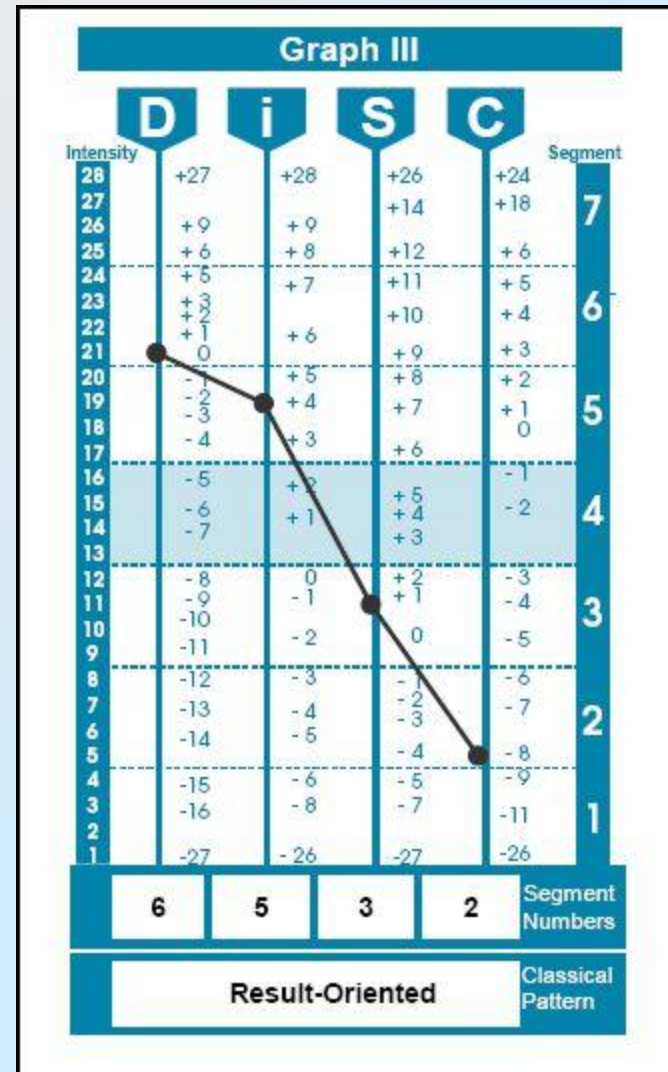*Goal: Justice*

COMPLY
Goal: Harmony

Tends to:
SUPPRESS

My DiSC Graph

Shows two scales and Classic Pattern

Simple Representation of my Style

Can be effective for shorthand communication

Classic Patterns

Control Dimension:
The degree to which an individual seeks to be either the one who exercises control within a relationship or the one who adapts to the one in control.
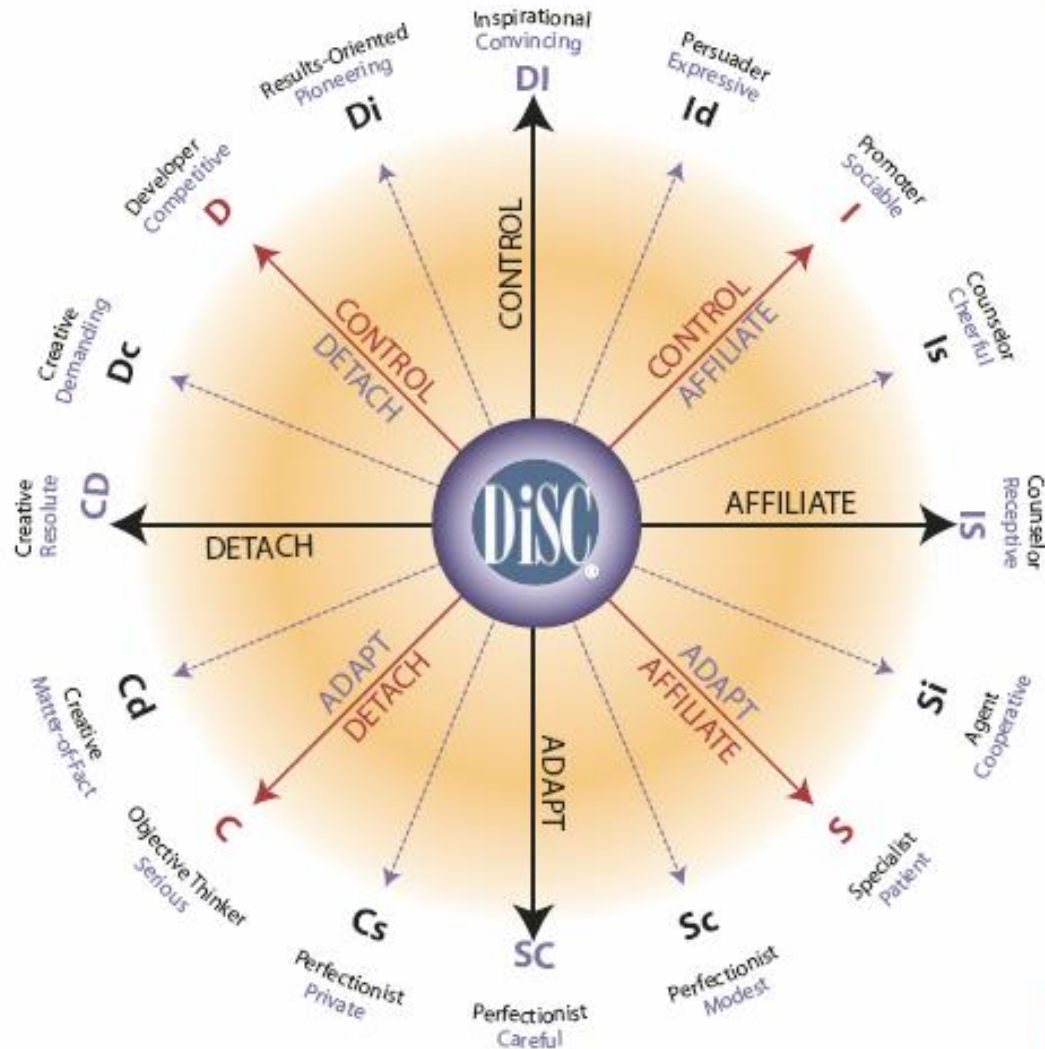
Style Reading Question:
Does this person: Seek to lead, guide, direct, or assume responsibility for others — **CONTROL** — OR — Seeks direction and guidance from others and feels comfortable in adapting to others — **ADAPT**

Affiliation Dimension:
The degree to which an individual seeks to become either closely involved or separate from others.

Style Reading Question:
Does this person: Seek being involved with others, talking, sharing, getting along and belonging — **AFFILIATE** — OR — Seek personal space, privacy, independence and autonomy — **DETACH**

How to Recognize Types

| DiSC® Style	Goals and Motivators	Fears and Demotivators	Preferred Environment	Behavior in Conflict Situations
Dominance/ Control-Detach D–Developer/Competitive Di–Results-Oriented/Pioneering DI–Inspirational/Convincing Dc–Creative/Demanding	• Wants to get results • Wants to be in charge • Likes new opportunities and challenges • Likes initiating change and taking risks	• Not having control • Being closely managed by others • Being required to perform routine, predictable tasks • Having to check in frequently and report step-by-step on activities • Appearing soft or weak	• Fast-paced, results-orientation • Maximum freedom to determine how things are done • Performance measurements and rewards based on achieving results • Opportunity to control events	• Tends to take a direct, aggressive approach • May escalate levels of aggression • May create win/lose outcomes • May overpower others • Tends to become defensive
Influence/ Control-Affiliate I–Promoter/Sociable Id–Persuader/Expressive Is–Counselor/Cheerful IS–Counselor/Receptive	• Wants to be involved with people • Wants to have fun while getting things done • Likes to help people talk things out	• Situations where others become hostile or negative • Losing approval • Being required to follow-through on details • Routine, repetitive, task work • Rigid time limits	• Fast moving pace • Relating to others with enthusiasm • Recognition and positive feedback • Opportunities for creative "brainstorming"	• Tends to avoid open, direct conflict • Tends to become emotionally expressive • May become personally attacking • Tends to minimize negative information or placate others
Steadiness/ Adapt-Affiliate S–Specialist/Patient Si–Agent/Cooperative Sic–Practitioner/Cooperative Sc–Perfectionist/Modest	• Likes to be involved with people • Likes things to run smoothly • Wants stability and security • Dislikes conflict	• Unpredictable or disorganized situations • Situations where other people become hostile • Having to become aggressive • Having to provide a solution without having time to study the situation	• Predictable tasks and activities • Friendly, informal, cooperative involvement with others • Little or no interpersonal hostility • Methodical approaches	• Tends to avoid interpersonal aggression • Seeks to find solutions that are acceptable to everyone • Attempts to calm people who are upset
Conscientiousness /Adapt-Detach C–Objective Thinker/Serious CS–Perfectionist/Careful Cs–Perfectionist/Private Cd–Creative/Matter-of-Fact CD–Creative/Resolute	• Likes accuracy • Likes setting and meeting high standards • Wants opportunities to analyze and assess • Likes logical, systematic approaches to work	• Unclear situations resulting in criticism of performance • Being held accountable for quality in situations without having sufficient time • Reacting quickly to situations requiring analysis	• A plan or performance system which provides specific feedback • A reserved, business-like atmosphere • Time to complete tasks to personal standards	• May withdraw from conflict initially • May become defensive or use indirect aggression • May overpower others with logic and facts

Group Results

"Highs"
D I S C
7 3 10 3

20 Respondents

Total For Each Type
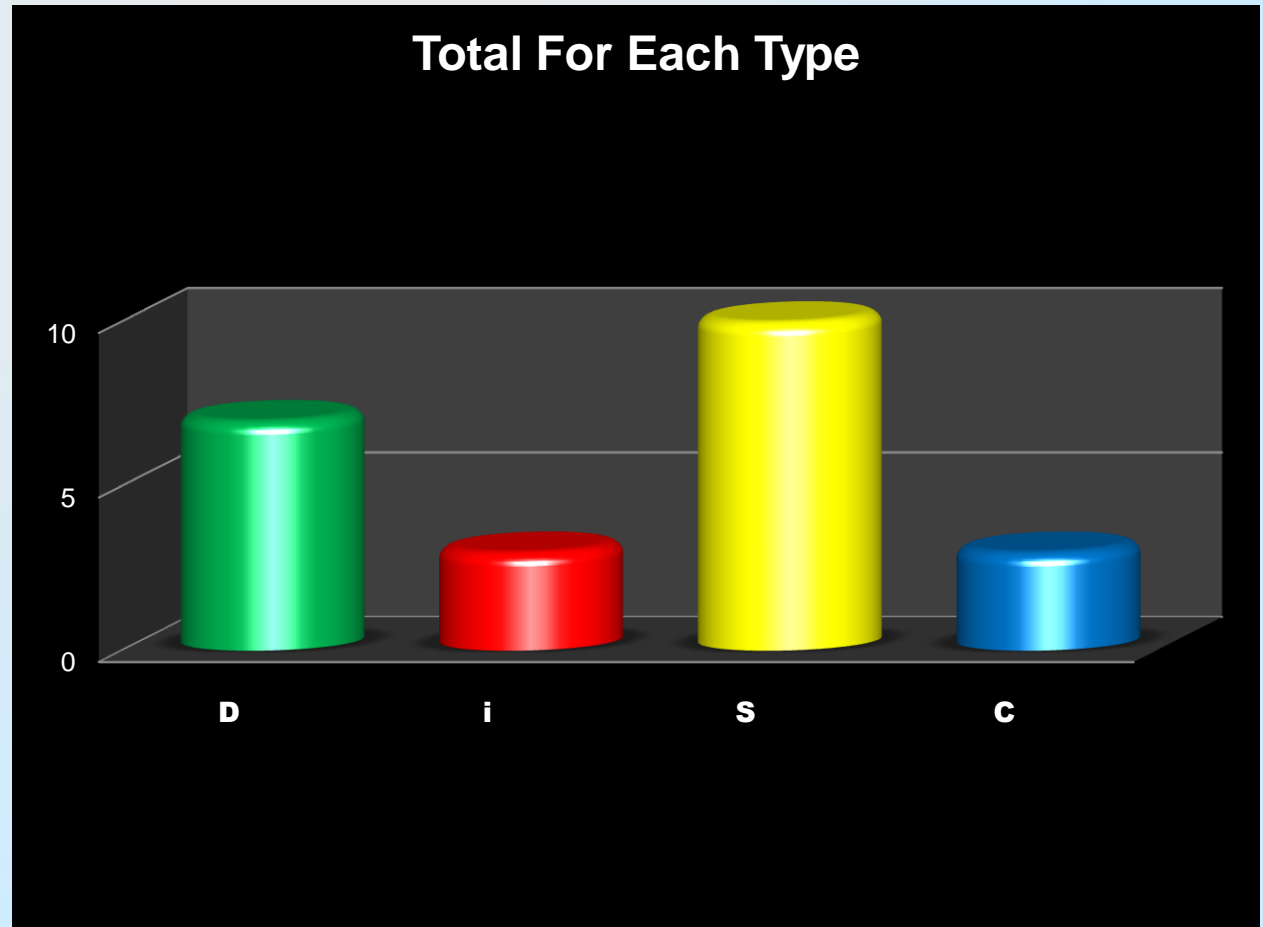
Group Results

Group Type
Specialist
(3-3-4-3)

Balance of
Adapt and Affiliate

20 Respondents

Group Max, Avg, Min
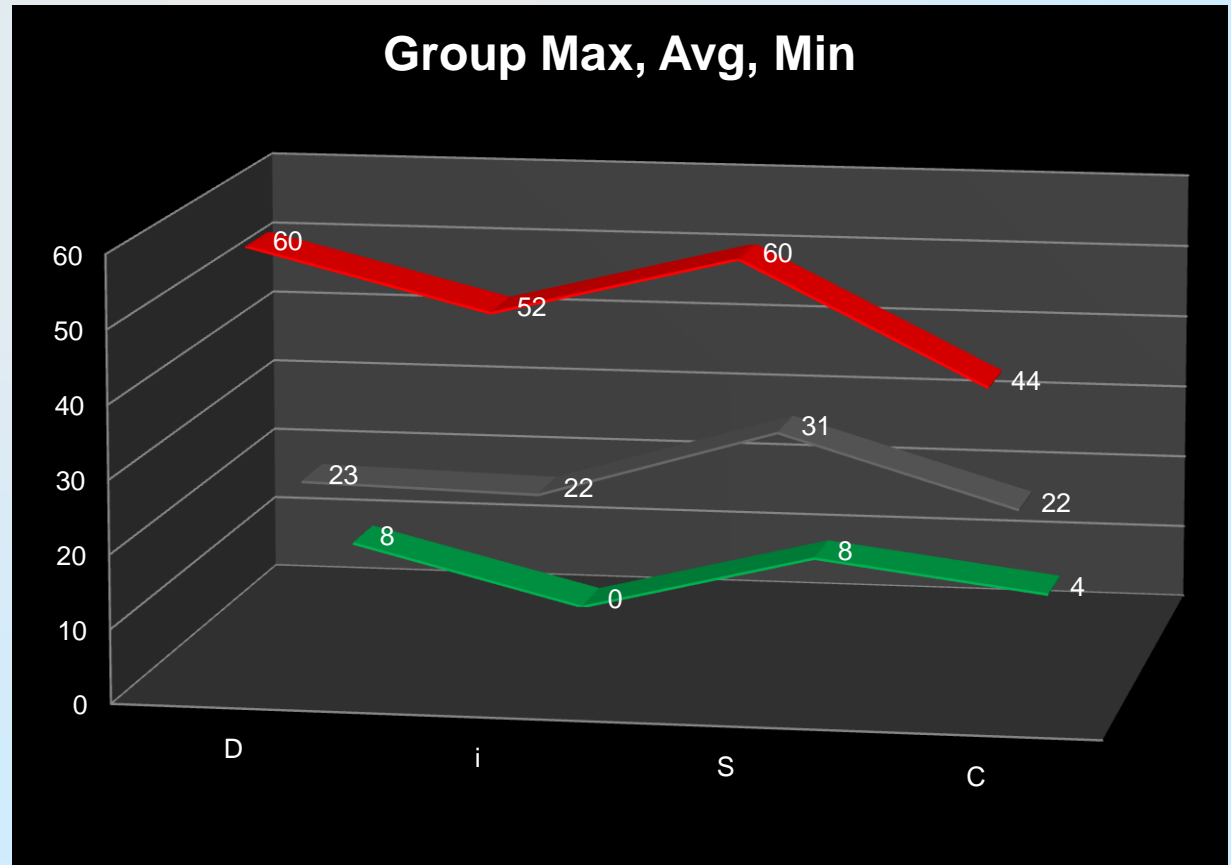
<u>D</u>iSC-<u>Dominance</u>

If you have a high-D style, your strengths as a co-worker or team member may be that you
- make decisions when others cannot
- confront tough issues or situations
- accept change as a personal challenge
- keep the team focused and on task

Others may see limitations because you
- may come across as unapproachable
- can be insensitive to others
- may show impatience with others
- try to move the team before it is ready

You can be more effective by
- developing more patience
- toning down your directness and asking more questions
- working on your body language to seem more approachable and offering more encouragement in conversation

D<u>i</u>SC-**<u>Influence</u>**

If you have a high-i style, your strengths as a co-worker or team member may be that you

- are available to others
- inspire others
- spread your enthusiasm and positive attitude to others
- give positive feedback to your colleagues

Others may see limitations because you

- can be disorganized
- may be superficial in your approach
- lack follow-through

You can be more effective by

- listening more carefully
- becoming more organized
- providing more detail

Di**S**C-**Steadiness**

If you have a high-S style, your strengths as a co-worker or team member may be that you

- are a good team player
- are sensitive to others' needs
- approach meeting agendas methodically
- listen well
- are likable

Others may see limitations because you

- can be indecisive
- may be indirect
- resist change

You can be more effective by

- becoming more assertive and direct
- coping better with change
- not carrying the burden of everyone else's problems

DiSC-__Conscientiousness__

If you have a high-C style, your strengths as a co-worker or team member may be that you

- are thorough
- follow standards
- emphasize accuracy
- use diplomacy

Others may see limitations because you

- can be overly concerned with perfection
- act aloof
- tend to hamper others' creativity by sticking to the rules

You can be more effective by

- accepting differences
- being more open
- focusing on communication

Job Opening

A new job opening has been posted in another department.

"Since I've only been in this job for 10 years, I don't see any reason to change."	**S**

"I've decided to take the job."	**D**

"I'll decide whether to apply after I thoroughly investigate the pros and cons of the new job."	**C**

"I'll call my friend in that department to see if the new boss is nicer than mine."	**i**

PPT 11-9

Rearranging the Office

A department manager has asked for a proposal for rearranging the office.

"Can we pick who we sit by?"	**i**

"Is it OK if I don't move?"	**S**

"I'll have some alternatives drawn up by next week."	**C**

"Don't worry, I'll take care of the whole thing."	**D**

PPT 11-12

People are Different

Remember That…

There are no **good** or **bad** styles.

There is no *best* style.

All styles have **strengths** and **limitations**.

All styles can be more or less **effective.**

People are a *mixture* of styles.