

Can You Hear Me Now? Improving Communication and Relationships at Work with DiSC®

Jane Martel, Certified *Everything DiSC*® Trainer



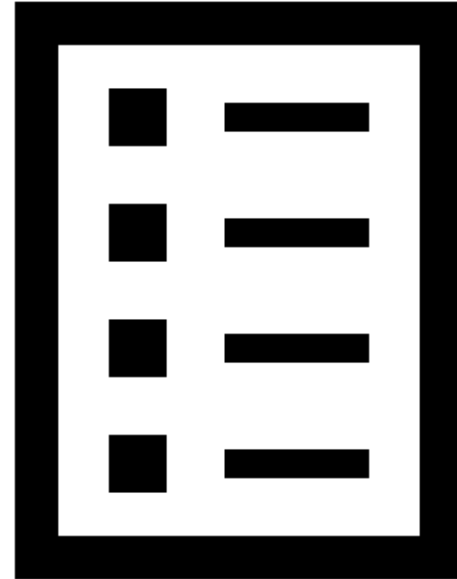
Where are we going?



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What is DiSC?

An assessment that identifies behavioral preferences along four scales



Free Online DiSC Assessments

- <http://personality-testing.info/tests/ODAT/>
- http://www.discoveryreport.com/DiscoveryReportForm_quick.php
- <http://www.onlinepersonalitytests.org/disc>
- <https://discpersonalitytesting.com/free-disc-test/>
- <https://free.peoplekeys.com/>
- <https://www.123test.com/disc-personality-test/>
- <https://www.tonyrobbins.com/disc/>



DiSC

The lowercase “i” has no meaning. It is simply Inscape Publishing’s attempt to brand their information and be unique. It’s a bit like ToysRUs (instead of Toys Are Us).

The Purpose

Greater understanding →

enhanced communication ▶▶

strengthened relationships



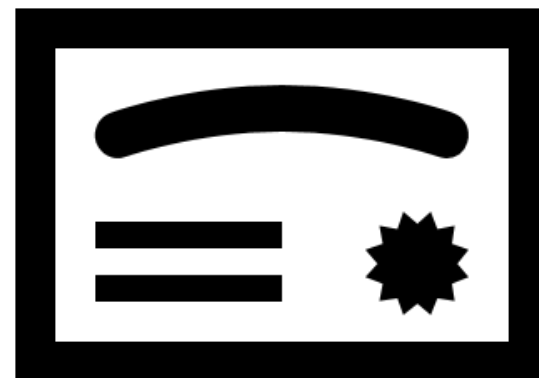
Be Better

- Provides insight and self-knowledge to unleashing all of the potential we have to be effective and successful in our careers and in life.
- We can learn to adapt and to be flexible when interacting with others to build stronger working relationships and healthier, more productive workplaces.



We're drinking the Kool-Aid[®]

- Certified in 2009
- Leaders trained for two days ~2010
- All other employees trained on “Effective Communication Using DiSC” for two hours



Don't just take it from me

“I use DiSC to make sure that I'm heard...What kind of information do they require in order to take me seriously? When coaching,...does it help me understand why they are hung up on something in particular?”

Jill Corrente, Manager, Web Systems



“I wanted to learn as much about my new staff members as I could before I started working with them, so I would be aware of any challenges ahead of time and also how best to motivate them...The preponderance of **C** and **S** primary styles is in direct contrast to my own **Di**-ness; I see that I will have to temper my tendency to jump on bandwagons with their need for stability...My immediate intention is to use my awareness of my staff members’ DiSC profiles to...make them feel appreciated for the work they do.”

~Kathleen Robertson, Supervisor, Smoky Hill Library



“DISC has especially helped me when I have something more challenging like a big change to share with individuals on my team...I keep the ‘Value to Team’ chart on my office wall to remind me to be aware of the terrific and varied perspectives that make up our strong team!”

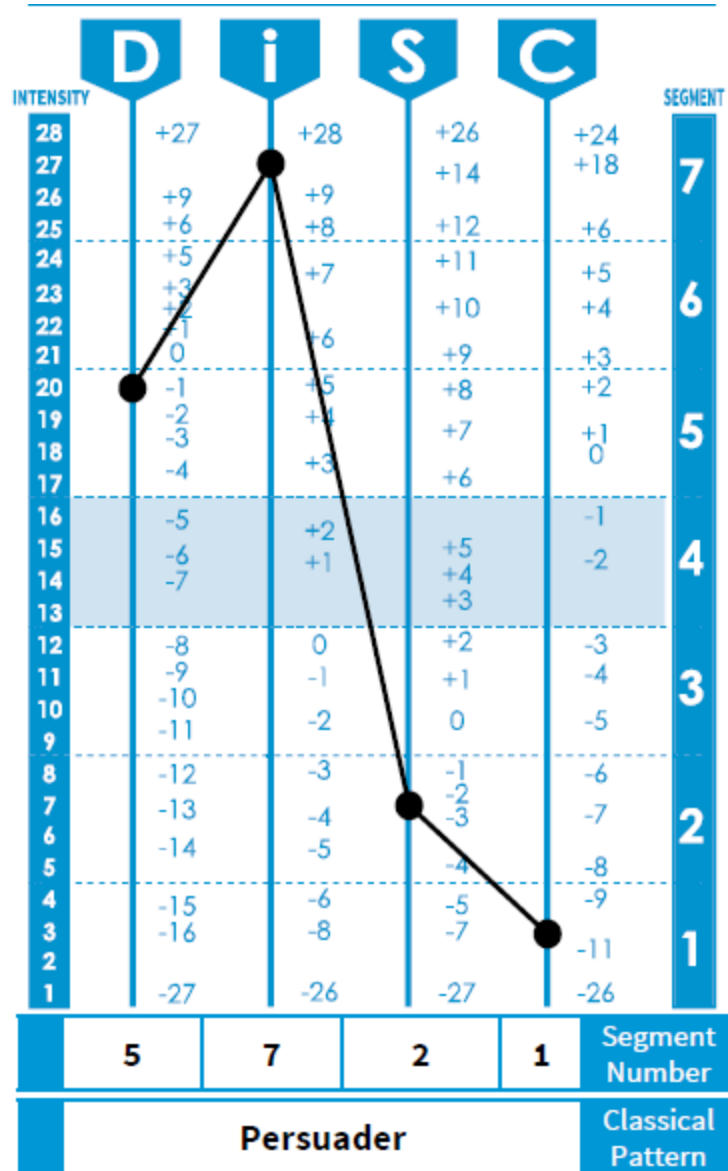
~Lori Romero, Supervisor, Early Literacy



“It has also helped avoid misinterpreting the intent in other's communication with me. ...Learning that this person was a high C, helped me to rethink my interpretation. I realized that this person finds more data, and more authoritative sources very helpful in their problem solving and might be intending to offer what would help them most to me. I had a direct conversation with them about it, and, yep! sure enough that was exactly their intent. Having at least considered where they might be coming from helped me have this conversation in a non-confrontational way.”

~Daisy Grice, Library Manager





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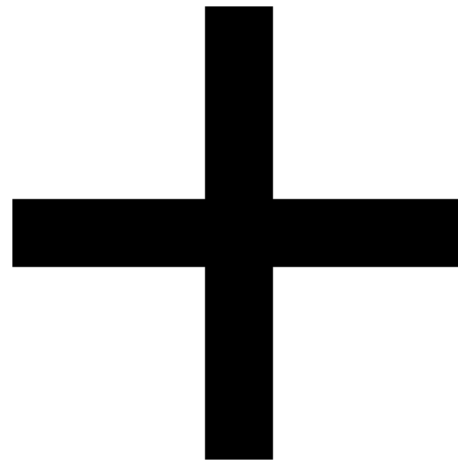
Reliability and validity?

These are not yes/no concepts but

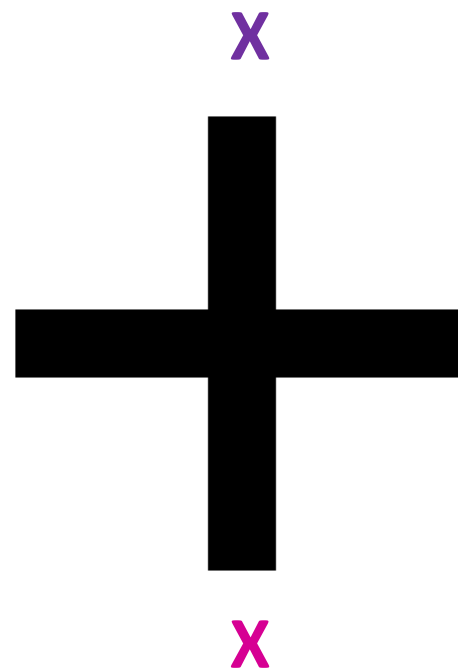
Yes.

What is your primary style?

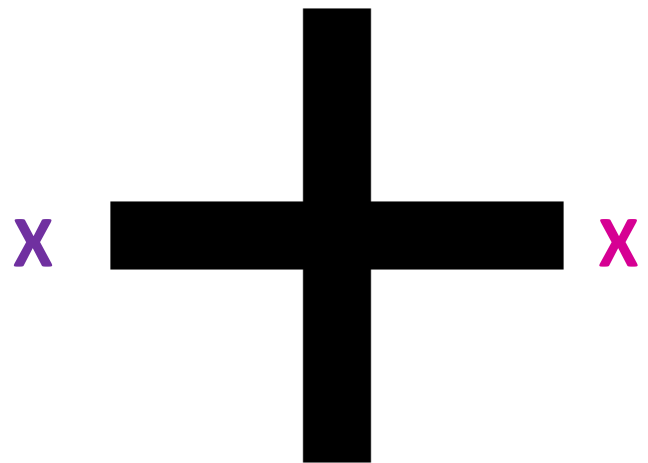
On sheet of paper, draw a + sign.

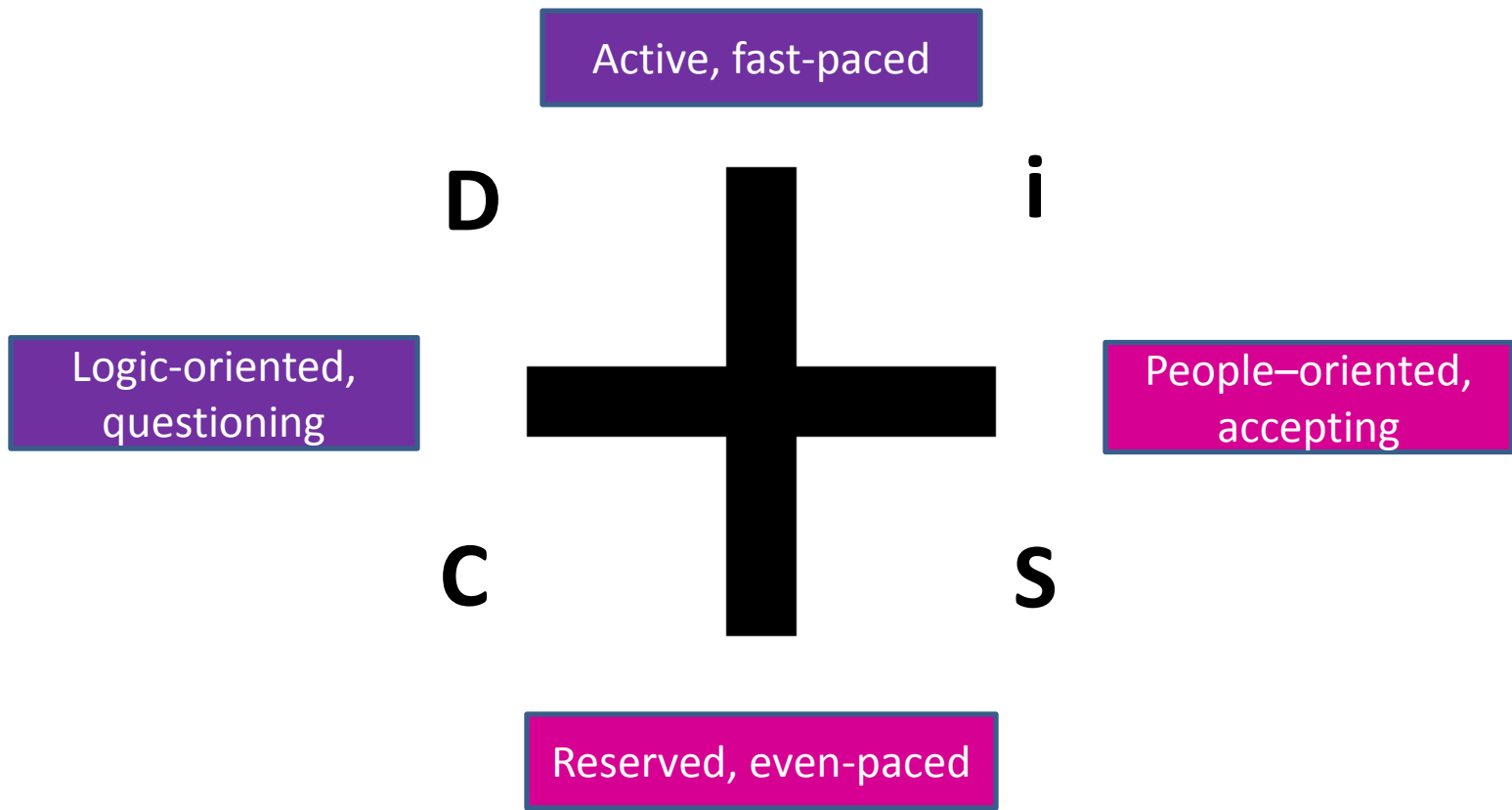


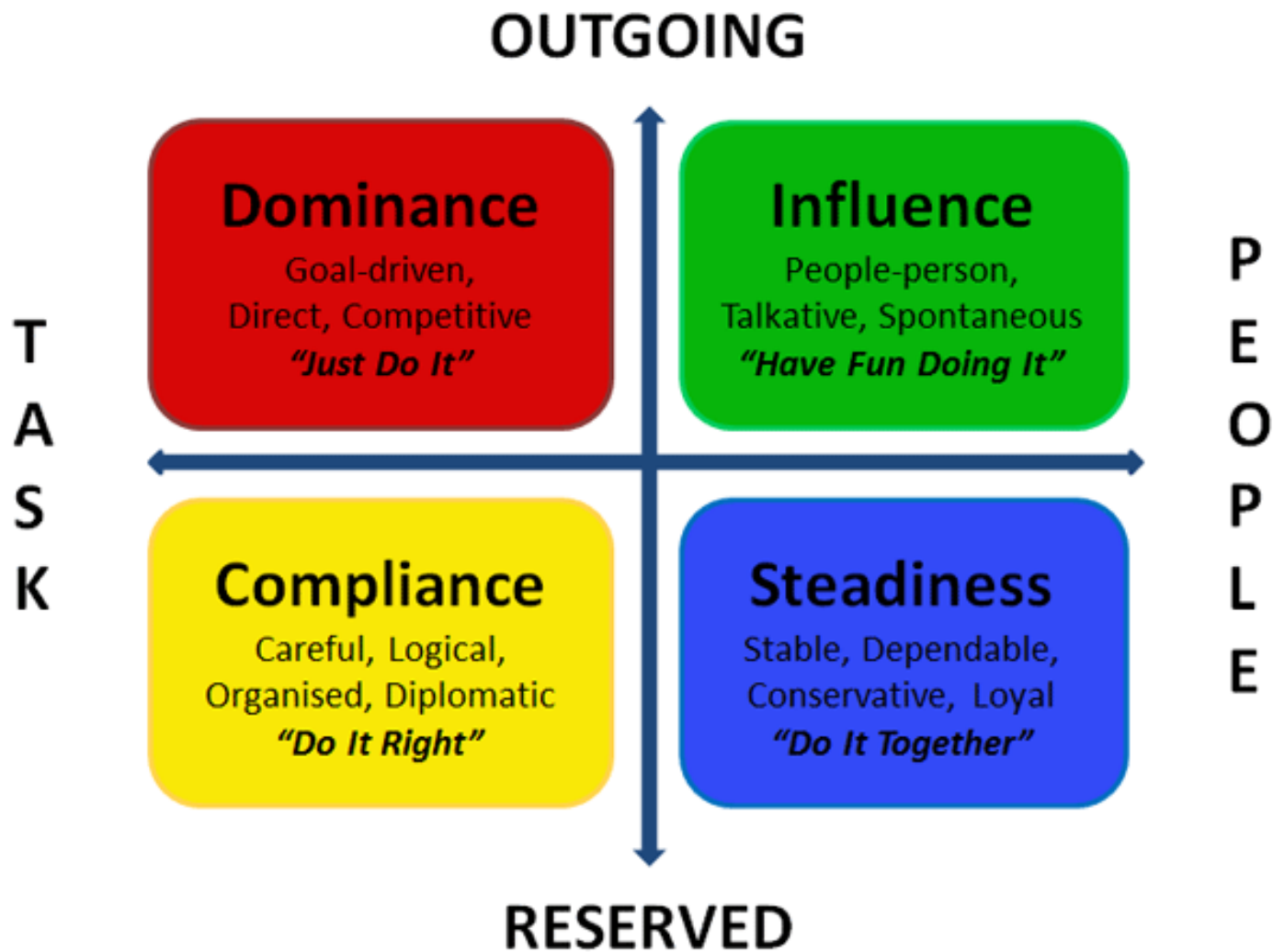
- If you are more active, fast-paced, assertive and bold, put an X at the top of the y-axis.
- If you are more thoughtful, moderately-paced, calm and careful, put an x at the bottom of the y-axis.



- If you are more questioning, logic-focused, skeptical and challenging, put an X at the left of the x-axis.
- If you are more accepting, people-focused, receptive and agreeable, put an x at the right of the x-axis.







Reading Others

- Think about someone you work with, maybe someone whom you find difficult in some way.
- On the next four slides, watch for their likely primary style while you learn about your own.



D: Dominance

- Dominant, direct, demanding, decisive, determined, doer
- Results/bottom line-oriented, firm, strong-willed, forceful, decisive, independent, and to the point
- Enjoy challenges



I: Influence

- Inspiring, influential, interactive, impressive, interested in people
- Social, outgoing, enthusiastic, optimistic, friendly, high-spirited, and lively
- Enjoy being on teams, sharing openly, entertaining and motivating others



S: Steadiness

- Supportive, steady, stable, sensitive, sincere, status quo, specialist
- Team players, cooperative, even-tempered, accommodating, patient, humble/modest, and tactful. Often good listeners.
- Prefer being in the background, working in a stable environment, and avoiding conflict and change
- In chat, predict how you think it would be best to communicate with them.

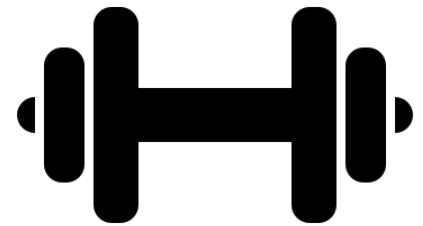


C: Conscientiousness

- Cautious, calculating, competent, compliant, contemplative, careful
- Analytical, reserved, precise, private, systematic, and concerned
- Focused on quality, details and accuracy
- In chat, what do you think would be the best way to communicate with them?

Like what you heard?

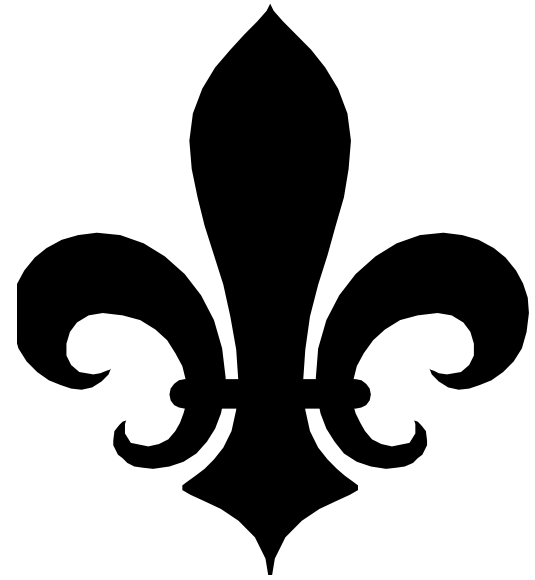
- Each style includes flattering and not-so-flattering traits, or strengths and weaknesses.
- Any strength, when used excessively or inappropriately, can be perceived as a weakness.
- The good news? We can change our behavior.



Au contraire

How can these also be a weakness?

- Direct
- Enthusiastic
- Patient
- Accurate

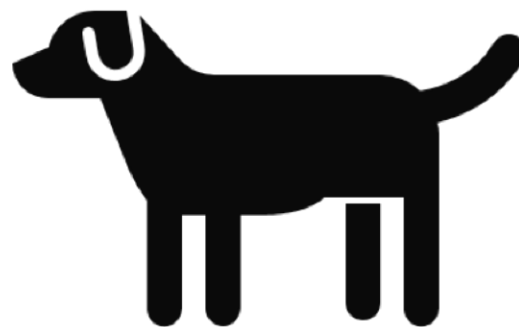


- Every individual is unique, as are snowflakes.
- You are more than a letter.
- *You* are the expert on you.



Change Your Communication to Match the Receiver's Style

We do this naturally with kids and dogs.
There are a myriad of such suggestions
online.



Prepare for Communication

D: What?

i: Who?

C: Why?

S: How?



~~“You’re being a D”~~

- Not a label
- Talk about the behavior



DO

Use your knowledge of your colleagues' DiSC information to best meet their needs

Tailor your communication in a way the other person prefers (match their preferences)

Get to know individuals

DON'T

Expect more, or less, from a person based on their DiSC information

Use DiSC information as a basis for important decisions

Be dismissive of or underestimate a person based on their DiSC information



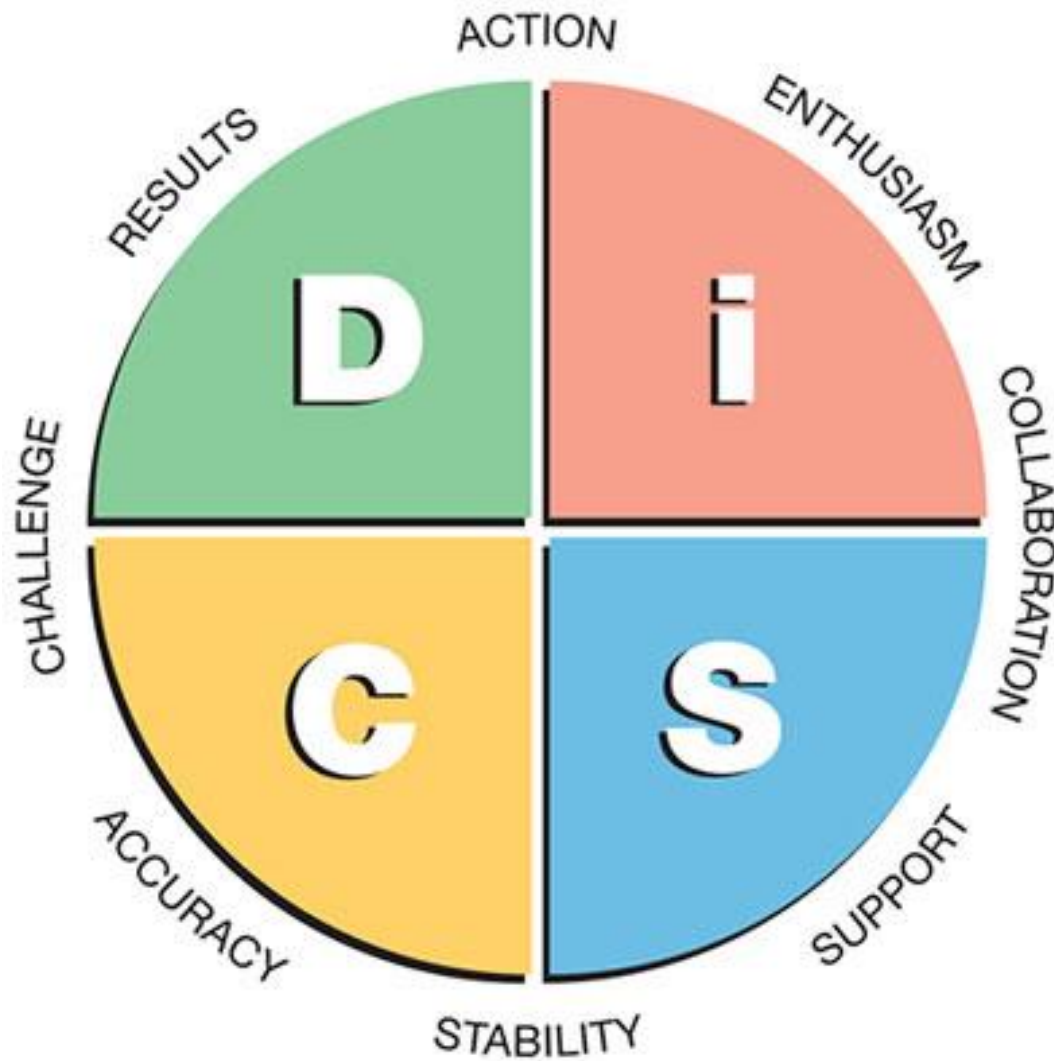
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Back to Reading Others

Now about that person you work with and their likely primary style.

- POLL: Were they diagonally opposite your style (D – S or I – C)?
- Does it help explain anything?

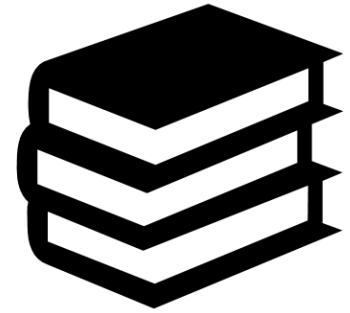




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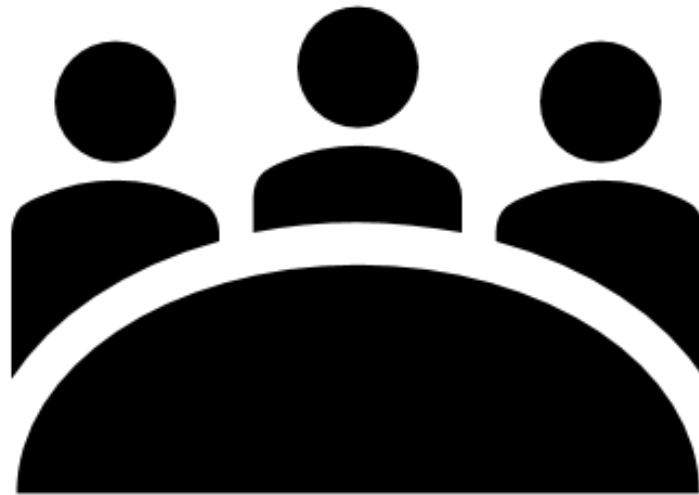
Take an Educated Guess

What primary styles do you think are attracted to library work?



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DiSC's Value for Teams



Accomplishing Tasks Together

- Work **best** together:
 1. D-S
 2. i-S
 3. i-C, S-S, S-C, C-C
- **Least** likely to work well together: i-i

As a Member	D	I	S	C
Builds team...	confidence	flexibility	cohesiveness	quality and excellence
Motivates Others to...	work hard and put in long hours	make needed changes in strategies	work together	perfect their skills
Raises the level of...	competitiveness	enthusiasm	loyalty	competence
Increases team...	productivity	creativity	cooperation	efficiency
Develops team...	speed	vision	spirit	strategy



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As a Leader	D	I	S	C
Is...	Confident about strategy	A creative visionary for the future	Willing to share authority	Well organized and requires it of others
Employs...	An authoritarian leadership style	A free-rein leadership style	A democratic leadership style	A tight rein leadership style
Rewards...	Initiative and courage in others	Creativity and enthusiasm	Cooperation and commitment	Accuracy and quality
Creates...	A formal atmosphere based on results	An unstructured and upbeat atmosphere	A laid-back friendly atmosphere	An atmosphere based on firm rules
Runs meetings that are...	Formal and to the point	Casual and discussions can get off track	Open and seeks input from all	Structured and follows agendas
Gets the job done by...	Asserting control to achieve goals	Delegating tasks well, but lack follow-up	Relying on others to do much of the work	Doing tasks themselves



Your Library Has a Culture



D

Results
Independence
Achievement
Decisiveness
Success

i

Enthusiasm
Optimism
Collaboration
Passion
Fun

S

Thoughtfulness
Teamwork
Humility
Stability
Harmony

C

Accuracy
Dependability
Precision
Competency
Quality



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A Few Resources

- <https://www.onlinediscprofile.com/>
- <https://internalchange.com/research-articles/>
- [https://www.intesiresources.com/pdf/everything disc application library research report.pdf](https://www.intesiresources.com/pdf/everything_disc_application_library_research_report.pdf)
- <http://infocustraining.com/disc-clues/d-i-s-c-communication-dos-and-donts.html>
- <https://www.sandler.com/blog/how-use-disc-assessments-appropriately-customize-workplace-communication>
- <http://takeflightlearning.com/products/downloadable-resources>
- <https://www.td.org/Publications/Blogs/L-and-D-Blog/2016/01/Bringing-Out-the-Best-in-D-Style-Contributors>



More DiSC Resources

- <https://www.td.org/Publications/Blogs/L-and-D-Blog/2016/01/Bringing-Out-the-Best-in-D-Style-Contributors>
- <https://www.td.org/Publications/Blogs/L-and-D-Blog/2016/01/S-Style-Contributors-to-Build-Healthy-Workplaces>
- <https://www.td.org/Publications/Blogs/L-and-D-Blog/2016/01/I-Style-Contributors-Bring-Balance-and-Energy-to-the-Workplace>
- <https://www.td.org/Publications/Blogs/L-and-D-Blog/2016/01/C-Style-Contributors-Offer-Precision-and-Practical-Solutions-to-Their-Teams>



