

Improving Collaboration & Communication Using the DISC Behavioral Assessment

- Communication is an essential activity we engage in as professionals
- Be willing to embrace new behaviors over natural ones to be more effective
- Any attempt to improve communication will be rewarded



Dominance

Those with high scores see themselves as: Goal-oriented | Quick decision-makers | Efficient | Willing to make hard choices

Others may see them as: Impatient | Inconsiderate | Bossy | Uncaring

How to improve communication with:

I & S: Smile more | Introduce yourself or greet the person | Ask questions about them | Don't interrupt | Engage in small talk for a few minutes | Express sincere appreciation for their hard work | Avoid conflict

C: Don't interrupt | Be willing to give them additional time to ensure project details are accurate or all of the data for a particular decision has been analyzed (example: Instead of making a decision today, wait an additional day to give them time to finish their analysis) | Avoid conflict



Influence

Those with high scores see themselves as: Energetic | People-focused | Interested in novelty/new things | Fun

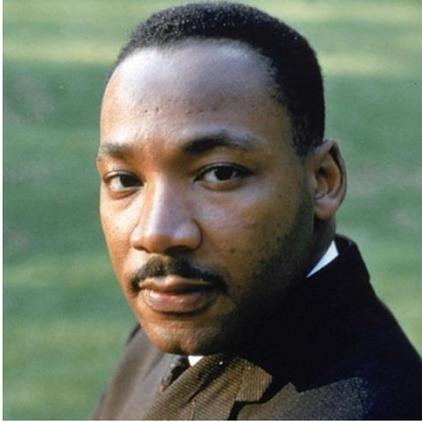
Others may see them as: Overexcited | Full of ideas but lacking follow-through | Socializing too much | Unfocused

How to improve communication with:

D: Keep small talk to 5 minutes or less | Watch conversation partner for one-word answers that signal they want to start talking about work | Keep emails brief and without attachments

C: Reduce exaggerated body language (pacing, large arm gestures, etc.) | Double check data to ensure accuracy | Keep small talk brief | Watch partner for one-word answers | Understand they prefer to work alone

S: Ask questions about them (how are you? How was your weekend?) | Don't make last-minute changes | Avoid unnecessary risks



Steadiness

Those with high scores see themselves

as: Patient | Calm | Sensitive | Caring

Others may see them as: Passive | Afraid of conflict | Indecisive | Slow to act

How to improve communication with:

D: Speak-up so your opinion is included in decisions | In a conversation don't probe (only ask once how the other person is doing) | Make a single firm statement of opinion without addressing competing factors (example: I think we should choose option A)

I: Be willing to move at a faster pace than you're comfortable with | Compromise on a course of action that may have more risk than you'd like but less risk than the I wants | Be flexible regarding change

C: Keep small talk brief | Watch partner for one-word answers | Focus on the details and processes | Understand they prefer to work alone | Give them all the data (spreadsheets, attachments etc.)



Compliance

Those with high scores see themselves

as: Accurate | Producing high-quality work | Detail-oriented | Dependable

Others may see them as: Inflexible | Cold | Rigid | Perfectionistic

How to improve communication with:

D: Be willing to accept 80% accuracy rather than insisting on 100% | Reduce planning time (2 days instead of 3) | Give them a brief summary as opposed to all of the data (spreadsheets, attachments, etc.)

I: Smile more | Introduce yourself/greet the person | Spend time on the big picture rather than just minute details | Reduce planning time | Vary routines to introduce change | Understand they prefer to work together | Give them a brief summary

S: Smile more | Greet the person | Ask questions about them (How are you? How was your weekend? Etc.) | Give them all the data (spreadsheets, attachments etc.) | Understand they prefer to work in cooperative teams | Express sincere appreciation for their hard work