

THE ART OF SUCCESSFUL COMMUNICATION SERIES

An Introduction To Working With Different Personalities

Workshop 1

communicate *with* CLASS



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ICEBREAKER - BEGIN YOUR QUEST

A. Circle those attributes that are most like you at work. Then, depending on what you just chose, **underline** the ones that are least like you most of the time.

- Extroverted
- Cheerful
- Introspective
- Loyal
- Thorough
- Observant
- Tactful
- Expressive
- Lenient
- Information seeker
- About results
- Soft-Spoken
- Stimulating
- Perceptive
- Independent
- Controlled
- Conventional
- Decisive
- Friendly
- Predictable
- Controlling
- Analytical
- Precise
- Careful
- Animated
- Confident
- Sympathetic
- Brave
- Supportive
- Determined
- Playful
- Gentle
- Risk Taker

B.

1. **Using five cards, write one descriptor for each card that is least like you. (You just underlined them)**
2. **Talk to other participants in the room and trade cards until you find five behaviors that BEST suit or describe you.**
3. **You may take the same descriptor more than once.**
4. **Sit down once you have your five.**

Notes:

COMMUNICATION AND FOCUS CONTINUUM

List the “**communication**” attributes under each area that best describe you:

**Active / Direct
Communicator Attributes**

**Thoughtful / Moderate Paced Communicator
Attributes**

List the “**focus**” attributes under each focus area that best describe you:

Questioning / Task Focused

People / Accepting Focused

INTRODUCTION TO THE STYLES



JESSE



Active / Direct or Thoughtful / Moderate Paced

Task / Questioning or People / Accepting

Observations:



REBECCA



Active / Direct or Thoughtful / Moderate Paced

Task / Questioning or People / Accepting

Observations:



HOLLY



Active / Direct or Thoughtful / Moderate Paced

Task / Questioning or People / Accepting

Observations:



ERIC



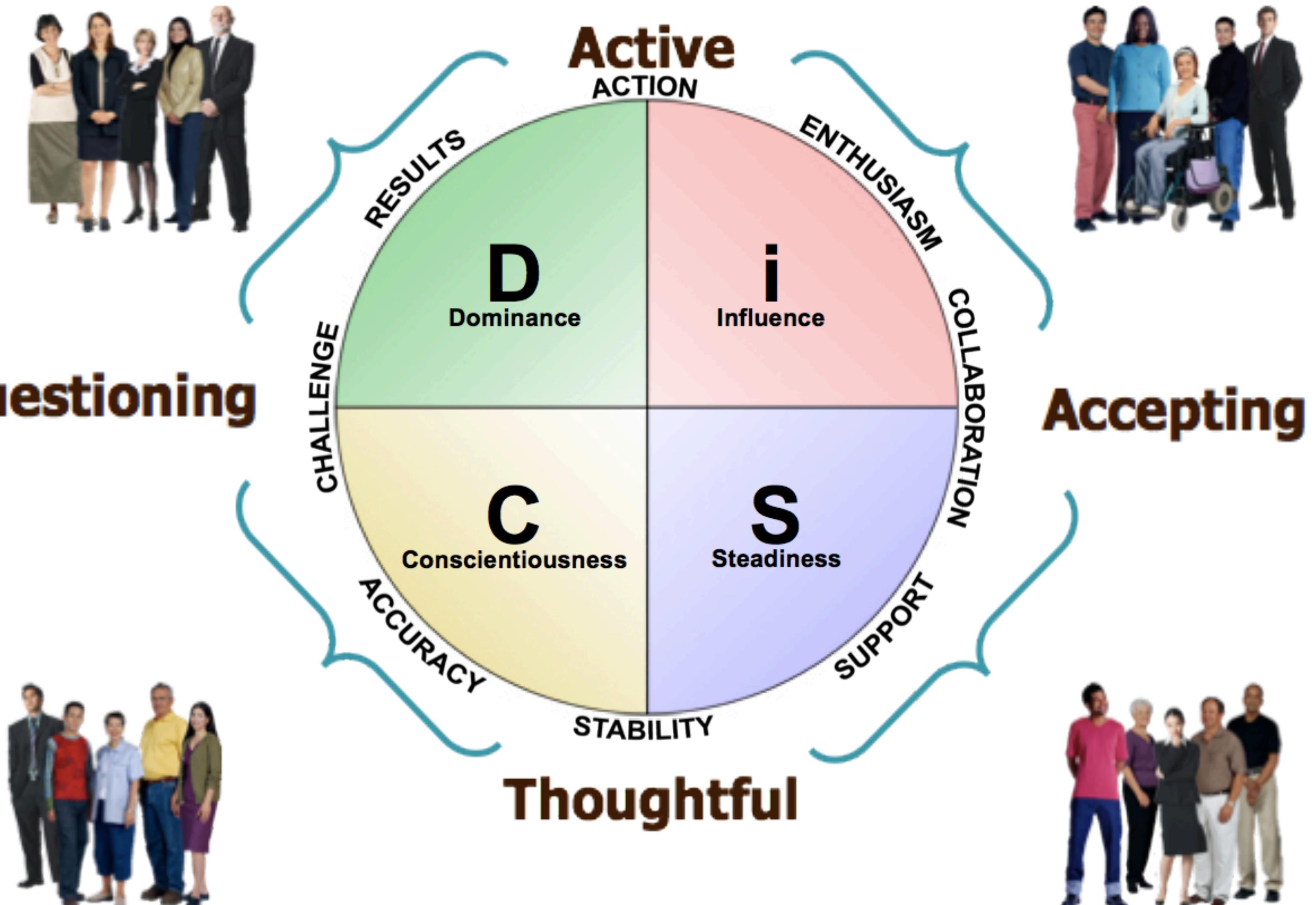
Active / Direct or Thoughtful / Moderate Paced

Task / Questioning or People / Accepting

Observations:



DiSC ® Styles In The Workplace



Communication Tip:

Write the names of people you work with where you think they best fit

DISCUSSING MY PROFILE



My communication preference is...

Active / Direct or Thoughtful / Moderated Paced

My preferred area of focus is... Task/Questioning or People/Accepting

My DiSC style is...

My priorities are...

My three statements

Notes

DOMINANCE / DRIVER / EAGLE

Style Descriptors

Strengths

Administrative
Leadership

Irritations

Inefficiency
Indecision

Limitations

Impatient
Insensitive to others
Poor listener

Seeks

Productivity

Pace

Fast
Shortest route

MUST HAVE:
RESULTS & CONTROL

May appear

Critical
Restless
Blunt
Irritable
Aggressive
Uncooperative

Under Stress

Will dictate

Need

Control of situation and self
Tangible evidence of progress
Quick pace

Decision Making Process

Decisive



Photo © Hope Rutledge

INFLUENCE / PEACOCK

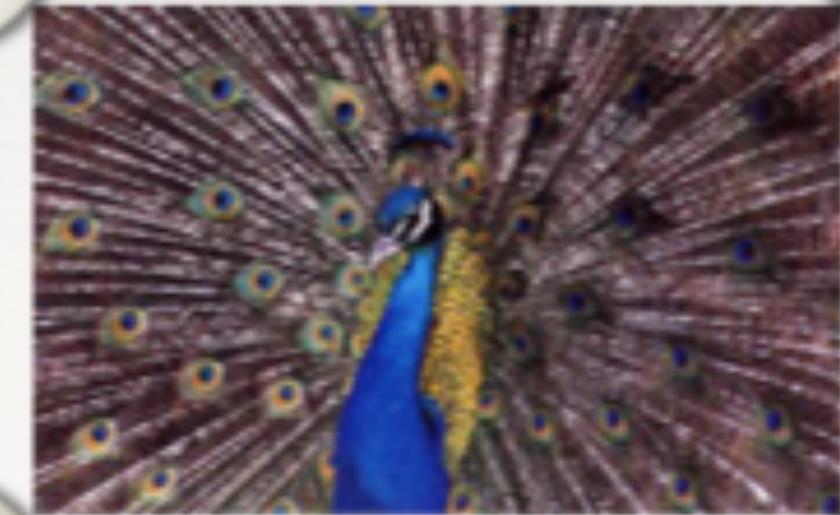
Style Descriptors

Strengths

Persuading
Motivating

Irritations

Routine
Perfectionism



Limitations

Light on details
Short attention span
Poor follow-through

Seeks

Recognition

Pace

Fast
Spontaneous

MUST HAVE:
RECOGNITION & PEOPLE INVOLVEMENT

May appear

Overeager
Impulsive
Inconsistent
Unrealistic
Manipulative
Sarcastic
Superficial

Under stress

Will disregard

Need

Action and Interaction
Quick pace for stimulation
Recognition

Decision Making Process

Spontaneous

STEADINESS / DOVE

Style Descriptors

Strengths

Listening

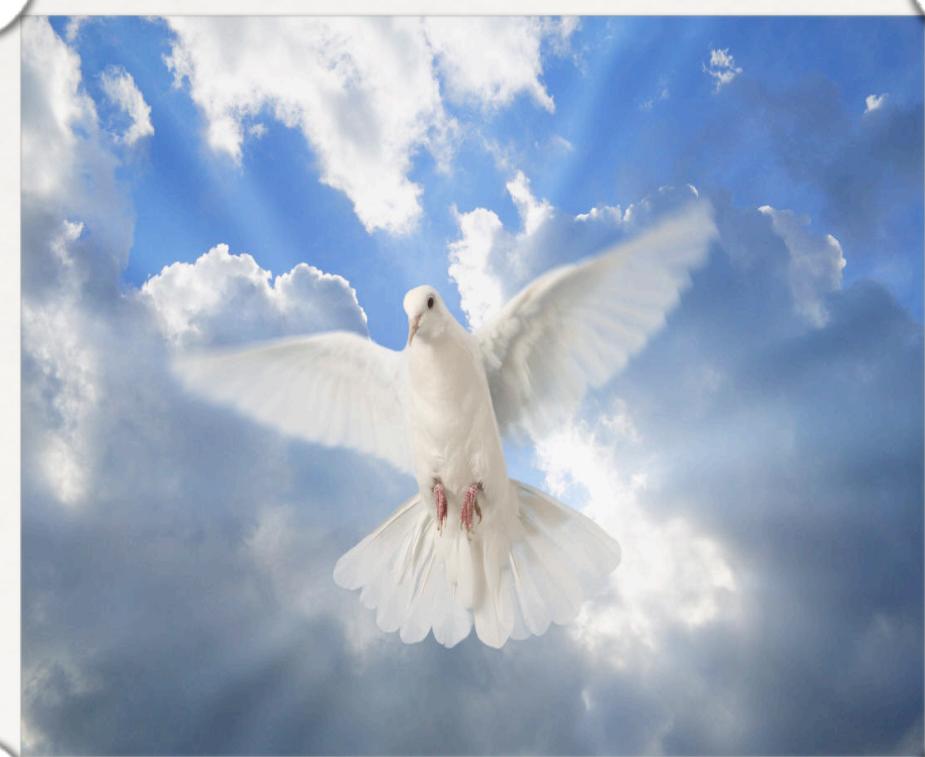
Teamwork

Supportive

Irritations

Insensitivity

Impatience



Limitations

Oversensitive

Slow to begin

Light goal setting

Seeks

Acceptance

Pace

Steady/relaxed

MUST HAVE: Behavior under stress
SECURITY & STABILITY

Will submit

May appear

Wishy washy

Need

Submissive

Assurance they are liked

Passive

Relaxed pace for comfort

Hesitant

Security

Indecisive

Decision Making

Conferring

CONSCIENTIOUSNESS / OWL

Style Descriptors

Strengths

Planning
Organization

Irritations

Disorganization
Unpredictability



Limitations

Perfectionist
Critical
Unresponsive

Seeks

Accuracy
Detail

Pace

Slow
Systematic

MUST HAVE:
ACCURACY & ORDER

May appear

Slow to act
Change resistant
Resentful
Unimaginative
Unable to meet deadlines

Under Stress

Will withdraw

Need

Accuracy
Slow pace for processing
Understanding of principles and processes

Decision Making Process

Deliberate

BEHAVIORS I PREFER TO WORK WITH



My Communication style is...

Active / Direct or Thoughtful / Moderated Paced

My area of focus is... Task / Questioning or People / Accepting

The most significant thing I learned today was...

I will do these things differently in working with my opposite on the communication continuum...

I will do these things differently in working with my opposite on the primary areas of focus...

COMMUNICATION CONTINUUM LIST

People preferred communication style is either active / direct or thoughtful / moderated paced / indirect, and each one has completely different attributes. Neither is better than the other; they are merely descriptive of two different styles.

Direct / Active Communication Attributes

Thoughtful / Moderate Paced Attributes

To the point	Diplomatic
Aggressive	Non-confrontational
Abrupt	Analyze
Intimidate	Independent
Proactive	Solitary
Answer quickly	Passive
Decisive	Processor
Blunt	Shy
Out going	Less confident
Gregarious	Reasoning
Honest	Tactful
Straightforward	Introverted
Readily express thoughts & feelings - no holding back	Softening the effect through facial gestures and voice intonations
Easy to understand	Distanced
Fast paced	Moderate to slow paced
Clear and concise	Suggests, Hints
Risk taker	Qualifies statements
Loud	"Maybe," "You know," "I guess"
Uncomplicated statements	"Would you mind.."
Demands	Inquiries
Competitive	Reserved
Controlling	Cautious
Black & white	Careful
Emphatic	Quiet
Argumentative	Strategic

FOCUS AND PRIORITIES CONTINUUM LIST

People also work from two types of focus, either people or task, and each of these has completely different attributes. Neither focus is better than the other; they are merely descriptive of two different priorities. Some of us focus on the task at hand and others focus on the people doing it. Both are important and we tend to emphasize one over the other.

Task Priority Attributes / Questioning People Priority / Accepting

Time Driven	Aware of people's feelings
Organization	Disorganized
Get the job done - highest priority	People are their priority
Work	Good Listener
Talk about things and events	Talk about family, co-workers
Productivity	Verbal
Efficiency	Mobil
Effectiveness	Affectionate
Content focused	Touch, hug
Information seekers	Sensitive
Goal Oriented	Caring
People are seen as a means to get the job done	Empathic
Business like	Compassionate
Control	Likes to visit / social
Detail oriented	Late more often than not
Focused	Rapport builder
Structured	Emotional
Tunnel vision	Game player / fun
Sets priorities	Needs more attention
Linear / logical	More emotional / less logical
Definitive	Popular
Conventional	Interactive



communicate *with* CLASS

Transforming organizations one conversation at a time

Meet Pamela Cournoyer, CEO of Communicate with CLASS

Motivated by her passion of making sure people are heard; Pamela has been the catalyst to mobilize the leadership of entire communities by teaching easy steps to understanding and working with others.

As a national and international consultant, Pamela has dedicated herself to guiding change and mentoring individuals who want to make a positive impact in their own life and the world around them. Tapping into her unique life experience including helping Albanians and Serbians in Kosovo learn to work together by making their communities safe, Pamela formed Communicate with CLASS to share the vital communication lessons she learned throughout the world. Her energetic style of engaging everyone seeking communication expertise based on their individual learning and personality style allows Pamela to move individuals and groups forward quickly through her savvy consulting.

For 30 years, Pamela has proven herself as a premier communication coach, trainer, and facilitator by building confidence and inspiring action.

- Pamela is a dynamic speaker and teaches conflict resolution, personality styles, and personality dynamics with knowledge, style, and flair. Pamela is a wonderful addition to any corporate team and can certainly assist in building strong relationships within any company. I highly recommend Pamela. -Jessyca Lewis, University of Oregon Marketing Instructor
- 96% of attendees from Nike requested that Pamela come back for a return session as well as recommending to other colleagues. -Survey Results from Nov 2010 C.O.R.E Presentation for NIKE Corporation
- Thank you Pamela for your unique skill. You make the complex field of public speaking less intimidating by breaking it down into simple, practical bites of information that are relevant and useful in a variety of situations. I have learned so much from you and plan to learn even more as this will be very helpful to me as I am a frequent speaker on the topic of nutrition.
-Sandi Thompson, Nutritionist & Wellness
- Yes, without hesitation. The "Communicate with Class" workshop was the best group interaction that I have attended... It helped sharpened my interpretive skills when talking to people... I practice this daily... Keeping the business & personal transition of information flows smoother when you can read & control where the communication is going. I loved it!-Bobby Lile, Owner, Iron Snag - TreLink
- January 2011 was the best WBL I've attended. The content was immediately applicable in my daily business. Simple and easy to understand yet very powerful. -Rachel Hoch Partner, New York Life



Engage Pamela for your next conference; she can inspire your company to work together more effectively.