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MAN3025.0M1

DISC Profile

I watched the class recorded video for how to complete the DISC assessment and completed the response page by quickly marking the first word that stood out for most and least. I wanted to try and get an accurate response to the block of words without allowing much time for an emotional response to the words listed or mark what I thought would be the right answer. The result of my DISC Graph III indicated a conscientiousness behavioral style with a creative classical pattern. Reading through the interpretation I was very surprised to see how accurate I felt this behavior described me. Conscientiousness behavior emphasis working within set guidelines, set expectations and is analytical. My previous employment required advance understanding of Florida Statue and application of department policy to legal documents. An attention to detail, application of policy and performing under stressful conditions was part of the job. I did not receive recognition for applying my skills to my work even after providing evidence of an improvement in the overall processing and reduction of department liability over my tenure in the position. This led to my decision to seek other employment. I wanted feedback on my work performance in order to grow personally and build self-confidence.

I agree that I need others to encourage teamwork, use policies only as a guideline and state unpopular positions. I will work within a team but tend to be more comfortable finding and providing information to the team, not presenting the work of the team or encouraging everyone to work together. Tell me what needs to be done, the rules by which I need to operate and the expectations for my work and I can get it completed. I can complete work

without specific guidelines or expectations, but it takes much longer as I will analyze the best way to complete the task first and then execute the work.

As a manager I would be best suited at educating others to what needs to be worked on and the parameters by which the work should be completed. I would do poorly as a manager that needed charisma to convince others to complete a task. I am a very blunt person and I would come off uppity, overachieving or uninvolved with the staff. The interpretation of behavioral style has helped me understand that I need to develop tolerance for conflict and consider people's personal worth, not just their accomplishments. Most of my observations on behavioral styles below come from my experience as a corrections officer in a state prison over the course of fourteen years.

First observation Dominance style, this would be during monthly meetings with the warden at the corrections facility I worked at. I consider him a Dominance style as he emphasizes completion of work by any means necessary. He was very to the point, not interested in non-work-related information especially with staff several ranks lower than his own. I was tasked to deliver unfavorable information monthly to him and trying to provide possible reasons for issues in a tactful respectful manner, which is not my forte. I would consider the most favorable way to interact with him was to be direct, provide information concisely and be prepared for any follow up questions that could arise. Following those guidelines tended to result in less hostility from supervisors when bad news was backed up with statistical data.

Second observation Influence style, a coworker that was to succeed me upon resignation from the department. This coworker had a position in recruitment which I felt fit her personality well. She was good with people, motivating and was able to function well in

group settings. However, when she elected to learn my position to take over after I left it was apparent that her personality type was not suited to the work. She would be required to work alone most of the time and spend most of the time analyzing department policy. After about two weeks of attempting to train her to the work she requested to be relocated back to her previous position. She indicated that the work was unsatisfying, and she would be unable to socialize with others. I am not sure how I would overcome this if I were a manager and had to keep her in the position due to the restraints of the location. I would have likely done what her supervisor did which was relocate her back to where she was more productive and find another person better suited to the position.

Third observation Steadiness style, the staff responsible for working the visiting park at the corrections facility. Having worked the position, for about a year I was intimate with the requirements of the position. She was a very good listener and good at diffusing hostile situations. It took a great amount of patience and professionalism to deal with the public in a stressful environment. Most of the time the position just required being consistent and routine. Occasionally a visitor would have a complaint or issue and she excelled at providing a resolution or at least diffusing the situation if a favorable result was not an option. If a visitor came in and was not on an approved list to visit it was her job to tell them and provide the information needed to become an approved visitor. Sometimes this would lead to hostile visitors since some would drive hours to stop by and visit an inmate without checking ahead of time. It takes a steady person indeed to calm people and have them understand the reason behind the policies in place for visitation.

Fourth observation Conscientiousness style, I mostly would encounter staff with this personality in high work load locations. The main control room of the facility is a central

information hub that processes dozens of reports, routes phone calls, monitors radio traffic and delegates workloads among staff. During my time in the control room I worked alongside another clerk staff member that was of this personality. She was driven, by the book and enjoyed producing quality work. When we began working together, we analyzed the work load required by use and divided the daily work between us according to what we could accomplish best. After several weeks we were able to efficiently run the control room with little effort which allowed us more time to handle emergency reports accurately. Emergency reports are usually generated on the fly as information is gathered and forwarded to supervisors to take action. Since she was good with details, she was able to get those reports out quickly and avoid staff having to stay past their normal shift hours to complete paperwork.

Fifth observation Influence style, I worked with a woman with this type of personality for a few months. Her previous position within the department was to handle inventory and dispense supplies to the entire facility. The work was quite detailed and required attention to stock levels and ordering supplies ahead of time so that the facility would not run short. She was a people person and would spend time talking to everyone. She was able to use her charisma and ability to influence others to shuffle supplies around from facilities when they were running out. Since her position did also require accuracy and adhering to strict control policies, I would say she could also be of the Conscientiousness style as well. One time she made the unfortunate mistake of voicing her opinion which was not received well by management and was moved to another position within the facility. After several months had passed management decided the facility supplies were not being dispensed and handled as efficiently under the new staff and moved the woman back to her old job. I think as a

manager even if I had not agreed with her opinion, I would have discussed the issue with her but not moved her to a different position. Considering she was very efficient in her duties and the facility overall lacked after her removal I felt it could have been handled a different way. Perhaps just allowing her to voice her opinion and then management inform her that it was not how they wanted to handle the topic.

Six observation Steadiness style, this would be my best friend. She is extremely loyal almost to a fault. My friend would give the shirt off of her back to help someone and doesn't always follow a strict set of rules. She helps me out a lot by being a good listener and being very patient with me when I over analyze situations. We met each other at my previous place of employment and have been friends ever since. She would often get herself into conflicts with management because of her loyal defense of coworkers. Management tended to shuffle her around between positions within the facility instead of placing her in one spot and allowing her to thrive and contribute to the success of the position. I felt management could have placed her in a position dealing with the public such as the front entrance or visitation park to maximize the use of her type of behavior style.