



Assessments 24x7
GLOBAL LEADER IN ASSESSMENT TECHNOLOGY

DISC STYLES IN TIME OF CRISIS



Assessments 24×7
GLOBAL LEADER IN ASSESSMENT TECHNOLOGY

Instructional Design & Certification

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DISC
NEEDS,
FEARS,
EMOTIONS



DISC
STYLES IN
STRESS &
CRISIS



DISC & EIQ
Q&A
THROUGHOUT



A24X7
TEAM
CERTS



FOLLOW UP
SURVEY
CHANCE TO WIN 2 FREE
ASSESSMENTS!

AGENDA

DISC NEEDS, FEARS, EMOTIONS

DISC Focus		D	I	S	C
DISC Focus	Problems / Tasks	People	Pace (or Environment)	Procedures	
Needs	Challenges to solve, Authority	Social relationships, Friendly environment	Systems, Teams, Stable environment	Rules to follow, Data to analyze	
Emotions	Anger, Impatience	Optimism, Trust	Patience, Non-Expression	Fear, Concern	
Fears	... being taken advantage of/lack of control	... being left out, loss of social approval	... sudden change/loss of stability and security	... being criticized/loss of accuracy and quality	

- Adapted style changes based on the *relationship, situation, or environment*
- See PAGE 11 & 12 – DISC Self Assessment
- Poll

INTENTION VS BEHAVIOR

- We judge ourselves based on our intention
- Others judge us on our behavior





BEHAVIORS

- When stress is present, people seek to reduce it, often by dumping it on the person “responsible” for the tension, which is unproductive.
- Each style has its own unproductive, but characteristic manner of “dumping” stress on another.
- Emotional Intelligence is not measured here!

BEHAVIOR & NEEDS UNDER STRESS

The D Style: Will Dictate in Order to Control

MAY APPEAR:

- Restless
- Critical
- Blunt
- Intrusive
- Uncooperative
- Irritable
- Aggressive

NEEDS:

- Control of situation and self
- Tangible evidence of progress
- Fast pace for moving towards goals
- Accomplishments



BEHAVIOR & NEEDS UNDER STRESS

The I Style: Will Disregard

MAY APPEAR:

- Manipulative
- Overeager
- Impulsive
- Inconsistent
- Superficial
- Unrealistic
- Wasteful of time

NEEDS:

- To get credit
- Action and interaction
- Quick pace for stimulation and excitement
- Prestige

May verbally attack the source of stress



BEHAVIOR & NEEDS UNDER STRESS

The S Style: Will Submit to Avoid Conflict

MAY APPEAR:

- Wishy-Washy
- Submissive
- Passive
- Dependent
- Hesitant
- Defensive
- Indecisive

NEEDS:

- Reassurance that they're liked
- Personal assurance
- Slow pace for comfort and security
- Relationships

May appear to "go-along", but resentment builds



BEHAVIOR & NEEDS UNDER STRESS

The C Style: Will Withdraw to Avoid Conflict

MAY APPEAR:

- Over-reliant on data or documentation
- Resistant to change
- Slow to act
- Slow to begin work
- Unable to meet deadlines
- Unimaginative
- Withdrawn

NEEDS:

- Guarantees that they're right
- Understanding of principals and details
- Slow pace for “processing” information
- Accuracy

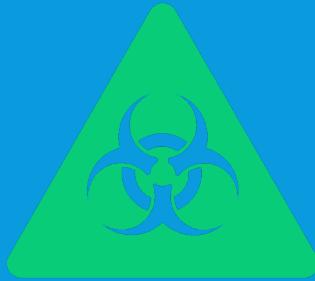


DISC IN CRISIS

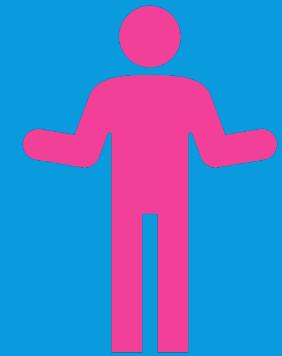
Crisis = Stress Amplified



Behavioral
expressions
may change



Behaviors may
intensify



People often
respond to
back-up
behaviors with
their own back-
up behaviors

EXAMPLES: THOUGHTFUL RESPONSE VS EMOTIONAL REACTION

- **D Style Emotional:** “If you can’t stand the heat, get out of the kitchen.”
Thoughtful: “I understand this is stressful. Let’s focus on what we CAN control.”
- **I Style Emotional:** “Hey, let’s move on to something more positive!”
Thoughtful: “It’s difficult not seeing my friends. Can we find a time to get on a Zoom-social call?”
- **S Style Emotional:** “Okay, if that’s the way you must have it, we’ll try it.”
Thoughtful: “I know things are uncertain right now. I just need to know that we are all in this together and we are going to get through it together.”
- **C Style Emotional:** “I can’t help you any further. Do what you want.”
Thoughtful: “I know this is stressful. I just need to unplug for a day.”

REMEMBER THE PLATINUM RULE

- Treat others the way THEY want to be treated
- Remember their needs/fears
- Adapt to their pace/priority as you can
- Be connected to your listening and holistic communication - behavioral expressions may change in stress/crisis
- Identify the emotion (talk or write it out)

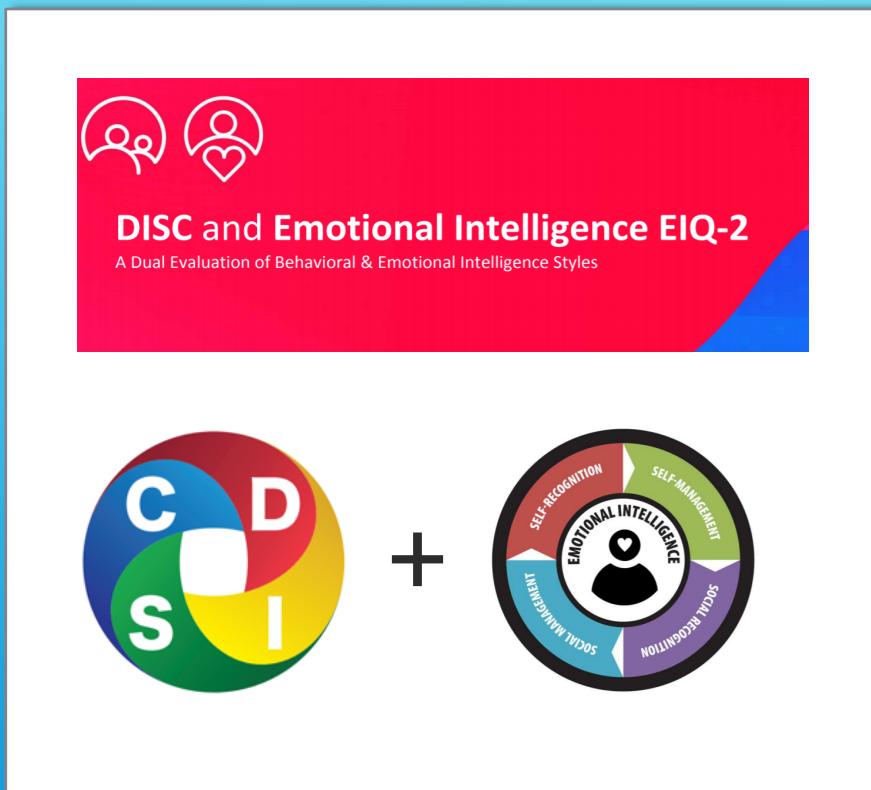


LET'S HEAR FROM THE TEAM!



Suzette
Amy
Brinna
Brandon

DISC + EMOTIONAL INTELLIGENCE



LOW EIQ	HIGH EIQ
Aggressive Demanding Egotistical Bossy Confrontational	D
Easily Distracted Glib Selfish Poor Listener Impulsive	I
Resistant to Change Passive Un-Responsive Slow Stubborn	S
Critical Picky Fussy Hard to Please Perfectionist	C

VIRTUAL CERTIFICATIONS



DISC Assessment
Certification



Motivators Assessment
Certification



Emotional Intelligence
Certification



Critical Thinking (HVP)
Certification



Learning Styles
Certification

Self-paced – Continuing Education Credits

THANK YOU!

Complete the Survey for a chance to win
2 Free Assessments (by Friday, 2pm PST)

Contact:

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Suzette Chaparro – suzette@assessments247.com



The logo consists of four colored squares arranged in a 2x2 grid. The top-left square is blue with the letter 'C' in white. The top-right square is red with the letter 'D' in white. The bottom-left square is green with the letter 'S' in white. The bottom-right square is yellow with the letter 'I' in white. A purple diagonal banner across the bottom right corner contains the price '\$49.00'.

DISC Virtual Training + 83-Page DISC Platinum Rule eWorkbook

~~\$99.00~~ \$49.00