



Assessments^{24x7}

GLOBAL LEADER IN ASSESSMENT TECHNOLOGY

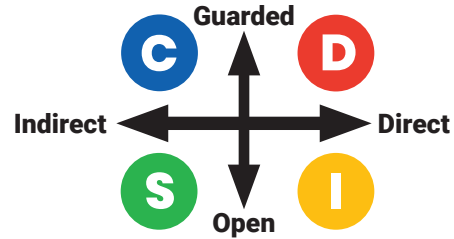
by Dr. Tony Alessandra

GUARDED BEHAVIORS

- Prefers to keep personal feelings private, sharing them only when necessary
- Conversations stay on subject; speaks in specifics (cites facts and examples)
- Makes decisions primarily based on facts and evidence
- Body language and facial expressions are somewhat difficult to read
- Prefers getting tasks completed before socializing with others

OPEN BEHAVIORS

- Finds it easy to share and discuss personal feelings with others
- Makes decisions primarily based on feelings and/or opinions from others
- Conversation includes many digressions; goes with the flow
- Body language and facial expressions are rather easy to read
- Prefers to socialize with others before getting tasks started



DIRECT BEHAVIORS

- Usually eats, walks, and talks at a faster-than-average pace
- Prefers completing as many tasks as possible as long as they're "good enough"
- Usually reacts quickly when faced with new situations or decisions
- Tends to talk more than listen
- More likely to be impatient

INDIRECT BEHAVIORS

- Usually eats, walks, and talks at a slower-than-average pace
- Prefers completing things as well as possible, no matter how long it takes
- Usually reacts slowly when faced with new situations or decisions
- Tends to listen more than talk
- More likely to be patient

COMMUNICATION STRATEGIES

D

- Focus on the task; be prepared and organized.
- Explore their desired results and time constraints.
- Emphasize results, efficiency, and making money.
- Provide options with cost/benefit summary; makes decisive decisions.

I

- Show enthusiasm; let them set the pace.
- Explore their motivations and dreams.
- Emphasize uniqueness, prestige, and how to save effort.
- Provide testimonials and incentives; makes spontaneous decisions.

S

- Talk warmly and informally; focus on building trust.
- Explore their work and relationship needs; ask tactful, open-ended questions.
- Emphasize harmony, safety, and teamwork.
- Provide direction and assurance; make collaborative decisions.

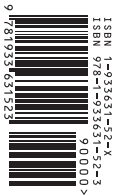
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- Avoid social talk; appeal to their logical side.
- Explore their expertise, objectives, and concerns.
- Emphasize accuracy, quality, and reliability; present obvious disadvantages.
- Provide documentation of all relevant options; make deliberate decisions.

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SCAN FOR DISC
ASSESSMENT



BEHAVIORAL STYLES SUMMARY

D I S C

Strength:	Leading	Persuading	Listening	Planning
Weakness:	Impatient	Disorganized	Indecisive	Perfectionist
Irritation:	Indecision	Routine	Insensitivity	Unpredictability
Under Stress:	Dictatorial	Sarcastic	Submissive	Withdrawn
Decisions:	Decisive	Spontaneous	Consultative	Deliberate
Seeks:	Productivity	Applause	Acceptance	Precision
Needs:	Control	Approval	Cooperation	Thoroughness
Fear:	Being deceived	Rejection	Sudden changes	Criticism
Motivator:	The Win	The Chase	The Connection	The Process
Goal:	Achievement	Recognition	Stability	Accuracy
Needs To Know:	What it does/ When/ Cost	How it enhances status/visibility	How it affects them and others	How they can justify it logically
Do It:	Rapidly	Dynamically	Supportively	Precisely
Save Them:	Time	Effort	Conflict	Face
Support:	Goals	Ideas	Feelings	Procedures
Focus On:	Results	Interaction	Communication	Process

COMMUNICATION TIPS

D I S C

For Decisions, Provide:	Options with analysis	Testimonials & incentives	Personal assurances	Data & documentation
Likes You To:	Get to the point	Be stimulating	Be pleasant	Be precise
Behave:	Businesslike	Enthusiastically	Sincerely	Seriously
At Play Be:	Competitive	Spontaneous	Inclusive	Structured
Use Time To:	Act efficiently	Have fun	Build trust	Be accurate
Write:	Concisely	Dramatically	Thoughtfully	Detailed
On The Phone Be:	Succinct	Chatty	Friendly	Organized
Under Stress, May Appear:	Critical, blunt, and uncooperative; they want control	Impulsive, sarcastic, and demanding; ignores facts	Hesitant or apologetic; internalizes dissatisfaction	Hurt and withdrawn; may leave; recites order of events
To Reduce Stress, Provide:	Tangible evidence of progress; let them feel they have control	Personal attention; make them feel important; interact with them	Assurance and support; draw out their needs in a kind way	A detailed description of what you'll do; commend their thoroughness
To Assure Customer Satisfaction, Salespeople Should:	Provide reminders of your track record; resolve problems immediately	Have regular fact-to-face contact; Spare them time, effort, and complications	Practice consistent follow-through; be in touch regularly and available when needed	Set a specific timetable for ongoing communications; be clear about their success criteria