

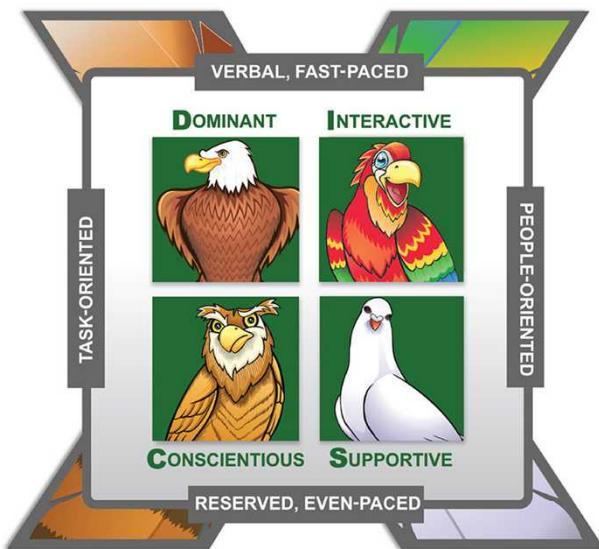
DISCovering Me

Keys to Success & Friendships

Report For: **Sample Report**

Style: **Cs**

Date: **3/26/2018**



Your **DISCovering Me** report is based on the four DISC Personality Styles. The DISC model is the universal language of behavior. Research has shown that traits can be grouped together in four major groups. People with similar styles tend to exhibit specific behavioral characteristics common to that style. All people share these four styles in varying degrees of intensity.

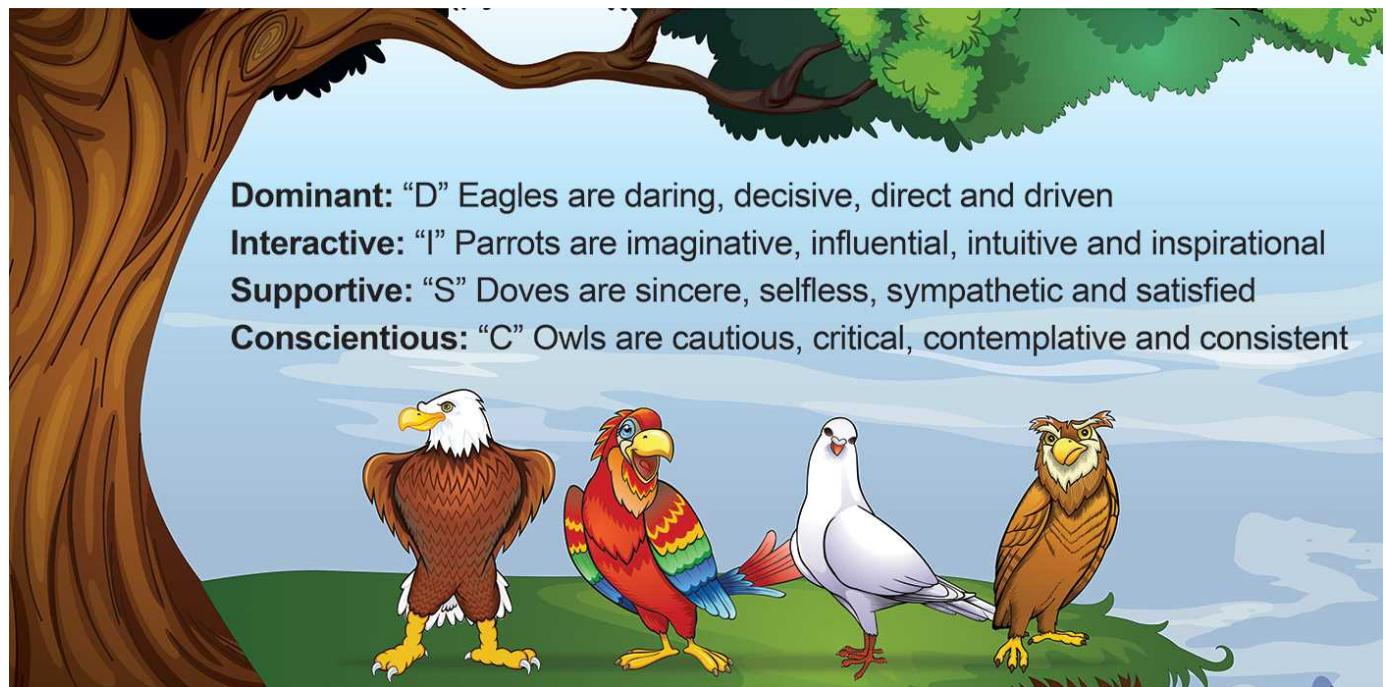
The acronym DISC stands for the letters:

**D (Dominant), I (Interactive),
S (Supportive), and C (Conscientious).**

Knowledge of the DISC Styles empowers you to understand yourself, family members, co-workers, and friends in a profound way. Understanding behavioral styles helps you become a better communicator, minimize or prevent conflicts, appreciate the differences in others and positively influence those around you.

In this report you will find special exercise pages that have been designed to help you learn more about how great YOU are, so we really encourage you to do the work!

In the course of daily life, you can observe behavioral styles in action because you interact with each style, to varying degrees, every day. As you think about your family members, friends and co-workers, you will discover different personalities unfolding before your eyes.



Exercise 1 - Understanding the Terms



Read Page 2 and write down what four terms are often used to describe the four different style patterns?

1. **D** stands for _____ and the bird that reflects this is an _____
2. **I** stands for _____ and the bird that reflects this is a _____
3. **S** stands for _____ and the bird that reflects this is a _____
4. **C** stands for _____ and the bird that reflects this is an _____

Complete the following:

Name three characteristics of the **D-Eagle** that relate to the **D – Dominant** style?

_____ .

Name three characteristics of the **I-Parrot** that relate to the **I – Interactive** style?

_____ .

Name three characteristics of the **S-Dove** that relates to the **S – Supportive** style?

_____ .

Name three characteristics of the **C-Owl** that relates to the **C – Conscientious** style?

_____ .

On your report cover page... which **DISC** and **Birds** style(s) primarily represent you in your report?

_____ .

Characteristics of Each Style



| | DOMINANT | INTERACTIVE | SUPPORTIVE | CONSCIENTIOUS |
|-------------------------------------|--|--|--|---|
| Traits | Decisive Competitive Daring Direct Innovative Persistent Adventurous Problem Solver Results Oriented | Charming Confident Convincing Enthusiastic Inspiring Optimistic Persuasive Sociable Trusting | Understanding Friendly Good Listener Patient Relaxed Sincere Stable Steady Team Player | Accurate Precise Analytical Compliant Courteous Diplomatic Detailed Fact Finder Objective |
| Tends to Act | Assertive | Enthusiastic | Caring | Contemplative |
| Primary Drive | Independence | Interaction | Stability | Correctness |
| Personal Strength | Problem solver | Motivator | Supporter | Organizer |
| Comfortable with | Taking charge | Social friendliness | Being part of a team | Order and planning |
| Preferred Tasks | Challenging | People related | Standardized | Structured |
| Needs | Control | Approval | Routine | Standards |
| Personal Wants | Control, Variety | Approval, Less Structure | Routine, Harmony | Standards, Quality |
| When in Conflict, this Style | Demands Action | Attacks | Accommodates | Analyzes |
| Personal Limitation | Too direct and intense | Too disorganized and spontaneous | Too indecisive and indirect | Too critical and impersonal |
| Needs to Work on | Empathy, Patience | Controlling emotions Follow through | Being assertive when pressured | Worrying less about everything |
| Personal Fear | Losing | Rejection | Sudden Change | Being Wrong |
| Irritations | Indecision, Inefficiency | Routines, Complexity | Insensitivity, Unexpected change | Mistakes, Irrationality |
| Measures Worth by | Impact or results, Track record | Acknowledgments, Compliments | Compatibility, Contributions | Precision, Accuracy, Quality of results |
| Under Stress May Become | Dictatorial, Aggressive | Sarcastic, Superficial | Submissive, Indecisive | Withdrawn, Headstrong |
| Measuring Maturity | Giving up control | Objectively handling rejection | Standing up for self when confronted | Not being defensive when criticized |

DISC Bird Characters

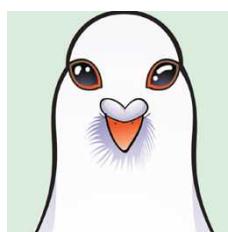
Recognizing DISC through the bird characters is an easy way to remember what each style represents. Consider the characteristics of the real-life birds:



Eagles are the D style. In the wild, Eagles are wired for the big picture and often claim a territory that spans 60 square miles. They're in charge! They embody conviction, authority, and confidence. Without hesitation, Eagles can dive at 150 miles per hour and seize their prey in mid-flight. Eagles are so driven to achieve their goal, once their talons have locked onto their prey, they would rather drown before releasing it. That's commitment! Eagles are designed for vision, power, and results.



Parrots are the I style. Enter a forest filled with Parrots and you will immediately feel their energy. They are colorful, charismatic, and talkative. They're social creatures that love to be where the action is...so they can comment on it. Parrots are in perpetual motion and seek near constant entertainment. They are the ultimate multi-taskers who jump from one object to another, and then back again to what originally caught their attention. Parrots are truly the life of the forest.



Doves are the S style. Unlike Eagles who demand their space, Doves will nest with hundreds of other Doves in close proximity, sharing resources and creating a harmonious environment. Throughout history, Doves have been the universal symbol of peace and love. Doves place a high priority on the needs of those in their flock and when they find food, they are quite willing to call to their friends to share in the bounty. As creatures of habit, Doves have been known to travel in groups of up to 4000 birds to return to their former nesting sites.



Owls are the C style. With large, penetrating eyes and a turn of the head, Owls can literally see 360 degrees around them and are equipped to take in every detail of their world. Owls can spot a mouse in near darkness at 100 yards away and their directional hearing is so precise, they can adjust their trajectory in mid-flight. The unrivaled accuracy of the Owl is evident in everything they do. Owls don't seek the spotlight. In fact, they work mostly at night and are far more numerous than you might think.

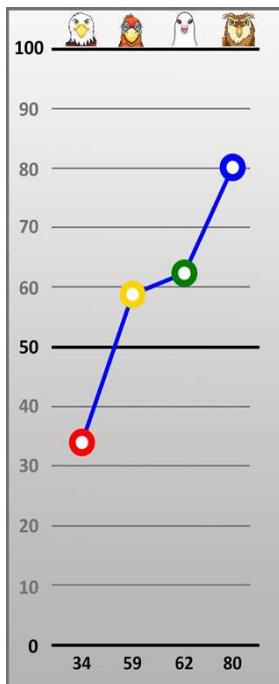
My DISC Graphs

Everyone has some of each of the four styles. Nobody is just an Eagle, Parrot, Dove or Owl. The highest point on your graph represents your strongest style. The combination of the four points creates your overall behavioral pattern. The information contained in this report is based on Graph 3, your Overall Style. The midline represents a line of energy. The points above the line are likely to energize you. The points below the line are likely to drain you of energy.

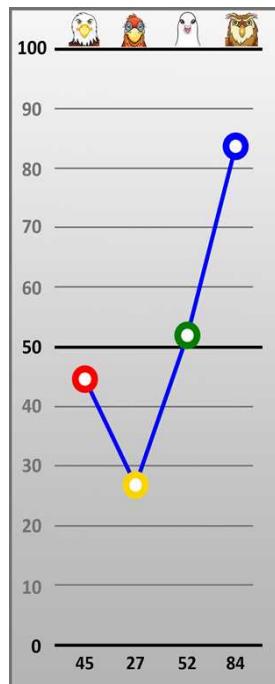
The numbers on the left side of the graph indicate the strength of each and the greater the likelihood that you display that style with great frequency. For example, if you scored an 80 for the Eagle style, it is likely that you are highly assertive, direct and confident. It also means that you are likely to display Eagle behaviors quite often.

These 3 graphs represent a snapshot of your **DISC** style. Read and learn about what each graph means...

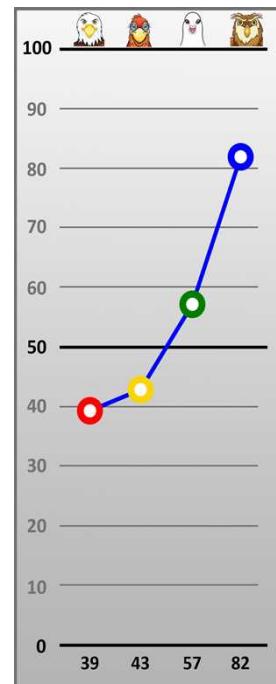
Graph 1 – Adapted Style



Graph 2 – Natural Style



Graph 3 - Overall Style



Graph 1: Adapted Style

Graph 1 represents your Adaptive Style / Public Self

This graph indicates how you may be adapting to how you see the world around you.

This graph likely symbolizes how you act in work settings or at school, and may change when you move to a different environment.

The desire for acceptance or to facilitate harmony may also show up in this External Style graph.

Graph 2: Natural Style

Graph 2 represents your Natural Style / Private Self

This graph indicates how you really feel and think about your world and environment.

This is your instinctive reaction to the world and it is likely to more often reflect the "real you."

This is how you act when you feel comfortable at home or with others you know well. This graph tends to be more consistent over time.

Graph 3: Overall Style

Graph 3 represents your Overall Style.

Since you see yourself at home, at school, and everywhere you go, you are the only person that has an all-inclusive view of how you act in the world in general.

This graph represents how you are likely to see yourself.

It captures how you act and respond to people and situations overall.

Exercise 2 – My Graphs and Characteristics of Each Style

Read My DISC Graphs page and transfer and write down your **Adapted** and **Natural** percentages:

1. My **Adapted** Graph percentages are:

D-Eagle is _____ %
I-Parrot is _____ %
S-Dove is _____ %
C-Owl is _____ %

2. My **Natural** Graph percentages are:

D-Eagle is _____ %
I-Parrot is _____ %
S-Dove is _____ %
C-Owl is _____ %

3. Compare your **Adapted** and **Natural** Self Graphs. What is different, and how come you are adapting this way?

4. Share your **Natural Graph** with your friends, parents or teachers and ask them what they see for you.

5. Read the **DISC Bird Characters** page and choose a word to describe each of the four primary **DISC BIRD** styles.

- **D-Eagles** tend to act _____.
- **I-Parrots** tend to act _____.
- **S-Doves** tend to act _____.
- **C-Owls** tend to act _____.
- **D-Eagles** need _____.
- **I-Parrots** need _____.
- **S-Doves** need _____.
- **C-Owls** need _____.
- **D-Eagles'** personal fear _____.
- **I-Parrots'** personal fear _____.
- **S-Doves'** personal fear _____.
- **C-Owls'** personal fear _____.
- When in conflict a **D-Eagle** style _____.
- When in conflict a **I-Parrot** style _____.
- When in conflict a **S-Dove** style _____.
- When in conflict a **C-Owl** style _____.

Understanding Yourself

General Characteristics

You provide facts to support any statement you make, and expect the same supporting documentation from others. You score like those who do their homework and tend to be prepared for meetings, presentations, and conferences. These people also maintain a substantial memory file of facts and information that helps to respond quickly to inquiries in meetings or presentations. This consistent pursuit of the facts brings credibility to the workplace and the organization.

You like to complete projects with precision and accuracy, as these are important hallmarks of your work ethic. Additionally, you complete projects on time, but might tend to feel that the overall quality could be improved if you spent a bit more time.

You may hesitate to trust new or unfamiliar people until they have established their credibility. Your scores indicate a high interest in quality control and a strong preference for hard facts and analysis, over hype and emotion. When a presenter delivers a hyped-up message, people who score like you tend to stop listening. When a presenter provides facts, data, and evidence cited from credible and respected sources, you tend to listen and accept the message.

You prefer order over chaos and will work to create and preserve order. You prefer neatness over a mess. You prefer established procedures and are uncomfortable with make-it-up-as-you-go operations. This can be a strength as long as you can remain flexible in certain situations.

You score like those who prefer clearly defined roles and responsibilities. You like precise job descriptions, with little overlap of activity or break from routine. Defined roles serve as an excellent base from which to operate, as long as it is understood that the unexpected sometimes happens, and that such times may call for more flexibility.

You may neglect to verbalize criticism of processes unless asked, at which point you may suddenly provide a wealth of practical information and ideas. Your attention to details is valuable to the team, but you may need to learn to vocalize concerns more quickly and assertively. Resist the thought that you might be making waves; instead, reason that you may be helping to calm future waves.

Though you understand the need to move quickly, you place heavy significance on analysis of facts and data prior to a decision. This is a strength that has no doubt provided success in the past; however, as a bit of coaching, you should be cautious to avoid the pitfall of "analysis-paralysis," in which no decision is made because one is always waiting for more information.

You like to be on time for meetings and appointments and expect others to do the same. Your response pattern indicates that people who score like you are models of time management. They are where they are supposed to be, and they are there on time. As students in high school or college, their assignments were done on time, and sometimes even submitted early. If these sentences describe you as well, then you are among a rare group of people who wish that others would do the same.

What You Bring to the World

Your Strengths:

- You have a knack for logically negotiating cooperation from others, rather than demanding it.
- You tend to be well-prepared for meetings or contributions to report documents. You do your homework and expect the others to do the same.
- You are frequently seen by others as an expert in your area of responsibility.
- If given the responsibility to maintain high standards, you will meet those standards.
- You have a keen awareness of the broad impact of important decisions.
- You have a strong ability to clarify complex issues, and to define the essence of a problem or solution.
- You provide significant input to projects and processes, and are alert to potential problems and controls necessary.

Your Work Style Tendencies:

- You are likely to be one of the few members of the project team who has read all of the "fine print" featured in policies or procedures.
- On the job, you may tend to align with others with equally high-quality control standards.
- You are somewhat conventional and a bit cautious when it comes to making decisions that impact quality or policy.
- You prefer precise time management and enjoy meetings that begin and end on time.
- You have an instant awareness of mistakes and instances of lapsed quality control.
- You tend to be most effective in a work culture featuring minimal conflicts.
- You may hesitate to trust newer people in the organization, until they have established their credibility.

You Tend to Be Most Effective In Environments That Provide:

- Complete explanations of areas of responsibility and control.
- Freedom from intensely pressured decisions.
- Support of your critical thinking skills.
- Encouragement to make decisions by logic, rather than emotion.
- A work group which provides close relationships with a small group of associates, rather than superficial relationships with a larger group of people.
- Highly specialized assignments and technical areas of responsibility.
- Complete information, details, and examples, with no gaps or surprises.

Style Overview

Below are some key behavioral insights to keep in mind and share with others to strengthen your relationships.



- **Emotional characteristic:** Avoid unsafe or risky ideas or relationships.
- **Goals:** Safety and accomplishment through correctness.
- **How others are valued:** Others' ability to effectively use logic and data.
- **Influences group:** Encourages and supports attention and focus on quality of evidence and analytical thinking.
- **Value to the organization:** Gets the facts, reviews the findings and brings analytical clarity to the project.
- **Cautions:** Subject to "analysis paralysis"; may try to indirectly impose a more controlled environment.
- **Under Pressure:** Can become overly alarmed and anxious in risky or uncertain work situations.
- **Fears:** Other's erratic behavior or facing strong criticism or blame.

Motivators:

- A work environment containing minimal hostility and pressure.
- Complete explanations of systems and processes that impact your work environment.
- The knowledge that the products and services offered are of the highest quality.
- Quality control standards that are respected by all members of the organization, not just by a few people.
- Being included as a part of the group in social functions.
- Detailed examples and specific information about suggested changes in processes that may have an impact on quality.
- Standard operating procedures that can support a quality initiative without being changed dramatically.

Needs:

- To spend less time on details, and more attention to the big picture.
- Greater participation in team efforts and activities.
- Work assignments requiring high degrees of precision and accuracy, to capitalize on your high detail orientation.
- Sufficient time for effective planning.
- Increased confidence in your own decision-making ability.
- Increased authority to delegate routine tasks and procedures.
- Increased urgency in making decisions.

Style Overview Continued...

Under Stress You May Appear:

- Unimaginative
- Resistant to change
- Over-reliant on data and documentation
- Resentful
- Unable to meet deadlines



Under Stress You May Need:

- A slow pace for "processing" information
- Guarantees that they are right
- Accuracy

Your Typical Behaviors in Conflict:

- C's often resort to various indirect techniques to manipulate the environment to make it more favorable to their position. They may resort to little known rules and procedures, the literal meaning of regulations, the use of committees, and other indirect approaches.
- C's are quite uncomfortable with overt conflict, aggression and anger. C's will do whatever they can to avoid these situations and to avoid individuals with whom they have a disagreement.
- C's tend to hold conflicts or conflicting views in their mind, looking for proof that they are right or a new valid way of looking at things that accommodates both points of view.

Strategies to Reduce Conflict and Increase Harmony:

- Be more open with your friends and coworkers, sharing your feelings, needs and concerns with them.
- Be sure to share the reasoning behind your decisions. Failure to do so makes them seem arbitrary.
- Recognize that others may be more comfortable dealing with conflict, anger, and aggression. Expressions of anger or somewhat aggressive behavior by others are not necessarily personal attacks on you.

Communication Tips for Others

The following suggestions can help others who interact with you understand and be aware of your communication preferences. To use this information effectively, share it with others and also discuss their preferences.

When Communicating with Sample, **DO:**

- Approach issues in a straightforward, direct and factual way.
- Be certain that the information others have is credible.
- Take your time; be precise and thorough.
- Assure Sample that there won't be surprises.
- Be accurate and realistic; don't overinflate ideas or results.
- Provide logical and practical evidence.
- List pros and cons to suggestions you make.

When Communicating with Sample, **DON'T:**

- Rush the issues or the decision-making process.
- Use unreliable evidence or testimonials.
- Be unrealistic with deadlines.
- Use someone else's opinion as evidence.
- Get in the habit of manipulating ideas quickly.
- Be vague about what's expected of the group.
- Be disorganized or sloppy.

Exercise 3

Choose two or three tips that you would like others to DO when communicating with you.

Choose two or three tips that you would like others NOT to DO when communicating with you.

Communicating with the Eagle

People with the Eagle style are time-sensitive; so do not waste their time. Be organized and get to the point. Give them relevant information and options, with probabilities of success. Give them written details to read at their leisure - all on a single page, if possible. Appeal to their sense of accomplishment. Bolster their egos by supporting their ideas and acknowledge their power and prestige. Let them be in charge. If you disagree, argue facts, not feelings. In groups, allow them to have their say, as they will not take a back seat to others. In general, be efficient and competent.

AT WORK, HELP THEM TO...

- More realistically gauge risks
- Exercise more caution and deliberation before making decisions
- Follow pertinent rules, regulations, and expectations
- Recognize and solicit others' contributions
- Tell others the reasons for decisions
- Cultivate more attention/responsiveness to emotions

IN SOCIAL SETTINGS...

- Let them know that you don't intend to waste their time
- Convey openness and acceptance of them
- Listen to their suggestions
- Summarize their achievements and accomplishments
- Give them your time and undivided attention
- Appreciate and acknowledge them when possible

IN TRAINING AND LEARNING SETTINGS...

- Likes to learn quickly, may be frustrated with a slower pace
- Has own internal motivation-clock, learns for their own reasons, not for anyone else's reasons
- May like to structure their own learning design
- Does okay with independent self-study
- Defines own goals
- May have a short attention span

Communicating with the Parrot

People with the Parrot style thrive on personal recognition, so pour it on enthusiastically. Support their ideas, goals, opinions, and dreams. Try not to argue with their pie-in-the-sky visions; get excited about them. They are social-butterflies, so be ready to flutter around with them. A strong presence, stimulating and entertaining conversation, jokes, and liveliness will win them over. They are people-oriented, so give them time to socialize. Avoid rushing into tasks. In general, be interested in them.

AT WORK, HELP THEM TO...

- Prioritize and organize
- See tasks through to completion
- View people and tasks more objectively
- Avoid overuse of giving and taking advice
- Write things down

IN SOCIAL SETTINGS...

- Focus on a positive, upbeat, warm approach
- Listen to their personal feelings and experiences
- Respond openly and congenially
- Avoid negative or messy problem discussions
- Make suggestions that allow them to look good
- Don't require much follow-up, detail or long-term commitments
- Give them your attention, time and presence

IN TRAINING AND LEARNING SETTINGS...

- Likes learning in groups
- Interacts frequently with others
- Responds to extrinsic motivation, praise, and encouragement
- Needs structure from the facilitator; may lose track of time
- Needs "what to do" and "when to do it"
- May exceed deadlines if left on their own and learning may be completed late

Communicating with the Dove

People with the Dove style are relationship-oriented and want warm and fuzzy relationships, so take things slow, earn their trust, support their feelings, and show sincere interest. Talk in terms of feelings, not facts. The Doves do not want to ruffle feathers. They want to be assured that everyone will approve of them and their decisions. Give them time to solicit co-workers'/peers' opinions. Never back a Dove Style into a corner. It is far more effective to apply warmth to get this chicken out of its egg than to crack the shell with a hammer. In general, be non-threatening and sincere.

AT WORK, HELP THEM TO...

- Utilize shortcuts and discard unnecessary steps
- Track their growth
- Avoid doing things the same way
- Realize there is more than one approach to tasks
- Become more open to some risks and changes
- Feel sincerely appreciated
- Speak up and voice their thoughts and feelings

IN SOCIAL SETTINGS...

- Focus on a slower-paced, steady approach
- Avoid arguments and conflict
- Respond sensitively and sensibly
- Privately acknowledge them with specific, believable compliments
- Allow them to follow through on concrete tasks
- Show them step-by-step procedures
- Behave pleasantly and optimistically
- Give them stability and minimum of change

IN TRAINING AND LEARNING SETTINGS...

- Accepts a balance between individual and group work
- Shows patience with detailed or technical processes
- Likes journaling and follow-through
- Prefers explicit instructions
- Wants to know the performance outcomes and expectations
- May need help in prioritizing tasks if a long assignment; may take criticism personally

Communicating with the Owl

For people with the Owl style, be sensitive to their schedules. They need details, so give them data. When working with them, do not expect to become their friend. Support their organized approach to problem solving. Be systematic, logical, well prepared and exact. Give them time to make decisions and work independently. In groups, do not expect them to be leaders or outspoken contributors, but do rely on them to conduct research, crunch numbers, and perform detailed footwork for the group. Set guidelines and deadlines, when appropriate. In general, be thorough, well prepared, detailed and business-like.

AT WORK, HELP THEM TO...

- Share their knowledge and expertise with others
- Stand up for themselves with the people they prefer to avoid
- Shoot for realistic deadlines and parameters
- View people and tasks less seriously and critically
- Balance their lives with both interaction and tasks
- Keep on course with tasks, less checking
- Maintain high expectations for high priority items, not everything

IN SOCIAL SETTINGS...

- Use a logical approach
- Listen to their concerns, reasoning, and suggestions
- Respond formally and politely
- Negative discussions are OK, so long as they aren't personally directed
- Privately acknowledge them about their thinking
- Focus on how pleased you are with their procedures
- Solicit their insights and suggestions
- Show them by what you do, not what you say

IN TRAINING AND LEARNING SETTINGS...

- Prefers individual work over group interaction
- Accepts more impersonal training, such as remote or on-line
- Has high expectations of their own performance
- Will structure their own activities only with explicit goals and outcomes established
- Emphasizes details, deep thinking, and theoretical bases for the learning
- May get overly bogged down in details, especially if the learning climate is pressured

Exercise 4 - Communicating with the DISC Bird Styles

Read the **Communicating with the DISC Birds** pages and choose one way you'd like to practice when communicating with each of the primary DISC-Bird styles:

When communicating with a **D-Eagle**, I will...

When communicating with a **I-Parrot**, I will...

When communicating with a **S-Dove**, I will...

When communicating with a **C-Owl**, I will...

We all fly differently!



Applying Style Wisdom: Be the Chameleon

Build rapport with the Eagle by:

- Recognizing their achievements
- Being prepared, fast-paced and to the point
- Behaving in a professional and businesslike manner
- Learning what their goals and objectives are – what they want to accomplish
- Understanding how they currently are motivated to do things and what they would like to change
- Suggesting solutions with clearly defined and agreed upon consequences
- Relating feedback specifically to their goals
- Providing options and letting them decide, when possible
- Letting them know that you don't intend to waste their time
- Conveying openness and acceptance of them
- Allowing them to speak
- Showing interest in what they have to say and listening to their suggestions

Build rapport with the Parrot by:

- Showing that you're interested in them and letting them talk
- Allowing your animation and enthusiasm to emerge
- Taking the initiative to introduce yourself in a friendly, informal manner and being open to discussing topics that interest them
- Supporting their dreams and goals
- Illustrating your ideas with stories and emotional descriptions
- Clearly summarizing details and directing these toward mutually agreeable objectives and actions
- Focusing on a positive, upbeat, warm approach
- Listening to their personal feelings and experiences
- Responding openly and congenially
- Avoiding negative discussions
- Making suggestions that allows them to look good
- Giving them your attention, time and presence



Applying Style Wisdom: Be the Chameleon

Build rapport with the Dove by:

- Doing what you say you will do
- Getting to know them more personally
- Approaching them in a non-threatening, pleasant and friendly but professional way
- Developing trust, friendship and credibility at a relatively slow pace
- Asking them to identify their own emotional needs as well as their task or business expectations
- Getting them involved by focusing on the human element... that is, how something affects them and their relationships with others
- Avoiding rushing them
- Avoiding arguments and conflict
- Responding sensitively and sensibly
- Privately acknowledging them with specific, believable compliments
- Showing them step-by-step procedures
- Providing stability with a minimum of change

Build rapport with the Owl by:

- Preparing so that you can answer as many of their questions as soon as possible
- Greeting them cordially but proceed quickly to the task. Don't start with personal or social talk
- Asking questions that reveal a clear direction and that fit into the overall scheme of things
- Documenting how and why something applies
- Giving them time to think. Avoid pushing them into a hasty decision
- Telling them both the pros and cons and the complete story
- Using a logical approach
- Listening to their concerns, reasoning and suggestions
- Responding formally and politely
- Privately acknowledging them about their thinking
- Soliciting their insights and suggestions
- Showing them by what you do, not by what you say



Exercise 5 - Build Rapport with Birds that Fly with YOU

Read the Applying Style Wisdom pages of this report and write down two ways you feel YOU could build rapport with:

D-Eagle, I-Parrot, S-Dove or C-Owl given your own style!

Build rapport with a **D-Eagle** by:

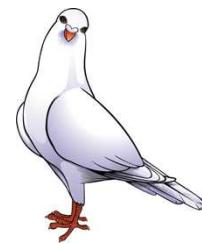
Build rapport with a **I-Parrot** by:

Build rapport with a **S-Dove** by:

Build rapport with a **C-Owl** by:

Think about someone like one of these styles you already know. How did you approach them and what did your conversation lead to?

Applying Style Wisdom: Be the Chameleon



| | DOMINANT | INTERACTIVE | SUPPORTIVE | CONSCIENTIOUS |
|-------------------|--|--|---|--|
| Directness | <ul style="list-style-type: none"> • Use a strong, confident voice • Use direct statements rather than roundabout questions • Face conflict openly, challenge and disagree when appropriate • Give undivided attention | <ul style="list-style-type: none"> • Make decisions at a faster pace • Be upbeat, positive, warm • Initiate conversations • Give recommendations • Don't clash with the person, but face conflict openly | <ul style="list-style-type: none"> • Make decisions more slowly • Avoid arguments and conflict • Share decision-making • Be pleasant and steady • Respond sensitively and sensibly | <ul style="list-style-type: none"> • Do not interrupt • Seek and acknowledge their opinions • Refrain from criticizing, challenging or acting pushy – especially personally |
| Openness | <ul style="list-style-type: none"> • Get right to the task, address bottom line • Keep to the agenda • Don't waste time • Use businesslike language • Convey acceptance • Listen to their suggestions | <ul style="list-style-type: none"> • Share feelings, show more emotion • Respond to expression of their feelings • Pay personal compliments • Be willing to digress from the agenda • Remember that other people like to talk too | <ul style="list-style-type: none"> • Take time to develop the relationship • Communicate more, loosen up and stand closer • Use friendly language • Show interest in them • Offer private acknowledgements | <ul style="list-style-type: none"> • Maintain logical, factual orientation • Acknowledge their thinking • Down play enthusiasm and body movement • Respond formally and politely |
| Pace | <ul style="list-style-type: none"> • Be prepared, organized • Get to the point quickly • Speak, move at a faster pace • Don't waste time • Give undivided time and attention • Watch for shifts in attention and vary presentation | <ul style="list-style-type: none"> • Don't rush into tasks • Get excited with them • Speak, move at a faster pace • Change up conversation frequently • Summarize details clearly • Be upbeat, positive • Give them attention | <ul style="list-style-type: none"> • Develop trust and credibility over time, don't force • Speak, move at a slower pace • Focus on a steady approach • Allow time for follow through on tasks • Give them step-by-step procedures/instructions • Be patient, avoid rushing them | <ul style="list-style-type: none"> • Be prepared to answer questions • Speak, move at a slower pace • Greet cordially, and proceed immediately to the task (no social talk) • Give them time to think, don't push for hasty decisions |
| Priority | <ul style="list-style-type: none"> • Get right to the task • Provide options and let them decide • Allow them to define goals and objectives • Provide high-level follow up | <ul style="list-style-type: none"> • Make time to socialize • Take initiative to introduce yourself or start conversation • Be open and friendly, and allow enthusiasm and animation • Let them talk • Make suggestions that allow them to look good • Don't require much follow-up, details, or long-term commitments | <ul style="list-style-type: none"> • Get to know them personally • Approach them in a friendly, but professional way • Involve them by focusing on how their work affects them and their relationships • Help them prioritize tasks • Be careful not to criticize personally, keep it specific and focused | <ul style="list-style-type: none"> • Be prepared with logic and practicality • Follow rules, regulations and procedures • Help them set realistic deadlines and parameters • Provides pros and cons and the complete story • Allow time for sharing of details and data • Be open to thorough analysis |

Character Virtues

Character virtues are those positive character traits (human qualities) we are born with. Each of the four primary DISC styles has VIRTUE STRENGTHS they have developed from a young age they naturally use in certain situations. The following table gives examples of 6 VIRTUE STRENGTHS often observed in each of the four primary styles. When looking to adapt your style read the virtue definition and practice demonstrating the virtue. In what situations would you need to be more friendly, patient, assertive or diligent?

| 'D' STYLE Strength Virtues | 'I' STYLE Strength Virtues | 'S' STYLE Strength Virtues | 'C' STYLE Strength Virtues |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Courage | Enthusiasm | Loyalty | Diligence |
| Assertiveness | Optimism | Patience | Perseverance |
| Determination | Trust | Peacefulness | Righteousness |
| Confidence | Friendliness | Tolerance | Perceptiveness |
| Independence | Generosity | Consideration | Integrity |
| Idealism | Cheerfulness | Cooperation | Conscientious |

Virtue Definitions

The D Style:

Courage is embracing life fully without holding back, doing what must be done even when it's difficult or risky.

Assertiveness is telling the truth about what is just, setting clear boundaries.

Determination is persevering until we meet our goals and the power of intent that drives our dreams.

Confidence is a sense of assurance that comes from having faith in ourselves and in life.

Independence is making our own choices confidently without undue influence from others.

Idealism is daring to have big dreams and then acting as if they are possible.

The I Style:

Enthusiasm is acting wholeheartedly with eagerness without holding back.

Optimism is having a positive and cheerful outlook.

Trust is positive expectation that all will be well.

Friendliness is reaching out to others with warmth and caring.

Generosity is giving and sharing fully and trusting that there is plenty for everyone.

Cheerfulness is looking for the good in what ever happens and seeing the bright side to life.

The S Style:

Loyalty is unwavering faithfulness and commitment to people and ideas we care about, through good and bad times.

Patience is waiting peacefully with quiet hope and faith that things will turn out all right.

Peacefulness is resolving conflict in a just and gentle way. Having inner calm and tranquility.

Tolerance is being open to differences and refraining from judgments.

Consideration is giving careful thought to the needs of others.

Cooperation is having a willingness to stand side by side and use the different gifts each of us has to offer.

The C Style:

Diligence is doing what needs to be done with care, concentration and single-pointed attention, giving our best.

Perseverance is staying the course for however long it takes.

Righteousness is impeccable integrity to what we know is right.

Perceptiveness is Clarity of insight and an understanding that is intuitive, insightful and accurate.

Integrity is keeping faith with our ideals (principles) and our agreements.

Conscientious is doing one's work or duty thoroughly.

Adapting Your Style

We all want to be a different style sometimes. The questions to ask yourself are, "which style behaviors and character virtues would you like to own for yourself, when would you use them and for how long? Behavior comes from a mindset that is shaped by your beliefs and thoughts. So adapting your style and developing character virtues will take time and practice. Here are some tips and reflection questions to help you adapt your style and for developing character virtues:

Tips

- 1) Notice when and with whom you would like to shift your behavior, or your perspective to get different results.
 - 2) Remember that you have developed your behavioral patterns over a long period of time based on the interpretation you have made up for yourself. Without really changing the way you think, (often called your *Blueprint*) you will no doubt revert back to your natural style. Ask for feedback from others and give yourself time and call on the virtues of *patience* and *trust*.
 - 3) Become familiar with the character virtue definitions and practice their observable behaviors.
 - 4) Become familiar with the language spoken when practicing each of the character virtues.

Reflection Questions

- ### 1. What new practice or strategy could you use?

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2. What observable behavior and attitude could you use to get your desired result?

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3. Who could you team up with that you would like to learn from and imitate, that naturally demonstrates the behavior or virtue – what do you see them doing and what do you hear them saying? Notice their energy. Are you receiving it as a high, medium or low intensity?

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- #### 4. What perspectives are you seeing things from?

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5. What judgments do you have about yourself and others?

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6. Which behavior or character virtue do you find the most difficult to use? What limiting belief do you have about this behavior or virtue? Or about yourself and others?

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- ## 7. What results do you want?

The Power of Acceptance

Perhaps the highest level of applying DISC is elevating our perception from judging others to valuing who they are and recognizing their unique contribution. Let's take a look at how increasing our level of acceptance of others can go a long way towards improving relationships with others.

Eagles may need to accept that:

- Not everyone likes to engage in conflict
- They're not always right
- Patience is a good thing
- The feelings of others matter
- There's more to consider than the bottom line



Parrots may need to accept that:

- It's often important to create a plan before acting
- Too much enthusiasm is not welcomed by everyone
- It can't always be fun
- Other people like to talk, too
- Follow through is critical to success



Doves may need to accept that:

- It's ok to say "no" - out loud
- Conflict can be good
- Change can be good
- Most relationships can be strengthened through candor
- It's better to confide early and often than rarely and too late



Owls may need to accept that:

- It doesn't always have to be perfect
- Sometimes you have to act without a well thought-out plan
- Not everyone appreciates sarcasm
- Others can make effective decisions through intuition
- Remember that deadlines are needed to stay on track



When working with, or simply getting along with others, try to remember that what is obvious to you may represent a genuine blind spot for them, and vice versa. While Doves don't need to be taught the value of patience, Eagles struggle with it. Being optimistic comes naturally to a Parrot and drives their ability to solve problems with creative solutions, but Owls are skeptical that emotions like optimism can be helpful. Owls prefer rigorous analysis instead. By understanding how these qualities and preferences play out, we can indeed walk the path from judgment, to understanding, to respect, and to fully valuing others.

Exercise 6 - The Power of Acceptance

From the Power of Acceptance page, write down one thing people with each style-strength, must start becoming aware of when relating to others who are different.

D-EAGLES may need to accept that:

I-PARROTS may need to accept that:

S-DOVES may need to accept that:

C-OWLS may need to accept that:

REFLECTION ACTIVITY

1. Get with others who have similar style patterns to yours and discuss what is common and what their experience has been.

2. Ask others in each of the styles if what is listed here is also a challenge for them?

3. Can you recognize your own biases in these points? How has it affected your level of acceptance of others?

Overusing Strengths

Understanding personal strengths is a key component to getting the most out of **DISCovering Me** with all styles. Each style brings unique talents to their work and personal lives. However, the overuse of these same qualities transforms strengths into weaknesses. Under stress, this 'shadow side' of style often emerges and can irritate others and decrease overall effectiveness. Notice, how each strength can become a weakness when overused. By utilizing our strengths at a healthy level, we create space within ourselves for less used styles to emerge and strengthen our ability to adapt to the right style at the right time.

| Strength | Overuse |
|---|--|
|  | Assertive Direct Confident Risk-taking Results-driven Aggressive Blunt Arrogant Reckless Short-sighted |
|  | Visionary Multi-tasking Persuasive Optimistic Enthusiastic Unrealistic Disorganized Manipulative Impractical Self-promoting |
|  | Collaborative Patient Cautious Tolerant Trusting Dependent Complacent Fearful Permissive Naïve |
|  | Analytical Discerning Process-oriented Focused Careful Indecisive Judgmental Bureaucratic Detached Picky |

Seven Steps to *DISCovering Me* with DISC

This section features seven DISC principles that will deepen your understanding of how to best internalize and apply the styles. Taken collectively, these principles provide a complete framework for understanding how the DISC Model can positively impact your life.

1. Understand your own style.

According to Aristotle, “Knowing yourself is the beginning of all wisdom.” Why is this so important? Numerous studies indicate that individuals who have a strong sense of self-awareness tend to organize their lives around their strengths and better manage their weaknesses through the complementary strengths of others. Those who lack self-awareness are more likely to pursue careers that do not match their strengths, creating stress for themselves and others. Having an accurate sense of oneself is a key factor in building a more successful, happier life.

2. Recognize the styles of others.

The ability to identify a person's style based upon body language and tone is an important skill to master. So, how can you do it? Simply pay attention to how they move and speak. Is their body language confident and driven, as we would attribute to an Eagle, or soft-spoken like their Dove counterpart? Are they animated and charismatic like a Parrot, or measured and focused like an Owl? Each observation is a puzzle piece that creates a composite picture of a person's behavioral style.

3. Think about style when establishing expectations.

We often impose our own style on others by establishing expectations based upon what we would think and do in a given situation, rather than on how someone with a different style would respond or act. For example, if you take a highly organized and logical approach to decision making, you may expect a colleague to follow a similar path. However, if that person's approach is more intuitive, his or her decision making process may not seem to be valid. Unrealistic expectations lead to frustration and conflict. Considering style when establishing expectations of others can decrease tension, improve relationships, and lead to better results.

4. Consider intention, not just behavior.

We judge ourselves by our intentions, though we judge others by their behavior. Better understanding of the intentions of others can prevent misinterpretations that lead to disagreements and stress. The DISC model is a powerful tool for explaining why people say and do the things they do. In general, people aim to satisfy their own needs, not create stress for others. So the next time you experience a difficult conversation, consider how their style explains their behavior. This can de-personalize the conflict and take the sting out of a difficult situation. However, just because you understand their style, it does not mean that you should tolerate disrespect, poor quality or a failure to achieve results.

5. Use your strengths, but don't overuse them.

When a strength is overused it becomes a weakness. Overuse is typically brought about by stress and each style has signature overuse behaviors that indicate they are under strain or pressure. An Eagle's assertiveness escalates into steamrolling. A Parrot's optimism morphs into unrealistic expectations. A Dove's patience slides into complacency, and an Owl's analysis turns into paralysis. Understanding one's own personal strengths can help an individual to avoid displaying the shadow-side of their style and turning their greatest assets into liabilities.

6. Apply the right style at the right time.

The ability to flex to the right DISC style at the right time is a powerful way to improve many aspects of your life. Style adaptation enables you to choose your response, rather than simply react based upon your primary style. Once fully developed, this skill gives you a wide range of strategies for dealing with stressful situations and interactions.

7. Treat others how they need to be treated, not how you need to be treated (the "Home Rule").

One of the most common mistakes people make when dealing with others is to over-apply the Golden Rule. Treating people the way you want to be treated is wonderful wisdom when applied to values such as honesty, integrity, respect, and fairness. However, when we treat others the way they need to be treated, we strengthen relationships. Like the Golden Rule, the "Home Rule," as it is called in *Taking Flight!*, is grounded in respect. And when we treat others how they need to be treated, we are more likely to get our own needs met.



Overall Summary

As you create your plan to incorporate the styles into your life, consider your overall strengths and potential development opportunities.

Strengths

- You have a knack for logically negotiating cooperation from others, rather than demanding it.
- You tend to be well-prepared for meetings or contributions to report documents. You do your homework and expect the others to do the same.
- You are frequently seen by others as an expert in your area of responsibility.
- If given the responsibility to maintain high standards, you will meet those standards.
- You have a keen awareness of the broad impact of important decisions.
- You have a strong ability to clarify complex issues, and to define the essence of a problem or solution.
- You provide significant input to projects and processes, and are alert to potential problems and controls necessary.

Potential Development Areas

- You may need to assert yourself more in team meetings, so that others can take your opinions into consideration.
- You may be overly defensive about your position, especially when faced with change or threats.
- You may tend to hesitate under intense pressure to make a proper decision.
- You may be too locked into rules, regulations, and procedures, at times when flexibility is needed.
- You may tend to withdraw ideas in order to avoid controversy.
- You may require a complete explanation of details before making a decision.
- You may be too cautious when making decisions, tending to second-guess yourself, rather than standing firmly behind your decision.

Exercise 7 - DISCovering My Plan

Identify two or three strengths you can use to your advantage in your current role and describe how you can better capitalize on those strengths:

Identify two or three development areas you can work on that will have the greatest impact on your performance in your current role. Outline strategies for improvement.

What style do you need to display more of and in what settings will you display this style?

What style do you overuse and how can you turn down the overuse of that style?

LEARN MORE

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Emotional Intelligence Report

This assessment measures and provides insights into four areas of Emotional Intelligence: Self-Recognition, Self-Management, Social Recognition and Social Management.

Learning Styles Report

This Assessment is designed to measure the learning style of an individual in most situations. This is done in four categories: Attending, Relating, Translating and Understanding. It helps individuals understand their relative preferences as they learn and to better manage their transfer process in the future.

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Reference Materials, Resources and Disclaimer

Character Virtues Definitions

The Virtues Project™ is a global grassroots initiative to inspire the practice of virtues in everyday life, sparking a global revolution of kindness, justice, and integrity in more than 100 countries through Facilitators, Master Facilitators, Champions and Virtues Connections.

The Virtues Project empowers individuals to live more authentic meaningful lives, families to raise children of compassion and integrity, educators to create safe, caring, and high performing learning communities, and leaders to encourage excellence and ethics in the work place. It has inspired and mobilized people worldwide to commit acts of service and generosity, to heal violence with virtues.

The Five Strategies™ awaken the gifts of character, through inspiring programs, books, and materials that help us to remember who we really are and to live by our highest values.

Linda Kavelin-Popov, Dr. Dan Popov and John Kavelin founded the Virtues Project in Canada in 1991. It was honored by the United Nations during the International Year of the Family as a "model global program for families of all cultures". Learn more at:

<http://www.virtuesproject.com/tvp.html>

Resources

Feel free to explore the following sites for additional *People-literacy* tools and self-discovery resources:

<http://www.PeopleSmartWorld.com>

<http://www.discoveringme.com>

Congratulations for taking this step towards understanding yourself and others better. This is only the tip of the iceberg in terms of the resources we have for you so, we would like to include you in occasional email invitations and newsletters. If you prefer not to receive these, or if your email changes, please email details to:

Info@PeopleSmartEnterprises.com

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