



The **DISCstyles™ Online Report**

Personalized Report For:

Sample DISC360

Focus: Work

11/11/2009

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Introduction to the DISCstyles™ Online Report

Congratulations on your decision to take the DISC Online Assessment.

Many of us grew up believing the wisdom of treating others the way you would like to be treated - the Golden Rule. We soon realized that another practical rule to live by seemed to be what Dr. Tony Alessandra calls The Platinum Rule® - Treat others the way they want to be treated.

With this personalized and comprehensive DISC report, you have the tools to help you become a better you and help you behave more maturely and productively. Then you can develop and use more of your natural strengths, while recognizing, improving upon and modifying your limitations. This report does not deal with values or judgments. Instead, it concentrates on your natural tendencies that influence your behavior.

Our DISC Online System focuses on patterns of external, observable behaviors using scales of directness and openness that each style exhibits. Because we can see and hear these external behaviors, it becomes much easier to “read” people. This model is simple, practical, easy to remember and use. See The Four Basic DISCstyles Overview Chart section of this report for a summary of each of the styles.

BEHAVIORAL STYLES

Historical, as well as contemporary, research reveals more than a dozen various models of our behavioural differences, but many share one common thread: the grouping of behaviour into four basic categories. *The DISCstyles System* focuses on patterns of *external, observable* behaviours using scales of directness and openness that each style exhibits. See the table below. Because we can see and hear these external behaviours, it becomes much easier to “read” people. This model is simple, practical, and easy to remember and use. See page five of this report for a summary of each of the styles.

STYLE	TENDENCIES
Dominance	Tends to be direct and guarded
Influence	Tends to be direct and open
Steadiness	Tends to be indirect and open
Conscientious	Tends to be indirect and guarded

HOW TO USE THIS REPORT

This DISC report is divided into two parts. **Part I** focuses on understanding your DISC style characteristics. Please note that there is no “best” style. Each style has its unique strengths and opportunities for continuing improvement and growth. Any behavioral descriptions mentioned in this report are only tendencies for your style group and may or may not specifically apply to you personally. **Part II** discusses the concept of adaptability and offers several action plans for you and others who interact with you.

ADAPTABILITY

In addition to understanding your style, the report will identify ways that you can apply your style strengths or modify your style weaknesses in order to meet the needs of a particular prospect or customer. This is called adaptability. Social scientists call it “social intelligence.” There has been a lot written lately on how your social intelligence is just as important as your Intelligence Quotient (IQ) in being successful in today’s world. In some cases, social intelligence is even more important than IQ.

Often, when we do what comes naturally to us, we alienate others without realizing it because that same behavior may not be natural for them. It is essential that we become aware of our natural tendencies - and their natural preferences! Then we can defuse extreme behaviors before we sabotage ourselves. We do this by quickly identifying the individual needs of others based on the behavioral signals they will send to us, and then adapting our own behavior to make them feel comfortable. Your ideas do not change, but you can change the way you present those ideas.

Adaptability is the key to building all successful business relationships. Adaptable people realize there is a difference between their *self* (who they are) and their *behavior* (how they choose to act). They consciously decide whether and how to respond to a person, a situation, or an event.

You should commit to learn to be more adaptable; your relationship success depends on it.

The concept of adaptability is discussed in detail in the ***What is Behavioral Adaptability?*** section of this report.

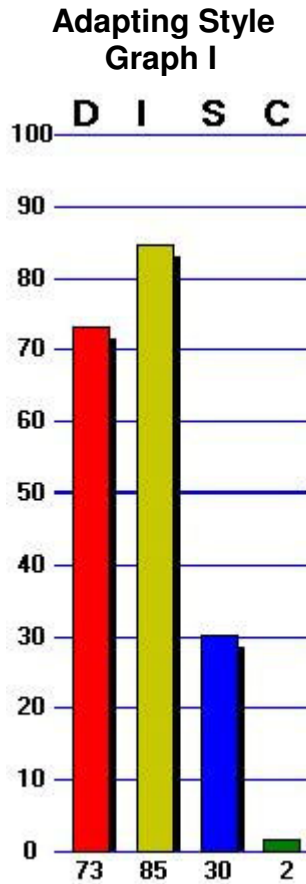
How to actually practice adaptability on a day to day basis with others is covered in these sections of your report:

- ***How to Modify Your Directness and Openness***
- ***Tension Among the Styles***
- ***Action Plans With All Four Styles***
- ***How to Adapt to the Different Behavioral Styles***

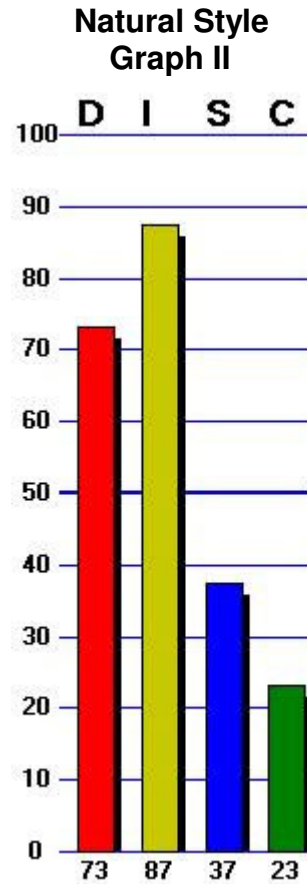
eGraphs for Sample DISC360

Your Adapting Style indicates you tend to use the behavioral traits of the ID style(s) in your selected Work focus.

Your Natural Style indicates that you naturally tend to use the behavioral traits of the ID style(s).



Pattern: ID (5621)
Focus: Work



Pattern: ID (5632)

Your Behavioral Style Overview

The narration below serves as a general overview of your behavioral tendencies. It sets the stage for the report which follows, and provides a framework for understanding and reflecting on your results. We've occasionally provided some coaching ideas so that you can leverage your strengths whenever possible to maximize your personal success.

Through fluent verbal skills, you are able to gain the support of a variety of styles of people. Those who score like you are prepared at a moment's notice to speak at length on almost any topic (even a topic about which they know very little). Your sense of confidence puts confidence in others. Your sense of urgency helps other to get into gear. Your sense of humor is able to break some tension with the twist of a word or a quip, and get people back on board.

You score like those who seek assignments with high people contact, and an image of authority or knowledge in an area. Your responses indicate that you have natural people-skills and enthusiasm. Combined with a moderate-to-higher sense of urgency, you thrive in an environment that provides you an audience of people (large or small) with whom to share your ideas and enthusiasm. People who score like you will always choose assignments involving people over assignments involving solitary work with paper.

You scores like those who tend to evaluate others by their ability to express themselves verbally and fluently. That is, you evaluate others by the same yardstick that you hold for yourself. You may be bored at a conference session where the presenter reads their speech to the audience. In the next session, you may become actively engaged when the presenter speaks with the audience in an extemporaneous way, since that's the way you may prefer to do it yourself. Just remember that some people (who may not be as fluent or verbally skilled as you are) still have ideas that are of value to the team.

Sample, you appreciate flexibility and spontaneity in others, and conversely, may fear limitations or restrictions on your own flexibility or spontaneity. People who score like you say that their creativity comes alive when they are given freedom to do an assignment in creative ways and with few if any restrictions. Conversely, their creativity goes into hibernation when they are presented with rules, regulations, forms, and requests for justification of many phases of a project. As a piece of coaching, when you have opportunity, seek those assignments with the fewest strings attached, and your internal motivation will remain at the highest levels.

You are able to persuade others with a personal and friendly approach. This is a great strength because others don't feel pressured into a situation, rather they sense that your enthusiasm is contagious and get on board because of that and your sincere interest in people. In a sense, you can sell people on an idea almost in a way that people don't notice that they're being sold to. This trait comes from several sources: Your confidence, your interest in others, your sense of urgency, and your flexibility all combine in a unique way to provide this special presentation style that is yours.

You make friends easily, and show a high interest level in working with others. You have a sincere interest in others, you are perceived as an easy person to talk with, and people respond to both of these traits in open and positive ways. Some who score like you say that they are never lonely, even if standing in a waiting line, they'll begin talking to others in line and enjoy the time waiting because they're learning about others. On the job, you have the ability to enlist a wide variety of people to work on projects, even some who may not choose to work with each other will weigh in and assist primarily because you asked them.

Sample, you score like some people who, when pressured, may become more persuadable and less firm in opinions. This comes from the traits of wanting to please people, and also having a sense of urgency to get things done. That means you are more willing to yield your own position in favor of completing a project, than to stand firmly only on the solution that you offered. This is a valuable strength as it indicates that you can be a team player and shift gears when necessary.

Sample, the response pattern to the instrument shows that you tend to seek freedom from routine, control, and minutia. That is, you prefer a change-oriented environment, one that you can make your own decisions, and that has minimal paperwork. If you are working in an environment that has a lot of controls and paperwork, you may avoid some of it by reducing some of the paperwork on your own: Perhaps by forgetting to do it, or turning it in late. (This might even include expense forms.)

Strengths and Struggles

You are likely to display your strength characteristics rather consistently. For the most part, these qualities tend to enhance your effectiveness. You can increase your effectiveness even more by avoiding an overextension of these strengths... an overextension of your strengths may become a weakness. For example, a High D's directness may be a strength in certain environments, but when overextended they tend to become bossy.

*Check the two most important strengths and two areas you are committed to improve upon and transfer to the **Summary of Your Style** page.*

Your Strengths:

- Able to sell others on a variety of ideas and concepts.
- You can handle objections, questions, and pressure with poise and confidence.
- You have a high sense of urgency to get things done... now.
- You are an excellent team-player, who is very effective at training or developing others.
- You are able to react and adapt quickly to change in projects or activities.
- Able to delegate responsibility to others in an enthusiastic and personable way.
- You understand people very well, and use that understanding to lead, persuade, and motivate.

Potential Areas for Improvement:

- You may sometimes act impulsively, favoring emotions over facts.
- You may be somewhat disorganized behind the scenes, but the public presence will maintain an orderly image.
- May overestimate your ability to influence people.
- May have difficulty disciplining others, or bearing bad news.
- You could be more effective with large groups by being a bit more firm in delegating, and in setting deadlines.
- The optimism and high trust level may overestimate the ability or intentions of others, and may end up receiving less than expected results.

What You Need

Our behaviors are driven by our needs. Each style has different needs. If one person is stressed out, they may need quiet time alone; another may need social time around a lot of people. Each is different and simply meeting their needs. The more fully our needs are met, the easier it is to perform at an optimal level.

*Check two of your most important needs and transfer to the **Summary of Your Style** page.*

People With Patterns Like You Tend to Need:

- To feel valued as a team member in order to work at top effectiveness.
- More objectivity and less emotional connection to decision-making.
- Better control of body language and personal space. Some people don't like grand gestures, and don't like to be touched.
- To know the results that are expected of you, and to be judged on the results, not on the methods used to achieve the results.
- A greater control over time management.
- Opportunities for involvement with a wide scope of people.
- Greater control over emotions.
- Increased organizational skills to reduce the potential for clutter and confusion.
- Support work with some of the details, especially when the organization is under pressure.

What Motivates Your Style

Everybody is motivated...however; they are motivated for their own reasons, not somebody else's reasons. By understanding your motivations, you can create an environment where you are most likely to be self-motivated.

*Check the two most important motivators and environment factors and transfer to the **Summary of Your Style** page.*

You Tend to Be Motivated By:

- A trusted support team to assist with the detail work and the follow-through.
- Opportunities to learn, grow, and advance at a rapid pace.
- A variety of activities involving people, both on the job and off.
- Feeling free to express your ideas to interested listeners.
- Interesting activities outside of the work environment. Some with similar scores like to be involved in volunteer and community activities.
- A supportive and encouraging working environment.
- Recognition for your contributions to the success of a project.

You Tend to Be Most Effective In Environments That Provide:

- Challenging assignments.
- Ability to see rapid results from your efforts.
- Public recognition of your accomplishments.
- Freedom from controls, details, and minutia.
- Encouragement to talk about projects and issues openly with peers and managers.
- Mobility, and freedom to travel around the organization or around the country.
- Authority equal to your responsibility.

Work Preferences for Your Style

Work Style Preferences provide useful insights as you work in a job or as you work together on a team or family project.

*Check the two most important factors and transfer to the **Summary of Your Style** page.*

Your Work Style Tendencies:

- When pressured on the job, you may become more persuadable and less firm in opinions.
- You tend to evaluate others on the job by their ability to express themselves verbally and fluently.
- You approach projects and express ideas with enthusiasm.
- On the job, you will seek assignments with an image of authority or knowledge in an area.
- You are able to handle assignments of authority with confidence and obtain the respect of others in the organization.
- Able to maintain a positive public image through a variety of assignments.
- You seek freedom from routine, control, and minutia.
- You can work with a variety of people, and get things done through mutual cooperation.
- You are persuasive with customers and peers with your personal and friendly approach.

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.

*Check the two most important ideas when others communicate with you and transfer to the **Summary of Your Style** page.*

When Communicating with Sample, You Should:

- Be specific about what's needed to be done, and who is going to do it.
- Be certain to emphasize next action-steps.
- Be clear in your explanations.
- Provide options for Sample to express his opinions and make some of the decisions.
- Do your homework and be prepared with goals, objectives, support materials, etc., but don't plan on using all of them. Have the material with you as support.
- Offer specific evidence about the probability of success or effectiveness of some of the options.
- Provide immediate incentives for his willingness to help on the project.
- Try to be engaging, stimulating, and fast-paced.
- Plan some extra time in your schedule for talking, relating, and socializing.

Summary of Sample DISC360's Style

Communication is a two-way process. Encourage others to complete their own DISCstyles Online Assessment and then share the Summary Sheet with each other. By discussing preferences, needs and wants of the people you work with, socialize with and live with, you can enhance these relationships and turn what might have been a stressful relationship into a more effective one just by understanding and applying the DISCstyles information. Complete the worksheet below from the previous pages of this report.

YOUR STRENGTHS

1. _____
2. _____

AREAS FOR IMPROVEMENT

1. _____
2. _____

MANAGEMENT STRATEGIES (Your Needs)

1. _____
2. _____

YOUR MOTIVATORS

1. _____
2. _____

YOUR MOST EFFECTIVE ENVIRONMENT

1. _____
2. _____

YOUR WORK STYLE PREFERENCES

1. _____
2. _____

COMMUNICATION TIPS FOR OTHERS

1. _____
2. _____

Application, Application, Application

Understanding your own behavioral style is just the first step to enhancing relationships. All the knowledge in the world doesn't mean much if you don't know how to apply it in real life situations. That's what the rest of this report is all about.

To really begin to use the power of behavioral styles, you also need to know how to apply the information to people and situations. Remember, people want to be treated according to their behavioral style, not yours!

This application section includes:

- The Four Basic DISCstyles Overview
- How To Identify Another Person's Behavioral Style
- What is Behavioral Adaptability
- How to Modify Your Style
- Tension Among The Styles
- Action Plans
- How To Adapt To The Different Behavioral Styles

This section will help you understand how to be more effective in relationships and situations. Good relationships can get better and challenging relationships may become good.

After reviewing the information, select a relationship in which things have not gone as smoothly as you would like. Make a commitment to at least take the time to gain an understanding of the other person's behavioral style and take a few steps to adapt your behavior to improve the relationship. Here's how to do it:

1. Identify the behavioral style of the other person using the ***How to Identify Another Person's Behavioral Style*** section. You can read about their style in ***The Four Basic DISCstyles Overview***. The section on ***What Is Behavioral Adaptability*** gives you an in-depth insight into what adaptability is, what it is not, and why it's so important to all your interpersonal relationships.
2. Once you know their style and preferences for directness and/or openness, you can use the ***How to Modify Your Directness and Openness*** section to adjust these areas when relating to this person. You will be amazed at the difference.
3. To further understand the tension that may exist in the relationship, you can refer to the ***Tension Among the Styles*** section and complete the ***Tension Among the Styles Worksheet***. Being aware of the differences in preference in pace and priority, and modifying accordingly, can make a big difference in those tension-filled relationships.
4. The ***Action Plans With All Four Styles*** section will give you a summary of needs and suggested actions to meet those needs.
5. And finally, the last section, ***How to Adapt to the Different Behavioral Styles***, will give you suggestions when dealing with each of the four basic styles.

The Four Basic DISCstyles Overview

Below is a chart to help you understand some of the characteristics of each of the four basic DISC styles, so you can interact with each style more effectively. Although behavioral style is only a partial description of personality, it is quite useful in describing how a person behaves, and is perceived in personal, social and work situations.

	HIGH DOMINANCE STYLE	HIGH INFLUENCE STYLE	HIGH STEADINESS STYLE	HIGH CONSCIENTIOUS STYLE
PACE	Fast/Decisive	Fast/Spontaneous	Slower/Relaxed	Slower/Systematic
PRIORITY	Goal	People	Relationship	Task
SEEKS	Productivity Control	Participation Applause	Acceptance	Accuracy Precision
STRENGTHS	Administration Leadership Pioneering	Persuading Motivating Entertaining	Listening Teamwork Follow-through	Planning Systematizing Orchestration
GROWTH AREAS	Impatient Insensitive to others Poor Listener	Inattentive to detail Short attention span Low follow-through	Oversensitive Slow to begin action Lacks global perspective	Perfectionists Critical Unresponsive
FEARS	Being taken advantage of	Loss of Social recognition	Sudden changes Instability	Personal criticism of their work efforts
IRRITATIONS	Inefficiency Indecision	Routines Complexity	Insensitivity Impatience	Disorganization Impropriety
UNDER STRESS MAY BECOME	Dictatorial Critical	Sarcastic Superficial	Submissive Indecisive	Withdrawn Headstrong
GAINS SECURITY THROUGH	Control Leadership	Playfulness Others' approval	Friendship, Cooperation	Preparation Thoroughness
MEASURES PERSONAL WORTH BY	Impact or results Track record and process	Acknowledgments Applause Compliments	Compatibility with others Depth of contribution	Precision, Accuracy Quality of results
WORKPLACE	Efficient Busy Structured	Interacting Busy Personal	Friendly Functional Personal	Formal Functional Structured

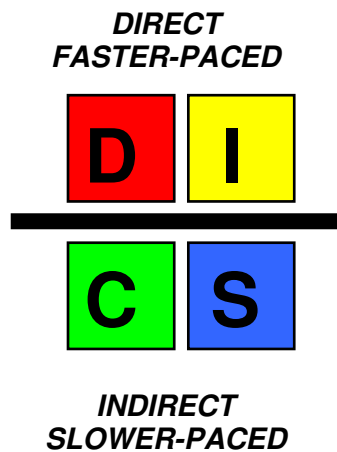
How to Identify Another Person's Behavioral Style

How do you quickly and accurately identify each of the four behavioral styles in order to practice adaptability? You do this by focusing on two areas of behavior – **directness and openness**.

So, to quickly identify the styles of other people ask these two questions:

1. Are they more direct and fast-paced **or** indirect and slower-paced?
2. Are they more guarded and task-oriented **or** open and people-oriented?

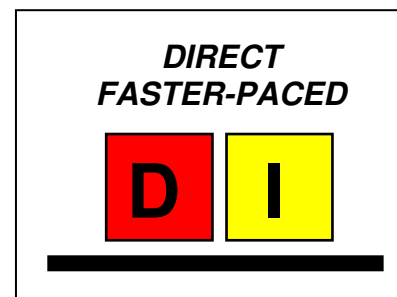
Directness



Direct/Faster-Paced People (D and I Styles above the horizontal line)

Direct Behaviors

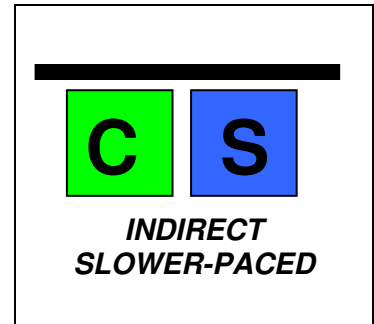
- Frequently uses gestures and voice intonation to emphasize points
- Less patient; more competitive
- Often makes emphatic statements
- Sustained eye contact
- Frequent contributor in groups
- Firm handshake
- Expresses opinions readily
- More likely to introduce self to others



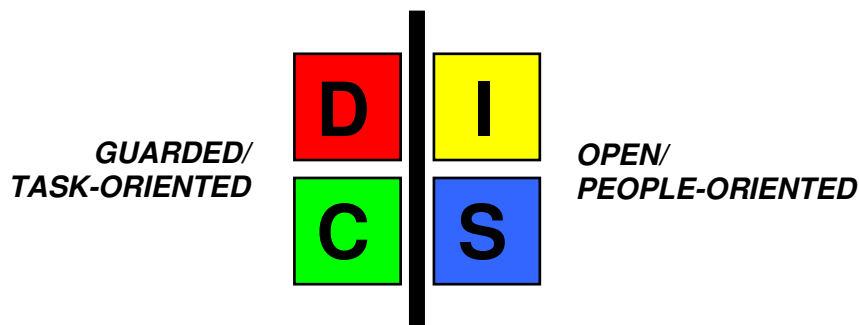
Indirect/Slower-Paced People (S and C Styles below the horizontal line)

Indirect Behaviors

- Infrequent use of gestures and voice intonation to emphasize points
- More patient and cooperative
- Often makes qualified statements
- Gentle handshake
- Infrequent contributor in groups
- More likely to wait for others to introduce themselves
- Reserves expression of opinions



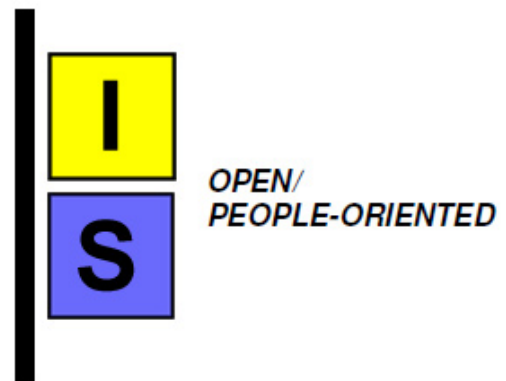
Openness



Open/People-Oriented People (I and S Styles right of the vertical line)

Open Behaviors

- Shows feelings and enthusiasm freely
- More relaxed and warm
- Emphasizes main ideas
- Goes with the flow
- Conversation includes digressions
- Opinion-oriented
- Animated facial expressions
- Easy to get to know in business
- Friendly handshake
- Initiates/accepts physical contact

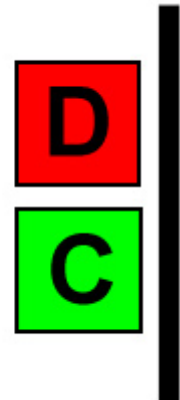


Guarded/Task-Oriented People (D and C Styles left of the vertical line)

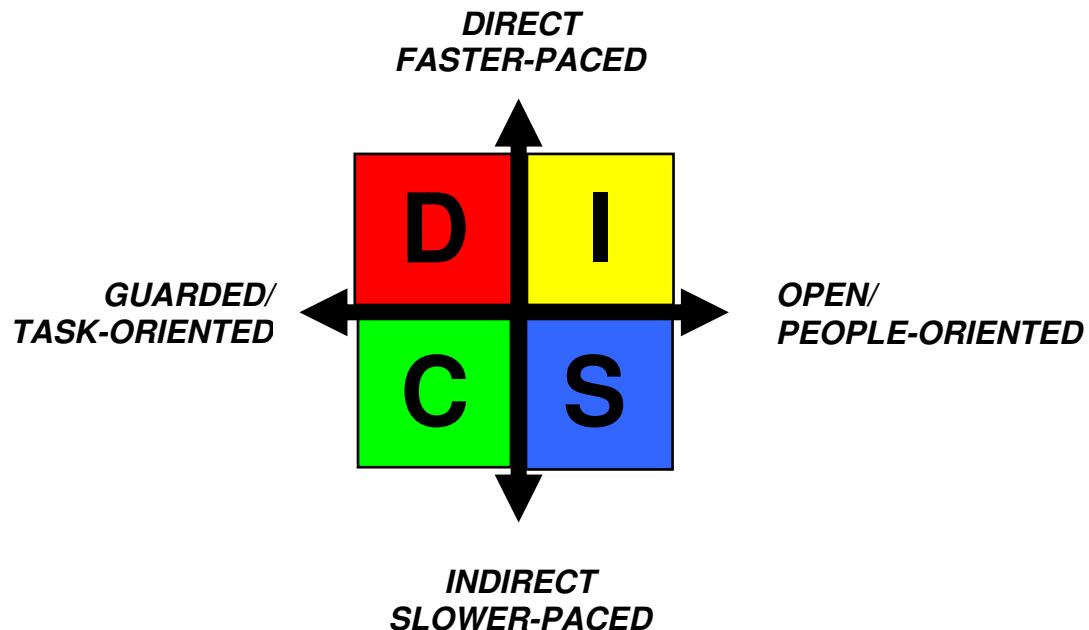
Guarded Behaviors

- Keeps feelings private
- Limited range of facial expressions
- More formal and proper
- Avoids/minimizes physical contact
- Goes with the agenda
- Speaks in specifics; cites facts and examples
- Formal handshake
- Conversation stays on subject

*GUARDED/
TASK-ORIENTED*



The Whole Picture



When you combine both scales, you create each of the four different behavioral styles. Individuals who exhibit guarded and direct behaviors are Dominance Styles; direct and open behaviors are Influence Styles; open and indirect behaviors are Steadiness Styles; and indirect and guarded behaviors are Conscientious Styles.

What is Behavioral Adaptability?

Adaptability is your willingness and ability to adjust your approach or strategy based on the particular needs of the situation or relationship at a particular time. It's something applied more to yourself (to your patterns, attitudes and habits) than to others.

No one style is naturally more adaptable than another. For any situation, the strategic adjustments that each style needs to make will vary. The decision to employ specific adaptability techniques is made on a case-by-case basis: you can choose to be adaptable with one person, and not so with others. You can choose to be quite adaptable with one person today and less adaptable with that same individual tomorrow. Adaptability concerns the way you manage your own behaviors.

You practice adaptability each time you slow down for a C or S Style; or when you move a bit faster for the D or I Styles. It occurs when the D or C Styles take the time to build the relationship with an S or I Style; or when the I or S styles focus on facts or get right to the point with D or C styles. It means adjusting your own behavior to make other people feel more at ease with you and the situation

Adaptability does not mean "imitation" of the other person's style. It does mean adjusting your openness, directness, pace, and priority in the direction of the other person's preference; while maintaining your own identity.

Adaptability is important to all successful relationships. People often adopt a different style in their professional lives than they do in their social and personal lives. We tend to be more adaptable at work with people we know less; and we tend to be less adaptable at home and with people we know better.

Adaptability at its extreme could make you appear wishy-washy and two-faced. A person who maintains high adaptability in all situations may not be able to avoid stress and inefficiency. There is also the danger of developing tension from the stress of behaving in a "foreign" style. Usually, this is temporary and may be worth it if you gain rapport with others. At the other end of the continuum, no adaptability would cause others to view someone as rigid and uncompromising because they insist on behaving according to their own natural pace and priority.

Effectively adaptable people meet other people's needs and their own. Through practice, they are able to achieve a balance: strategically managing their adaptability by recognizing when a modest compromise is appropriate, or, when the nature of the situation calls for them to totally adapt to the other person's behavioral style, they do so. Adaptable people know how to negotiate relationships in a way that allows everyone to win. They are tactful, reasonable, understanding, and non-judgmental.

Your adaptability level influences how others judge their relationship with you. Raise your adaptability level and trust and credibility go up; lower your adaptability level and trust and credibility go down. Adaptability enables you to interact more productively with difficult people and helps you to avoid or manage tense situations. With adaptability you can treat the other people the way they want to be treated.

How to Modify Your Directness and Openness

In some interpersonal situations, you will only be able to identify another person's directness or openness, but not both. In these situations, you need to know how to practice adaptability, one behavioral dimension at a time. With that in mind, let's look at what you can do to modify YOUR level of Directness or Openness before looking at specific guidelines for being more adaptable with each of the four styles.

TO INCREASE DIRECTNESS

- Speak and move at a faster pace
- Initiate conversation and decisions
- Give recommendations
- Use direct statements rather than roundabout questions
- Use a strong, confident voice
- Challenge and tactfully disagree, when appropriate
- Face conflict openly, but don't conflict with the person
- Increase your eye contact

TO DECREASE DIRECTNESS

- Talk, walk and decide more slowly
- Seek & acknowledge others' opinions
- Share decision-making & leadership
- Lessen your energy level; be more mellow
- Do not interrupt
- When talking, provide pauses to give others a chance to speak
- Refrain from criticizing, challenging, or acting pushy
- When disagreeing, choose words carefully

TO INCREASE OPENNESS

- Share feelings; show more emotion
- Respond to the expression of others' feelings
- Pay personal compliments
- Take time to develop the relationship
- Use friendly language
- Communicate more; loosen up and stand closer
- Be willing to digress from the agenda

TO DECREASE OPENNESS

- Get right to the task-- the bottom line
- Maintain more of a logical, factual orientation
- Keep to the agenda
- Do not waste the other person's time
- Do not initiate physical contact
- Downplay your enthusiasm and body movement
- Use businesslike language

Tension Among the Styles

Each style has a unique set of priorities whether the relationship or task aspect of a situation is more important; and each has its own pace in terms of the pace in which things should be done.

The **Tension Among the Styles Model** on the next page relates pace and priority characteristics to behavioral styles. Refer to this model while reading this section.

Notice that the Dominance Style (D) and Influence Style (I) tend to prefer a faster pace; the Steadiness Style (S) and Conscientious Style (C) tend to prefer a slower pace. These style combinations will get along well as far as pace is concerned, but watch out for their priorities!

Take a relationship with a Dominance Style and an Influence Style (D-I). Both are relatively fast-paced behavioral types. Yet the Influence Style places more emphasis on people than on tasks, while the Dominance Style tends to pursue goals with less concern for relationships or feelings. Some degree of tension is likely to result in their interaction due to their difference in priority.

Where priorities are concerned, the Influence Style does better with the Steadiness Style. These two will still be getting to know each other while the Conscientious Style and the Dominance Style are headlong into the task. However, without some awareness and accommodation for their differences in pace, tension may build as well in the Influence-Steadiness interaction when these two finally do get around to tasks. The Influence Style usually wants it yesterday; the Steadiness Style wants to take a slower, steady approach.

Consider the goal/task-oriented team of the Dominance Style and Conscientious Style (D-C), another example of pace-based tension. The faster-paced Dominance Style likes to make quick decisions. The slower-paced Conscientious Style gets uptight when having to make decisions without an opportunity to analyze fully all the alternatives.

When dissimilar pairings occur, as they often do in many business and social encounters, one or the other of the individuals must make adjustments in his style to avoid increasing tension in the other person. This does not mean you must sacrifice your personality or become something you are not. Ideally, both people would demonstrate some adaptability and move part of the way. Depending on the circumstances however, only one of the individuals may recognize the potential problem, or be sufficiently motivated to do something about it.

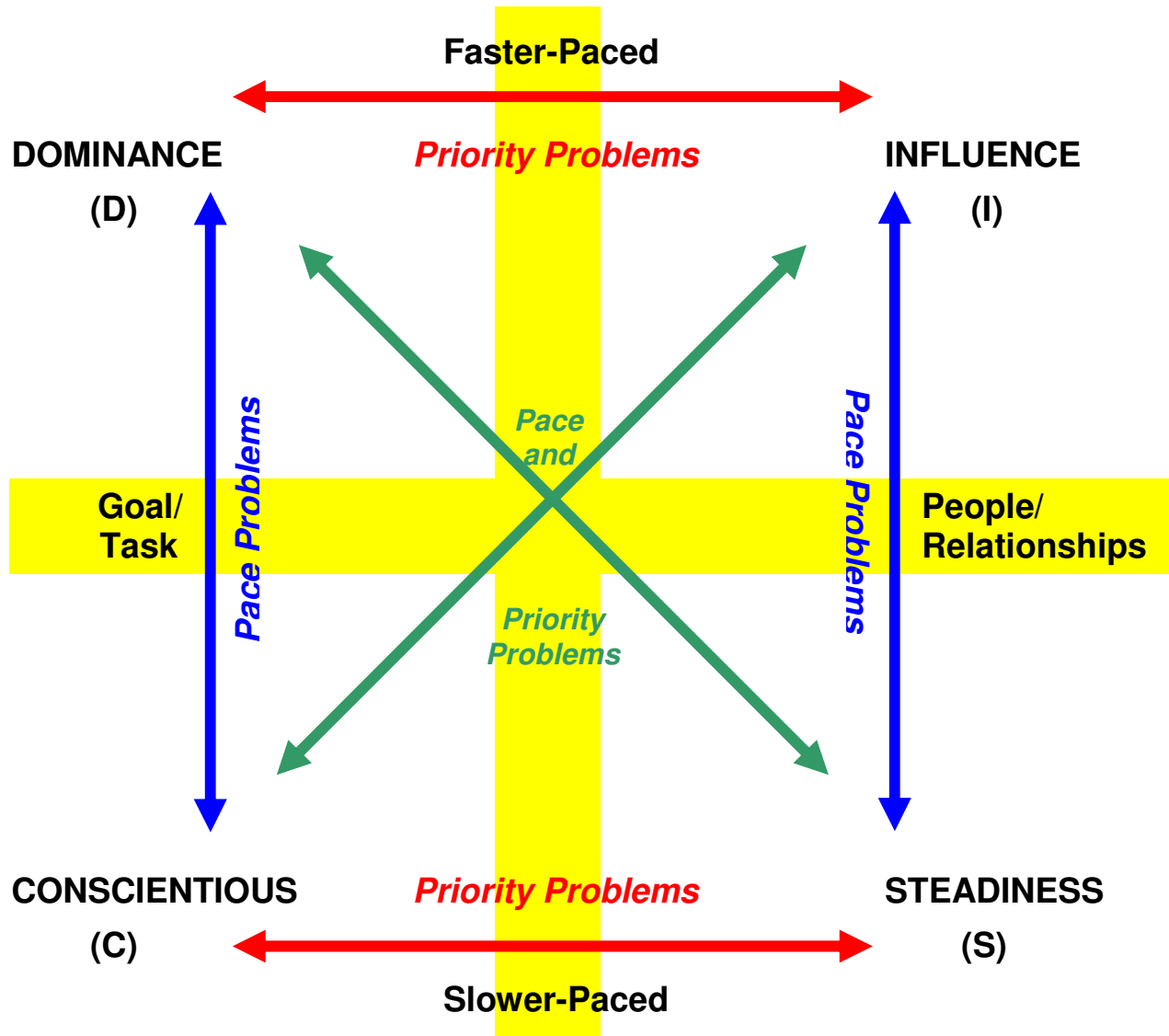
When interactions join styles that differ in **both** their pace and priority preferences (a diagonal relationship on the model graphic), things really get interesting! Here the probability of relationship tension is even greater. This occurs in the Dominance Style and Steadiness Style relationship, as well as in the Influence Style and Conscientious Style relationship.




Take the case of the Dominance Style and Steadiness Style interaction: the Dominance Style (D) should try to show some concern for people rather than appearing to treat them only as a resource toward goal accomplishment. The Steadiness Style (S) should try to show more concern for task completion, even if it means putting the personal relationships aside temporarily. Both individuals should also attempt adjustments in pace and perhaps, meet in the middle with a moderate pace.

The same applies to the Influence Style and the Conscientious Style (I-C) relationship. Adjustments should be made in both pace and priority.

The key to managing tension is to know when to expect pace and priority problems, and have a strategy to prevent or deal with these differences.

Tension Among the Styles Model



-  Pace Problems
-  Priority Problems
-  Pace and Priority Problems

Tension Among the Styles Worksheet

Everybody has a few tension-filled relationships. You can have the highest regard and/or loving feelings toward the person; but still, it seems no matter what you do, your interactions are usually stressful. If this is behavior related, applying The Platinum Rule™ - Treat others the way they want to be treated – may be helpful. Complete this worksheet to gain insights on how to improve the relationship. If you feel comfortable, you may discuss with the other person things you can do to ease the tension.

First, refer to the section on **How to Identify Another Person's Style** and determine their primary behavioral style. Then refer to the **Tension Model** to identify their pace and priority preferences. Next, see which preferences are different than yours and note the strategy you will take to modify your behavior. If both preferences are the same as yours, then determine where you will allow their needs be placed above yours. For example, if you are a High I with fast-pace and people-oriented preferences and the other person is as well, you might let them have the center stage in times when it is not as important for you. A little give and take will go a long way.

YOUR INFORMATION

MY STYLE: C

Pace: Slower Paced

Priority: Goal/Task Oriented

SAMPLE RELATIONSHIP

Name: John Doe

Style: High I

Pace: Faster-Paced

Priority: People Oriented

Difference: Pace and Priority

Strategy: Be more personable, social, upbeat and faster paced with John

RELATIONSHIP 1

Name: _____ **Style:** _____

Pace: _____

Priority: _____

Difference: _____

Strategy: _____

RELATIONSHIP 2

Name: _____ **Style:** _____

Pace: _____

Priority: _____

Difference: _____

Strategy: _____

Action Plans With All Four Styles...

DOMINANCE STYLE

Characteristics:	So You...
Concerned with being #1	– Show them how to win, new opportunities
Think logically	– Display reasoning
Want facts and highlights	– Provide concise data
Strive for results	– Agree on goal and boundaries, then support or get out of their way
Like personal choices	– Allow them to “do their thing,” within limits
Like Changes	– Vary routine
Prefer to delegate	– Look for opportunities to modify their work-load focus
Want others to notice accomplishments	– Compliment them on what they’ve done
Need to be in charge	– Let them take the lead, when appropriate, but give them parameters
Tendency towards conflict	– If necessary, argue with conviction on points of disagreement, backed up with facts; don’t argue on a “personality” basis

INFLUENCE STYLE

Characteristics:	So You...
Concerned with approval and appearances	– Show them that you admire and like them
Seek enthusiastic people and situations	– Behave optimistically and provide upbeat setting
Think emotionally	– Support their feelings when possible
Want to know the general expectations	– Avoid involved details, focus on the “big picture”
Need involvement and people contact	– Interact and participate with them
Like changes and innovations	– Vary the routine; avoid requiring long-term repetition by them
Want others to notice THEM	– Compliment them personally and often
Often need help getting organized	– Do it together
Look for action and stimulation	– Keep up a fast, lively, pace
Surround themselves with optimism”	– Support their ideas and don’t poke holes in their dreams; show them your positive side
Want feedback that they “look good”	– Mention their accomplishments, progress and your other genuine appreciation

CONSCIENTIOUS STYLE

Characteristics:	So You...
Concerned with aggressive approaches	– Approach them in an indirect, non-threatening way
Think logically	– Show reasoning
Seek data	– Give it to them in writing
Need to know the process	– Provide explanations and rationale
Utilize caution	– Allow them to think, inquire and check before they make decisions
Prefer to do things themselves	– When delegating, let them check before they make decisions
Prefer to do things themselves	– When delegating, let them check on others’ progress and performance
Want others to notice their accuracy	– Compliment them on their thoroughness and correctness when appropriate
Gravitate toward quality control	– Let them assess and be involved in the process when possible
Avoid conflict	– Tactfully ask for clarification and assistance you may need
Need to be right	– Allow them time to find the best or “correct” answer, within available limits
Like to contemplate	– Tell them “why” and “how”

STEADINESS STYLE

Characteristics:	So You...
Concerned with stability	– Show how your idea minimizes risk
Think logically	– Show reasoning
Want documentation and facts	– Provide data and proof
Like personal involvement	– Demonstrate your interest in them
Need to know step-by-step sequence	– Provide outline and/or one-two-three instructions as you personally “walk them through”
Want others to notice their patient perseverance	– Compliment for their steady follow-through
Avoid risks and changes	– Give them personal assurances
Dislike conflict	– Act non-aggressively, focus on common interest or needed support
Accommodate others	– Allow them to provide service or support for others
Look for calmness and peace	– Provide relaxing, friendly atmosphere
Enjoy teamwork	– Provide them with a cooperative group
Want sincere feedback that they’re appreciated	– Acknowledge their easygoing manner and helpful efforts, when appropriate

How to Adapt to the Different Behavioral Styles

THE DOMINANCE STYLE

They're time-sensitive; so don't 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.

The Dominance Styles are goal-oriented, so appeal to their sense of accomplishment. Stroke their egos by supporting their ideas and acknowledge their power and prestige. Let the D Style call the shots. If you disagree, argue with facts, not feelings. In groups, allow them to have their say because they are not the type who will take a back seat to others.

With the Dominance Style, 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

Sales and Service Strategies with Dominance Styles

- Plan to be prepared, organized, fast-paced, and always to the point
- Meet them in a professional and businesslike manner
- Learn and study their goals and objectives- what they want to accomplish, how they currently are motivated to do things, and what they would like to change
- Suggest solutions with clearly defined and agreed upon consequences as well as rewards that relate specifically to their goals
- Get to the point
- Provide options and let them make the decision, when possible
- Let them know that you don't intend to waste their time

In Social Settings

- Convey openness and acceptance of them
- Listen to their suggestions
- Summarize their achievements and accomplishments
- Give them you time and undivided attention
- Appreciate and acknowledge them when possible

THE INFLUENCE STYLE

The Influence Styles thrive on personal recognition, so pour it on sincerely. Support their ideas, goals, opinions, and dreams. Try not to argue with their pie-in-the-sky visions; get excited about them.

The I Styles 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.

With the Influence Styles, 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

Sales and Service Strategies with Influence Styles

- Show that you're interested in them, let them talk, and allow your animation and enthusiasm to emerge
- Take the initiative by introducing yourself in a friendly and informal manner and be open to new topics that seem to interest them
- Support their dreams and goals
- Illustrate your ideas with stories and emotional descriptions that they can relate to their goals or interests
- Clearly summarize details and direct these towards mutually agreeable objectives and action steps
- Provide incentives to encourage quicker decisions
- Give them testimonials

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
- Publicly and privately acknowledge them
- Focus on how glad you are when they succeed

THE STEADINESS STYLE

They 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 Steadiness Styles don't 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' opinions. Never back a Steadiness 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.

With the Steadiness Style, 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
- To feel sincerely appreciated
- Speak up and voice their thoughts and feelings
- Modify the tendency to do what others tell them
- Get and accept credit and praise, when appropriate

Sales and Service Strategies with Steadiness Styles

- Get to know them more personally and approach them in a non-threatening, pleasant, and friendly, but professional way
- Develop trust, friendship, and credibility at a relatively slow pace
- Ask them to identify their own emotional needs as well as their task or business expectations
- Get them involved by focusing on the *human element*... that is, how something affects them and their relationships with others
- Avoid rushing them and give them personal, concrete assurances, when appropriate
- Communicate with them in a consistent manner on a regular basis

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 a minimum of change

THE CONSCIENTIOUS STYLE

They are time-disciplined, so be sensitive to their schedules. They need details, so give them data. They are task-oriented; so don't expect to become their friend before working with them. Friendship may develop later, but, unlike the Influence Styles, it is not a prerequisite.

Support the Conscientious Styles in their organized, thoughtful approach to problem solving. Be systematic, logical, well prepared, and exact with them. Give them time to make decisions and work independently. Allow them to talk in detail. In work groups, do not expect the C Styles to be leaders or outspoken contributors, but *do* rely on them to conduct research, crunch numbers, and perform detailed footwork for the group. If appropriate, set guidelines and exact deadlines. The C Styles like to be complimented on their brainpower, so recognize their contributions accordingly.

With the Conscientious Styles, in general, be thorough, well prepared, detail-oriented, business-like, and patient.

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, with less checking
- Maintain high expectations for high priority items, not everything

Sales and Service Strategies with Conscientious Styles

- Prepare, so that you can answer as many of their questions as soon as possible
- Greet them cordially, but proceed quickly to the task; don't start with personal or social talk
- Hone your skills in practicality and logic
- Ask questions that reveal a clear direction and that fit into the overall scheme of things
- Document how and why something applies
- Give them time to think; avoid pushing them into a hasty decision
- Tell them both the pros and cons and the complete story
- Follow through and deliver what you promise

In Social Settings

- Use a logical approach
- Listen to their concerns, reasoning, and suggestions
- Respond rather 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

So ... Now What?

This report is filled with information about your style and each of the four primary behavioral styles. So now you have an understanding and an awareness of the four different behavioral styles.

There are many suggestions in the application section of this report for you to apply this behavioral style information. Take the next step and DO the exercises if you skipped over them.

Don't put this report on a shelf or in a file. Your style, or the styles of others, is just not as important as having the opportunity to use this information to open up a meaningful dialogue with others to improve all your relationships. Use this report as a reference tool. There is a lot of information in it and it is not meant to be digested in just one reading.

Have fun with making a few minor changes in your behavior and experience the results. You might be surprised! Remember ***The Platinum Rule***[™]: "Treat others the way THEY want to be treated" and you will have much more success in all your relationships!

For bite-size pieces of behavioral style information, sign up for the 52-weekly email DISC series on your member home page.

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