

# WORK STYLES 101

## A DISC Course in Collaboration & Inclusion

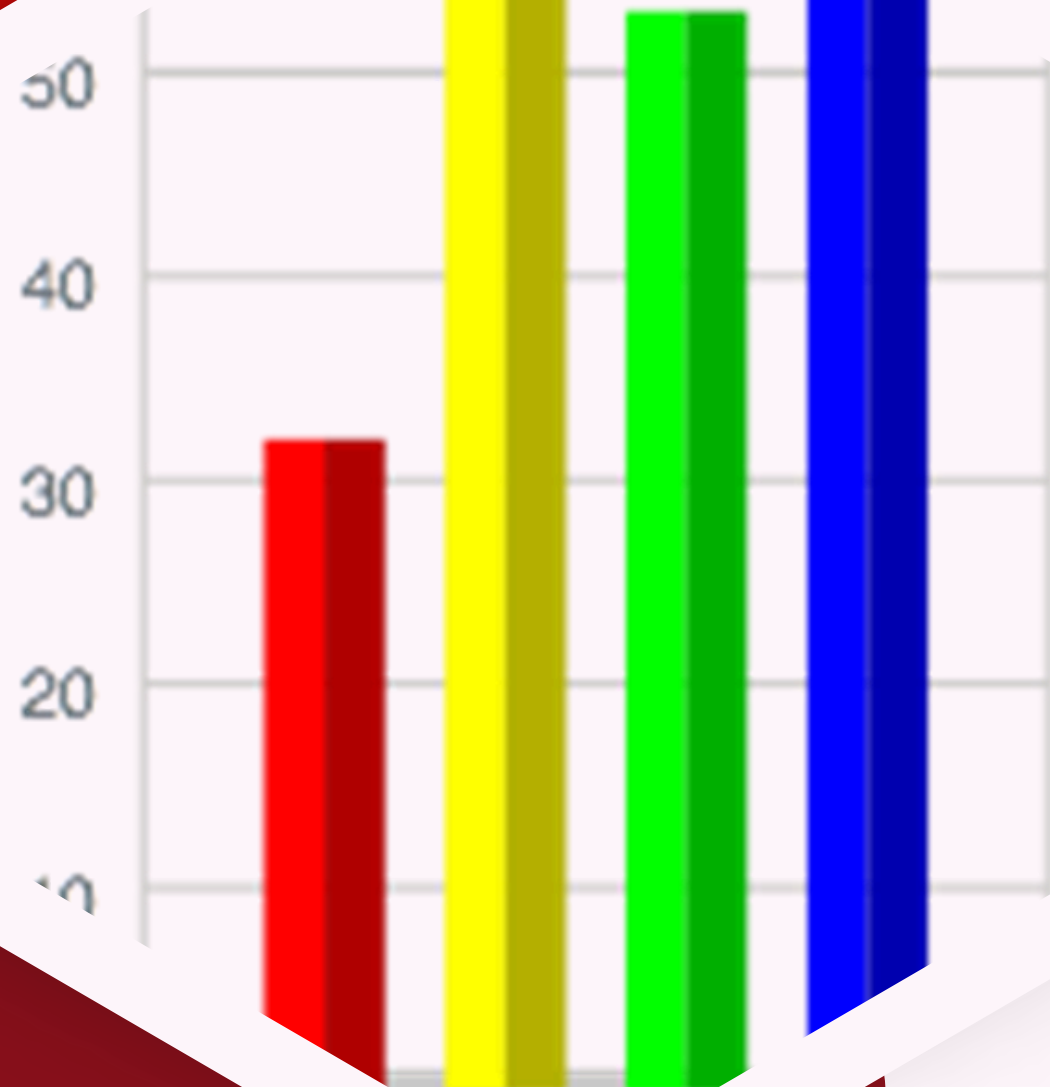
Presented for:  
**The Division of Inclusion | Lafayette College**



# What is DISC?

## Behaviors is DISC

- DISC is the universal language of observable human behavior.
- DISC is the universal language of HOW you do what you do.
- A person's behavioral style or "DISC" style is NOT what makes them good or bad, right or wrong.





# DISC is NOT:



**Intelligence**



**Motivation**



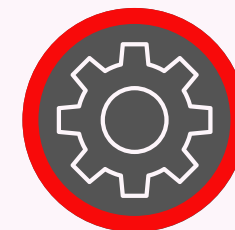
**Skills**



**Experience**



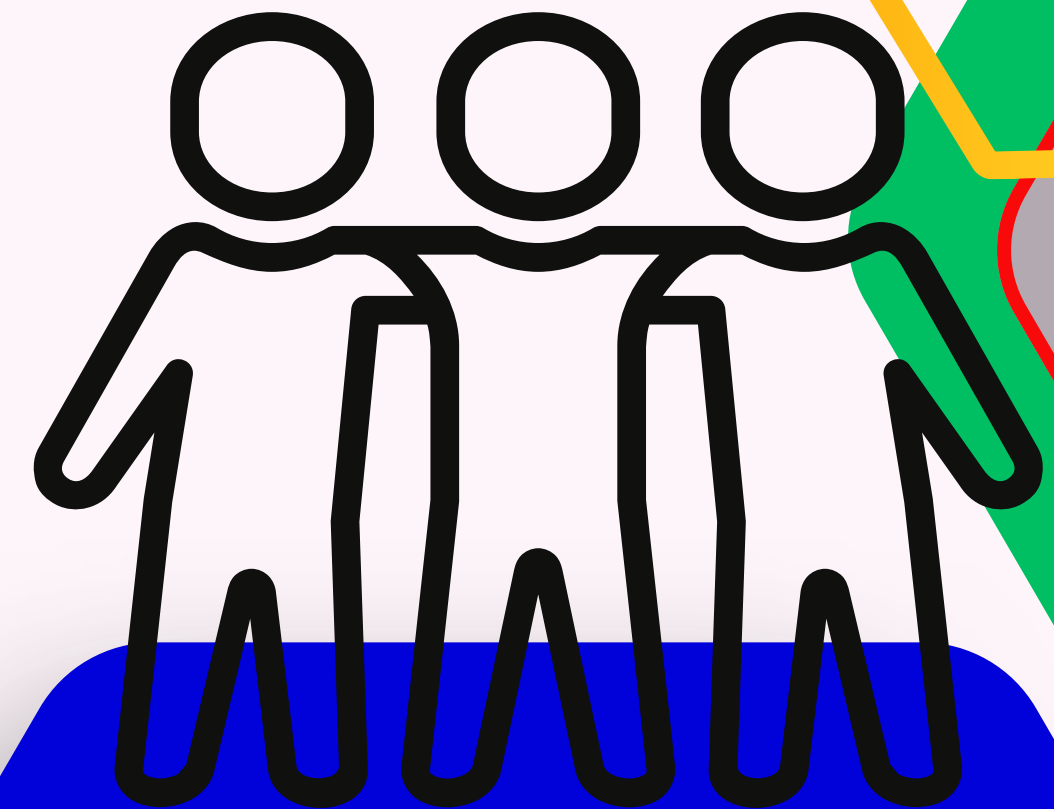
**Education**



**Training**

# DISC and The TEAM

- ① Provides a common language to DISC behaviors that impact the workplace.
- ② Provides a method to understand your behavioral style and preferences.
- ③ Helps you to understand the behavioral style of teammates to:
  - Engage in purposeful conversations
  - Appreciate differences & integrate behaviors to aid inclusion and collaboration
  - Productively & creatively resolve conflicts





# Workshop Principles

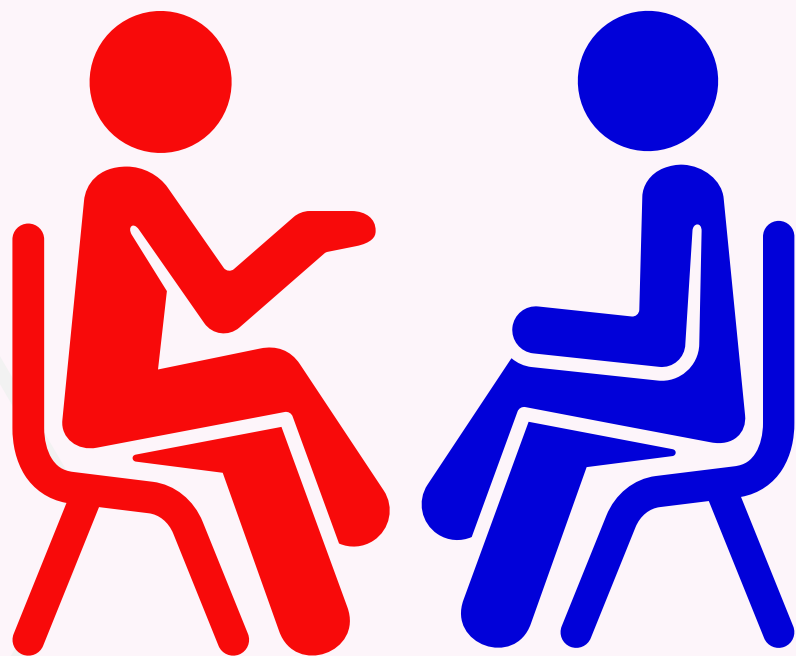


*"Self-awareness is the first step to better collaboration.  
And it starts with feeling safe enough to be honest."*

- **Curiosity over judgment**
- **Listen to understand**
- **Speak from your experience**
- **Confidentiality is key**
- **Vulnerability is voluntary**
- **Assume positive intent**

This is a learning environment - not an evaluation.

# Defining & Learning the Language



## **D = Dominance**

- How you address problems and challenges.
- How you approach and respond to problems and challenges and exercise power.



## **I = Influence**

- How you handle situations involving people and contacts.
- How you interact with and attempt to influence others to your point of view.



## **S = Steadiness**

- How you demonstrate pace and consistency.
- How you respond to change, variation, and pace of your environment.



## **C = Compliance**

- How you react to procedures and constraints.
- How you respond to rules and procedures set by others and to authority.



# DISC STYLE SUMMARY



DOMINANCE

Problems  
Challenges



INFLUENCE

People  
Contacts



STEADINESS

Pace  
Consistency



COMPLIANCE

Procedures  
Constraints

# DISC LANGUAGE

## Clarification

### HIGH

- Farthest above the mid-line
- Highest Numerical Score

### MIDLINE

- “Energy Line”
- The foundation from where intensity is measured.
- 50%

### LOW

- Farthest below the mid-line
- Lowest Numerical Score

### Primary Factor\*\*

- Core Style
- Farthest from the midline

### Secondary Factor

- Next farthest from the midline either above or below it





# High **D** Behaviors



## Character Traits

- Driven / Self-Starter
- Ambitious / Results Oriented
- Strong-Willed / Decisive
- Adventuresome / Innovative
- Competitive
- Persistent



## Observed Personality

- Direct
- Decisive
- Prefer to lead
- Risk Takers
- Problem Solvers



## Observed Behaviors

- Quick to get started and in a hurry to get it done
- Results Oriented
- Highly motivated by new challenges

**Low D Characteristics: Unobtrusive, Cautious, Agreeable**

## Value to the Team:

- Organizer
- Forward-Looking
- Challenge-oriented
- Initiates activity
- Innovative

## Ideal Environment:

- Freedom from controls, supervision and details
- An innovative and future-oriented environment
- Forum to express ideas and viewpoints
- Non-routine work
- Work with challenge and opportunity

## Possible Limitations:

- Overuse of position
- Set standards too high
- Lack tact and diplomacy
- Took on too much, too soon, too fast

## Tendency Under Stress:

- Demanding
- Argumentative, Opinionated
- Aggressive
- Egotistical

## Emotion of the High D:

- Anger





# High I Behaviors



## Character Traits

- Enthusiastic
- Warm
- Persuasive



## Observed Personality

- Enthusiastic
- Optimistic
- Talkative
- Impulsive
- Emotional



## Observed Behaviors

- Creative / Think outside of the box
- Keep environments positive
- Easily build rapport
- Not good with details



**Low I Characteristics: Logical, Matter of Fact, Perceptive**

## Value to the Team:

- Optimism and Enthusiasm
- Creative problem solving
- Motivates others toward goals
- Team Player
- Negotiates conflicts

## Ideal Environment:

- High degree of people contacts
- Freedom from control and detail
- Freedom of movement
- Forum for ideas to be heard
- Democratic supervisor with whom they can associate

## Tendency Under Stress:

- Self-promoting
- Overly optimistic
- Gabby
- Unrealistic

## Possible Limitations:

- Inattentive to details
- Be unrealistic in appraising people
- Trust people indiscriminately
- Situational listener

## Emotion of the High I:

- Optimism



# High S Behaviors



## Character Traits

- Loyal / Stable
- Relaxed / Relaxed
- Passive / Amiable
- Patient
- Understanding / Good Listener



## Observed Personality

- Even tempered
- Friendly
- Generous
- Loyal



## Observed Behaviors

- Team Player
- Strive for consensus
- Sees tasks through to completion

**Low S Characteristics: Impulsive, Eager, Flexible, Restless**



## Value to the Team:

- Dependable team player
- Work for a leader and a cause
- Patient and empathetic
- Logical thinker (step-wise)
- Service oriented

## Ideal Environment:

- Stable and predictable environment
- Environment that allows time to change
- Long-term work relationships
- Little conflict between people
- Freedom from restrictive rules

## Possible Limitations:

- Yield to avoid controversy
- Difficulty in establishing priorities
- Dislike of unwarranted change
- Difficulty dealing with diverse situations

## Tendency Under Stress:

- Non-demonstrative
- Unconcerned
- Hesitant
- Inflexible

## Emotion of the High S:

- Non-emotional



# High C Behaviors



## Character Traits

- Detail oriented
- Conventional
- Exacting



## Observed Personality

- Peaceful
- Open minded
- Conscientious
- 'Anchor of Reality'



## Observed Behaviors

- Detail and Process oriented
- Thorough
- Accurate
- Careful

**Low C Characteristics: Arbitrary, Unbending, Unsystematic**

## Value to the Team:

- Maintain high standards
- Defines, clarifies, gets information, and tests
- Comprehensive problem solver

## Ideal Environment:

- Where critical thinking is needed
- Technical working or specialized areas
- Close relationship with small group
- Private office or work area

## Possible Limitations:

- Get defensive when criticized
- Get bogged down in details
- Be overly intense for the situation
- Appear somewhat aloof and cool

## Tendency Under Stress:

- Pessimistic
- Picky
- Overly critical

## Emotion of the High S:

- Fear

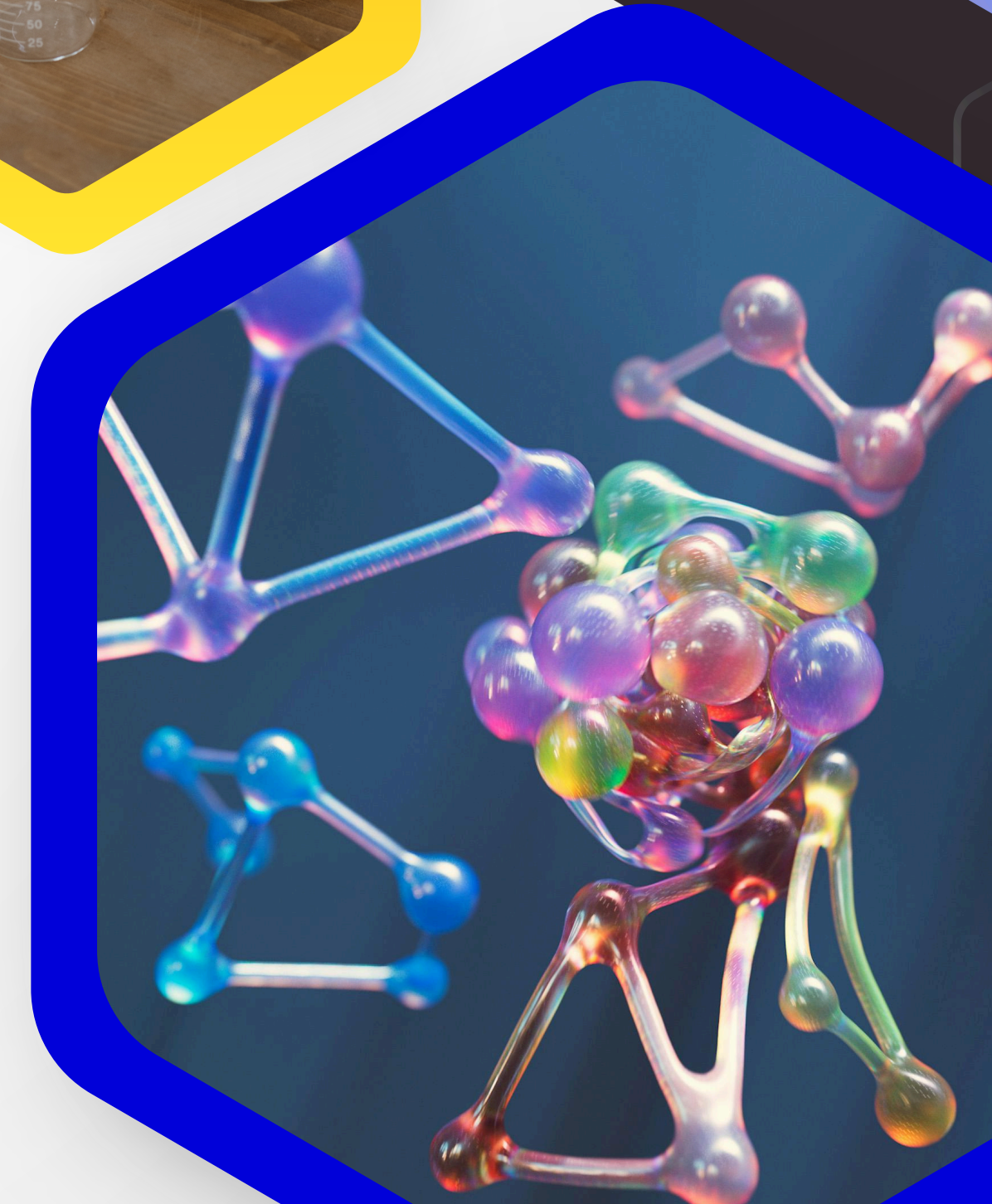




# Today's Focus is the:

# PRIMARY STYLE

We talk in generalizations about style because individual behavior is a unique combination of all 4 factors.





# Reviewing YOUR Results

## Title: Behavioral Characteristics (Page 4)

- Highlight what you agree with.
- Underline what you don't agree with.
- Rate it - What percent of the summary do you think is true for you?

## Title: Checklist for Communicating (Page 7/8)

- Highlight the top 4 tips that matter most when people are communicating with you.
  - 2 Do's
  - 2 Don'ts





# Partner Share

- Accuracy Rating of Behavioral Characteristics.
- What I agreed with the most and least.
- Most important Communication Tip for me





# Walk the Line

Select an option for each statement read.

**Strongly Agree (SA)**

**Neutral (N)**

**Strongly Disagree (SD)**



# Tale of 2 Graphs

## Natural

- The 'Real' You
- Least Changeable
- Unconscious Behaviors

## Adapted

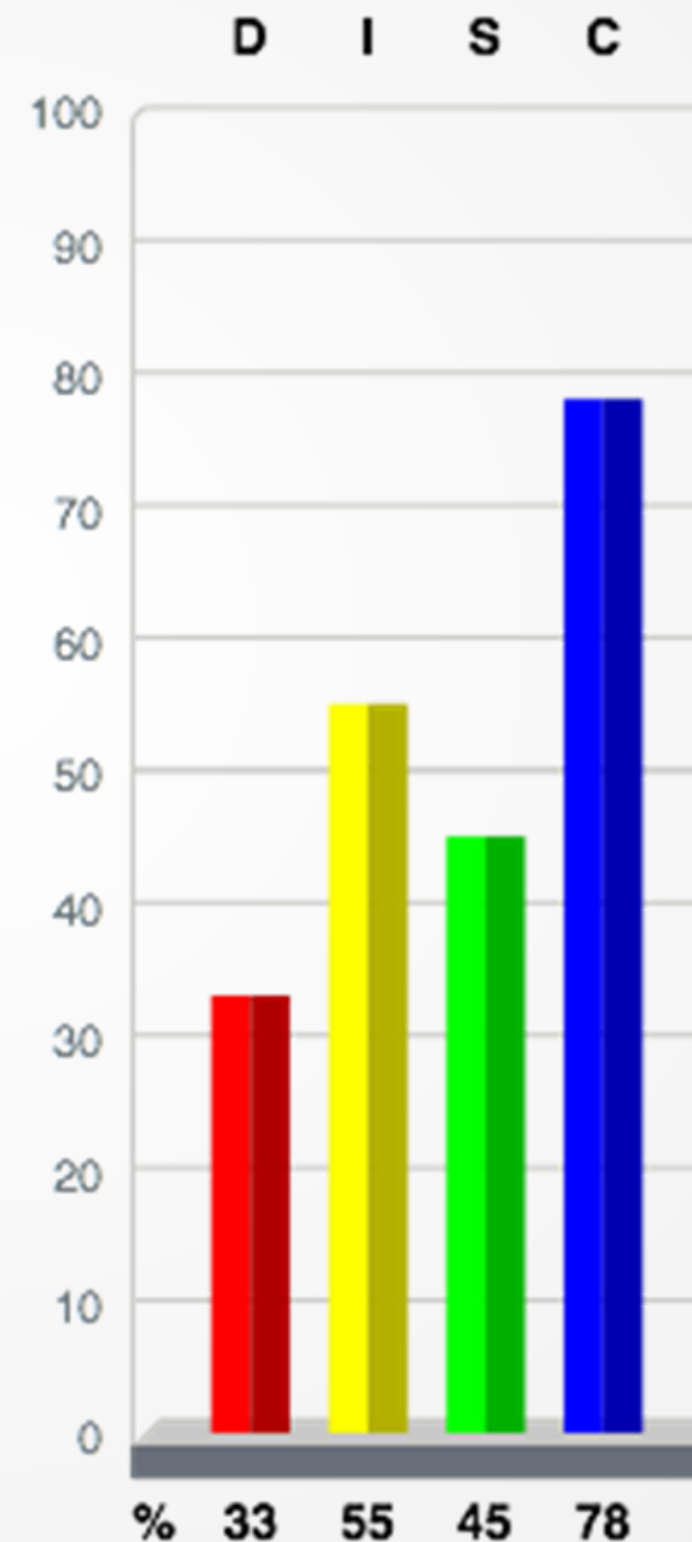
- Response to the Environment
- Most Changeable
- Fight or Flight

### Graph Reading Process

- Determine primary style (furthest from the line)
- Determine secondary style (second furthest from the line)

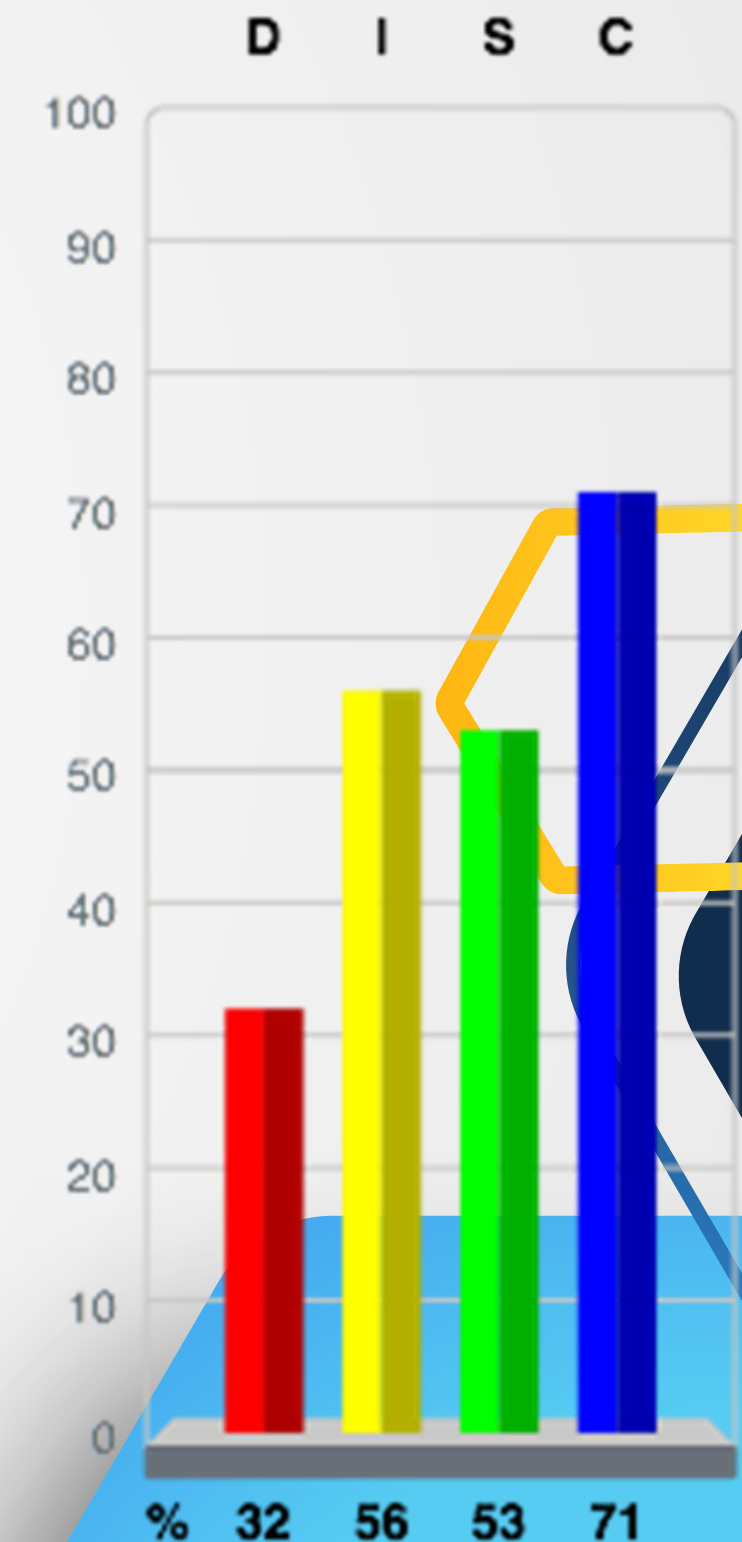
### Adapted Style

Graph I



### Natural Style

Graph II





# Team Map

Find the poster that describes your primary style:

- Dominance (D)
- Influence (I)
- Steadiness (S)
- Compliance (C)

Identify:

- Core values of your quadrant
- Working style of your quadrant





## DISC Applications

# Beyond the Workshop



Review your team communication guide before meetings or engaging in conversations to ensure that your approach is mindful and collaborative.



Review your DISC results for a deeper dive of potential blind spots and behaviors that may hinder your success.

Select a trusted friend or colleague to review your results with you to provide a 3-party perspective.

**Page:** Perceptions



Share with your supervisor or team member that you collaborate most with.

Highlight the items from each page that you agree with the most.

**Page(s):**

- Keys to Motivating
- Keys to Managing
- Areas for Improvement

# Other Graphs

## Behavioral Hierarchy Pg. 21

**1. Customer-Oriented** - Identify and fulfill customer expectations.

0 10 20 30 40 50 60 70 80 90 100



77 Natural

73 Adapted

63\*

62\*

**2. People-Oriented** - Build rapport with a wide range of individuals.

0 10 20 30 40 50 60 70 80 90 100



75 Natural

65 Adapted

64\*

62\*

**3. Consistent** - Perform predictably in repetitive situations.

0 10 20 30 40 50 60 70 80 90 100



68 Natural

65 Adapted

62\*

63\*

**4. Persistence** - Finish tasks despite challenges or resistance.

0 10 20 30 40 50 60 70 80 90 100



67 Natural

63 Adapted

62\*

63\*

## Insights Wheel Pg. 26

Precise  
Accurate  
Concern for Quality  
Critical Listener  
Non-Verbal  
Communicator  
Attention to Detail

Product-Oriented  
Slow to Change  
Self-Disciplined  
Pessimistic

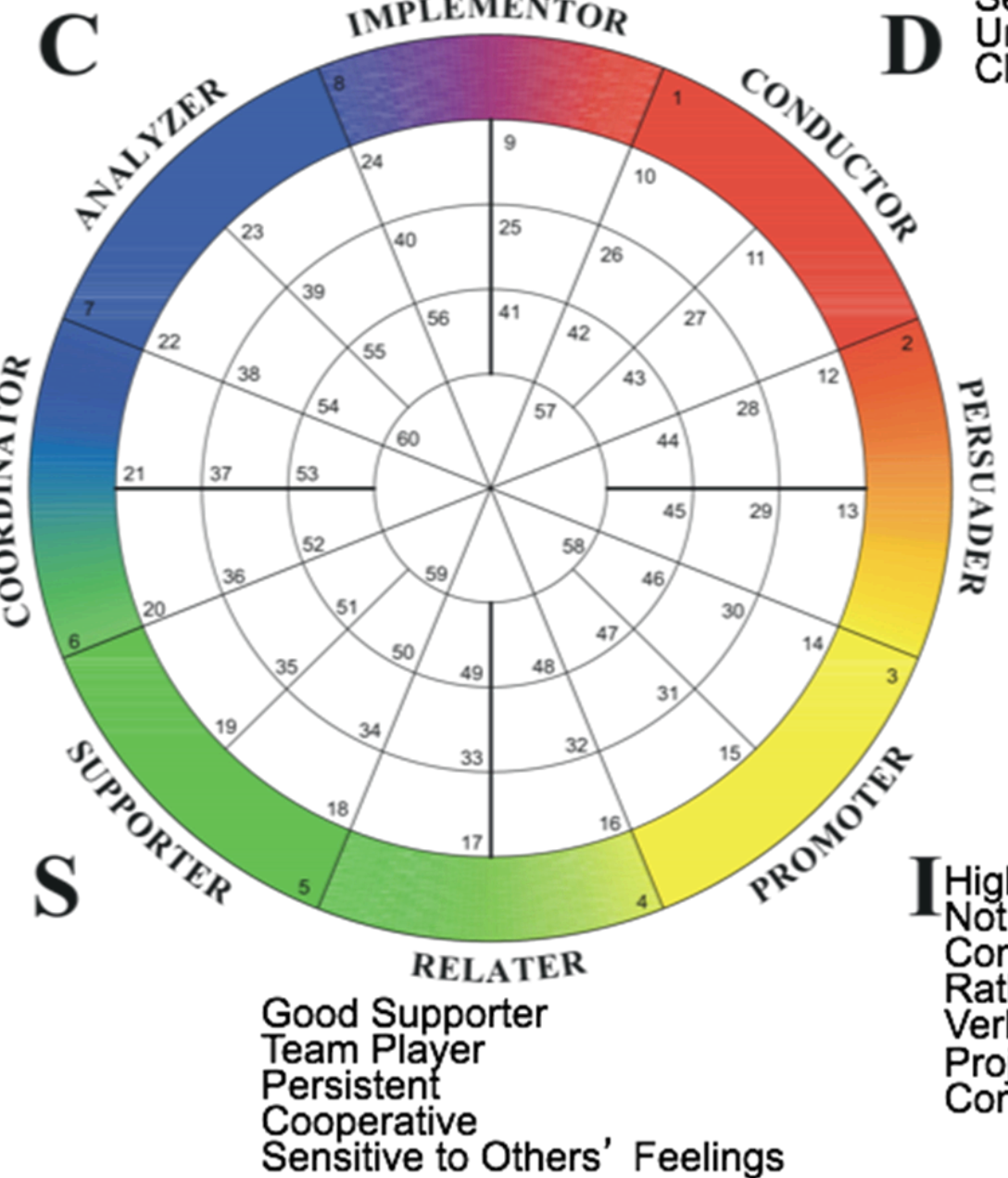
Accommodating  
Dislikes  
Confrontation  
Persistent  
Controls Emotion  
Adaptable  
Good Listener

Creative  
Slow Start / Fast  
Finish  
Vacillating  
Temperamental

Competitive  
Confrontational  
Direct  
Results-Oriented  
Sense of  
Urgency  
Change Agent

Process-Oriented  
Quick to Change  
Independent  
Optimistic

High Trust Level  
Not Fearful of Change  
Contactability  
Rather Talk than Listen  
Verbal Skills  
Projects Self-Confidence



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Or go to

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and enter this code when prompted

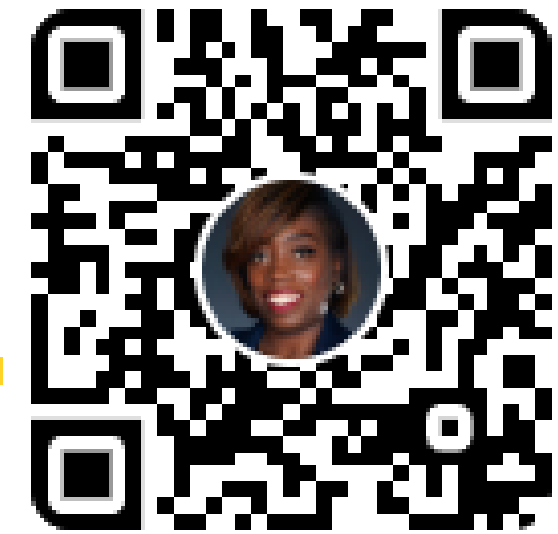
Powered By 

Leave some feedback and get the following downloads:

- Using DISC to Analyze Non-Verbals
- DOI DISC Presentation



## Stay Connected



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# Find the '1 Thing'

- What about today was reassuring for you?
- What was uncovered from your 'blind spot' that you may need to be more mindful of?
- What did you learn about one team member that will make future engagements smoother for both parties?
- Freestyle - What was most impactful about the workshop that will stay with you?

