

DISC Stage 1 - Pick Quadrant; DISC Stage2 - Pick Pattern; DISC Stage 3 - Communicate; DISC Stage 4 - Customers

	State differences without judgment. Ask What. No ramble. Confirm deal.	Recognise discomfort with conflict and loss of approval. Ask Who. Limit efforts to side-track. Tell what is to happen not who is to do what.	Conflict resolution strategy by quadrant
→	HIGH D - DOMINANCE - 18%	HIGH I - INFLUENCE - 28%	Quadrant & approx. %
→	Press the button to close the door	Say "Always room for one more," or "Come in, you're going to be late; we'll wait for you!"	At the crowded lift
→	Predominantly image(s) of a victory of some kind	Predominantly image(s) with some kind of VIP	Office Wall or Desk
→	Luxury and / or unnecessary power	To be noticed - brand	Car
→	Power dressing - charcoal grey or navy blue - red tie (or equivalent)	Bright, modern or unusual as it gets them noticed or fits their mood	Clothing
→	Expensive	Bright, modern or unusual as it gets them noticed or fits their mood	Jewellery / Accessories
→	Imposing - few papers on the desk as all taken care of	Messy - stuff everywhere - disorganised	Office
→	Loud	To be noticed	Volume
→	Quick - needs challenge - autocratic	Impulsive - needs fun - emotional	Decision-making - needs - pressure
→	Power - admiration - physical activity	Freedom - acceptance - social time	Money - love - recharge
→	Loud Mouth Larry	Chatty Cathy	Overall
→	HIGH C - CONSCIENTIOUSNESS - 19%	HIGH S - STEADINESS - 35%	Quadrant & approx. %
→	"Count" the number of people and, if the number is over the limit, have someone get out	Wait in line, moving from one line to another, appearing unable to make a decision	At the crowded lift
→	Predominantly image(s) of qualifications / awards	Predominantly image(s) of family / pets	Office Wall or Desk
→	Safety conscious firstly	Vanilla - utilitarian (family) - often subdued colour	Car
→	Often impeccably groomed but have hair or makeup different from those around them. Conservative	Modest, informal, conservative or conventional with subdued colour	Clothing
→	Matched well	Modest	Jewellery / Accessories
→	Generally tidy and well organised. Reference books	Orderly	Office
→	In line with environment	Quiet	Volume
→	Reluctant - needs time - avoids	Relational - needs status quo - acquiesces	Decision-making - needs - pressure
→	Security - affirmation - private time	Love - appreciation - nothing time	Money - love - recharge
→	Nervous Nelly	Plain Jane	Overall
→	State calmly, logically, factually. Ask Why. Give time to think.	Resolve to maintain harmony. Ask How. Ask what needed to resolve.	Conflict resolution strategy by quadrant
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Stage 1 - Pick QUADRANT

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Stage 2 - PICK PATTERN

State differences without judgment. Ask What. No ramble. Confirm deal.		Recognise discomfort with conflict and loss of approval. Ask Who. Limit efforts to side-track. Tell what is to happen not who is to do what.		Conflict resolution strategy by quadrant	
For advanced users Personal needs Works alone on tasks; belligerent if individualism threat or challenges go Boredom; loss of control Speedy Gonzales	(D) Innovative <i>Behind Scenes</i>	4. INSPIRATIONAL (D) <i>Motivational Make it happen</i> Accepts aggression; downplays need for affection	5. PERSUADER (I) Poised <i>Be open to ideas</i> Trusts others; is enthusiastic	7. PROMOTER (I) Optimistic <i>Enjoy them and their style</i> Accepts others	No., title, quadrant, as leader, on team
		Manipulative; Quarrelsome; Belligerent	Becomes indecisive and easily persuaded; becomes organised to look good	Becomes careless; sentimental; disorganised	Emotion
		Weak behaviour; loss of social status Show off	Fixed environment; complex relationships Eager Puppy	Loss of social acceptance and self worth Optimist	Under pressure
		Fear	In a meeting	Fear	In a meeting
1. DIRECTOR (D) Progressive <i>Move team forward</i> Accepts aggression; restrains expression Becomes bored with routine work; sulks; acts independently Lack of influence; failure to meet their standards Shy	3. RESULTS (D) Dominant <i>Shut up and get it done</i> Ego; rugged individualism Critical and fault-finding; resists team participation; oversteps boundaries Being taken advantage of; slowness with tasks; being a pushover Troublemaker	6. APPRAISER (I) Adaptable <i>Get buy-in</i> Driven to look good Becomes restless, critical and impatient Loss or failure; others disapproval Whisperer	8. COUNSELOR (I) <i>Approachable Make people happy</i> Being approachable; showing affection and understanding Becomes overly flexible and intimate; too trusting without differentiating Pressuring people; fear of causing harm Woolly thinker	No., title, quadrant, as leader, on team	
				Emotion	
				Under pressure	
				Fear	
16. ENHANCER (C) Progressive <i>Move team forward</i> Accepts aggression; restrains expression Becomes bored with routine work; sulks; acts independently Lack of influence; failure to meet their standards Shy	13. PRACTITIONER (C) <i>Proficient Stay the course</i> Wants to keep up with others in effort and technical performance Becomes restrained; is sensitive to criticism Predictability; no recognition as an expert Expert	12. ACHIEVER (S) Missionary <i>Get it done</i> Diligent; frustrated Becomes frustrated and becomes more of a doer than a delegator Others with competing or inferior work standards affecting results Hostile	11. AGENT (S) Appreciative <i>Get along</i> Accepts affection; rejects aggression Becomes persuasive using key information and friends if necessary Dissension; conflict Hijacker	No., title, quadrant, as leader, on team	
				Emotion	
				Under pressure	
				Fear	
14. OBJECTIVE THINKER (C) <i>Analytical Do it right</i> Rejects interpersonal aggression Becomes worrisome Irrational acts; ridicule Sleepy	15. PERFECTIONIST (C) <i>Competent Show their knowledge</i> Displays competence; is restrained and cautious Becomes tactful and diplomatic Antagonism Nit picker	10. INVESTIGATOR (S) <i>Determined Prove the reason for it</i> Is dispassionate; demonstrates self-discipline Tends to internalise conflict; holds onto grudges; tactless Involvement with the masses; responsibility to sell abstract ideas Gripes; has mood swings	9. SPECIALIST (S) Cautious <i>Change only if necessary</i> Calculatingly moderate; accommodates others Becomes adaptable to authority and thinks with group Change; disorganization Dinosaur	No., title, quadrant, as leader, on team	
				Emotion	
				Under pressure	
				Fear	
State calmly, logically, factually. Ask Why. Give time to think.		Resolve to maintain harmony. Ask How. Ask what needed to resolve.		Conflict resolution strategy by quadrant	
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Stage 3 - COMMUNICATE

State differences without judgment. Ask What. No ramble. Confirm deal.		Recognise discomfort with conflict and loss of approval. Ask Who. Limit efforts to side-track. Tell what is to happen not who is to do what.		Conflict resolution strategy by quadrant
2. DEVELOPER (D) <i>Innovative</i> <i>Contribute Behind Scenes</i>		4. INSPIRATIONAL (D) <i>Motivational Make it happen</i>		No., title, quadrant, as leader, on team
Be specific about what's needed to be done and who is going to do it		Stay on track and talk about the issue at hand		
Recognition that they want control over destiny and career path		Recognition that they want to select their own team		To communicate - YOU MUST
Knowledge of the results expected & be judged on the results, not methods		Variety, many activities and an occasional surprise situation		For more motivation - YOU PROVIDE
Freedom to details and minutiae		Workplace that provides freedom from many details and heavy supervision		For more effectiveness - YOU PROVIDE
Public recognition for accomplishments		Public recognition for accomplishments		For job culture - YOU PROVIDE
1. DIRECTOR (D) <i>Progressive</i> <i>Move team forward</i>		3. RESULTS (D) <i>Dominant</i> <i>Shut up and get it done</i>		No., title, quadrant, as leader, on team
Be brief, be bright and be gone		Be specific about what's needed to be done, and who is going to do it		
Authority equal to the responsibility given		Aggressive pace where they can achieve goals & move career forward		To communicate - YOU MUST
Help in reaching closure but may view offers of help as being intrusive		Requirement to become more aware of impact and approach toward others		For more motivation - YOU PROVIDE
Power and authority to make decisions and create change		Challenges to solve new problems		For more effectiveness - YOU PROVIDE
Appreciation and acknowledgement of their victories		Favourable working climate with positive attitudes & optimistic spirit		For job culture - YOU PROVIDE
16. ENHANCER (C) <i>Progressive</i> <i>Move team forward</i>		13. PRACTITIONER (C) <i>Proficient Stay the course</i>		No., title, quadrant, as leader, on team
Be brief, be bright and be gone		Join with some name-dropping & talk positively about people & their goals		
Authority equal to the responsibility given		Social recognition for success on a project or achieving a goal		To communicate - YOU MUST
Help in reaching closure but may view offers of help as being intrusive		Clear and specific job descriptions and role responsibilities		For more motivation - YOU PROVIDE
Power and authority to make decisions and create change		Public recognition for their expertise		For more effectiveness - YOU PROVIDE
A direct, detailed approach of what needs to be done on a project		Recognition for their thinking of others		For job culture - YOU PROVIDE
14. OBJECTIVE THINKER (C) <i>Analytical Do it right</i>		15. PERFECTIONIST (C) <i>Competent Show their knowledge</i>		No., title, quadrant, as leader, on team
Prepare your case in advance; don't "wing-it" using charm alone		Stay on track and talk about the issue at hand		
Reassurance in knowing that products and services are of the highest quality		Up-to-date facts and figures for analysis and critical thinking		To communicate - YOU MUST
Requirement that less time spent on details; more on the big picture		No requirement for spontaneity. Give time to refine ideas & plan b4 action.		For more motivation - YOU PROVIDE
Security to maintain high quality control standards		A direct, detailed approach to what needs to be done on a project		For more effectiveness - YOU PROVIDE
Environment where they are able to set own pace and maintain that pace		Security in exchange for the loyalty and work ethic demonstrated		For job culture - YOU PROVIDE
State calmly, logically, factually. Ask Why. Give time to think.		Resolve to maintain harmony. Ask How. Ask what needed to resolve.		Conflict resolution strategy by quadrant

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Stage 4 - CUSTOMERS

State differences without judgment. Ask What. No ramble. Confirm deal.		Recognise discomfort with conflict and loss of approval. Ask Who. Limit efforts to side-track. Tell what is to happen not who is to do what.		Conflict resolution strategy by quadrant
2. DEVELOPER (D) <i>Innovative</i> <u>Contribute Behind Scenes</u>		4. INSPIRATIONAL (D) <i>Motivational</i> <u>Make it happen</u>		No., title, quadrant, as leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Required
They'll be late and try to bully you		They'll be late and try to manipulate		
Be specific about what's needed to be done and who is going to do it		Stay on track and talk about the issue at hand		
Vocal ambassador especially if they think they made the decision		Vocal ambassador especially if they win by manipulating the deal		
Quick		Quick		
1. DIRECTOR (D) <i>Progressive</i> <u>Move team forward</u>		3. RESULTS (D) <i>Dominant</i> <u>Shut up and get it done</u>		No., title, quadrant, as leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Required
They'll be early. Don't keep them waiting. Indirectly critical		They'll be late and won't apologise. They'll want to win and you to lose		
Be brief, be bright and be gone		Be specific about what's needed to be done, and who is going to do it		
Probably stick although the problem is still your fault		Vocal ambassador especially if a 'they win you lose' outcome		
Moderate		Quick		
16. ENHANCER (C) <i>Progressive</i> <u>Move team forward</u>		13. PRACTITIONER (C) <i>Proficient</i> <u>Stay the course</u>		No., title, quadrant, as leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Req'd
They'll be early. Don't keep them waiting. Indirectly critical		They'll be on time and be the expert on every bloody thing		
Be brief, be bright and be gone		Join with some name-dropping & talk positively about people & their goals		
Probably stick although the problem is still your fault		Probably stick after receiving more than entitled to		
Moderate		Long		
14. OBJECTIVE THINKER (C) <i>Analytical</i> <u>Do it right</u>		15. PERFECTIONIST (C) <i>Competent</i> <u>Show their knowledge</u>		No., title, quadrant, as leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Required
They'll be on time; over analytical; worry about proposal. Take ages		A very difficult and nit picking customer		
Prepare your case in advance; don't "wing-it" using charm alone		Stay on track and talk about the issue at hand		
Might be on the move if competitor has better offer		Devoted customer for life		
Long with repeats		Extreme - bordering on whether it's even worth it		
State calmly, logically, factually. Ask Why. Give time to think.		Resolve to maintain harmony. Ask How. Ask what needed to resolve.		Conflict resolution strategy by quadrant

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