Technique © 2019 elevanto.com.au Treat others the way they want to be treated.

EXTROVERTED More QUADRANT Pick INTROVERTED More

DISC Stage 1 - Pick Quadrant; DISC Stage 2 - 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-Conflict resolution track. Tell what is to happen not who is to do what. strategy by quadrant HIGH D - DOMINANCE - 18% HIGH I - INFUENCE - 28% Quadrant & approx. % Say "Always room for one more," or "Come in, you're going to be late; we'll wait for you! Press the button to close the door 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 Bright, modern or unusual as it gets them noticed or fits their mood Expensive Jewellery / Accessories Imposing - few papers on the desk as all taken care of Messy - stuff everywhere - disorganised Office Loud To be noticed Volume Decision-making - needs Quick - needs challenge - autocratic Impulsive - needs fun - emotional pressure Power - admiration - physical activity Freedom - acceptance - social time Money - love - recharge Loud Mouth Larry Chatty Cathy HICH 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 Often impeccably groomed but have hair or makeup different from those around them. Modest, informal, conservative or conventional with subdued colour Clothing Conservative Matched well Modest Jewellery / Accessories Generally tidy and well organised. Reference books Orderly Office In line with environment Quiet Volume Decision-making - needs Reluctant - needs time - avoids Relational - needs status quo - acquiesces pressure Security - affirmation - private time Love - appreciation - nothing time Money - love - recharge Nervous Nelly Plain Jane Overall Conflict resolution State calmly, logically, factually. Ask Why. Give time to think. Resolve to maintain harmony. Ask How. Ask what needed to resolve. strategy by quadrant





EXTROVERTED

More

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
ucorc	D) Innovative	4. INSPIRATIONAL (D) Motivational Make it happen	5. PERSUADER (I) Poised Be open to ideas	7. PROMOTER (I) Optimistic Enjoy them and their style	No., title, quadrant, as leader, on team
rs	sonal needs	Accepts aggression; downplays need for affection	Trusts others; is enthusiastic	Accepts others	Emotion
Works alone on tasks; belligerent if individualism threat or challenges go		Manipulative; Quarrelsome; Belligerent	Becomes indecisive and easily persuaded; becomes organised to look good	Becomes careless; sentimental; disorganised	Under pressure
Boredom; loss of control		Weak behaviour; loss of social status	Fixed environment; complex relationships	Loss of social acceptance and self worth	Fear
Speedy Gonzales		Show off	Eager Puppy	Optimist	In a meeting
1. DIRECTOR (D) Progressive		3. RESULTS (D) Dominant	6. APPRAISER (I) Adaptable	8. COUNSELOR (I)	No., title, quadrant, as
Move team	n forward	Shut up and get it done	Get buy-in	Approachable Make people happy	leader, on team
Accepts aggression; r	restrains expression	Ego; rugged individualism	Driven to look good	Being approachable; showing affection and understanding	Emotion
Becomes bored with r acts indep	, ,	Critical and fault-finding; resists team participation; oversteps boundaries	Becomes restless, critical and impatient	Becomes overly flexible and intimate; too trusting without differentiating	Under pressure
Lack of influence; fa		Being taken advantage of; slowness with tasks; being a pushover	Loss or failure; others disapproval	Pressuring people; fear of causing harm	Fear
Sh	У	Troublemaker	Whisperer	Woolly thinker	In a meeting
16. ENHANCER (13. PRACTITIONER (C) Proficient Stay the course	12. ACHIEVER (S) Missionary Get it done	11. AGENT (S) Appreciative Get along	No., title, quadrant, as leader, on team
Accepts aggression; r		Wants to keep up with others in effort and technical performance	Diligent; frustrated	Accepts affection; rejects aggression	Emotion
Becomes bored with r acts indep		Becomes restrained; is sensitive to criticism	Becomes frustrated and becomes more of a doer than a delegator	Becomes persuasive using key information and friends if necessary	Under pressure
Lack of influence; fa stand		Predictability; no recognition as an expert	Others with competing or inferior work standards affecting results	Dissention; conflict	Fear
Sh	•	Expert	Hostile	Hijacker	In a meeting
14. OBJECTIVE	` '	15. PERFECTIONIST (C)	10. INVESTIGATOR (S)	9. SPECIALIST (S) Cautious	No., title, quadrant, as
Analytica	<u>Do it right</u>	Competent Show their knowledge	Determined Prove the reason for it	Change only if necessary	leader, on team - — — — —
Rejects interpers	onal aggression	Displays competence; is restrained and cautious	Is dispassionate; demonstrates self- discipline	Calculatingly moderate; accommodates others	Emotion
Becomes w	rorrisome	Becomes tactful and diplomatic	Tends to internalise conflict; holds onto grudges; tactless	Becomes adaptable to authority and thinks with group	Under pressure
Irrational act	ts; ridicule	Antagonism	Involvement with the masses; responsibility to sell abstract ideas	Change; disorganization	Fear
Slee	ру	Nit picker	Gripes; has mood swings	Dinosaur	In a meeting
	y, logically, factuall	y. Ask Why. Give time to think.		How. Ask what needed to resolve.	Conflict resolution strategy by quadrant



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Stage 3 - COMMUNICATE	Ž
Stage 3	← ← ← More INTROVERTED
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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) Innovative	4. INSPIRATIONAL (D)	5. PERSUADER (I) Poised	7. PROMOTER (I) Optimistic	No., title, quadrant, as
Contribute Behind Scenes	Motivational Make it happen	Be open to ideas	Enjoy them and their style	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	Plan to talk about things that support their dreams and goals	Be clear in your explanations	To communicate - YOU MUST
Recognition that they want control over	Recognition that they want to select their	Awards to confirm ability, skill or	Recognition for contributions to the success	For more motivation - YOU
destiny and career path	own team	achievements	of a project	PROVIDE
Knowledge of the results expected & be	Variety, many activities and an	Requirement for a greater control over time	Opportunities for involvement with a wide	For more effectiveness -
judged on the results, not methods	occasional surprise situation	management	scope of people	YOU PROVIDE
Freedom to details and minutiae	Workplace that provides freedom from many details and heavy supervision	Public recognition for accomplishments	Public recognition for accomplishments	For job culture - YOU PROVIDE
1. DIRECTOR (D) Progressive	3. RESULTS (D) Dominant	6. APPRAISER (I) Adaptable	8. COUNSELOR (I)	No., title, quadrant, as
Move team forward	Shut up and get it done	Get buy-in	Approachable Make people happy	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	Plan some extra time in your schedule for talking, relating & socialising	Plan to talk about things that support their dreams and goals	To communicate - YOU MUST
Authority equal to the responsibility given	Aggressive pace where they can achieve goals & move career forward	Security in knowing that the products and services are of the highest quality	A favourable working environment and a team-oriented climate	For more motivation - YOU PROVIDE
Help in reaching closure but may view offers of help as being intrusive	Requirement to become more aware of impact and approach toward others	Appointment to a well balanced team	A favourable climate with an absence of high pressure or chaos	For more effectiveness - YOU PROVIDE
Power and authority to make decisions and create change	Challenges to solve new problems	Appreciation and acknowledgement of their victories	Favourable working climate with positive attitudes & optimistic spirit	For job culture - YOU PROVIDE
AC ENHANCED (C) D	40 DDA CTITIONED (C)	40 40 115 (5) 44: :	44 4 0 0 0 1 1 7 (0) 4	
16. ENHANCER (C) Progressive	13. PRACTITIONER (C)	12. ACHIEVER (S) Missionary	11. AGENT (S) Appreciative	No., title, quadrant, as
16. ENHANCER (C) <i>Progressive</i> Move team forward	13. PRACTITIONER (C) Proficient Stay the course	12. ACHIEVER (S) Missionary Get it done	11. AGENT (S) Appreciative Get along	No., title, quadrant, as leader, on team
				•
Move team forward	Proficient Stay the course Join with some name-dropping & talk	Get it done Be specific about what's needed to be done	Get along Plan to talk about things that support their	leader, on team To communicate - YOU MUST
Move team forward Be brief, be bright and be gone	Proficient Stay the course Join with some name-dropping & talk positively about people & their goals Social recognition for success on a project or	Get it done Be specific about what's needed to be done Provide up-to-date facts and figures for	Get along Plan to talk about things that support their dreams and goals A moderate to greater level of security in the	leader, on team To communicate - YOU MUST For more motivation - YOU
Move team forward Be brief, be bright and be gone Authority equal to the responsibility given Help in reaching closure but may view offers of help as being intrusive Power and authority to make decisions and create change	Proficient Stay the course Join with some name-dropping & talk positively about people & their goals Social recognition for success on a project or achieving a goal Clear and specific job descriptions and role responsibilities Public recognition for their expertise	Get it done Be specific about what's needed to be done Provide up-to-date facts and figures for analysis and critical thinking A supportive team that is tolerant of occasional blunt or critical remarks A direct, detailed approach of what needs to be done on a project	Get along Plan to talk about things that support their dreams and goals A moderate to greater level of security in the environment Addressing of conflicts directly; disagreement won't end relationship. Recognition for their thinking of others	leader, on team To communicate - YOU MUST For more motivation - YOU PROVIDE For more effectiveness -
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Move team forward Be brief, be bright and be gone Authority equal to the responsibility given Help in reaching closure but may view offers of help as being intrusive Power and authority to make decisions and create change 14. OBJECTIVE THINKER (C) Analytical Do it right Prepare your case in advance; don't "wingit" using charm alone Reassurance in knowing that products and services are of the highest quality Requirement that less time spent on details; more on the big picture	Proficient Stay the course Join with some name-dropping & talk positively about people & their goals Social recognition for success on a project or achieving a goal Clear and specific job descriptions and role responsibilities Public recognition for their expertise 15. PERFECTIONIST (C) Competent Show their knowledge Stay on track and talk about the issue at hand Up-to-date facts and figures for analysis and critical thinking No requirement for spontaneity. Give time to refine ideas & plan b4 action.	Be specific about what's needed to be done Provide up-to-date facts and figures for analysis and critical thinking A supportive team that is tolerant of occasional blunt or critical remarks A direct, detailed approach of what needs to be done on a project 10. INVESTIGATOR (S) Determined Prove the reason for it Take issue with the facts and not the person if you disagree Rewards and sincere reinforcements as they amplify self esteem Negotiate for commitment on a one-to-one basis	Get along Plan to talk about things that support their dreams and goals A moderate to greater level of security in the environment Addressing of conflicts directly; disagreement won't end relationship. Recognition for their thinking of others 9. SPECIALIST (S) Cautious Change only if necessary Break the ice with a brief complimentary personal comment A moderate to greater level of security in the environment Sufficient time to consider alternatives prior to making changes	leader, on team To communicate - YOU MUST For more motivation - YOU PROVIDE For more effectiveness - YOU PROVIDE For job culture - YOU PROVIDE No., title, quadrant, as leader, on team To communicate - YOU MUST For more motivation - YOU PROVIDE For more effectiveness - YOU PROVIDE
Be brief, be bright and be gone Authority equal to the responsibility given Help in reaching closure but may view offers of help as being intrusive Power and authority to make decisions and create change 14. OBJECTIVE THINKER (C) Analytical Do it right Prepare your case in advance; don't "wingit" using charm alone Reassurance in knowing that products and services are of the highest quality Requirement that less time spent on details; more on the big picture Security to maintain high quality control	Proficient Stay the course Join with some name-dropping & talk positively about people & their goals Social recognition for success on a project or achieving a goal Clear and specific job descriptions and role responsibilities Public recognition for their expertise 15. PERFECTIONIST (C) Competent Show their knowledge Stay on track and talk about the issue at hand Up-to-date facts and figures for analysis and critical thinking No requirement for spontaneity. Give time to refine ideas & plan b4 action. A direct, detailed approach to what needs to	Be specific about what's needed to be done Provide up-to-date facts and figures for analysis and critical thinking A supportive team that is tolerant of occasional blunt or critical remarks A direct, detailed approach of what needs to be done on a project 10. INVESTIGATOR (S) Determined Prove the reason for it Take issue with the facts and not the person if you disagree Rewards and sincere reinforcements as they amplify self esteem Negotiate for commitment on a one-to-one basis Environment where they are able to set own	Plan to talk about things that support their dreams and goals A moderate to greater level of security in the environment Addressing of conflicts directly; disagreement won't end relationship. Recognition for their thinking of others 9. SPECIALIST (S) Cautious Change only if necessary Break the ice with a brief complimentary personal comment A moderate to greater level of security in the environment Sufficient time to consider alternatives prior to making changes Security in exchange for the loyalty and work	leader, on team To communicate - YOU MUST For more motivation - YOU PROVIDE For more effectiveness - YOU PROVIDE For job culture - YOU PROVIDE No., title, quadrant, as leader, on team To communicate - YOU MUST For more motivation - YOU PROVIDE For more effectiveness - YOU PROVIDE For job culture - YOU PROVIDE
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EXTROVERTED More Stage 4 - CUSTOMERS More INTROVERTED

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) Innovative Contribute Behind Scenes	4. INSPIRATIONAL (D) Motivational Make it happen	5. PERSUADER (I) <i>Poised</i> Be open to ideas	7. PROMOTER (I) Optimistic Enjoy them and their style	No., title, quadrant, as leader, on team
They'll be late and try to bully you Be specific about what's needed to be done and who is going to do it Vocal ambassador especially if they think they made the decision Quick	They'll be late and try to manipulate Stay on track and talk about the issue at hand Vocal ambassador especially if they win by manipulating the deal Quick	Likely to be just on time. Nothing too complex. Short attention span Plan to talk about issue in line with their goals for the product or service Profuse with their praise. Cannot decide whether to leave you Moderate	Late and rushed. Very poor with detail. Talk to strangers Be clear in your explanations Profuse with their praise but could go anywhere Moderate	Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Required
1. DIRECTOR (D) Progressive	3. RESULTS (D) Dominant	6. APPRAISER (I) Adaptable	8. COUNSELOR (I)	No., title, quadrant, as
<u>Move team forward</u>	Shut up and get it done	Get buy-in	Approachable Make people happy	leader, on team
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	Just on time. Impatient if they have to follow through as part of the deal socializing	They'll be hopeless on deadlines	Them as Customer
Be brief, be bright and be gone	Be specific about what's needed to be done, and who is going to do it	Plan some extra time for talking and relating Continuous	Plan to talk about issue in line with their goals for the product or service	To resolve issue - YOUR STYLE MUST DO
Probably stick although the problem is still your fault	Vocal ambassador especially if a 'they win you lose' outcome	Restless - might go elsewhere	Flexible - might go elsewhere	POSITIVE RESULT
Moderate	Quick	Moderate	Moderate	Interaction Effort Req'd
16. ENHANCER (C) Progressive Move team forward	13. PRACTITIONER (C) Proficient Stay the course	12. ACHIEVER (S) Missionary Get it done	11. AGENT (S) Appreciative Get along	No., title, quadrant, as leader, on team
16. ENHANCER (C) Progressive Move team forward They'll be early. Don't keep them waiting. Indirectly critical	13. PRACTITIONER (C) Proficient Stay the course They'll be on time and be the expert on every bloody thing			
Move team forward They'll be early. Don't keep them waiting.	Proficient Stay the course They'll be on time and be the expert on every	Get it done They'll be on time (workaholic). They can	Get along They'll be on time. They'll likely have an	leader, on team
Move team forward They'll be early. Don't keep them waiting. Indirectly critical Be brief, be bright and be gone Probably stick although the problem is still your fault	Proficient Stay the course They'll be on time and be the expert on every bloody thing Join with some name-dropping & talk positively about people & their goals Probably stick after receiving more than entitled to	Get it done They'll be on time (workaholic). They can easily be frustrated and impatient Be specific about what's needed to be done Recommend you if fault affecting results fixed	Get along They'll be on time. They'll likely have an interest in some kindly cause Plan to talk about issue in line with their goals for the product or service Recommend you after persuading you to fix it	Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT
Move team forward They'll be early. Don't keep them waiting. Indirectly critical Be brief, be bright and be gone Probably stick although the problem is still your fault Moderate	Proficient Stay the course They'll be on time and be the expert on every bloody thing Join with some name-dropping & talk positively about people & their goals Probably stick after receiving more than entitled to Long	Get it done They'll be on time (workaholic). They can easily be frustrated and impatient Be specific about what's needed to be done Recommend you if fault affecting results fixed Moderate	Get along They'll be on time. They'll likely have an interest in some kindly cause Plan to talk about issue in line with their goals for the product or service Recommend you after persuading you to fix it Long	Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Reg'd
Move team forward They'll be early. Don't keep them waiting. Indirectly critical Be brief, be bright and be gone Probably stick although the problem is still your fault	Proficient Stay the course They'll be on time and be the expert on every bloody thing Join with some name-dropping & talk positively about people & their goals Probably stick after receiving more than entitled to	Get it done They'll be on time (workaholic). They can easily be frustrated and impatient Be specific about what's needed to be done Recommend you if fault affecting results fixed	Get along They'll be on time. They'll likely have an interest in some kindly cause Plan to talk about issue in line with their goals for the product or service Recommend you after persuading you to fix it Long 9. SPECIALIST (S) Cautious Change only if necessary	Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT
Move team forward They'll be early. Don't keep them waiting. Indirectly critical Be brief, be bright and be gone Probably stick although the problem is still your fault Moderate 14. OBJECTIVE THINKER (C) Analytical Do it right They'll be on time; over analytical; worry about proposal. Take ages Prepare your case in advance; don't "wingit" using charm alone	Proficient Stay the course They'll be on time and be the expert on every bloody thing Join with some name-dropping & talk positively about people & their goals Probably stick after receiving more than entitled to Long 15. PERFECTIONIST (C) Competent Show their knowledge A very difficult and nit picking customer Stay on track and talk about the issue at hand	They'll be on time (workaholic). They can easily be frustrated and impatient Be specific about what's needed to be done Recommend you if fault affecting results fixed Moderate 10. INVESTIGATOR (S) Determined Prove the reason for it They'll be on time. They are tactless and often confuse beliefs with facts Take issue with the facts and not the person if you disagree	They'll be on time. They'll likely have an interest in some kindly cause Plan to talk about issue in line with their goals for the product or service Recommend you after persuading you to fix it Long 9. SPECIALIST (S) Cautious Change only if necessary They'll be on time; often early. They need a lot of conditioning to change Break the ice with a brief complimentary personal comment	leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Req'd No., title, quadrant, as leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO
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Move team forward They'll be early. Don't keep them waiting. Indirectly critical Be brief, be bright and be gone Probably stick although the problem is still your fault Moderate 14. OBJECTIVE THINKER (C) Analytical Do it right They'll be on time; over analytical; worry about proposal. Take ages Prepare your case in advance; don't "wingit" using charm alone Might be on the move if competitor has	Proficient Stay the course They'll be on time and be the expert on every bloody thing Join with some name-dropping & talk positively about people & their goals Probably stick after receiving more than entitled to Long 15. PERFECTIONIST (C) Competent Show their knowledge A very difficult and nit picking customer Stay on track and talk about the issue at hand	They'll be on time (workaholic). They can easily be frustrated and impatient Be specific about what's needed to be done Recommend you if fault affecting results fixed Moderate 10. INVESTIGATOR (S) Determined Prove the reason for it They'll be on time. They are tactless and often confuse beliefs with facts Take issue with the facts and not the person if you disagree	They'll be on time. They'll likely have an interest in some kindly cause Plan to talk about issue in line with their goals for the product or service Recommend you after persuading you to fix it Long 9. SPECIALIST (S) Cautious Change only if necessary They'll be on time; often early. They need a lot of conditioning to change Break the ice with a brief complimentary personal comment	leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Req'd No., title, quadrant, as leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO
Move team forward They'll be early. Don't keep them waiting. Indirectly critical Be brief, be bright and be gone Probably stick although the problem is still your fault Moderate 14. OBJECTIVE THINKER (C) Analytical Do it right They'll be on time; over analytical; worry about proposal. Take ages Prepare your case in advance; don't "wing- it" using charm alone Might be on the move if competitor has better offer Long with repeats	Proficient Stay the course They'll be on time and be the expert on every bloody thing Join with some name-dropping & talk positively about people & their goals Probably stick after receiving more than entitled to Long 15. PERFECTIONIST (C) Competent Show their knowledge A very difficult and nit picking customer Stay on track and talk about the issue at hand Devoted customer for life Extreme - bordering on whether it's even worth it	They'll be on time (workaholic). They can easily be frustrated and impatient Be specific about what's needed to be done Recommend you if fault affecting results fixed Moderate 10. INVESTIGATOR (S) Determined Prove the reason for it They'll be on time. They are tactless and often confuse beliefs with facts Take issue with the facts and not the person if you disagree Recommend you if great explanation Long Resolve to maintain harmony. Ask	They'll be on time. They'll likely have an interest in some kindly cause Plan to talk about issue in line with their goals for the product or service Recommend you after persuading you to fix it Long 9. SPECIALIST (S) Cautious Change only if necessary They'll be on time; often early. They need a lot of conditioning to change Break the ice with a brief complimentary personal comment Recommend you as they do not like change	Ieader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT Interaction Effort Req'd No., title, quadrant, as leader, on team Them as Customer To resolve issue - YOUR STYLE MUST DO POSITIVE RESULT



