

# DiSC

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Presented by  
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# Goals

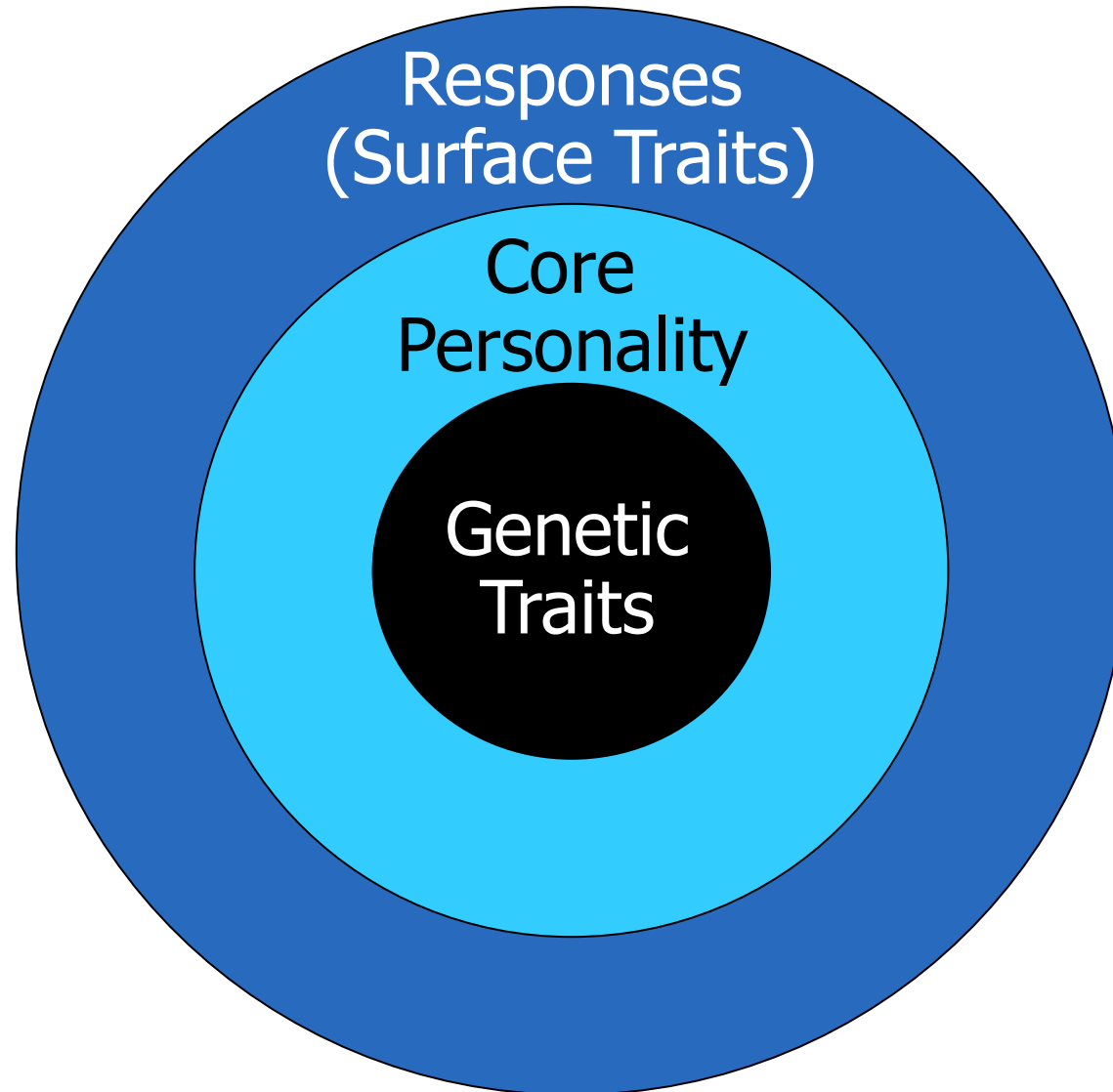


- Understand your behavioral tendencies and develop an understanding of how your behavior affects others
- Respect, appreciate, understand, and value individual differences
- Enhance strategies for working together to increase productivity
- Increase your effectiveness by improving your relationships with others
- **\*Understanding the aspects of the four dominate behavioral traits will be a benefit to supervisors**

# Successful People



- Understand themselves and how their behavior affects others
- Understand their reactions to other people
- Know how to maximize on what they do well
- Have a positive attitude about themselves
- **\*Know how to adapt their behavior**



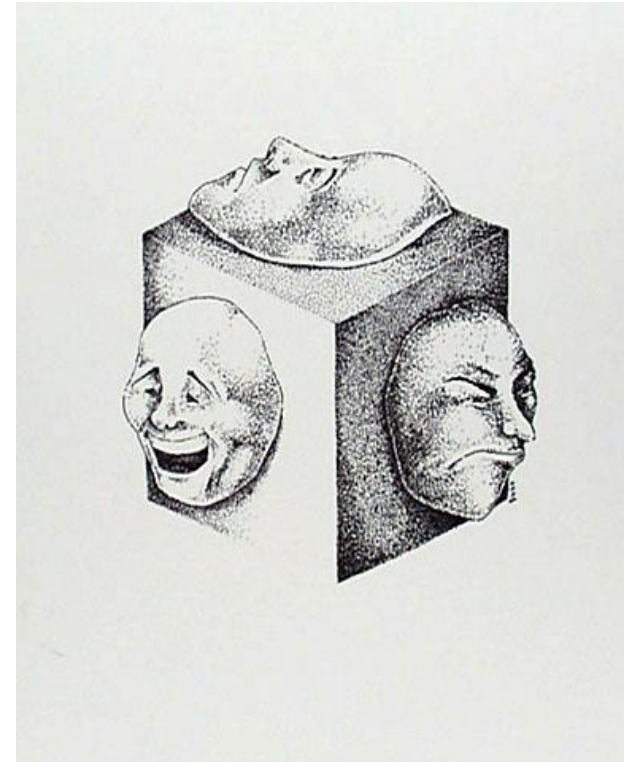


## ***"Paradigms" – from where you sit***

- Family (including culture)
- Formal Education
- Religion
- Media
- Friends
- Neighborhood / Town
- Financial Status

**Law enforcement is one of the very few professions that can drastically change a personality.”**

Guy Schiller, International Critical Incident Stress Management Foundation



# What is DiSC?



DiSC is a theory of behavior styles that was developed in 1928 by Dr. William Molton Marston.

It is based on a **four-factor behavior model**.

The model has continued to be researched and validated and used by over 7 million people.



- **RELIABILITY** – Over 150,000 people have taken it on-line. Does it measure in a way that is both consistent and dependable?
- **VALID** – Does it measure what it is supposed to measure, and do so with accuracy?
- **STABILITY** – Same results over time?
  - 1 week later = 87-89%
  - 1 year later = 70-80%





- There is no one best style
- There are positives and drawbacks of each style
- You have the choice to modify your style when dealing with others
- Under stress our dominate style tends to take over
- **\*ALL of the traits WILL change over time**



## 4 Basic Types (DiSC)\*

- **Dominate**
- **Influence**
- **Conscientious**
- **Steadiness**

15 Distinct Patterns

19,680 different “combinations”

# Summary

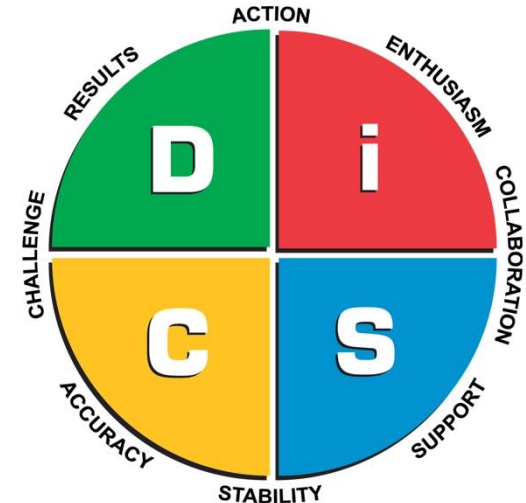


<b>D</b> is for <b>Dominance</b>	<b>Direct and Decisive.</b> D's are strong willed, strong minded people who like accepting challenges, taking action, and getting immediate results.
<b>I</b> is for <b>influence</b>	<b>Interactive, Optimistic and Outgoing.</b> I's are "people people" who like participating on teams, sharing ideas, and energizing and entertaining others.
<b>S</b> is for <b>Steadiness</b>	<b>Sympathetic and Cooperative.</b> S's are helpful people who like working behind the scenes, performing in consistent and predictable ways, and being good listeners.
<b>C</b> is for <b>Conscientiousness</b>	<b>Concerned and Correct.</b> C's are sticklers for quality and like planning ahead, employing systematic approaches, and checking and re-checking for accuracy.

# DISC Basics



- Everyone has four aspects, but infinite combinations.
- 85% will have two dominant behavior tendencies.



Ex: Surgeons – High “C”

Law Enforcement - More “D” and “I”

*Good law enforcement officials, like good leaders  
come in all types!*

# The DiSC<sup>®</sup> Model



Active, Fast Paced  
Assertive, Bold

Dominance

influence

Questioning  
Logic-Focused  
Things (Not People)  
Skeptical

Accepting  
People-Focused  
Welcoming  
Receptive

Conscientiousness

Steadiness

Calm, Careful  
Moderate Paced, Thoughtful



## An explanation of DiSC Profiling

<https://www.youtube.com/watch?v=dgGz3IFzLQI>

It's important to know these styles!



# High D



- Sees an unfavorable environment that they want to overcome
- **Acts too quickly at times\***
- Tries to change, fix, or control things
  - Direct
  - Decisive
  - Driven
  - Developer
  - Demanding
  - Determined
  - Do-er





# Dominance



**Motivated by:** Challenge; power and authority; direct answers

**Fears:** Loss of control; being taken advantage of

**You will notice:** Self-confidence; decisiveness; risk-taking

**Limitations:** Lack of concern for others; impatience

**To Relax :** Physical Activity, Sports

**Conflict Response :** \*Fight

**Motto:** Just Do It!

# Dominance



## Growth Areas

- ✓ **Poor Delegator**
- ✓ **Insensitive**
- ✓ **Won't Listen**
- ✓ **Too Aggressive**
- ✓ **Can make decisions too quickly, without enough information**
- ✓ **May 'tell' rather than 'sell'**



# High i



- Sees a favorable environment in which they can influence others
- **Prefers verbal face to face communications\***
- **Most effective working in groups\***
- Tries to persuade, promote, or sway others
  - Inspiring
  - Instigators
  - Interactive
  - Interesting
  - Impulsive



# Influence



**Motivated by:** Social recognition; group activities; relationships

**Fears:** Social rejection; disapproval; loss of influence

**You will notice:** Enthusiasm; charm; sociability

**Limitations:** Impulsiveness; disorganization, lack of follow through

**To Relax :** Socializing/ Working in Groups

**Conflict Response :** \*Flight

**Motto:** Don't Worry, Be Happy

# Influence



## Growth Areas

- ✓ Impulsive
- ✓ Talk too much
- ✓ Too tactful
- ✓ Superficial/ Insincere
- ✓ Shallow
- ✓ Disorganized



# High S



- Sees a favorable environment that they want to maintain
- **\*Tries to be cooperative, supportive, and agreeable while keeping things stable**
  - Stable
  - Supportive
  - Shy
  - Submissive
  - Sincere





# Steadiness



**Motivated by:** Infrequent changes; stability; sincere appreciation; cooperation

**Fears:** Loss of stability; the unknown; change

**You will notice:** Patience; a team player; stability, methodical approach; calm

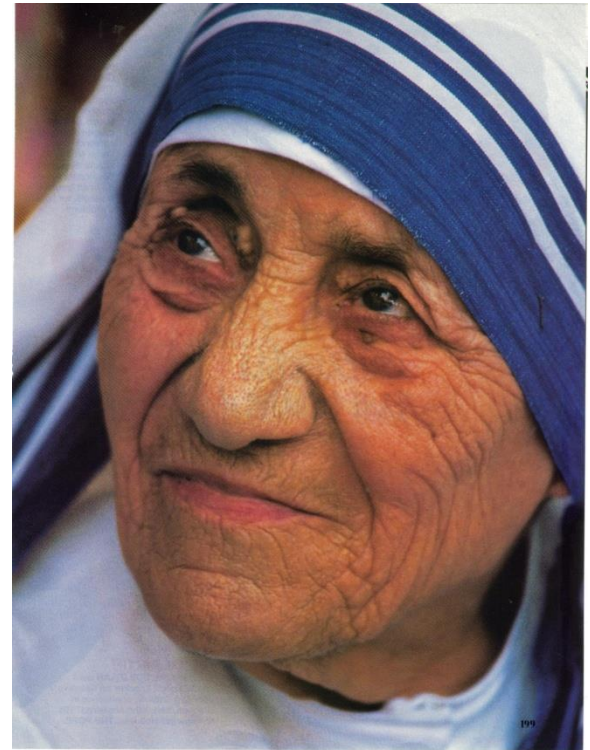
**Limitations:** Overly willing to give; putting their needs last

**To Relax :** TX / Sleep

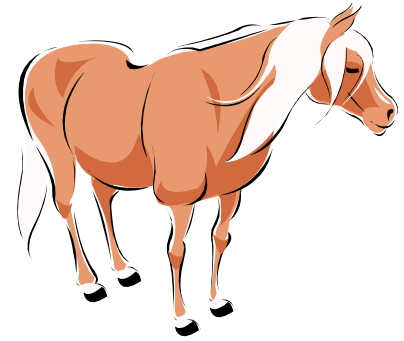
**Conflict Response :** \*Put up with it, dislike, seen as waste of time

**Motto:** Don't Rock the Boat

# Steadiness



## Growth Areas



- ✓ Slow to change
- ✓ Possessive
- ✓ Passive
- ✓ Lacks self-initiative

# High C



- Sees an unfavorable environment that they do not want to try to change
- **Written Communication is important\***
- Tries to work within established rules, guidelines, and procedures to ensure accuracy and quality
  - Competent
  - Careful
  - Correct
  - Cautious
  - Compliant



# Conscientiousness



**Motivated by:** clearing defined performance expectations;  
quality and accuracy being valued

**Fears:** Criticism of their work; slipshod methods

**You will notice:** Behavior that is cautious, precise, diplomatic,  
restrained

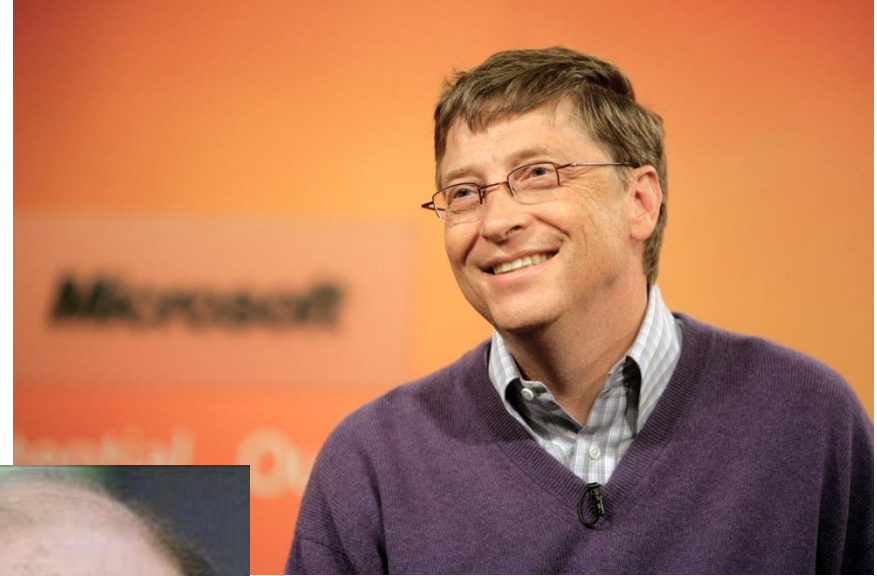
**Limitations:** Overly critical of self & others, wanting more data

**To Relax :** Quality "Alone Time"

**Conflict Response :** \*Avoid

**Motto:** Measure twice, cut once

# Conscientiousness



## Growth Areas

- ✓ **Rigid/ Rules and Regulations**
- ✓ **Takes too long**
- ✓ **Critical**
- ✓ **Can stifle innovation and initiative**
- ✓ **Very content with Status Quo**





<https://www.crystalknows.com/famous-people>



# Famous DiSC Examples

D



DONALD TRUMP



ARNOLD SCHWARZENEGGER



JUDITH SHEINDLIN



BARBARA WALTERS



OPRAH WINFREY

I



RICHARD BRANSON



JIM CAREY



DOLLY PARTON



ROBIN WILLIAMS



ELLEN DEGENERES

S



NICOLE KIDMAN



NELSON MANDELA



TOM HANKS



JACKIE CHAN



JULIA ROBERTS

C



BILL GATES



AL GORE



JAMES MAY



J.K. ROWLING



WARREN BUFFETT

# What do they FEAR?



**D** Loss of control



**i** Rejection



**C** Criticism of performance



**S** Loss of security



Customer Service

## Working with a D style

- Be business-like and get to the point quickly.
- Respond to their task-related needs.
- Ask “what” questions.
- Accept their bluntness.
- Acknowledge the decision is their’s the make.
- Provide reminders of your proven track record.


Customer Service

## Working with an i style

- Be casual and open.
- Be enthusiastic and friendly.
- Ask “who” questions.
- Respond with empathy to their feelings or doubts.
- Inspire them to action.
- Meet their need to “look good.”

Customer Service

## Working with an S style

- Be informal and low pressure.
  - Be methodical in your demonstrations.
  - Be sincere.
  - Ask “how” questions.
  - Offer ongoing support.
  - Probe for unspoken concerns.
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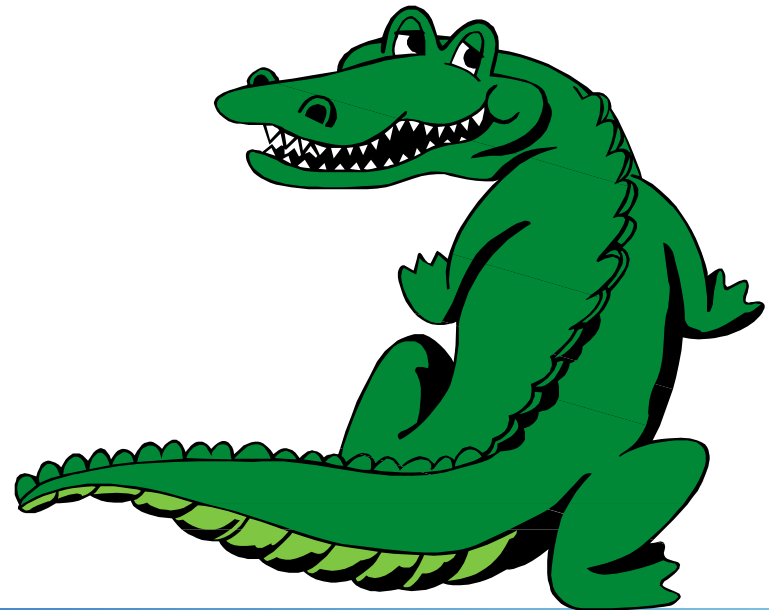
Customer Service

## Working with a C style

- Get down to business quickly, but tactfully.
- Offer reassuring evidence or data.
- Let them be the expert.
- Be prepared to respond to “why” questions.
- Offer options and clarify their priorities.
- Summarize your agreements and follow up.

# The Green Tail

- If someone says you have a green tail, the person is crazy.
- If two people say you have a green tail, it is a conspiracy.
- If seven people say you have a green tail, you turn around and look.





**Judging**



**Understanding**



**Respecting**



**Appreciating**



**Valuing**



# The Rules About Others

Different  $\neq$  Wrong

Different = Different



*There is richness in  
diversity!*

# PREFERRED WORK ENVIRONMENTS

STYLE	GOALS
<b>D</b>	<ul style="list-style-type: none"> <li>▪ Wants to get results</li> <li>▪ Likes “do it and do it now” approaches</li> <li>▪ Wants to be in charge</li> <li>▪ Likes new opportunities and challenges wide scope of operations</li> </ul>
<b>i</b>	<ul style="list-style-type: none"> <li>▪ Wants to be involved with people</li> <li>▪ Wants to have fun while getting things done</li> <li>▪ Likes to help people talk things out</li> <li>▪ Wants freedom from responsibility for following through on detail</li> </ul>
<b>S</b>	<ul style="list-style-type: none"> <li>▪ Likes to be involved with people</li> <li>▪ Wants everyone to do his or her share</li> <li>▪ Likes things to run smoothly</li> <li>▪ Wants stability and security</li> <li>▪ Wants a conflict-free environment</li> </ul>
<b>C</b>	<ul style="list-style-type: none"> <li>▪ Wants specific criteria for performance</li> <li>▪ Likes accuracy</li> <li>▪ Likes setting and meeting high standards</li> <li>▪ Wants opportunities to analyze and assess</li> <li>▪ Likes logical, systematic approaches to work</li> </ul>

# REVIEW

1) A person CAN change behaviors, most behaviors are situation based, everyone does NOT have the same behaviors & behaviors are observable.

2) The benefits to knowing your own behavior dimension(s) are: awareness, you can adjust and minimize weaknesses.