



Discuss

- *According to your DISC assessment, what are your biggest strengths?*
- *What are your areas of opportunity in terms potentially modifying your style?*
- *What are your key stressors?*
- *What are some productive responses?*

Observe and Adapt to Others' Styles

- D Style (Direct, Decisive): Keep conversations brief and focused on results. Avoid too much detail or emotion.
- I Style (Enthusiastic, Social): Engage in friendly conversation before diving into tasks. Show enthusiasm and acknowledge their ideas.
- S Style (Supportive, Patient): Be calm and reassuring. Give them time to process changes and avoid pressuring them.
- C Style (Analytical, Detail-Oriented): Provide clear, detailed explanations. Stick to facts and logic rather than emotions.

Practice "Reading the Room"

- Pay attention to pace and energy:
- Fast-paced? Likely a D or I.
- Slower, more methodical? Likely an S or C.
- Watch for communication preferences:
- Does the person ask for details (C, S) or jump to action (D, I)?
- Do they focus on people (I, S) or tasks (D, C)?

Adjust Your Communication Style

- With a D: Be direct and efficient—get to the point.
- With an I: Be engaging and positive—build rapport.
- With an S: Be patient and supportive—give reassurance.
- With a C: Be detailed and logical—explain thoroughly.

Client Communication

- D clients want quick, no-nonsense answers about their pet's care.
- I clients appreciate friendly interaction and excitement about their pet.
- S clients need reassurance and time to make decisions.
- C clients want data, research, and detailed explanations.

Practice Small Adjustments Daily

- Start meetings by considering DISC styles—who needs efficiency vs. relationship-building?
- Before a tough conversation, think about how the other person prefers communication.
- Adjust tone, speed, and content to better connect with others.



	Stressors	Unproductive Responses	Productive Responses
D	<ul style="list-style-type: none"> • Lack of urgency • Wasting time, indecision • Goal being blocked • Not being in control • Overly talkative people 	<ul style="list-style-type: none"> • Fight • Impatient • Arrogant • Aggressive • Confrontational 	<ul style="list-style-type: none"> • Take a breath, relax • Ask questions to understand • Include others in decisions • Listen fully • Give clear reasons for actions
I	<ul style="list-style-type: none"> • Social rejection • Not feeling valued • Negativity, pessimism • Not being listened to • Cold or critical people 	<ul style="list-style-type: none"> • Flight • Emotional • Disorganized • Overly talkative • Pout and gossip 	<ul style="list-style-type: none"> • Be interested in others' views • Minimize the talking, listen • Discuss issues directly • Ask for what you need • Reduce emotion, think logically
S	<ul style="list-style-type: none"> • Overwhelmed with tasks • Change, loss of stability • Time pressure, being pushed • Unpredictable futures • Argumentative people 	<ul style="list-style-type: none"> • Toleration • Possessive • Withdrawn, shuts down • Hesitant, slow to respond • Stubborn, holds grudges 	<ul style="list-style-type: none"> • Don't overcommit • Speak up, share your ideas • Move at a quicker pace • Learn to say no or renegotiate • Confront issues right away
C	<ul style="list-style-type: none"> • Insufficient Information • Criticism of their work • Mistakes, low standards • Non-compliance • Emotional People 	<ul style="list-style-type: none"> • Avoidance • Complains, overly critical • Fearful, worried, concerned • Analysis paralysis • Defensive when criticized 	<ul style="list-style-type: none"> • Be more personable, sociable • Look for the good & right • Lower your expectation bar • Be less of a perfectionist • Be open to feedback

- *What are your key stressors?*
- *What are some productive responses?*
- *What conversations should you have with others on the team?*
- *Can you keep an EQ Journal to chart your learning?*

