

# **What's Your Style?**

## **Determining Your Behavioral Style**

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# Pre-Test/ Post-Test

- Decides quickly
- Follows orders
- Takes action
- Move quickly
- Thinks things through
- Make friends easily
- Rarely makes demands of others
- Starts conversations easily and readily
- Has place for everything
- Fun to be with
- Avoids arguments
- Goes first
- Plans ahead

# Pre –Test/Post-Test

- Takes bold, often aggressive action
- Listens patiently
- Gets right to the point
- Easy to get along with
- Generally outgoing
- Not impulsive
- Persuades others
- Stickler for quality
- Seems to want to work alone.

# Presentation Objectives

- Identify the DiSC behavior styles.
- Describe the characteristics of each of these styles.
- Identify methods to work with individuals that demonstrate each of the behavioral styles.

# Basis of Research

- The DiSC tool is based on the theory of human behavior as researched by William Moulston Marston.
- Marston was interested in how people felt and behaved as they interacted with the world around them.
- He identified four distinct behavioral styles.

# DiSC Styles

- Dominance – direct and decisive
- Influence - optimistic and outgoing
- Supportiveness – sympathetic and cooperative
- Conscientiousness – concerned and correct

# DiSC Tool

- Inscape Publishing developed and researched the tool known as the Personal Profile System.
- DiSC is based on the assumption that you are the expert on you.
- Also based on the fact that there are distinct ways to look at any situation.
- People tend to behave in ways shaped by their point of view.
- Others see things differently from the way we do and behave in different ways.

# Consider These Situations

- Had to work on a team but preferred to work alone
- Looked at a problem, determined the solution but couldn't get anyone to change
- Some people enjoy change while others see it as chaos
- You're tired of everyone telling you how to do your job

# Work Situations

- Such situations can cause conflict, either real or perceived or fear of conflict
- The solution: accept yourself, accept others
- Different isn't BAD, just different
- Knowing one's behavioral style and reading the styles of others can help one to understand yourself and others

# DiSC

- Begins with self awareness
- Also “other-awareness” and “situation awareness”
- It is about self, others, and situation – SOS
- It’s *‘not about you’* or *‘not about me’*
- But.....it is **‘about US’**

# DiSC Behavioral Styles

- D= dominance

- “Tell it like it is”
- “We shall overcome”
- “Just do it”

- I = Influence

- “It’s not about what you know, but who you know”
- “People are more important than things”
- “Let’s boogie”

# DiSC Behavioral Styles

- S= Supportiveness

- “Don’t rock the boat”
- “A bird in hand is worth two in the bush”
- “Like a rock”
- “I’ll be there”

- C=Conscientiousness

- “A stitch in time saves nine”
- “Get your ducks in a row”
- “It’s all in the details”
- “Do it right the first time”

# DiSC Percentage of Highest Scores

- D = 25%
- I = 23%
- S = 16%
- C = 24%
- Tied = 12%
- DI = 3%
- ID = 8%
- DC = 8%
- IS = 4%
- SC = 12%
- DIS = 7%
- IDC = 5%
- DSC = 5%
- ISC = 12%

# D = Dominance

- Strong willed
- Strong minded
- Don't let anything get in the way of goals
- Decisive
- Impatient over how long it takes for others to get going
- Love to win
- Don't like to give in to objections of others
- Prefer to make own rules than to follow others
- Very direct
- Say what's on your mind
- Competitive

# I = Influence

- Enthusiastic
- Love to talk
- Enjoy participation and group activity
- Enjoy being on a team
- Focus on positive
- Glass is half full
- Cheerful
- Expressive, outgoing
- Demonstrative
- People person

# S = Supportiveness

- Important to be fair and reasonable
- Difficult to adapt to change
- Once understand need for change, then give full support
- Preserve what you have – not taking chances
- Important to fit in
- Don't like conflict
- Prefer to work behind the scenes vs in a group
- Doesn't argue
- Let's other people have their way

# C = Conscientiousness

- Thinks carefully and clearly about tasks
- Detail oriented
- Plans ahead
- Makes few errors
- Sets high standards and finds reward in exceeding them
- Prefers to work alone or only with those trusted
- Unhappy if standards are not met

# DiSC At a Glance

- Dominance

- Getting immediate results
- Taking action
- Accepting challenges
- Making decisions quickly
- Questioning the status quo
- Solving problems

- Influence

- Contacting people
- Verbalizing
- Generating enthusiasm
- Entertaining people
- Viewing people and situations optimistically
- Participating in a group

# DiSC At a Glance

- Supportiveness
  - Performing in a consistent, predictable manner
  - Showing patience
  - Wanting to help others
  - Showing loyalty
  - Being a good listener
  - Creating a stable, harmonious environment
- Conscientiousness
  - Paying attention to key directives and standards
  - Concentrating on key details
  - Weighing the pros and cons
  - Checking for accuracy
  - Analyzing performance critically
  - Using a systematic approach

# DiSC for Dinner

- Can you identify the behavior style?
  - Sometimes eats over the sink
  - Entertains a great deal
  - Follows the USDA food pyramid
  - Reads the labels
  - Eats out a lot
  - Has the latest kitchen gadgets but doesn't use them
  - Cooks whatever anyone wants even if they don't like it
  - Shops for good prices and uses coupons

# What Next?

- You have four options once you determine your behavioral style
  - Do nothing
  - Take action within your preferred style of behavior
  - Adapt and act in a different way
  - Engage in dialogue to find solutions

# The “Do Nothing” Option

- You must consider the following:
  - Is it a situation that is important to me?
  - Is it possible to change the situation?
  - If it is possible to change the situation, is it worth the effort and risk involved?

# The “Take Action” Option

- Look for ways to use your strengths to resolve problems
- Focus on the positive
- Draw on your skills, knowledge, and experience

# The “Adapt” Option

- Choose a different response because you want to meet the needs of the situation
- Respond in a way less typical of your style
- You may be uncomfortable but it will better serve your needs and those of others

# The “Dialogue” Option

- Dialogue with other people and work together to find the best approach to resolve the situation
- Dialogue will attempt to address longer-term situations and working relationships

# Working with a D

- Communicate briefly and to the point
- Stick to the topic
- Try to respect the person's need for autonomy
- Clearly communicate rules and expectations
- Let the person initiate actions
- Demonstrate one's own competence

# Working with an I

- Be informal
- Schmooze
- Listen up
- Write down instructions
- Publicly recognize accomplishments
- Use humor

# Working with an S

- Be logical and systematic in your approach
- Provide a secure environment
- Avoid unnecessary changes
- If change is necessary, ease them into it -don't push or rush
- Share information – let them know how things will be done
- Express sincere appreciation
- When giving praise, focus on contributions to the team

# Working with a C

- Make expectations clear down to the smallest detail
- Establish deadlines as far in advance as possible
- Avoid surprises
- Demonstrate your dependability
- Show loyalty
- Be tactful in comments
- Avoid displays of emotion
- Let precedent guide current activities
- Be precise and focused
- Express value of high standards

# DiSC Do's

- Draw on your intuition
- Keep in mind different views of the situation
- Observe behaviors – how people act in a certain situation
- Remember ‘in this situation’
- People demonstrate different styles in different situations

# DiSC Don'ts

- Label people
- Use to diagnose a personality
- Manipulate
- Use to choose friends or co-workers

# Remember.....

- There is no right or wrong, good or bad style
- Behavioral styles are not stagnant
- If you develop an awareness of someone's style, you can work more successfully with them
- By adapting your behavior to the needs of others, you can be a more effective communicator, motivator, and leader

# References

- Ritchey, T. (2002). I'm stuck, you're stuck. San Francisco: Berrett-Koehler Publishing, Inc.
- Personal Profile System – Inscape Publishing, Inc.

**Thank You!!**

