



TTI SUCCESS INSIGHTS®

DISC Behaviors Session

CSA Coordinator's Pre-Conference

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April 29, 2019



Introduction





Session Objectives

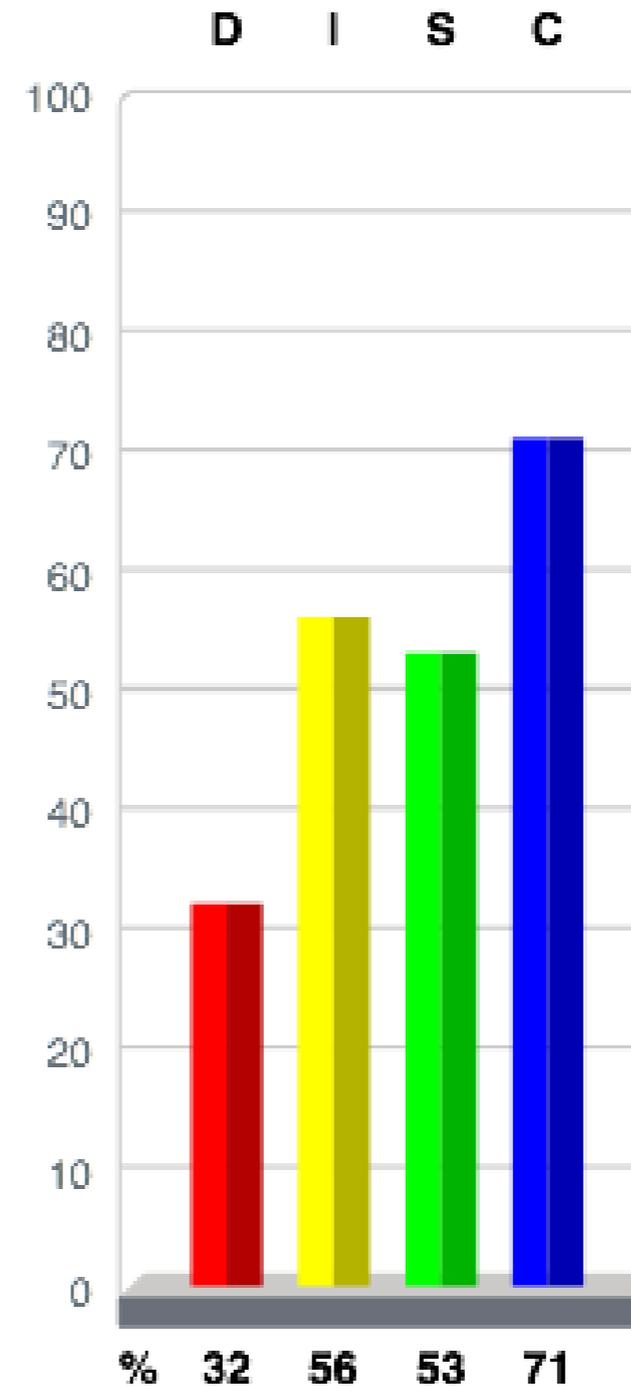
- 1. Identify your behavioral style.**
- 2. Identify, understand and appreciate people who have a different behavioral style.**
- 3. Improve your ability to effectively communicate and interact with others based on your understanding of behavioral styles.**





What is DISC?

- DISC is the universal language of observable human behavior.
- DISC is the universal language of HOW you do what you do.
- A person's behavioral style or "DISC" style is NOT what makes them good or bad, right or wrong.





What DISC is NOT





Taking the Assessment

- **Don't rush through it but also don't overthink it!**
- **Answer in response to how you are in a work environment**
- **There are no right or wrong responses**
- **No one behavioral style is better than another**
- **Full DISC assessment provides insight into all four dimensions of normal behavior; this paper version provides insight into your highest and lowest behavioral styles**

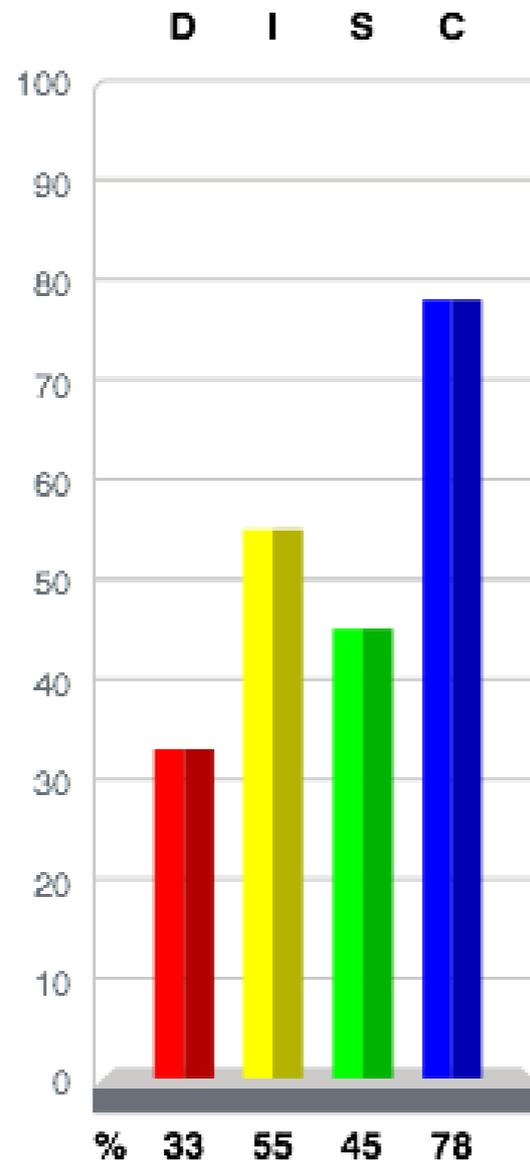




Natural and Adapted Graphs

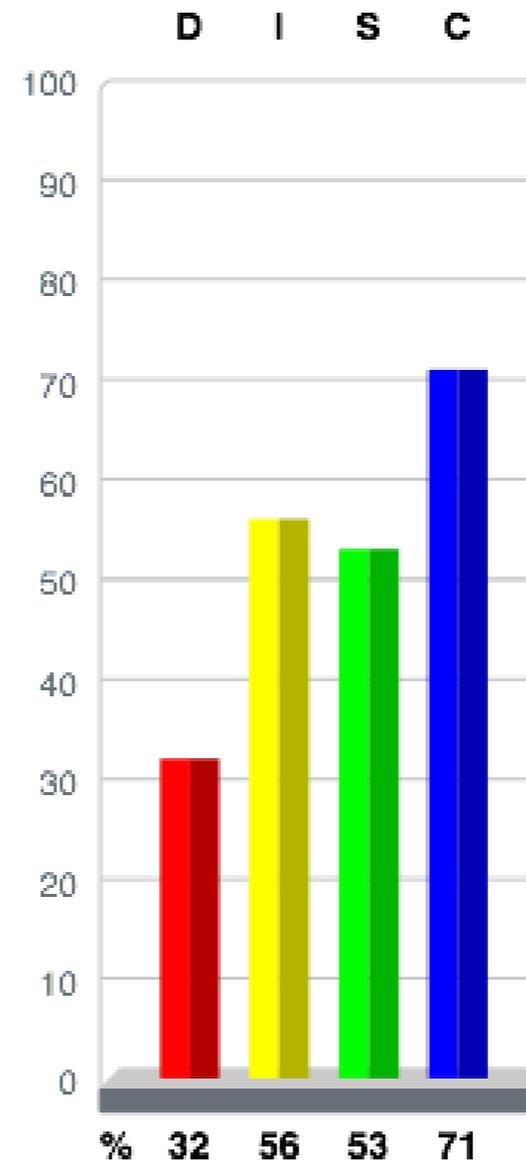
Adapted Style

Graph I



Natural Style

Graph II



Adapted

- “mask” graph
- response to environment
- fight or flight

Natural

- your “authentic self”
- least changeable
- unconscious behaviors





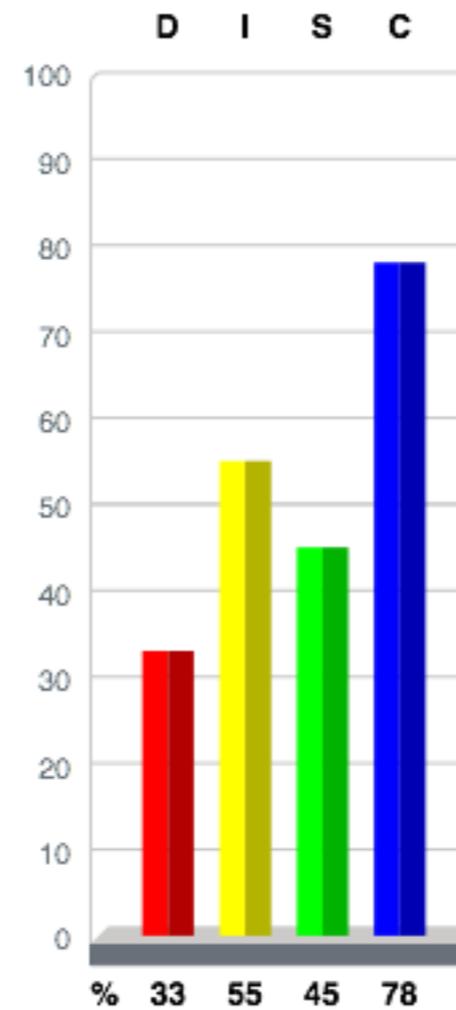
Core Behavioral Style

The Core style is the furthest above the energy line.

Energy Line

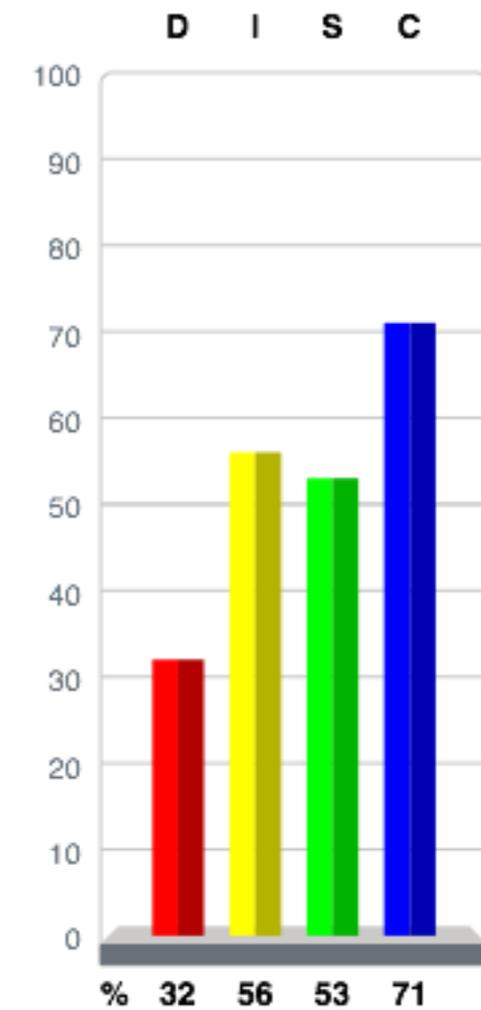
Adapted Style

Graph I



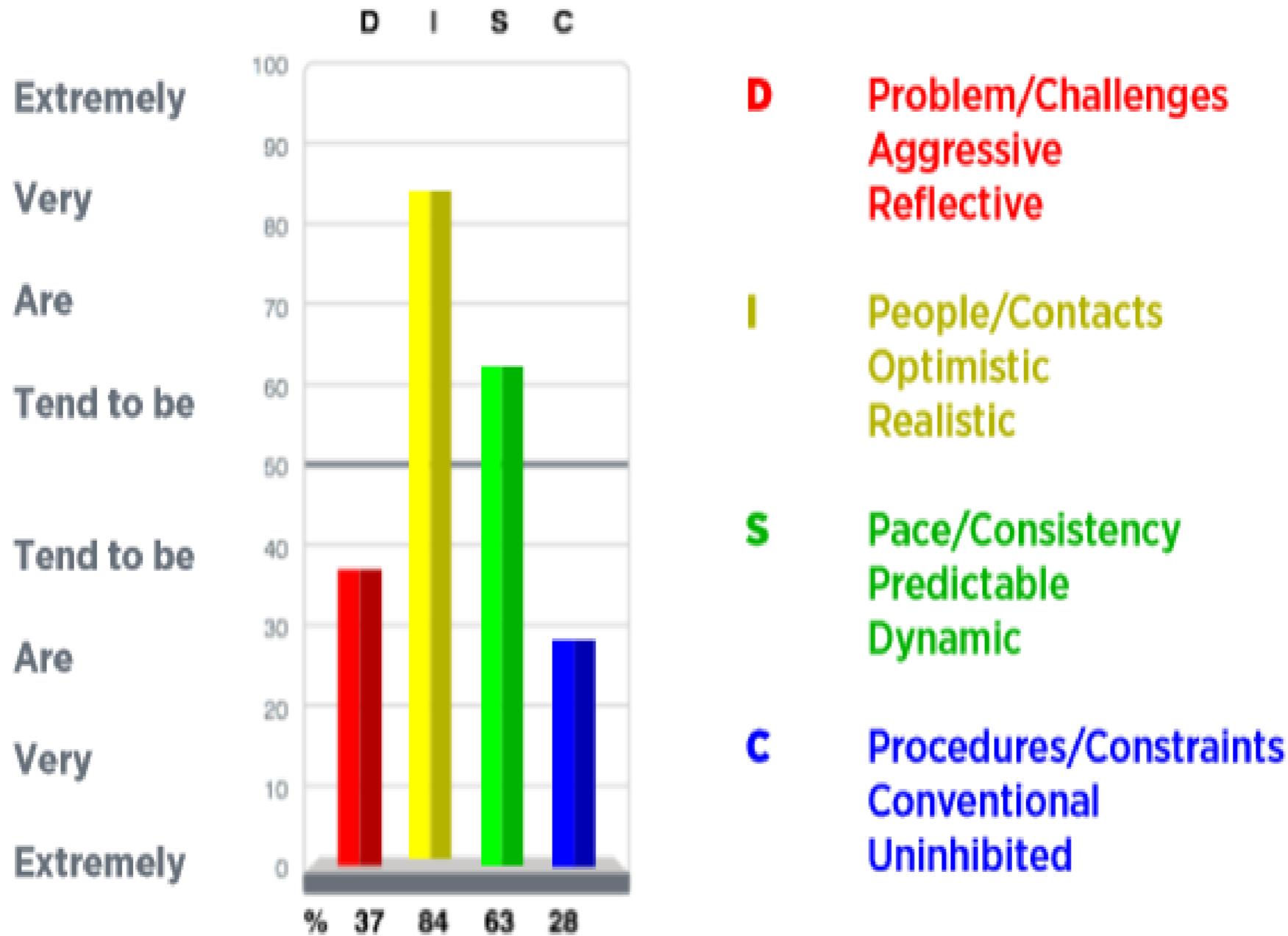
Natural Style

Graph II





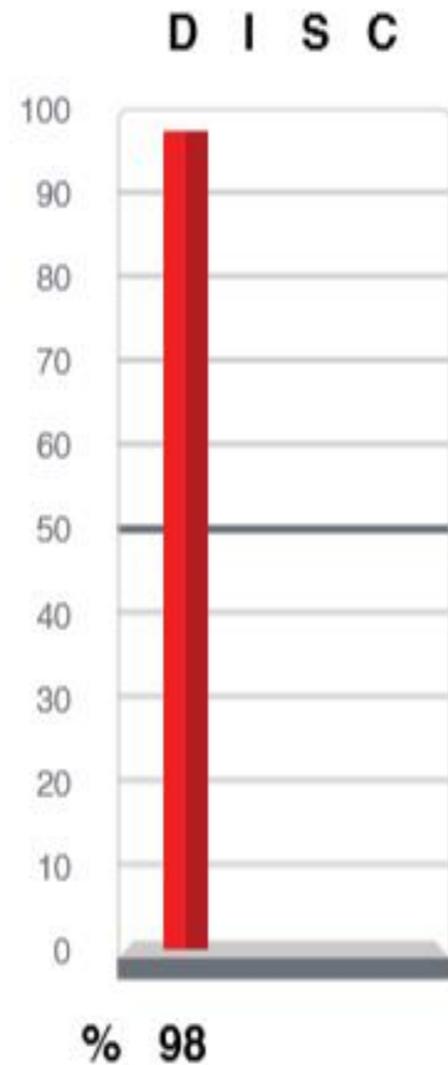
DISC GRAPH OVERVIEW





The D Factor - Dominance

DISC GRAPH OVERVIEW



D Problem/Challenges

INFIELDER
AGGRESSIVE

DESCRIPTORS
Bold
Driving
Pioneering
Direct
Competitive
Determined

OUTFIELDER
REFLECTIVE

DESCRIPTORS
Peaceful
Agreeable
Cautious
Cooperative
Calculating
Mild





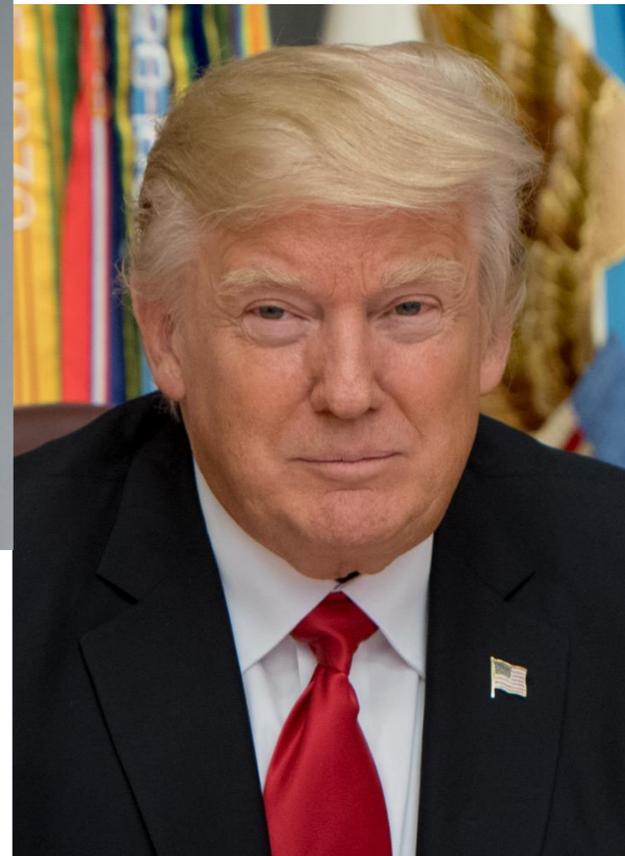
General Characteristics of the D

D	VALUE TO THE TEAM: <ul style="list-style-type: none">•Bottom-line organizer•Forward-looking•Challenge-oriented•Initiates activity•Innovative	TENDENCY UNDER STRESS: <ul style="list-style-type: none">•Demanding•Argumentative, opinionated•Aggressive•Egotistical
	DESCRIPTORS: Adventuresome Competitive Daring Decisive Direct Innovative Persistent Problem Solver Result-oriented Self-starter	IDEAL ENVIRONMENT: <ul style="list-style-type: none">•Freedom from controls, supervision and details•An innovative and futuristic-oriented environment•Forum to express ideas and viewpoints•Non-routine work•Work with challenge and opportunity
		EMOTION OF THE HIGH D: Anger





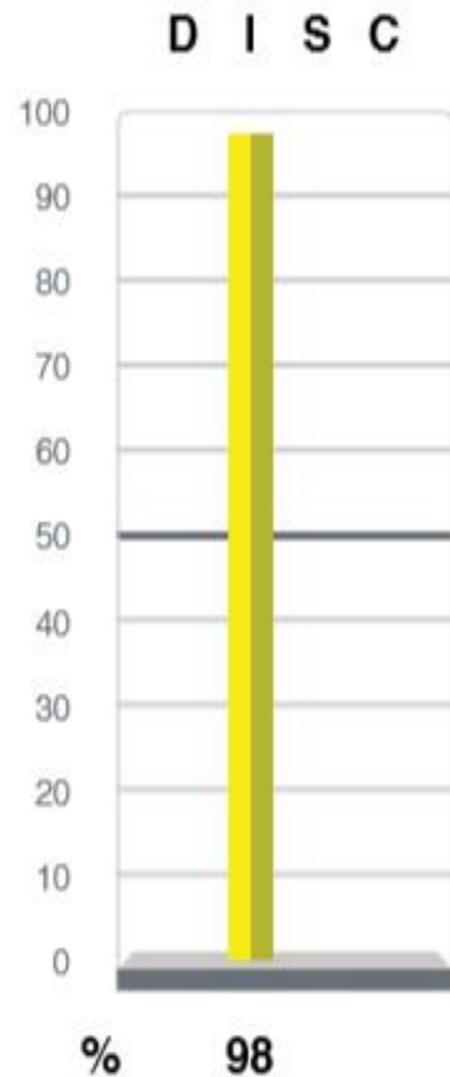
Famous D's





The I Factor - Influence

DISC GRAPH OVERVIEW



I People/Contacts

FARSIGHTED
OPTIMISTIC

DESCRIPTORS

Inspiring
Persuasive
Convincing
Sociable
Trusting

NEARSIGHTED
REALISTIC

DESCRIPTORS

Objective
Critical
Cool
Reflective
Skeptical





General Characteristics of the I

I	VALUE TO THE TEAM: <ul style="list-style-type: none">•Optimism and enthusiasm•Creative problem solving•Motivates others toward goals•Team player•Negotiates conflicts	TENDENCY UNDER STRESS: <ul style="list-style-type: none">•Self-promoting•Overly optimistic•Gabby•Unrealistic
	DESCRIPTORS: Charming Confident Convincing Enthusiastic Inspiring Optimistic Persuasive Popular Sociable Trusting	IDEAL ENVIRONMENT: <ul style="list-style-type: none">•High degree of people contacts•Freedom from control and detail•Freedom of movement•Forum for ideas to be heard•Democratic supervisor with whom he can associate
		EMOTION OF THE HIGH I: optimism





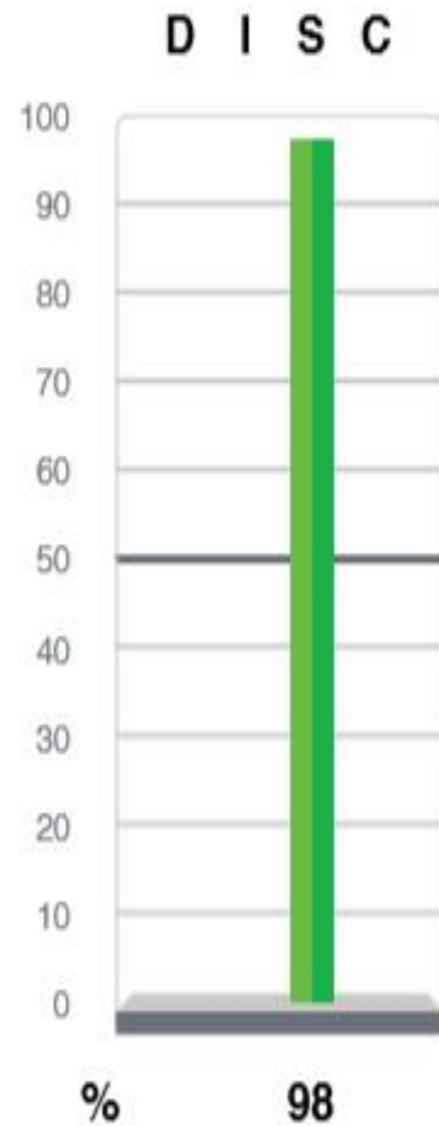
Famous I's





The S Factor - Steadiness

DISC GRAPH OVERVIEW



S Pace/Consistency

FINISHER
PREDICTABLE

DESCRIPTORS
Amiable
Systematic
Logical
Patient
Relaxed
Unhurried

STARTER
DYNAMIC

DESCRIPTORS
Hurried
Intense
Flexible
Progressive
Excited





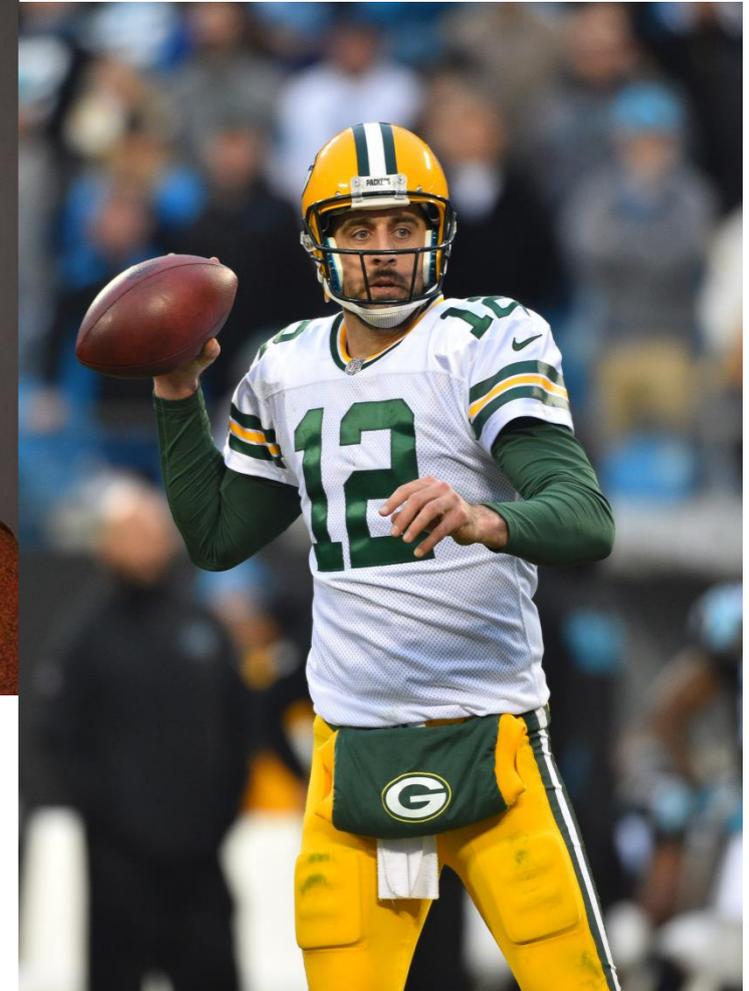
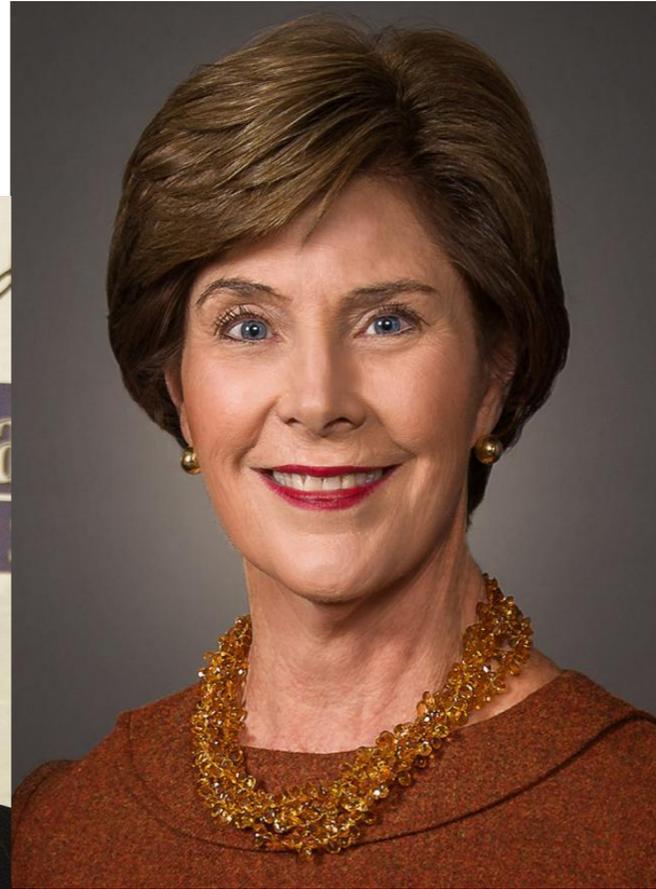
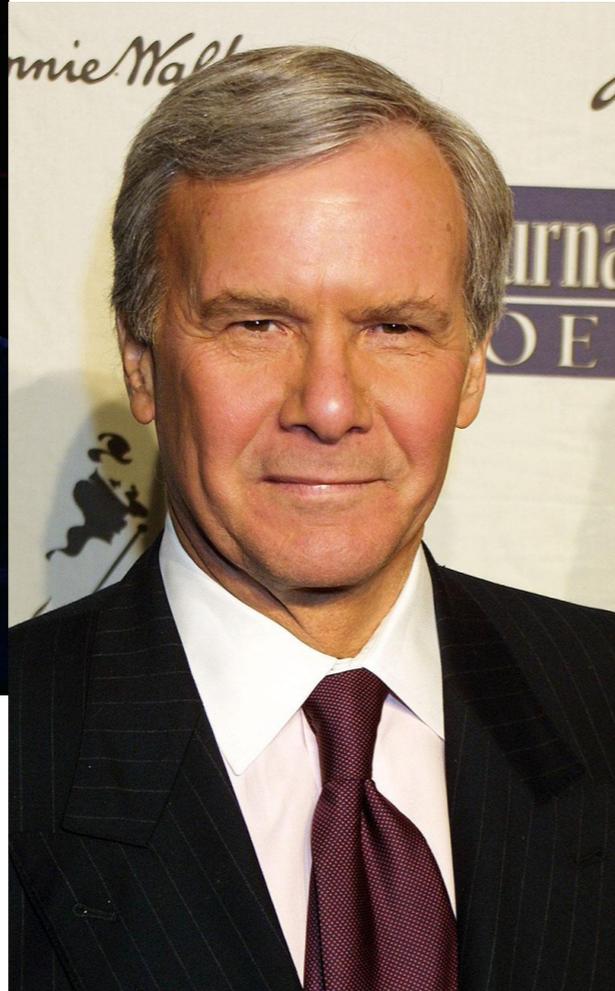
General Characteristics of the S

S	VALUE TO THE TEAM: <ul style="list-style-type: none">• Dependable team player• Work for a leader and a cause• Patient and empathetic• Logical step-wise thinker• Service-oriented	TENDENCY UNDER STRESS: <ul style="list-style-type: none">• Non-demonstrative• Unconcerned• Hesitant• Inflexible
	DESCRIPTORS: Amiable Friendly Good Listener Patient Relaxed Sincere Stable Steady Team Player Understanding	IDEAL ENVIRONMENT: <ul style="list-style-type: none">• Stable and predictable environment• Environment that allows time to change• Long-term work relationships• Little conflict between people• Freedom from restrictive rules





Famous S's





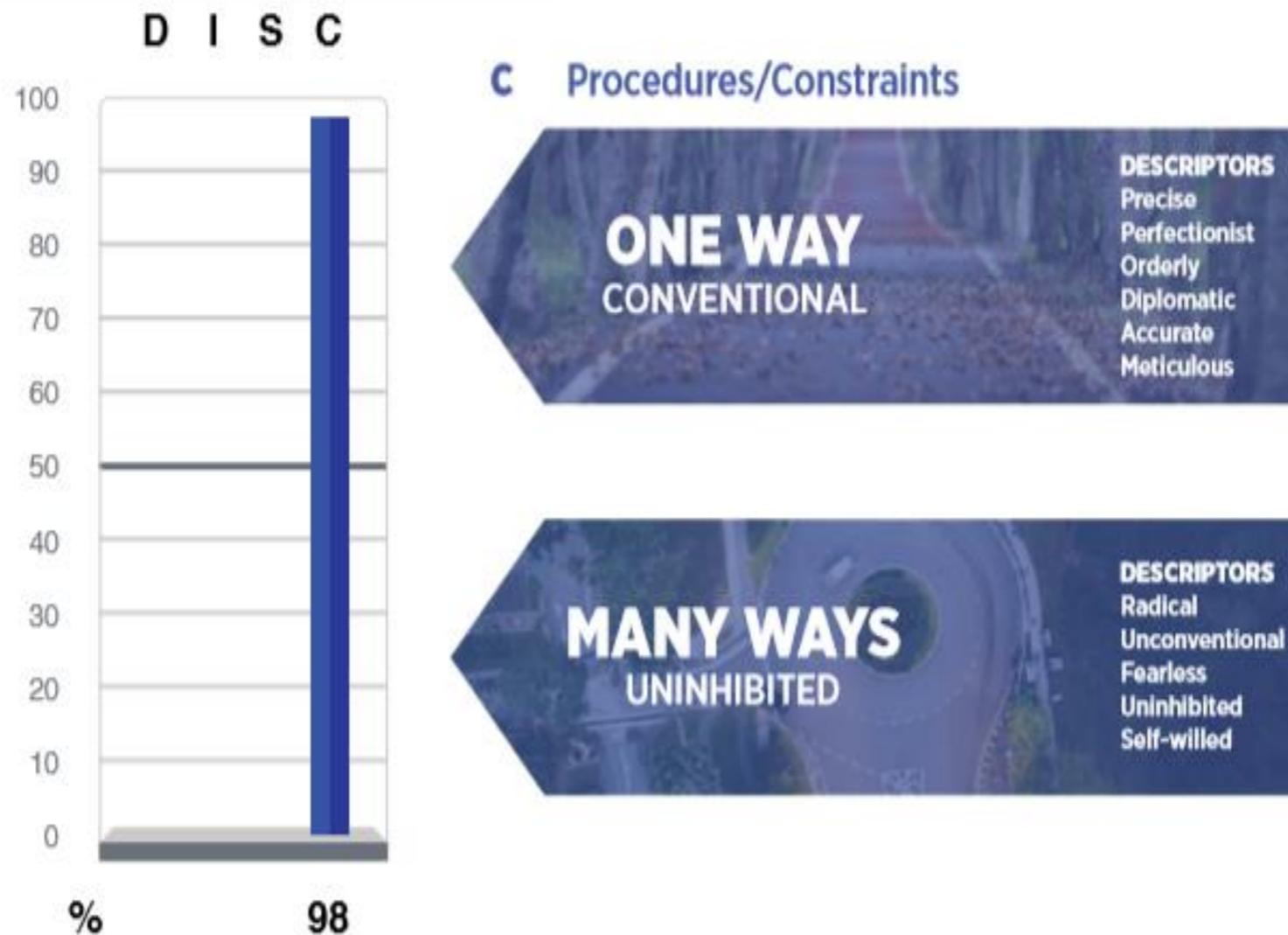
The C Factor - Compliance



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DISC GRAPH OVERVIEW



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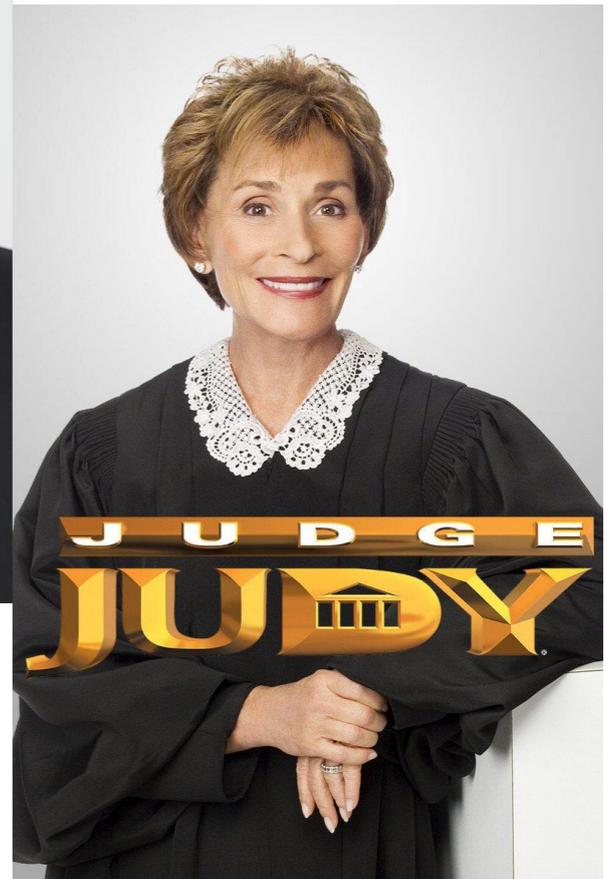
General Characteristics of the C

C	VALUE TO THE TEAM: <ul style="list-style-type: none">•Maintains high standards•Conscientious and steady•Defines, clarifies, gets information and tests•Objective – “the anchor of reality”•Comprehensive problem solver	TENDENCY UNDER STRESS: <ul style="list-style-type: none">•Pessimistic•Picky•Fussy•Overly critical
	DESCRIPTORS: Accurate Analytical Conscientious Courteous Diplomatic Fact-finder High Standards Mature Patient Precise	IDEAL ENVIRONMENT: <ul style="list-style-type: none">•Where critical thinking is needed•Technical work or specialized areas•Close relationship with small group•Familiar work environment•Private office or work area
		EMOTION OF THE HIGH C: Fear





Famous C's





Debrief of Styles

- How does a high/low D deal with conflict?
- How does a high/low I talk to others?
- How does a high/low S deal with change?
- How does a high/low C deal with rules?





Wheel Descriptors

Precise
Accurate
Concern for Quality
Critical Listener
Non-Verbal
Communicator
Attention to Detail

Creative
Slow Start / Fast
Finish
Vacillating
Temperamental

Competitive
Confrontational
Direct
Results-
Oriented
Sense of
Urgency
Change Agent

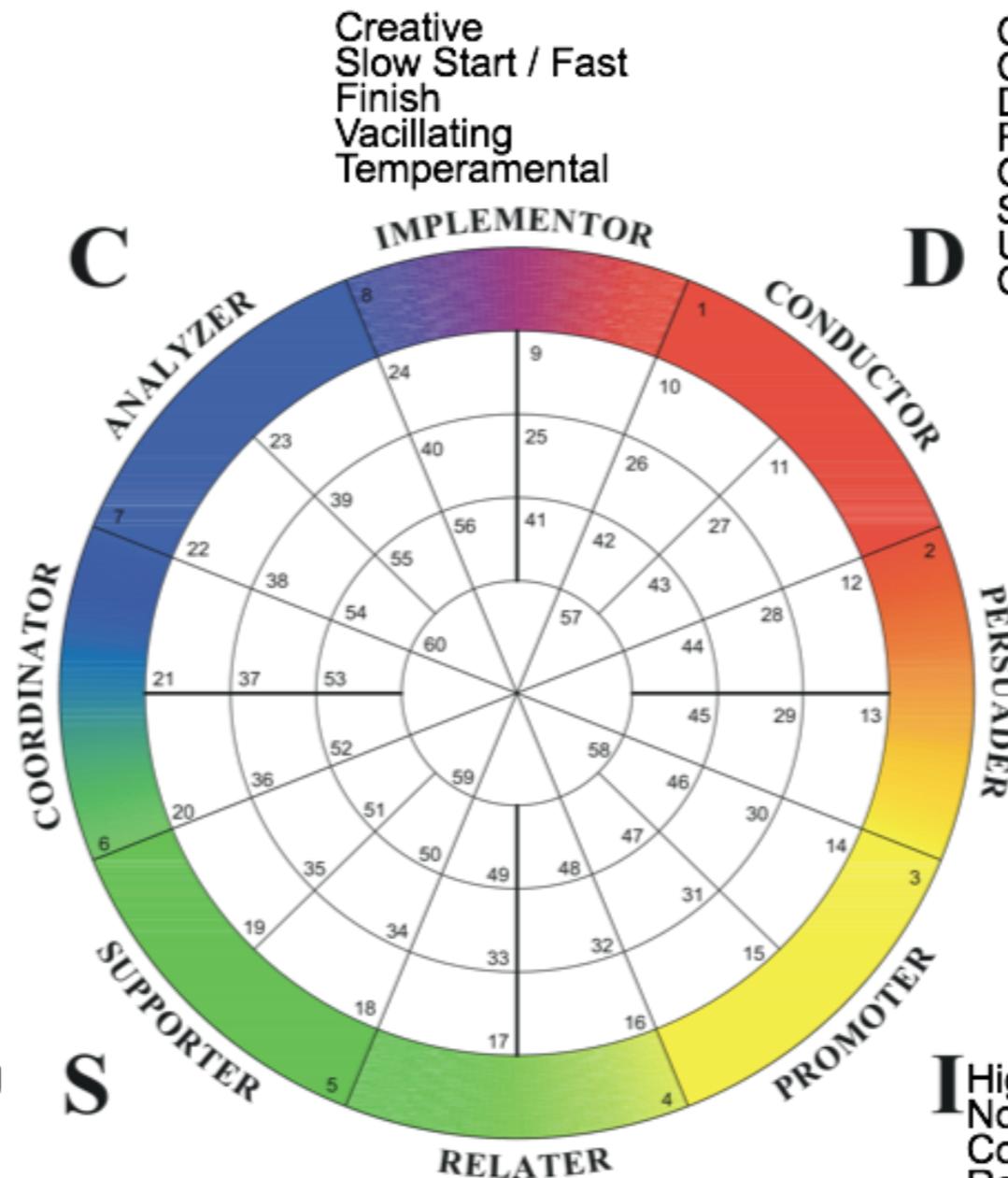
Product-
Oriented
Slow to Change
Self-Disciplined
Pessimistic

Process-Oriented
Quick to Change
Independent
Optimistic

Accommodating
Dislikes
Confrontation
Persistent
Controls Emotion
Adaptable
Good Listener

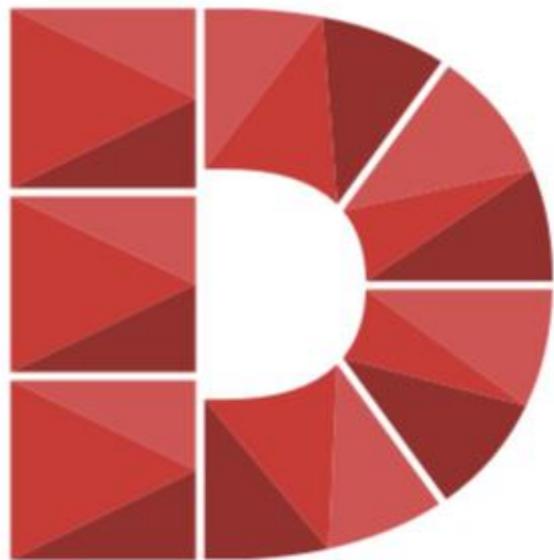
Good Supporter
Team Player
Persistent
Cooperative
Sensitive to Others' Feelings

High Trust Level
Not Fearful of Change
Contactability
Rather Talk than Listen
Verbal Skills
Projects Self-
Confidence





Communication





Communicating – High D

- Be clear, specific and to the point
- Stick to business
- Be prepared and well organized
- Present facts logically and efficiently
- Provide a win/win opportunity
- Focus on results
- Provide support





Communicating – High I

- Allow time for relating and socializing
- Talk about people and their goals
- Ask for their opinion
- Focus on people and action items
- Provide ideas for implementing action
- Use relatable language





Communicating – High S

- Start with personal interaction
- Show sincere interest in them as people
- Listen and be responsive
- Present your case logically, softly and non-threateningly
- Provide personal assurances and guarantees
- Allow them time to think





Communicating – High C

- Prepare your case in advance
- Approach them in a straightforward, direct way
- Present specifics
- If you disagree, prove it with facts and data
- Provide the time they need to make a decision
- Allow them their space





Communication – Adapting





Takeaway – Communicating with Others

- Think about the people you work with everyday and complete the exercise on page 22
 - What are their styles?
 - Some styles will take more work for you





Key Points to Remember

- DISC is a neutral language – no one style is better or worst than another
- Using this information to help in your regular communication with others is about making a conscious choice to use it!







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Thank You!