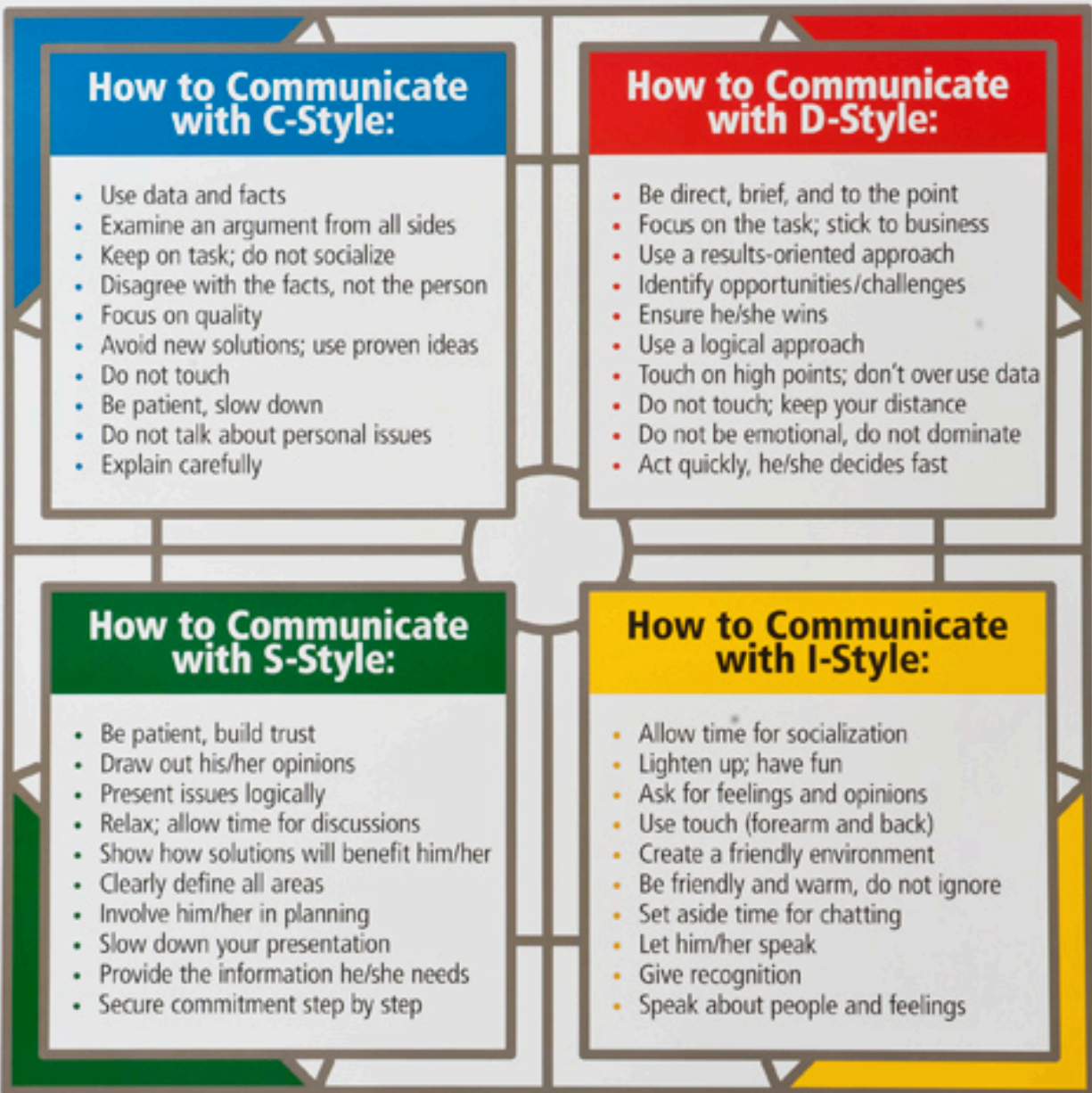


Communicate Effectively



Identify DISC Styles

How to Identify C-Style:

- Precise, exact, analytical
- Logical, systematic
- Quiet, does not express emotions
- Careful, formal, disciplined

Do:

- Give detailed information
- Answer questions patiently
- Give time to think and decide

Do Not:

- Keep information to yourself
- Pressure for immediate decisions
- Be too chatty

How to Identify D-Style:

- Decisive, tough, impatient
- Strong-willed, competitive
- Demanding, independent
- Direct, does not listen

Do:

- Give immediate feedback
- Concentrate on subject
- Maintain result-orientation

Do Not:

- Frustrate his/her desire to take action
- Restrict his/her power
- Spend time on non-essentials

How to Identify S-Style:

- Calm, steady, laid back
- Caring, patient, amiable
- Listens carefully, sincere
- Modest, indecisive, trustworthy

Do:

- Slow down, take your time
- Provide assurances and support
- Give enough time to decide

Do Not:

- Be restless, pressure for action
- Make sudden changes
- Fail to deliver on the promises

How to Identify I-Style:

- Sociable, talkative, open
- Enthusiastic, energetic
- Persuasive, spontaneous, impulsive
- Emotional, talks more than listens

Do:

- Show enthusiasm, smile, chat
- Focus on the positive, make it fun
- Let him/her talk

Do Not:

- Put down his/her enthusiasm
- Focus on the details
- React negatively; remain positive