



**I**mproving



**T**eam



**C**ommunication



perspective

words

personality

and much more

personal  
experience

learning styles

listening skills





# PERSONALITY



**Outgoing**

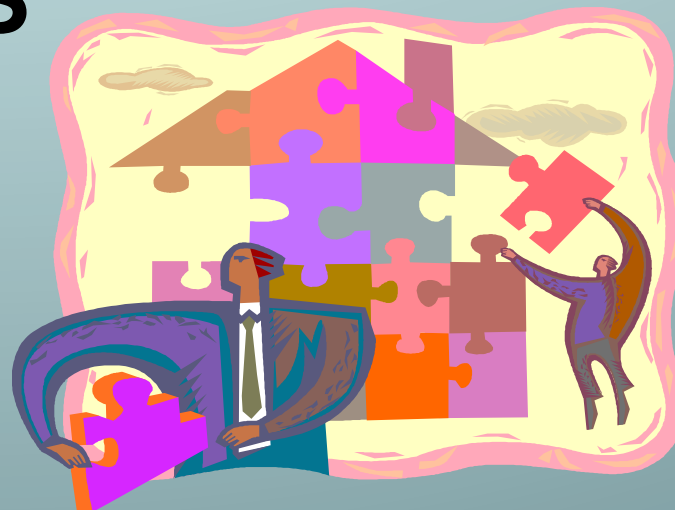


**Task**

**People**

**D I**

**C S**



**Reserved**



# D

Motto:  
Ready, Fire, Aim

10-15%

dominant  
direct  
demanding  
decisive  
determined  
doer  
defiant

- I may seem advancing to you.
- Expect me to use big gestures.
- I may interrupt you.
- My tone tends to be direct and abrupt.



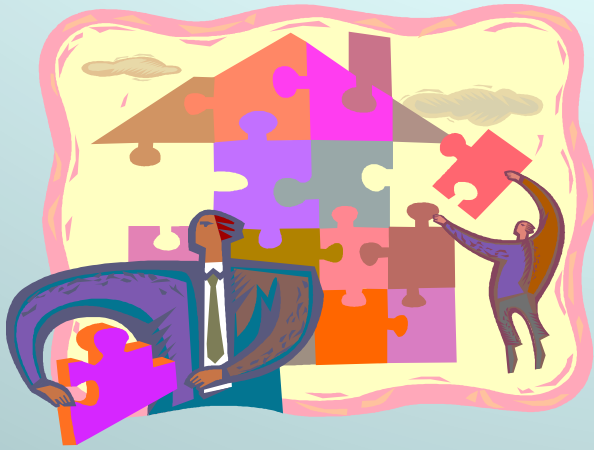
I

Motto:  
Ready, Talk, Aim

25-30%

inspiring  
influencing  
impressionable  
interactive  
interested in people  
impulsive  
impressive

- I may seem amusing to you.
- Expect me to use expressive gestures.
- I may be distracted.
- My tone tends to be talkative.



**S**

Motto:  
Ready, Ready, Ready

30-35%

supportive  
stable  
steady  
sweet  
status quo  
shy  
sucker

- I may seem reassuring to you.
- Expect me to use gentle gestures.
- I may prefer to listen.
- My tone tends to be warm  
and conversational.



C

Motto:  
Ready, Aim, Aim,

20-25%

cautious  
calculating  
competent  
conscientious  
careful  
cold  
contemplative

- I may seem unemotional to you.
- Expect me to use controlled gestures.
- I may focus on details.
- My tone tends to be clarifying  
and monotone.

# Outgoing

**High D Type:** *Basic Priority is Power*

**They will:** *Decide*

**In Order to:** *Solve Problems*

**Their Focus:** *The Goal*

Task

I want to know what if

If I am really interested, I will

challenge you

I want you to be direct because I  
will decide quickly.

D

I

C

S

People

Reserved

# Outgoing

**High D Type:** *Basic Priority is Power*  
**They will:** *Decide*  
**In Order to:** *Solve Problems*  
**Their Focus:** *The Goal*

**High I Type:** *Basic Priority is People*  
**They will:** *Interact*  
**In Order to:** *Persuade Others*  
**Their Focus:** *The Popular*

Task

I want to know what if  
If I am really interested, I will  
challenge you  
I want you to be direct because I  
will decide quickly.

D

I

C

S

I want to know who  
If I am really interested, I will  
tell you how I feel  
I want you to be excited because I  
will decide emotionally.

People

Reserved

# Outgoing

**High D Type:** *Basic Priority is Power*  
**They will:** *Decide*  
**In Order to:** *Solve Problems*  
**Their Focus:** *The Goal*

**High i Type:** *Basic Priority is People*  
**They will:** *Interact*  
**In Order to:** *Persuade Others*  
**Their Focus:** *The Popular*

Task

I want to know what if  
If I am really interested, I will  
challenge you  
I want you to be direct because I  
will decide quickly.

D

I

I want to know who  
If I am really interested, I will  
tell you how I feel  
I want you to be excited because I  
will decide emotionally.

People

C

S

**High S Type:** *Basic Priority is Predictability*  
**They will:** *Seek Stable Routine*  
**In Order to:** *Maintain Status Quo*  
**Their Focus:** *The Accepted*

I want to know how  
If I am really interested, I will  
take my time.  
I want you to be sincere because I  
will decide slowly.

Reserved

# Outgoing

**High D Type:** *Basic Priority is Power*  
**They will:** *Decide*  
**In Order to:** *Solve Problems*  
**Their Focus:** *The Goal*

**High i Type:** *Basic Priority is People*  
**They will:** *Interact*  
**In Order to:** *Persuade Others*  
**Their Focus:** *The Popular*

Task

I want to know **what if** \_\_\_\_\_  
If I am really interested, I will  
**challenge you** \_\_\_\_\_  
I want you to be **direct** because I  
will decide **quickly**.

D

I

I want to know **who** \_\_\_\_\_  
If I am really interested, I will  
**tell you how I feel** \_\_\_\_\_  
I want you to be **excited** because I  
will decide **emotionally**.

People

**High S Type:** *Basic Priority is Predictability*  
**They will:** *Seek Stable Routine*  
**In Order to:** *Maintain Status Quo*  
**Their Focus:** *The Accepted*

C

S

**High S Type:** *Basic Priority is Predictability*  
**They will:** *Seek Stable Routine*  
**In Order to:** *Maintain Status Quo*  
**Their Focus:** *The Accepted*

I want to know **why** \_\_\_\_\_  
If I am really interested, I will  
**ask questions** \_\_\_\_\_  
I want you to be **credible** because I  
will decide **carefully**.

I want to know **how** \_\_\_\_\_  
If I am really interested, I will  
**take my time** \_\_\_\_\_  
I want you to be **sincere** because I  
will decide **slowly**.

# Reserved

DISC

in the

Work Place

# D- Dominance

## Tendencies

- Gets immediate results
- Causes action
- Accepts challenges
- Makes quick decisions
- Questions status quo
- Takes authority
- Manages trouble
- Solves problems

## Ideal Environment

- Power and Authority
- Prestige and challenge
- Individual accomplishments
- Wide scope of operations
- Direct answers
- Free from controls
- Values time

# I- Influence

## Tendencies

- Contacts people
- Is articulate
- Creates a motivating environment
- Generates enthusiasm
- Entertaining
- Optimistic
- Participates in a group
- Makes favorable impression

## Ideal Environment

- Social recognition
- Public recognition of ability
- Freedom of expression
- Gp activities outside work
- Freedom from control
- Opportunities to verbalize proposals
- Coaching and counseling
- Favorable working conditions

# S - Steadiness

## Tendencies

- Perform in consistent manner
- Demonstrates patience
- Develops specialized skills
- Helps others
- Shows loyalty
- Is a good listener
- Calms excited people
- Creates harmony at work

## Ideal Environment

- Maintain status quo
- Predictable routines
- Credit for work
- Minimal infringement of work on personal life
- Sincere appreciation
- Identification w/ a group
- Standard operating procedures
- Minimal conflict

# C – Conscientiousness

## Tendencies

- Adheres to key directives
- Focuses on key details
- Thinks analytically, weighs pros and cons
- Diplomatic
- Approaches conflict subtlety
- Accuracy is king!
- Analyzes performance critically
- Systems approach

## Ideal Environment

- Defined expectations
- Values quality and accuracy
- Reserved business-like atmosphere
- Opportunities to demonstrate expertise
- Control factors effecting performance
- Opportunity to ask “why?”
- Credit for accomplishments



# Which do you prefer. . .

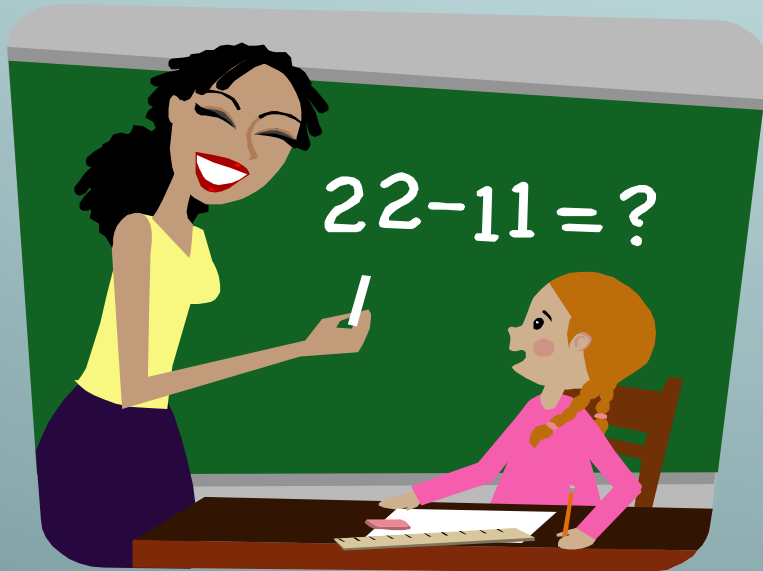
to read a book. . . OR to hear a tape?

to do an experiment . . . OR to watch a demo?

to be taught using a  
power point . . . OR to be given a  
handout?

to listen to Hamlet. . . OR to perform Hamlet?

# Learning Style Considerations



When I was young and free and  
my imagination had no limits, I  
dreamed of changing the world.

As I grew older and wiser, I  
discovered the world would not  
change,

so I shortened my sights some  
what and decided to change only  
my country.

But, it too seemed immovable.

As I grew into my twilight years,  
in one last desperate attempt, I  
settled for only changing my  
family, those closest to me.

But alas, they would have none of  
it.

An now, as I lie on my death bed,  
I suddenly realize if I had only  
changed myself first, then by  
example, I would have changed my  
family.

From their inspiration and encouragement, I would have been able to better my country, and who knows, I may have changed the world.

*An Anglican Bishop*