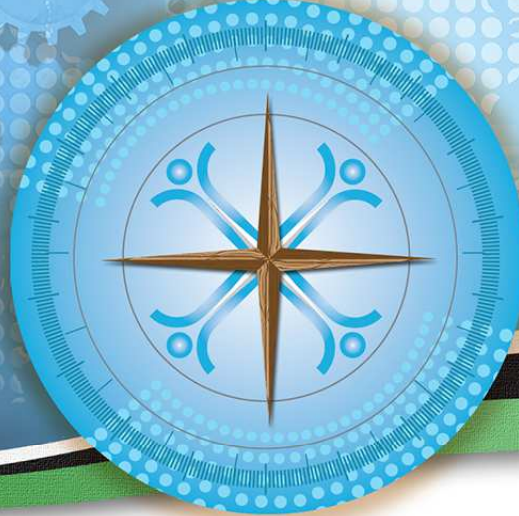


JUDGMENT

PASSION

BEHAVIOR



INSIGHT

DISC**compass**™ Coaching

DISC**compass**™ Coaching Report

Personalized Report For:

Brandon Sample

7/25/2014

Viatech  **Global**
ACCELERATING HUMAN PERFORMANCE

Introduction to DISC*compass*™

Part I Understanding Yourself

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Part II Understanding and Reading People

Part III Adapting to Others – Reaching Charisma

"While we may not be able to control all that happens to us, we can control what happens inside us."

-- Benjamin Franklin

Congratulations on your completion of the DISC Behavioral **Compass** assessment – the **Compass** is a navigational instrument for finding direction in life-- it will show you the way to personal success and fulfillment -- it points toward all your unique talents. Now you begin your journey into your unique behavioral style.

Harvard Business School confirmed many years ago there are **three primary reasons** people achieve **extreme** success in all walks of life whether in the arts, military, professional or any other: 1) they know themselves, 2) they understand and “read” other people, and 3) they know how to adapt to others. The DISC*compass*™ teaches individuals, whether employer or employee, how to promote deeper communication that aids productivity and camaraderie. The **Compass** report takes your communication skills to a higher level because it teaches how to **adapt** to others.

DISC*compass*™ does not make value judgments because there is no “right” or “wrong” way to be. Instead, it concentrates on natural tendencies that influence your behavior. It is not about changing yourself or trying to be someone different. It is about growing and being the best you possible.

Behavioral Styles

Historical research reveals more than a dozen various models of human behavioral differences, but many share one common thread -- they all group behavior into four categories. Each one of us is a *specific blend* of all four styles.

D - Dominate	Fast paced & Task Oriented
I - Influential	Fast paced & People Oriented
S - Steady	Slow paced & People Oriented
C - Conscientious	Slow paced & Task Oriented

DISC*compass*™ identifies patterns of external, observable behaviors using scales of pace and priority – we display some level of each. Because we can see and hear these behaviors, it is possible to “read” people, almost on contact. This DISC*compass*™ is deceptively simple, quickly learned, and easy to continuously practice throughout your day.

PART I – Understanding Self. First, your DISC*compass*™ focuses on understanding your own behavior style. It organizes what you already know about yourself at both a conscious and unconscious level, and it directs you in plain language toward what you do best and most naturally. Your report shows what makes you the individual you are and it shows you how other people see you.

PART II – Understanding Others. Next you will learn how to “read” others’ behavior styles and begin predicting and interpreting how others feel and how they will behave. This is powerful information and must be used with kindness and in good taste.

PART III – Adapting to Others. Finally DISC*compass*™ identifies ways for you to apply your style strengths and temporarily modify your style to meet the needs of a particular colleague, supervisor, friend or customer. We call this learned ability *adaptability*. Social scientists call it “Social or Emotional Intelligence.” In many cases our Emotional Intelligence (EQ) is more important than our Intelligence Quotient (IQ) in achieving success in today’s world. The concept of *adaptability* is presented in detail because knowing how to make people receptive and at ease is a remarkable talent, often called charisma. Understanding yourself, others, and the ability to adapt to others in fact raises your EQ!

Part I Understanding Yourself

IMPORTANT: Always read the text at the top of each page for explanations and directions.

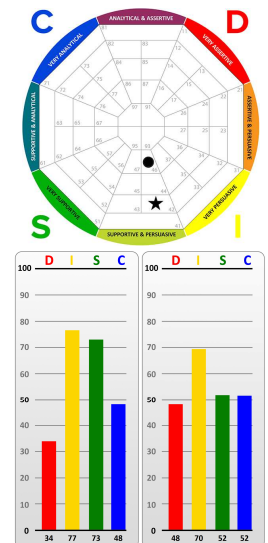
General Characteristics The narration below serves as a general overview or summary of your behavioral tendencies. It is derived mathematically, as is your entire **Compass** report, from your two graphs shown on page 6. It provides a preview of your journey toward understanding your unique behavior style.

Brandon, the responses you gave indicate that you tend to be unselfish and sensitive to the needs of others. This is a rare type of generosity that comes with no strings attached, hidden agendas, or ulterior motives. People who score like you get a genuine "rush" when they are helping others. That's the up-side. The flipside is that you may need to monitor yourself closely to make sure you are not spreading yourself too thin in your efforts to please everybody.

Others may tend to seek you out for assistance or advice. This is because they perceive you as being sensitive to their needs, and because you provide a stable and consistent point of view for them. You may be seen as a coach or counselor that they can count on to listen to ideas and input. That's good, as long as it doesn't hamper your ability to complete your own tasks.

With regard to decision making, you tend to listen carefully to alternatives before making a judgment. The decisions you tend to make are not knee-jerk or crisis reactions, but rather thoughtful deliberations taken in a manner that considers the full scope of outcomes. This doesn't mean that all of your decisions are necessarily correct, just that they are informed.

Your response pattern to the instrument indicates that you have an empathetic listening style. As you know, this is a rare gift. Some listening skills can be taught, but the inherent, sincere listening that you demonstrate is something innate.



Adapted Natural

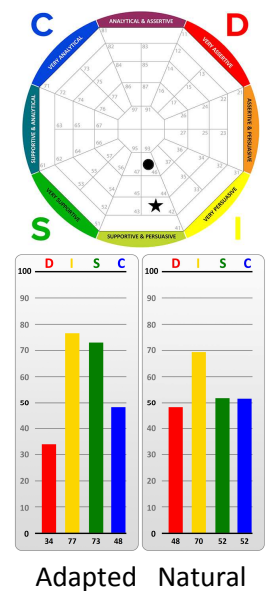
General Characteristics - Continued

You tend to have a long fuse and seldom become visibly angry or agitated. You may harbor internal anger, but you tend not to vocalize it to those involved, instead perhaps "venting" to others not involved in the project. Overall, you tend not to seek direct confrontation about what is making you upset, which is a good thing as long as you don't let such conflicts boil to the surface.

You have the ability to persuade others, not with hype, but rather with warmth, sincerity, and understanding. These are perhaps considered "soft sell" tools, but they can make a big impact. This skill comes from the merging of your "people skills," along with the fact that you tend to be more modest when dealing with people.

You score like those who prefer to establish long-term relationships, rather than brief, superficial ones. This perhaps comes from your preference toward stability in your lifespace, and longer-term relationships may bring that stability. Friendships and acquaintanceships you have made in the past are important to you, even now.

You score like those who are socially poised without being overly controlling. You have the ability to project confidence and poise that is perceived as sincere and genuine. Others are likely to notice this, allowing you to develop trust and credibility with them easily.

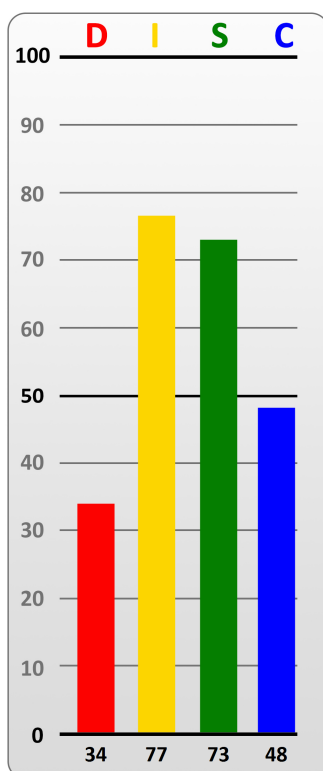


DISCcompass™ Graphs for BrandonSample

Your Adapted Style indicates you tend to use the behavioral traits of the IS style(s) in your selected focus. Your Natural Style indicates that you naturally tend to use the behavioral traits of the Isc style(s).

Adapted Style

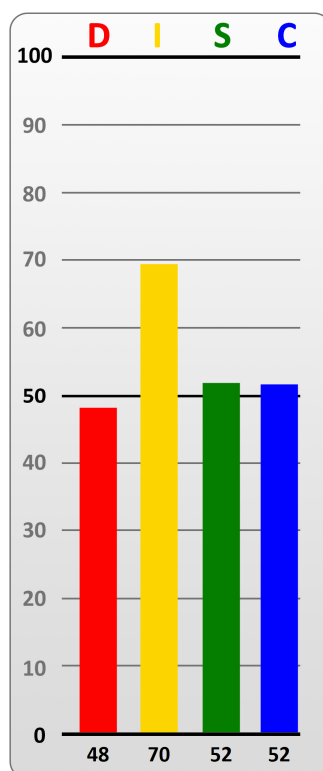
Graph I



Pattern: IS (2553)

Natural Style

Graph II



Pattern: Isc (3544)

Graph I (Adapted)

Your “most changeable” graph; alters to meet needs of new environment such as job change, new supervisor, family change, health problems, etc.

This is your “Conscious Mind” or “Mask”— the way you wish to be perceived

It is the way colleagues and acquaintances would describe you

Graph II (Natural)

Usually very consistent throughout your life – doesn’t normally change

This is your “Unconscious Mind” – where you know who you are and always have

People close to you see these traits, with your highest traits being most visible

NOTE: If your two Graphs are similar, it means you tend to use your Natural behaviors in your work (social, relationship) environment. If your Adapted Style is very different from your Natural Style, you are using behaviors that are not as comfortable or natural for you. The more disparity between the two graphs, the more likelihood you are stressed in the environment in which you chose to focus for this report, usually work.

Your Natural Behavior Style

The shaded adjectives in each column below describe the range of behavioral intensity you exhibit in your Natural style (Your Graph II). This is a verbal explanation of your Graph II. Adjectives at the highest and lowest levels indicate the most intensity – the further away from the 50% Energy Line, the more obvious behaviors are.

DIRECTIONS: If you feel a particular descriptor does not describe you, you may cross it out—but check with a friend first so you know you are not ignoring a potential blind-spot in your behavioral traits.

	D	I	S	C
DISC Focus	Problems / Tasks	People	Pace (or Environment)	Procedures
Needs	Challenges to solve, Authority	Social relationships, Friendly environment	Systems, Teams, Stable environment	Rules to follow, Data to analyze
Observable	Decisive, risk-taker	Optimistic, trust others	Patience, stabilizer	Cautious, careful decisions
Fears	... being taken advantage of/lack of control	... being left out, loss of social approval	... sudden change/loss of stability and security	... being criticized/loss of accuracy and quality
6	argumentative daring demanding decisive domineering egocentric	emotional enthusiastic gregarious impulsive optimistic persuasive	calming loyal patient peaceful serene team person	accurate conservative exacting fact-finder precise systematic
5	adventurous risk-taker direct forceful	charming influential sociable trusting	consistent cooperative possessive relaxed	conscientious courteous focused high standards
4	assertive competitive determined self-reliant	confident friendly generous poised	composed deliberate stable steady	analytical diplomatic sensitive tactful
3	calculated risk moderate questioning unassuming	controlled discriminating rational reflective	alert eager flexible mobile	own person self-assured opinionated persistent
2	mild seeks consensus unobtrusive weighs pro/con	contemplative factual logical retiring	discontented energetic fidgety impetuous	autonomous independent firm stubborn
1	agreeing cautious conservative contemplative modest restrained	introspective pessimistic quiet pensive reticent suspicious	active change-oriented fault-finding impatient restless spontaneous	arbitrary defiant fearless obstinate rebellious sarcastic

50% Energy
Line

Note: Higher is not better than Lower. High and Low adjectives factor equally into your behavior and thus into your report language; your Highest and Lowest adjectives will dominate your behavior style.

Your Adapted Behavior Style

The shaded adjectives in each column below describe the range of behavioral intensity you exhibit in your Adapted style (Your Graph I). This is a verbal explanation of your Graph I. Adjectives at the highest and lowest level indicate the most intensity – the further away from the 50% Energy Line, the more intense and obvious.

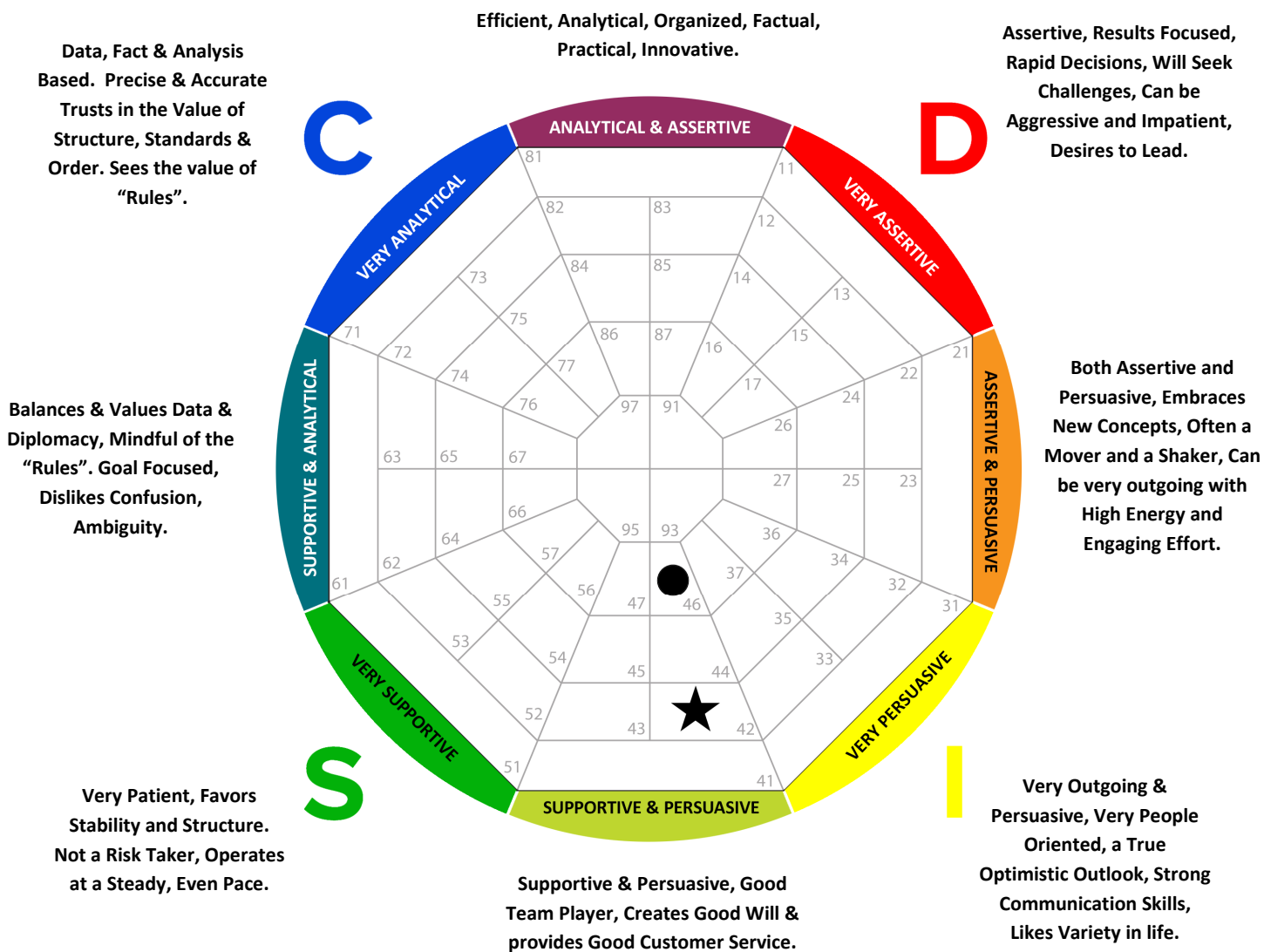
DIRECTIONS: If you feel a particular descriptor does not describe you, you may cross it out--but check with a friend first so you know you are not ignoring a potential blind-spot in your behavioral traits.

	D	I	S	C
DISC Focus	Problems / Tasks	People	Pace (or Environment)	Procedures
Needs	Challenges to solve, Authority	Social relationships, Friendly environment	Systems, Teams, Stable environment	Rules to follow, Data to analyze
Observable	Decisive, risk-taker	Optimistic, trust others	Patience, stabilizer	Cautious, careful decisions
Fears	... being taken advantage of/lack of control	... being left out, loss of social approval	... sudden change/loss of stability and security	... being criticized/loss of accuracy and quality
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50% Energy
Line

DISCcompass™

This is your personal Compass! You consistently display your **NATURAL** strength characteristics, shown on the Compass by the **DOT**. Compass lists your **NATURAL** strengths that make you effective. Your **ADAPTED** Style is shown on the Compass by a **STAR**. Its position provides useful insights as you work in a job.



Key to Your Compass

● = (46) Natural Behavioral Style

★ = (42) Adapted Behavioral Style

Your Strengths: What You Bring to the Organization

You consistently display your strength characteristics. For the most part, these qualities enhance your effectiveness within your organization. Work Style Preferences provide useful insights as you work in a job or as you work together on a team or family project. They are the talents and tendencies you bring to your job and they are what have made you successful thus far in your career and in life!

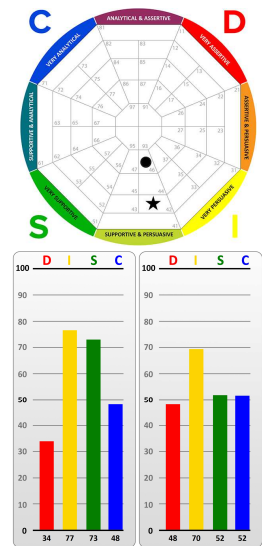
DIRECTIONS: Check off what you believe to be your two most important strengths and your two most important work style tendencies and transfer them to your *Action Plan, page 21*.

Your Strengths:

- You possess a positive sense of humor and never make jokes at the expense of others.
- Your excellent listening style stands as a model for others to observe and follow.
- You demonstrate a high degree of patience in working with others.
- You bring a high "sincerity factor" to the team climate.
- You are able to negotiate conflicts into win-win situations.
- You are able to build positive relationships with internal and external stakeholders.
- You work hard to achieve the team's goals and objectives.

Your Work Style Tendencies – What you bring to the Job:

- At work, you tend to have a "long fuse," and are not easily angered, although you may take some of the anger home to vent.
- You tend not to force your own ideas on others with edicts, but rather by offering considered suggestions.
- You are perceived by others on the team as a good listener.
- On the job, you tend to say "yes" more often than "no," when asked to help out with a colleague's project or problem.
- Your empathetic nature and sensitivity toward people may lead others to seek you out as a coach or counselor, or ask to assist them with a personal or team problem.
- You tend to be an excellent "teacher" to peers on the team, at all levels of the organization.
- You meet new people easily and prefer networking with others rather than working in solitary conditions.



Adapted Natural

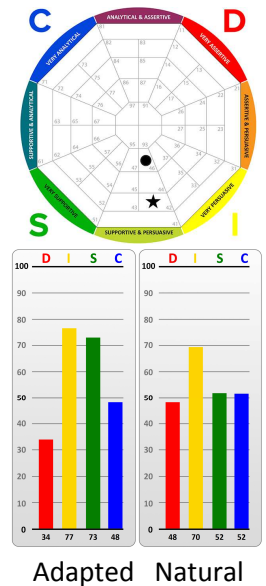
Your Ideal Work Environment

Everybody is motivated internally. And, each of us is motivated for our own reasons, not somebody else's reasons. By understanding your motivations, you can create (or find) an environment where you are most likely to be self-motivated and successful.

DIRECTIONS: Check off what you believe to be your two most important environmental factors and transfer them to your Action Plan, page 21.

You Will Be Most Effective In Environments That Provide:

- A work culture that takes pride in the systems, processes, and people working behind the scenes.
- A job culture where there is little hostility, confrontation, anger, or pressure.
- A balance between some stable, predictable work activities and some variety and change on a regular basis.
- A participatory manager or board with whom a democratic relationship has been established.
- A work culture that allows for your natural interest in helping others learn and grow professionally.
- Clear responsibility and lines of authority to avoid confusion or overlapping initiatives.
- A favorable working climate containing positive attitudes and optimistic spirit.



Your Motivational Wants and Needs

What motivates you? People are motivated by what they want? But, what do you really want? Our behaviors are also driven by both wants and needs. Each style has different needs. If one person is stressed out, they may need quiet time alone; another may need social time around a lot of people. Each of us try to meet our wants and needs differently. The more fully our needs are met, the easier it is to perform at an optimal level.

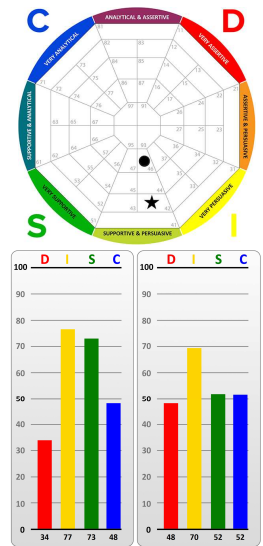
Directions - Check the two most important motivators (wants) and the two most important needs and transfer them to your Action Plan, page 21.

You Are Motivated By:

- Projects and assignments that provide interpersonal contact, and an opportunity to help both internal and external stakeholders.
- A work culture that is supportive of family activities and commitments.
- Evidence that a new process has been successful in similar applications.
- Acceptance as a positive and supportive member of the organization and team.
- Identification with the organization, team, and others with whom a spirit of work responsibility has been established.
- Flexibility to circulate and talk with a variety of people.
- A supervisor, manager, or board who practices a democratic leadership process.

You Need:

- To be kept in the information loop regarding projects and initiatives within the organization.
- Increased urgency in decision making.
- Encouragement to keep the positive spirit and optimism when the pressure is on.
- A sense of belonging to the team or organization as a whole.
- To be more realistic and ambitious in setting deadlines for team projects.
- To get better control of files and record keeping.
- To learn to say "no" more often in order to avoid spreading yourself too thin.



Adapted Natural

Under Stress – Perceptions, Behavior and Needs for the I

Stress is unavoidable. The perceptions of our behavior may have a significant impact on our effectiveness - both in how we perceive ourselves and how others perceive us. The way we behave under stress can create a perception that is not what we intend. The descriptions below of perceptions by others may seem somewhat extreme at times (especially if our behavior is an over-extended strength that becomes a weakness or limitation). As you understand these perceptions more clearly, you are able to modify your behavior to maximize your own effectiveness and ensure that others see you as you intend.

Potential Self Perception:

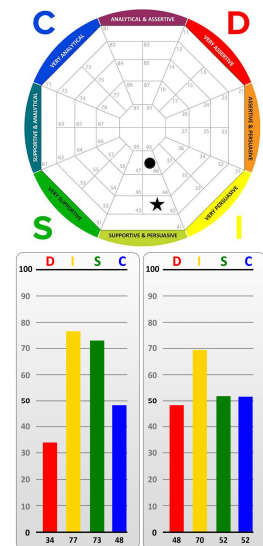
- A stabilizing presence
- Good listener
- Easy to make friends
- Accepting of others

Under Stress, May be Perceived by Others:

- Doesn't accept responsibility
- Doesn't take a stand
- Doesn't meet deadlines
- Indirect and vague

Your Needs When Stressed:

- To get credit
- Action and interaction
- Prestige



Adapted Natural

When You Are In Conflict

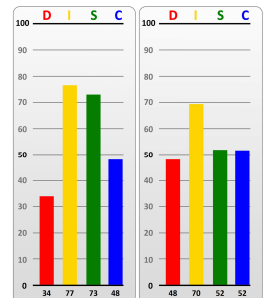
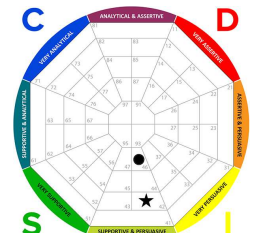
Conflict is always unpleasant for all parties. It is essential you recognize **how you are perceived** in a conflict situation because it can undo all progress you have made in the eyes of others. First, see yourself realistically, then teach yourself to respond differently by **modulating your body language, your voice and your choice of words**.

Your Typical Behaviors in Conflict:

- Their anger is generally a response to a personal attack on them or, possibly, the failure of someone to support them when they were really counting on that person's support. Of course I's may interpret a comment intended to refer to a task-related problem as a personal attack, especially if it concerns their contribution to the problem.
- When I's experience a moment of misery, they may appear overeager, impulsive, sarcastic and demanding and disregard the facts or anything you say.
- If a conflict persists or their anger increases, they are likely to lash out with a strong verbal attack on the other person. This may have a startling effect on others since it is so unlike their normal behavior.

Reduce Conflict and Increase Harmony with Others:

- Avoid giving others a false impression of the level of support you will give them. When promising your support, make clear precisely what it is that you will do.
- Recognize that I's can never resolve a conflict by avoiding it. Risk damaging a relationship or losing someone's approval by stating their feelings and clarifying their expectations. Be sure, of course, to listen attentively to the responses of others.
- I's have a tendency to "think out loud." Others may take these "brainstorming" ideas as actual commitments and become upset when those "commitments" are not completed. So, let others know in advance when you are only exploring ideas and options and not committing to actions.



Adapted Natural

When People Communicate with You

The following suggestions can help others who interact with you understand you and be aware of your communication preferences. To use this information effectively, share it with others and also discuss their preferences. **It is up to you to teach people to treat you the way you want to be treated.**

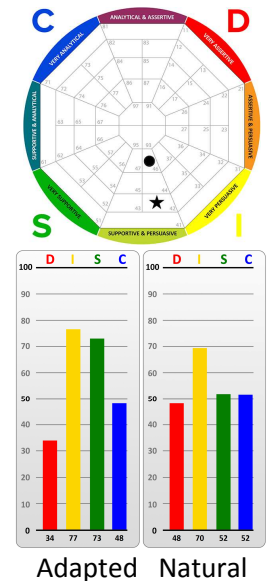
DIRECTIONS: Check off the two most important ideas for others to know when communicating with you and then check off the two most important ideas you want others to AVOID when communicating with you; transfer them to your Action Plan, page 21.

When Communicating with Brandon, DO:

- Plan some extra time in your schedule for talking, relating, and socializing.
- Be certain to conclude the communication with some modes of action and specific next steps for all involved.
- Break the ice with a brief personal comment.
- Put the details in writing, but don't plan on discussing them too much.
- Plan to talk about things that support Brandon's dreams and goals.
- Present your ideas and opinions in a non-threatening way.
- Ask for Brandon's input regarding people and specific assignments.

When Communicating with Brandon, DO NOT:

- Manipulate or bully Brandon into agreeing.
- Be overly task-oriented.
- Leave decisions hanging in the air. Be certain all decision points have reached closure and result in plans for action.
- Leave the idea or plan without backup support.
- Talk down to Brandon.
- Be vague or ambiguous.
- Let the discussion with Brandon get caught in dreams too much, otherwise you'll lose time.



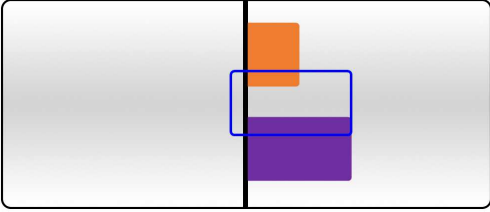
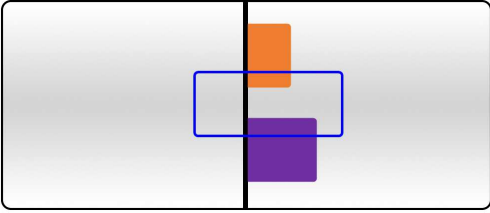
12 Behavioral Tendencies

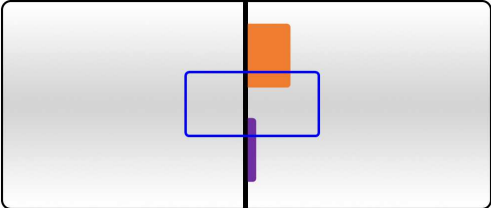
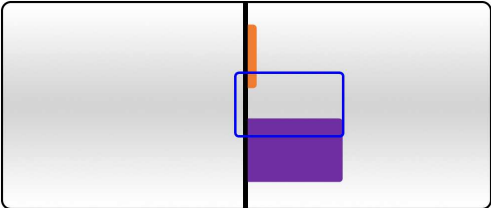
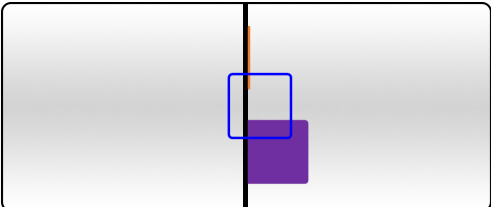
The primary styles - **D, I, S, and C** - are each influenced by the other three styles in our behavioral expression. You are not just **one** of these styles; you are the result of all four combining and affecting each other.

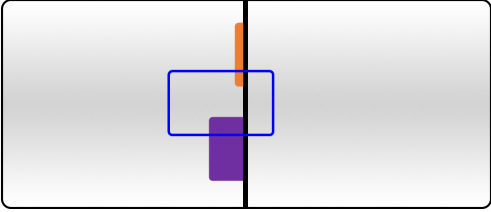
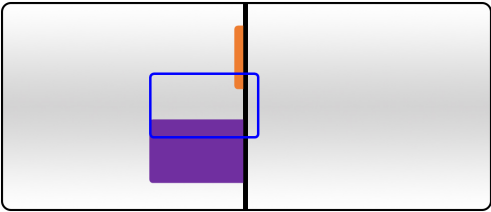
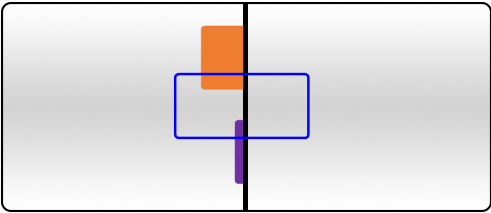
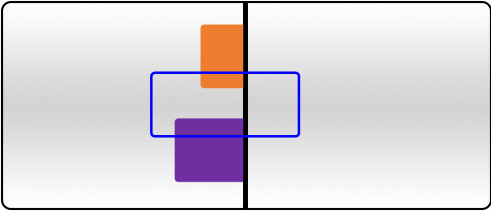
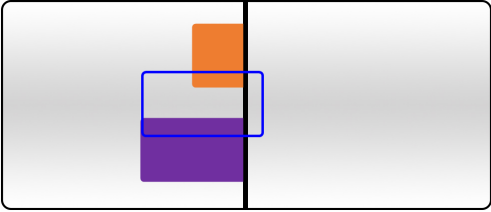
For each of these you will see a graph and personalized statement for your Natural and Adapted style. These reveal which of your style combinations are most observable and describe how you express that tendency based on your DISC blend.

Note:

- The behavioral tendencies are presented in the order from **Most Frequently Observed to Least Frequently Observed**.
- Frequency Observed:**
 - HI** – Clearly observed in most situations, seen more often
 - HM** – Frequently observed in many situations
 - MOD** – May or may not be observed depending on the situation
 - LM** – Sometimes observed in some situations
 - LOW** – Absence of the behavior in most situations
- As the graph **moves to one side**, it shows which style has the greatest influence and how the other style has less influence. If the graphs are near the center, the result is a balancing behavioral effect with both styles affecting your behavior in that tendency.
- The **blue box** represents the general population in this behavioral tendency. 68% of people score in this range.

Balanced	
Interaction	
<p>Natural (HM): You are somewhat social, and focus on interacting to build relationships and make connections with others.</p> <p>Adapted (HM): You are somewhat social, and focus on interacting to build relationships and make connections with others.</p>	<p>Results-Focused (D) Relationships-Focused (I)</p> 
Confidence	
<p>Natural (MOD): Your confidence is balanced between your ability to comfortably interact with others and build personal connections, while still maintaining a focus on structure, detail and accuracy, and you may struggle with maintaining a consistent pace or focus.</p> <p>Adapted (HM): You are somewhat confident when interacting with others, quick paced and focused on personal connections, and may tend to elaborate to engage with others.</p>	<p>Structure (C) Social (I)</p> 

<p align="center">Customer Orientation</p> <p>Natural (MOD): You can be engaging and persuasive while providing support and stability in your interactions with both internal and external customers.</p> <p>Adapted (MOD): You can be engaging and persuasive while providing support and stability in your interactions with both internal and external customers.</p>	<p align="center">Balanced</p> <p>Supporting (S) Engaging (I)</p> 
<p align="center">Change-oriented</p> <p>Natural (MOD): You can be accommodating and flexible or more committed to your thoughts and ideas during times of change, depending on the level of risk and expected outcome.</p> <p>Adapted (HM): You are willing to accommodate others through change and can be flexible in accepting change, though you prefer an opportunity to prepare for it and to understand the expectations.</p>	<p>Driving (D) Understanding (S)</p> 
<p align="center">Prioritizing</p> <p>Natural (MOD): You are attentive to established guidelines to ensure high-quality results now and are focused on actions that target immediate accomplishment</p> <p>Adapted (MOD): You are attentive to established guidelines to ensure high-quality results now and are focused on actions that target immediate accomplishment</p>	<p>Results (D) Rules (C)</p> 
<p align="center">Process & Follow-through</p> <p>Natural (MOD): Your process and follow through is balanced between keeping things methodical and steady and upholding quality standards to be sure what you are doing is accurate and precise.</p> <p>Adapted (HM): Your process and follow through is often driven by a desire to keep things consistent and moving forward at a methodical, steady pace.</p>	<p>Accuracy (C) Consistency (S)</p> 
<p align="center">Planning</p> <p>Natural (MOD): Your plans are a combination of careful deliberations to ensure quality outcomes, and systems and processes that allow forward movement in a predictable, steady environment.</p> <p>Adapted (LM): Your planning often focuses on keeping processes and systems as predictable and steady as possible to support others in understanding and reaching the best outcome.</p>	<p>Predictability (S) Precision (C)</p> 

<p align="center">Providing & Following Directions</p> <p>Natural (MOD): You are able to balance the desire to set the expectations or uphold the protocol based on the situation and what is most relevant. You may follow the established structural and procedural guideline if they support the objectives.</p> <p>Adapted (MOD): You are able to balance the desire to set the expectations or uphold the protocol based on the situation and what is most relevant. You may follow the established structural and procedural guideline if they support the objectives.</p>	<p align="center">Balanced</p> <p>Reserved & Detailed (C) Directive & Concise (D)</p> 
<p align="center">Determination</p> <p>Natural (MOD): Your determination is balanced between a self-driven and others-driven approach, focusing on actions to achieve results with awareness of risks and consequences of actions.</p> <p>Adapted (LM): Your determination is somewhat steady, supportive and less urgent, considering relationship consequences before acting.</p>	<p>Others-driven (S) Self-Driven (D)</p> 
<p align="center">Vigilance</p> <p>Natural (MOD): You balance careful attention and consideration of risks, but may also act more impulsively, going with your gut and intuition.</p> <p>Adapted (MOD): You balance careful attention and consideration of risks, but may also act more impulsively, going with your gut and intuition.</p>	<p>Impulsive (I) Cautious (S)</p> 
<p align="center">Reasoning</p> <p>Natural (MOD): You may rely somewhat on your feelings and interactions with others to make decisions, and choose what is likely to be considered acceptable but will seek to back up judgments with evidence and verification.</p> <p>Adapted (LM): You often rely on your feelings and interactions with others to make decisions, choosing what is likely to be social acceptable.</p>	<p>Intuition-based (I) Evidence-based (C)</p> 
<p align="center">Efficiency</p> <p>Natural (LM): You are quite attentive to involving others, preferring to reach results together, which may impact efficiency.</p> <p>Adapted (LM): You are quite attentive to involving others, preferring to reach results together, which may impact efficiency.</p>	<p>Interactive (I) Independent (D)</p> 

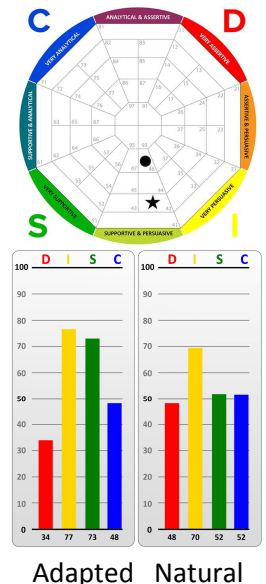
Areas for Personal Improvement

Everyone has some struggles, limitations or weaknesses. Oftentimes, it's an overextension of your strengths -- which then become weaknesses. For example, a High D's directness can be a strength in certain environments, but when overextended, too much directness may become bossiness.

DIRECTIONS: Check the two most important areas you are committed to improve and transfer them to your Action Plan, page 21.

Areas for Improvement:

- You may tend to take constructive criticism personally, possibly losing focus as to how it relates to the task.
- You may be a bit of a grudge-holder toward those who offer criticism.
- You may need some coaching in time management; for instance, in setting more ambitious deadlines.
- You may hesitate to correct or discipline those who report to you, for fear of offending someone.
- You may have difficulty with quick decision making because of your need to consider the "people side" of all issues.
- You may be rather indirect in providing instructions, because you don't want to impose your will on others.
- You may show less emphasis on productivity and more emphasis on the "people side" of a project.



My DISCcompass™ Action Plan

My strengths – what I bring to the organization

1. _____
2. _____

My important work style tendencies – what I bring to the job

1. _____
2. _____

I am most effective in an environment that provides these things – are they provided?

1. _____
2. _____

I am motivated by

1. _____
2. _____

Your needs in this environment – are they being met?

1. _____
2. _____

What I'd like to change when I am under stress

1. _____
2. _____

When I am under stress I need

1. _____
2. _____

Under conflict, I'd like to change this behavior

1. _____

My strategy to reduce conflict and increase harmony

1. _____

Communication "do's" for others to know about me

1. _____
2. _____

Communication "don'ts" for others to know about me

1. _____
2. _____

I am committed to changing these two weaknesses/limitations

1. _____
2. _____

When reviewing my DISC*compass*™ Action Plan on page 21, I learned that changing several key behaviors will definitely contribute to reaching my personal goals and the life I desire. These are the several most important behaviors now standing in my way:

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PART II -- UNDERSTANDING AND READING PEOPLE

It takes effort to understand another's point of view. We can train ourselves to listen and to observe the clues people are constantly giving about who they are. Clues that can tell us what they need – what motivates them – and what they fear.

"If you know the enemy and know yourself, you need not fear the result of a hundred battles. If you know yourself but not the enemy, for every victory gained, you will also suffer a defeat. If you know neither the enemy nor your-self, you will succumb in every battle."

...Sun Tzu "The Art of War"

Consider for a moment a modern business situation, perhaps in Sales. If we are entering into negotiations and I know more about me than you know about me, do I have a certain advantage? Yes, I do. Self understanding is the beginning of wisdom.

If, in the same situation, I know more about you than you know about you, do I have an advantage? Yes, I do. When I know what you want and need, I can appeal to those wants and satisfy your needs.

Now, imagine I enter negotiations knowing more about both me and you – Will I win every time, considering that I possess the ability to meet both your needs and my own? Win-Win?

THIS UNDERSTANDING AND READING PEOPLE SECTION INCLUDES:

Identifying another person's behavioral Style

Moving to the Compass and combination styles

Charting another's behavior

Communicating with each style

"Knowing others is intelligence; knowing yourself is true wisdom. Mastering others is strength; mastering yourself is true power."

-- Lao-Tzu

How Do You Identify a Person's Primary Behavioral Style?

You must learn to quickly identify each of the four primary behavioral styles in order to practice adaptability. We do this by focusing on two areas of behavior — **PACE** and **PRIORITY**. So be a detective and watch closely.

PACE – the easiest characteristic to spot – are they FASTER or SLOWER?

1. Does this person move quickly? Talk fast? Speed from subject to subject? Multi-task? Drive, chew, answer, think, finish FAST? OR,
2. Does this person move more slowly and deliberately? Take their time with everything? Drive deliberately? Answer after some consideration? Eat, think, respond and maneuver more slowly?

PRIORITY – Notice their primary FOCUS – TASK or PEOPLE

1. Does the person jump into tasks readily? Fix broken things immediately? Focus on things to be done? Get quickly to work without socializing first? Answer their phone and talk immediately about task? OR,
2. Does the person focus on people first? Ask personal questions to catch up with you? Do they inquire about family and friends, consider everybody's feelings first, precede business with personal comments?

When you combine your observations about PACE and PRIORITY, you create the DISC matrix of the four primary behavioral styles. **Memorize this matrix now – it is the basis of all that follows.**

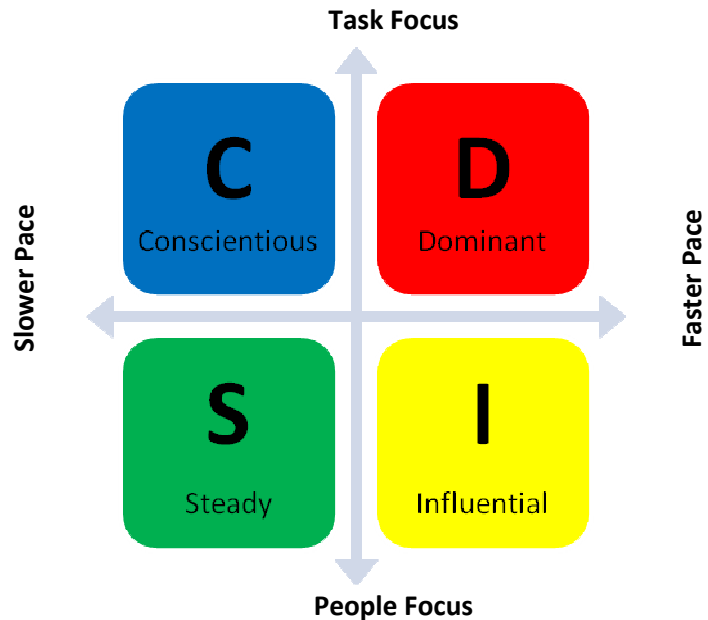
**The MATRIX holds the
basic key to DISC**

D = Fast pace and task focus

I = Fast pace and people focus

**S = Slower/deliberate pace and
people focus**

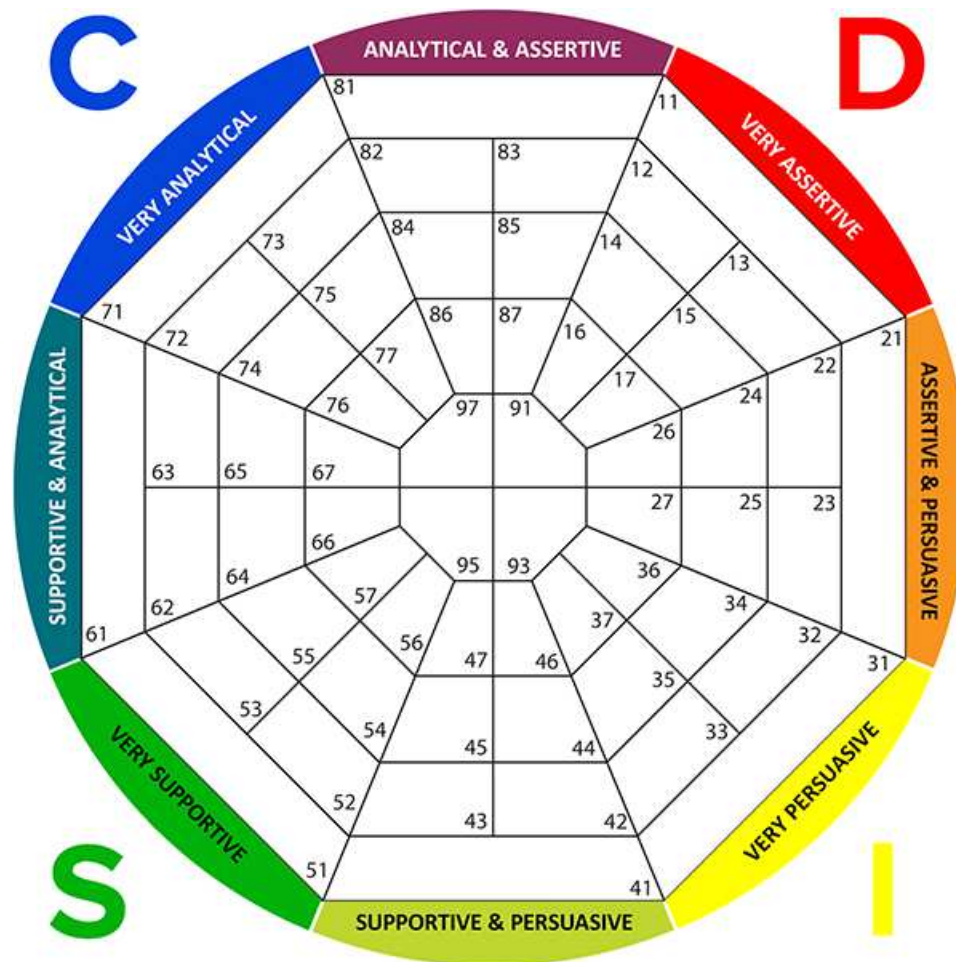
C = Slower/deliberate pace and



When we combine a Person's PACE and PRIORITY, we know their basic style. Each time we meet a person, friend or stranger, we can practice noticing if they are Faster or Slower, focusing on Tasks or People. We combine these two pieces of information and then begin to read more complex styles, using the Compass.

Next we shift from the Matrix to the more complex Compass

Now we study Combination Styles



- People who plot on the outer two rings have more forthright personalities, easier to identify, simply because they have only 1 or 2 factors (D,I,S,C) above the 50% energy line.
- However, as one moves towards center of the Compass, three strong factors appear above the Line. In the center, segment 91 – 95, We have 2 conflicting styles above the 50% energy line, I/C, C/I, D/S, and S/D; directly conflicting in pace and focus.
- All of the 7 style segments in each of the 8 Sectors, D, DI, I, IS, S, SC, C, CD. have the primary style in the Sector's outer ring as the top graph point – DI has segments numbered 21 – 27 for example.
- An example of a very complex personality might be segment 27.

Charting the Four Basic DISCcompass Styles

Once you have determined a person's PACE and PRIORITY, you have identified their DISCcompass primary style. With this chart you can now understand some of their characteristics and you can anticipate their behavior. For example, think of people in your life now, identify their style and study them: in particular study their "Needs" below. Choose someone close to you and determine their style -- how can you satisfy their basic needs? Do it!

	HIGH DOMINANT STYLE	HIGH INFLUENTIAL STYLE	HIGH STEADY STYLE	HIGH CONSCIENTIOUS STYLE
PACE	Fast/Decisive	Fast/Spontaneous	Slower/Relaxed	Slower/Systematic
PRIORITY	Goal	People	Relationship	Task
NEEDS	Productivity Control	Participation Applause	Acceptance Friendships	Accuracy Precision
STRENGTHS	Administration Leadership Pioneering	Persuading Motivating Entertaining	Listening Teamwork Follow-through	Planning Systemizing Orchestration
GROWTH AREAS	Impatient Insensitive to others Poor listener	Inattentive to detail Short attention span Low follow-through	Oversensitive Slow to begin action Lacks global perspective	Perfectionist Critical Unresponsive
FEARS	Being taken advantage of	Loss of social inclusion & recognition	Sudden changes Instability	Personal criticism of their work efforts
IRRITATIONS	Inefficiency Indecision	Routines Complexity	Insensitivity Impatience	Disorganization Impropriety
UNDER STRESS MAY BECOME	Dictatorial Critical	Sarcastic Superficial	Submissive Indecisive	Withdrawn Headstrong
GAINS SECURITY THROUGH	Control Leadership	Playfulness Others' approval	Friendship Cooperation	Preparation Thoroughness
MEASURES PERSONAL WORTH BY	Impact or results Track records and products	Acknowledgments Applause Compliments	Compatibility with others Depth of contribution	Precision Accuracy Quality of results
WORKPLACE	Efficient Busy Structured	Interacting Busy Personal	Friendly Functional Personal	Formal Functional Structured

Communication Plan with the **DOMINANT** Style

CHARACTERISTICS:

SO YOU...

Concerned with being #1

Show them how to vision and win – they want new opportunities

Think logically

Display your logical reasoning – but be brief

Want facts and highlights

Provide concise data – don't ramble

Strive for results

Agree on goals -- then support them or get out of their way

Like personal choices

Allow them to "do their thing" – give them an exclusive task

Like changes

Vary routine – they like several balls in the air at once

Prefer to delegate

They frequently change focus – watch that they don't "abandon" work to others with little clarity

Want others to notice accomplishments

Compliment them on what they've done – recognition motivates

Need to be in charge

Let them take the lead -- give them parameters and let them go

Tendency towards conflict

When necessary, state your differences clearly -- backed up with facts; never argue on a "personality" basis

List two "D" People in your Professional life

(Fast Paced and Task Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 _____ List 2 new communication ideas you will try: (above list) 1. _____ 2. _____
PERSON 2 _____ List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 _____ List 2 new communication ideas you will try: 1. _____ 2. _____

List two "D" People in your Family or Personal life

(Fast Paced and Task Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 _____ List 2 new communication ideas you will try: 1. _____ 2. _____
PERSON 2 _____ List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 _____ List 2 new communication ideas you will try: 1. _____ 2. _____

Communication Plan with the **INFLUENTIAL** Style

CHARACTERISTICS

SO YOU...

<i>Concerned with approval and appearances</i>	<i>Show them that you admire and like them</i>
<i>Seek enthusiastic people and situations</i>	<i>Behave optimistically and provide upbeat setting</i>
<i>Think emotionally</i>	<i>Support their feelings when possible</i>
<i>Want to know the general expectations</i>	<i>Avoid involved details, focus on the "big picture"</i>
<i>Need involvement and people contact</i>	<i>Interact and participate with them</i>
<i>Like changes and innovations</i>	<i>Vary the routine; avoid requiring long-term repetition by them</i>
<i>Want others to notice THEM</i>	<i>Compliment them personally and often</i>
<i>Often need help getting organized</i>	<i>Do it together</i>
<i>Look for action and stimulation</i>	<i>Keep up a fast, lively, pace</i>
<i>Surround themselves with optimism</i>	<i>Support their ideas and don't poke holes in their dreams; show them your positive side</i>
<i>Want feedback that they "look good"</i>	<i>Mention their accomplishments, progress and your other genuine appreciation</i>

List two "I" People in your Professional life

(Fast Paced and People Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 _____ List 2 new communication ideas you will try: (above list) 1. _____ 2. _____
PERSON 2 _____ List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 _____ List 2 new communication ideas you will try: 1. _____ 2. _____

List two "I" People in your Family or Personal life

(Fast Paced and People Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 _____ List 2 new communication ideas you will try: 1. _____ 2. _____
PERSON 2 _____ List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 _____ List 2 new communication ideas you will try: 1. _____ 2. _____

Communication Plan with the **STEADY** Style

CHARACTERISTICS**SO YOU...**

Concerned with stability	Show how your idea minimizes risk
Think logically	Show reasoning
Want documentation and facts	Provide data and proof
Like personal involvement	Demonstrate your interest in them
Need to know step-by-step sequence	Provide outline and/or one-two-three instructions as you personally "walk them through"
Want others to notice their patient perseverance	Compliment them for their steady follow-through
Avoid risks and changes	Give them personal assurances
Dislike conflict	Act non-aggressively, focus on common interest or needed support
Accommodate others	Allow them to provide service or support for others
Look for calmness and peace	Provide a relaxing, friendly atmosphere
Enjoy teamwork	Provide them with a cooperative group
Want sincere feedback that they're appreciated	Acknowledge their easygoing manner and helpful efforts, when appropriate

List two "S" People in your Professional life
(Slower, Deliberate Pace and People Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 _____ List 2 new communication ideas you will try: (above list) 1. _____ 2. _____
PERSON 2 _____ List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 _____ List 2 new communication ideas you will try: 1. _____ 2. _____

List two "S" People in your Family or Personal life
(Slower, Deliberate Pace and People Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 _____ List 2 new communication ideas you will try: 1. _____ 2. _____
PERSON 2 _____ List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 _____ List 2 new communication ideas you will try: 1. _____ 2. _____

Communication Plan with the CONSCIENTIOUS Style

CHARACTERISTICS

SO YOU...

Concerned with aggressive approaches	Approach them in an indirect, nonthreatening way
Think logically	Show your reasoning
Seek data	Give data to them in writing
Need to know the process	Provide explanations and rationale
Utilize caution	Allow them to think, inquire and check before they make decisions
Prefer to do things themselves	When delegating, let them check procedures, and other progress and performance before they make decisions
Want others to notice their accuracy	Compliment them on their thoroughness and correctness when appropriate
Gravitate toward quality control	Let them assess and be involved in the process when possible
Avoid conflict	Tactfully ask for clarification and assistance you may need
Need to be right	Allow them time to find the best or "correct" answer, within available limits
Like to contemplate	Tell them "why" and "how"

List two "C" People in your Professional life (Slower, Deliberate Pace and Task Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 List 2 new communication ideas you will try: (above list) 1. _____ 2. _____
PERSON 2 List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 List 2 new communication ideas you will try: 1. _____ 2. _____

List two "C" People in your Family or Personal life (Slower, Deliberate Pace and Task Oriented)

PERSON 1 _____ List 2 characteristics you notice (above list) 1. _____ 2. _____	PERSON 1 List 2 new communication ideas you will try: 1. _____ 2. _____
PERSON 2 List 2 characteristics you notice 1. _____ 2. _____	PERSON 2 List 2 new communication ideas you will try: 1. _____ 2. _____

PART III ADAPTATION TO OTHERS – REACHING CHARISMA

*Understanding your own and other's behavioral styles are just the first two steps to enhancing relationships. All the knowledge in the world doesn't mean much if you don't know how to apply it in real life situations. That's what the rest of the **COMPASS** report is all about.*

Now we must apply what we've learned about behavior. We “read” people and situations and then adapt ourselves into a position of acceptance and trust. People want to be treated according to **their** behavioral style, not yours!

ADAPTATION LEARNING INCLUDES:

What is Behavioral Adaptability

Practice Modifying Your Style

Tension Among the Styles

Can you really be more effective in relationships and situations with your family, friends and work colleagues? Definitely! You have the power to make your “challenging” relationships **good** and your good relationships **better**. Make a **SERIOUS commitment** to gain an understanding of the other person's behavioral style and take a few steps to adapt your behavior to improve the relationship. You can be a truly outstanding, charismatic human being!

- 1** Practice identifying the behavioral style of every person you meet, from the bank teller and the checkout person to your family and colleagues: (Contact **Viatech Global - DEMO Report** to learn how to obtain a DISC*compass*™ for spouse or family member.)
 - **Identify Another Person's Pace and Priority**
 - **Study the Eight Basic DISC*compass*™ styles**
 - **Understand how Behavioral Adaptability gives you an advantage in all your interpersonal relationships.**
- 2** Once you know their style and preferences for Pace and Priority, briefly modify Your Own Style, Your Words, Mannerisms and Actions to Adapt. You will be amazed at the **reception**.
- 3** To further understand the tension that may exist in the relationship, you can refer to the **Tension Among the Styles** section and complete the Tension Among the Styles Worksheet. Being aware of the differences in preference in pace and priority, and modifying accordingly, can make a big difference in those tension-filled relationships.
- 4** And finally, the last section, **How to Adapt to the Different Behavioral Styles**, will give you suggestions when dealing with each of the styles.

What is Behavioral Adaptability?

Adaptability is your willingness and ability to adjust your approach or strategy based on the particular needs of the situation or relationship at a particular time. It's something applied more to yourself (to your patterns, attitudes and habits) than to others.

No one style is naturally more adaptable than another, although it comes more naturally for the “People Oriented” styles on the bottom half of the **Compass**. For any situation, the strategic adjustments that each style needs to make will vary. The decision to employ specific adaptability techniques is made on a case-by-case basis: you can choose to be adaptable with one person, and not so much with others. You can choose to be quite adaptable with one person today and less adaptable with that same individual tomorrow. Adaptability concerns the way you maturely manage your own behaviors.

You practice adaptability each time you slow down for a **C** or **S** style; or when you move a bit faster for the **D** or **I** styles. It occurs when the **D** or **C** styles take the time to build the relationship with an **S** or **I** style; or when the **I** or **S** styles focus on facts or get right to the point with **D** or **C** styles. It means adjusting your own behavior to make other people feel more at ease with you and the situation

Adaptability does not mean “imitation” or mirroring of the other person’s style. It does mean adjusting your openness, directness, pace, and priority in the direction of the other person’s preference, while maintaining your own identity.

Adaptability is important to all successful relationships. People often adopt a different style in their professional lives than they do in their social and personal lives. We tend to consciously adapt more at work with people we know less. We tend to be less adaptable at home and with people we know better.

Adaptability at its extreme could make you appear wishy-washy and two-faced. A person who maintains high adaptability in all situations may not be able to avoid stress and inefficiency. There is also the danger of developing tension from the stress of behaving in a “foreign” style. Usually, this is temporary and may be worth it if you gain rapport with others. At the other end of the continuum, no adaptability would cause others to view someone as rigid and uncompromising because they insist on behaving according to their own natural pace and priority. And, remember a slower paced, task oriented person in the High C sector will have an unpleasant reaction to an effervescent, talkative person in the High I sector. And vice versa.

Effectively adaptable people meet other people’s needs and their own. Through practice, they are able to achieve a balance: strategically managing their adaptability by recognizing when a modest compromise is appropriate, or when the nature of the situation calls for them to totally adapt to the other person’s behavioral style, they do so. Adaptable people know how to negotiate relationships in a way that allows everyone to win. They are tactful, reasonable, understanding, and non-judgmental.

Your adaptability level influences how others judge their relationship with you. Raise your adaptability level and trust and credibility go up; lower your adaptability level and trust and credibility go down. Adaptability enables you to interact more productively with difficult people and helps you to avoid or manage tense situations. With adaptability you can treat other people the way THEY want to be treated and so can be seen as an act of kindness.

Practice Modifying Your Pace and Priority

Let's look at one behavior dimension at a time (because in some interpersonal situations, you will only be able to identify another person's Pace or Priority, but not both.) So, first, try adapting one behavioral dimension at a time. With that in mind, let's look at what you can do to modify YOUR level of Pace or Priority before looking at specific guidelines for being more adaptable with each of the four styles.

FASTER vs. SLOWER PACE

IF YOU ARE SLOW PACED, PRACTICE INCREASING YOUR PACE: (Have fun—it's a game!)

Speak, move and make decisions at a faster pace

Initiate conversation and decisions

Give recommendations

Use direct statements rather than roundabout questions

Use a strong, confident voice – speak louder

Challenge and tactfully disagree, when appropriate

Face conflict openly, but don't clash with the person – agree with some part of their argument

Look everyone in the eye

IF YOU ARE FAST PACED, PRACTICE DECREASING YOUR PACE: (Have fun—it's a game!)

Talk, walk and make decisions more slowly and deliberately

Seek and acknowledge others' opinions

Share decision-making

Be more mellow

Do not interrupt

When talking, provide pauses to give others a chance to speak

Refrain from criticizing, challenging or acting pushy

When disagreeing, choose words carefully

TASK vs. PEOPLE PRIORITY

IF YOU ARE TASK ORIENTED, PRACTICE INCREASING YOUR PEOPLE PRIORITY: (Have fun—it's a game!)

Share feelings; show more emotion

Respond to the expression of others' feelings

Pay personal complements

Take time to develop the relationship

Use friendly language

Communicate more; loosen up and stand closer

Be willing to digress from the agenda

IF YOU ARE PEOPLE ORIENTED, PRACTICE INCREASING YOUR TASK PRIORITY: (Have fun—it's a game!)

Get right to the task – the bottom line

Maintain more of a logical, factual orientation

Keep to the agenda

Do not waste the other person's time

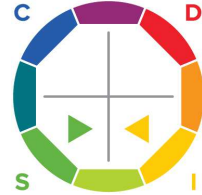
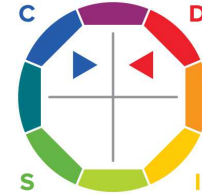
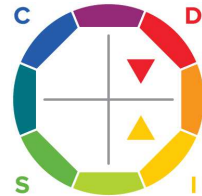
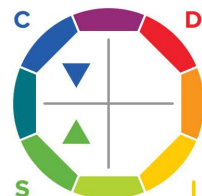
Do not initiate physical contact

Downplay your enthusiasm and body movement



Use businesslike language

Tension Between the Styles

Managing Tensions

Potential Tensions/Disconnects	Plot Points Example
<p>S-I = Patience vs. Urgency Tensions:</p> <p><i>The High S's innate patience can conflict with the High I's Sense of Urgency. (Slower vs. Faster)</i></p> <p><i>Also S prefers to complete one task before moving on to another while I begins several tasks</i></p>	 <p>High S + High I (Lower Left vs. Lower Right Quadrant).</p>
<p>C-D = Patience vs. Urgency Tensions:</p> <p><i>The High C's focus on exercising patience to achieve accuracy and avoid errors can conflict with the High D's focus on quick results, do it NOW solutions, and immediate action. (Slower vs. Faster)</i></p>	 <p>High C + High D (Upper Left vs. Upper Right Quadrant)</p>
Potential Tensions/Disconnects	Plot Points Example
<p>D-I = Task vs. People Tensions</p> <p><i>The High D's focus on results, tasks and action can conflict with the High I's focus on other people, feelings and inclusive decisions.(Task vs. People)</i></p>	 <p>High D + High I (Upper Right vs. Lower Right Quadrant)</p>
<p>S-C = People vs. Tasks Tensions</p> <p><i>The High C's focus on data, analysis, accuracy and precision can conflict with the High S's focus on other people, teamwork, personal connection and a feeling of 'family'. (People vs. Task)</i></p>	 <p>High C + High S (Upper Left vs. Lower Left Quadrant)</p>

Tension Between the Styles

Potential Tensions/Disconnects	Plot Points Example
<p><u>Double Tensions</u> of Patience vs. Urgency AND People versus Task</p> <p>Pattern 1: The High S's preferred Patient & Slower Pace with a Primary Focus on People rather than on results and task can conflict with the High D's Sense of Urgency and a focus on Tasks and Results and Now.</p>	 <p>High S + High D (Lower Left vs. Upper Right Quadrant)</p>
<p><u>Double Tensions</u> of Patience vs. Urgency AND People versus Task</p> <p>Pattern 2: The High C's lack of Urgency with a Primary Focus on Tasks/Results can conflict with the High I's higher Urgency with a Primary Focus on People vs. Results and Tasks.</p>	 <p>High C + High I (Upper Left vs. Lower Right Quadrant)</p>

Tension Among the Styles WORKSHEET

Personality TENSIONS Natural

Everybody has a few tension-filled relationships. You can have the highest regard and/or loving feelings toward a particular person, yet your interactions are usually stressful. If this is behavior related, complete this worksheet to gain insights on how to improve the relationship. If you feel comfortable, you may discuss with the other person things you can do to ease the tension. (NOTE: Oftentimes, when personality adjustments don't help, the issue is underlying Values).

First, refer to the section on **How to Identify Another Person's Style** and determine their primary behavioral style. Then refer to the **Tension Model** to identify their pace and priority preferences. Next, see which preferences are different than yours and note the strategy you will take to modify your behavior. If both preferences are the same as yours, then determine where you will allow their needs to be placed above yours. For example, if you are a High I with fast-pace and people-oriented preferences and the other person is as well, you might let them have the center stage in times when it is not as important for you. A little give and take will go a long way.

JANE DOE'S INFORMATION

STYLE: C

PACE: Slower-paced

PRIORITY: Goal/Task-oriented

RELATIONSHIP

Name: John Doe

Style: High I

Pace: Faster-paced

Priority: People-oriented

Difference: Pace and Priority

Strategy: I must be more personable, social, upbeat, and faster-paced with John

SAMPLE

RELATIONSHIP 1

Name: _____

Style: _____

Pace: _____

Priority: _____

Difference: _____

Strategy: _____

RELATIONSHIP 2

Name: _____

Style: _____

Pace: _____

Priority: _____

Difference: _____

Strategy: _____

Adapt Easily to the **DOMINANT** Style

They're time-sensitive; so don't waste their time. Be organized and get to the point. Give them relevant information and options, with probabilities of success. Give them written details to read at their leisure — all on a single page.

The Dominant Styles are goal-oriented, so appeal to their sense of accomplishment. Stroke their egos by supporting their ideas and acknowledge their power and prestige. Let the D Style call the shots. If you disagree, argue with facts, not feelings. In groups, allow them to have their say because they are not the type who will take a back seat to others.

With the Dominant Style, in general, be efficient and competent.

AT WORK, HELP THEM TO...

- More realistically gauge risks
- Exercise more caution and deliberation before making decisions
- Follow pertinent rules, regulations, and expectations
- Recognize and solicit others' contributions
- Tell others the reasons for decisions
- Cultivate more attention/responsiveness to emotions

SALES AND SERVICE STRATEGIES

- Plan to be prepared, organized, fast-paced, and always to the point
- Meet them in a professional and businesslike manner
- Learn and study their goals and objectives – what they want to accomplish, how they currently are motivated to do things, and what they would like to change
- Suggest solutions with clearly defined and agreed upon consequences as well as rewards that relate specifically to their goals
- Get to the point
- Provide options and let them make the decision, when possible

IN SOCIAL SETTINGS...

- Let them know that you don't intend to waste their time
- Convey openness and acceptance of them
- Listen to their suggestions
- Summarize their achievements and accomplishments
- Give them your time and undivided attention
- Appreciate and acknowledge them when possible

Adapt Easily to the INFLUENCING Style

The Influencing Styles thrive on personal recognition, so pour it on sincerely. Support their ideas, goals, opinions, and dreams. Try not to argue with their pie-in-the-sky visions; get excited about them. The I Styles are social-butterflies, so be ready to flutter around with them. A strong presence, stimulating and entertaining conversation, jokes, and liveliness will win them over. They are people-oriented, so give them time to socialize. Avoid rushing into tasks.

With the Influencing Styles, in general, be interested in them.

AT WORK, HELP THEM TO...

- Prioritize and organize
- See tasks through to completion
- View people and tasks more objectively
- Avoid overuse of giving and taking advice
- Write things down

SALES AND SERVICE STRATEGIES

- Show that you're interested in them, let them talk, and allow your animation and enthusiasm to emerge
- Take the initiative by introducing yourself in a friendly and informal manner and be open to new topics that seem to interest them
- Support their dreams and goals
- Illustrate your ideas with stories and emotional descriptions that they can relate to their goals or interests
- Clearly summarize details and direct these toward mutually agreeable objectives and action steps
- Provide incentives to encourage quicker decisions

IN SOCIAL SETTINGS...

- Give them testimonials
- Focus on a positive, upbeat, warm approach
- Listen to their personal feelings and experiences
- Respond openly and congenially
- Avoid negative or messy problem discussions
- Make suggestions that allow them to look good
- Don't require much follow-up, detail or long-term commitments
- Give them your attention, time and presence

Adapt Easily to the STEADY Style

They are relationship-oriented and want warm and fuzzy relationships, so take things slow, earn their trust, support their feelings, and show sincere interest. Talk in terms of feelings, not facts. The S Styles don't want to ruffle feathers. They want to be assured that everyone will approve of them and their decisions. Give them time to solicit co-workers' opinions. Never back a Steady Style into a corner. It is far more effective to apply warmth to get this chicken out of its egg than to crack the shell with a hammer.

With the Steady Style, in general, be non-threatening and sincere.

AT WORK, HELP THEM TO...

- Utilize shortcuts and discard unnecessary steps
- Track their growth
- Avoid doing things the same way
- Realize there is more than one approach to tasks
- Become more open to some risks and changes
- Feel sincerely appreciated
- Speak up and voice their thoughts and feelings
- Modify their tendency to automatically do what others tell them
- Get and accept credit and praise, when appropriate

SALES AND SERVICE STRATEGIES

- Get to know them more personally and approach them in a non-threatening, pleasant, and friendly, but professional way
- Develop trust, friendship, and credibility at a relatively slow pace
- Ask them to identify their own emotional needs as well as their task or business expectations
- Get them involved by focusing on the human element... that is, how something affects them and their relationships with others
- Avoid rushing them and give them personal, concrete assurances, when appropriate
- Communicate with them in a consistent manner on a regular basis

IN SOCIAL SETTINGS...

- Focus on a slower-paced, steady approach
- Avoid arguments and conflict
- Respond sensitively and sensibly
- Privately acknowledge them with specific, believable compliments
- Allow them to follow through on concrete tasks
- Show them step-by-step procedures
- Behave pleasantly and optimistically
- Give them stability and minimum of change

Adapt Easily to the CONSCIENTIOUS Style

They are time-disciplined, so be sensitive to their schedules. They need details, so give them data. They are task-oriented; so don't expect to become their friend before working with them. Friendship may develop later, but, unlike the Influencing Styles, it is not a prerequisite. Support the Conscientious Styles in their organized, thoughtful approach to problem solving. Be systematic, logical, well prepared and exact with them. Give them time to make decisions and work independently. Allow them to talk in detail. In work groups, do not expect the C Styles to be leaders or outspoken contributors, but do rely on them to conduct research, crunch numbers, and perform detailed footwork for the group. If appropriate, set guidelines and exact deadlines. The C Styles like to be complimented on their brainpower, so recognize their contributions accordingly.

With the C Styles, be thorough, well prepared, detail-oriented, business-like, and patient.

AT WORK, HELP THEM TO...

- Share their knowledge and expertise with others
- Stand up for themselves with the people they prefer to avoid
- Shoot for realistic deadlines and parameters
- View people and tasks less seriously and critically
- Balance their lives with both interaction and tasks
- Keep on course with tasks, less checking

SALES AND SERVICE STRATEGIES

- Maintain high expectations for high priority items, not everything
- Prepare so that you can answer as many of their questions as soon as possible
- Greet them cordially, but proceed quickly to the task; don't start with personal or social talk
- Hone your skills in practicality and logic
- Ask questions that reveal a clear direction and that fit into the overall scheme of things
- Document how and why something applies
- Give them to think; avoid pushing them into a hasty decision
- Tell them both the pros and cons and the complete story
- Follow through and deliver what you promise

IN SOCIAL SETTINGS...

- Use a logical approach
- Listen to their concerns, reasoning, and suggestions
- Respond formally and politely
- Negative discussions are OK, so long as they aren't personally directed
- Privately acknowledge them about their thinking
- Focus on how pleased you are with their procedures
- Solicit their insights and suggestions
- Show them by what you do, not what you say

Compass Summary

Your DISC*compass*™ is filled with information about your style and each of the personalities represented by the eight segments of the **Compass**. (If you have taken a **Viatech Global - DEMO Report** DISC Training class, you are familiar with the 60 primary behavioral styles represented on the **Compass**.) So now you have an understanding and an awareness of yourself, as well as the behavioral styles of others. Always be aware that everyday “clashes” may only be tension between your style and the other person’s – **so adapt!** You are the one with the advantage – because you have learned adaptation skills!

HOW TO GET THE FULL BENEFIT FROM YOUR DISC*COMPASS*™ ?

You must practice, practice reading people – everyone from your tiny niece to the people in line at the supermarket, your instructor and your supervisor – the people around you. Use it every day and practice with others in your DISC*COMPASS*™ class and join discussions online.

Follow the many suggestions in PART III, the Adaptation section of this report. Remember, people automatically like people like themselves because they can “relate” to them. (Be on the lookout for styles that automatically **don’t** prefer YOUR style!) People who have the ability to relate to everybody are seen as “Charismatic” – not only are they well liked and in demand, they become successful in their personal and professional lives! They become Stars -- “Pied Pipers” with the ability to lead.

A few people will just file this report away, rather than take some small risks and practice suggestions here. Unwillingness to learn, especially to learn to be more effective in life, is a clear sign of low Emotional Intelligence. If instead you open up meaningful dialogue with others to discuss and improve all your relationships, the payoff can be huge. Your **Compass** is a reference tool. It contains an enormous amount of information pointing to who you are and where you can go on your journey. It is not meant to be digested in just one reading. Use it as an ongoing reference document.

Have fun with making a few changes in your behavior and experiencing AMAZING results. We wish you great success in all your relationships, your job, and in life!



RESOURCES: for more information and ideas about Human Behavior and DISC*compass*, contact Viatch Global - DEMO Report.

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