DISC Profiling

- Knowing yourself … and others!

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(Licensed DISC Profiler)
What is DISC Profiling??

What is DISC?
• Psychometric Assessment
• Highly validated
• Used to explain behaviour and personality traits

What can DISC tell us?
• How we prefer to communicate with others
• How we are likely to behave in different scenarios
• What motivates us to achieve
History of DISC

- Hippocrates (400BC) – blood, urine, phlegm, bile

- Carl Jung & Dr. William Marston (1928)
  Inventor of Polygraph (lie-detector), Superwoman

- Marston shaped DISC personalities into four styles -
  D (Dominance), I (Influence), S (Steadiness), C (Compliance)

- PPA (personality profile analysis) developed by
  Dr. Thomas Hendrickson in 1958
What does DISC look at?

- Outgoing / Fast Paced
- Task Orientated, Questioning / Logical
- Reserved / Slower Paced
- People Orientated, Accepting / Agreeable
‘D’ Profile


- General traits - Results driven, good problem solver, risk taker, strong ego, self-starter, forceful
- Values to the team - Drives projects, organising others, values time, bottom-line orientated, innovative, challenges the status quo, creative, doesn’t take no for an answer
- Fears - Failure (not an option!). Being taken advantage of
- Motivators - Power and authority, new challenges, freedom to act, control and success
- Communication Style - Tells/direct. Asks “What” questions
- Management Style – Autocratic, Force of character
- Occupations – CEO’s, MD’s, Entrepreneurs, Military Leaders, Intelligence Services, Buyers, Adventurer, Pilots, Judges
- Outgoing/Task-Orientated (3% population)
‘I’ Profile

- Influencing – Inspiring - Interested in People – Impressive – Impulsive – Inconsistent - Inspirational

- **General Traits** - Outgoing, talkative, enthusiastic, persuasive, emotional
- **Values to the team** – Good motivator of people, creative problem solver, generates enthusiasm, peacemaker, works well with others
- **Fears** – Rejection, loss of popularity
- **Motivators** – Recognition and praise, friendly environments, freedom from detail
- **Communication Style** – Sells/persuades. Asks “Who” questions
- **Management Style** – Motivational, Verbal Persuasion
- **Occupations** – Broadcasters, Salesperson, Telesales, Receptionists, Trainers, Public Relations, Comedians, Actors
- **Outgoing/People-Orientated** (12% population)
‘S’ Profile

- **Steady – Supportive – Stable – Sensitive - Slower pace – Submissive – Status quo**

- **General Traits** - Warm, easy going, understanding, patient, good follow-through
- **Values to the team** - Good listener, team-player, reliable, loyal, supportive, dependable, patient, consistent, completes work thoroughly, develops specialist skills
- **Fears** – Insecurity, Change (where not in control). Uncertainty
- **Motivators** – Security, recognition for loyalty, activities they can start and finish, wellbeing, harmony
- **Communication Style** – Listens/Supportive. Asks “How” questions
- **Management Style** – Consistent
- **Occupations** – Nurse, Recruiter, Diplomats, Clergy, Social Workers, Event Planner, Administrator, Inspector, HR Director, Teacher
- **Reserved/People-Orientated** (69% population)
‘C’ Profile

• **Compliant – Cautious – Correct – Competent – Careful – Conscientious - Consistent**

• **General Traits** - Accurate, high standards, sceptical, systematic, precise, perfectionist

• **Values to the team** - Quality and standards, pursuing excellence, compliant towards authority, follows directions, good at fact finding/research, concentrates on the detail, monitoring & controlling

• **Fears** – Conflict, Criticism, Discord

• **Motivators** – Systems and procedures, detailed tasks, high quality work, logical organisation

• **Communication Style** – Writes/Exacting. Asks “Why” questions

• **Management Style** – Systematic, Uses information/fact to back up argument

• **Occupations** – Lawyers, IT, Police, Surgeons, Academic, Dentist, Architect, Quality Assessor, Musicians, Statisticians, Graphic Designers, Banking,

• **Reserved/Task-Orientated** (16% population)
<table>
<thead>
<tr>
<th>Outgoing/Task</th>
<th>Outgoing/People</th>
<th>Reserved/People</th>
<th>Reserved/Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demanding</td>
<td>Talkative</td>
<td>Diplomatic</td>
<td>Procedural</td>
</tr>
<tr>
<td>Driven</td>
<td>Emotional</td>
<td>Highly Supportive</td>
<td>Plans</td>
</tr>
<tr>
<td>Quick to Anger</td>
<td>Sharing</td>
<td>Good Listener</td>
<td>Likes Information</td>
</tr>
<tr>
<td>Determined</td>
<td>Involved</td>
<td>Steady/Stable</td>
<td>Processes-Driven</td>
</tr>
<tr>
<td>Goal-Focused</td>
<td>Enthusiastic</td>
<td>Starter/Finisher</td>
<td>Likes/Adheres Rules &amp; Regulations</td>
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<tr>
<td>Strong Willed</td>
<td>Spontaneous</td>
<td>Methodical</td>
<td>Strives for Perfection</td>
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</tbody>
</table>
What is their most primary trait?
# Effective Communication

<table>
<thead>
<tr>
<th>D</th>
<th>I</th>
<th>S</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do:</strong></td>
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<tr>
<td>Be brief, direct, to the point, forward thinking, solution-orientated</td>
<td>Be chatty, be open, sharing feeling/emotions</td>
<td>Be friendly but not pushy, allow them time to ask questions</td>
<td>Be totally prepared, on time and expect some resistance to new ideas</td>
</tr>
<tr>
<td><strong>Don’t:</strong></td>
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<tr>
<td>Ramble, be too social, or focus on problems</td>
<td>Eliminate social time, do all the talking, interrupt, tell them what to do</td>
<td>Ramble, be blunt, confrontational, rush them into deadlines</td>
<td>Refuse to explain details. Answer vaguely or casually</td>
</tr>
<tr>
<td><strong>Observable Behaviour:</strong></td>
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</tr>
<tr>
<td>Tries to dominate conversation, Challenges</td>
<td>Friendly handshake</td>
<td>Dresses for comfort, Asks questions to clarify</td>
<td>Time disciplined, doesn’t share feelings</td>
</tr>
<tr>
<td><strong>D’s may:</strong></td>
<td><strong>I’s may:</strong></td>
<td><strong>S’s may:</strong></td>
<td><strong>C’s may:</strong></td>
</tr>
<tr>
<td>Ignore risks</td>
<td>Lose concentration</td>
<td>Say ‘yes’ to be agreeable, but mean no. Internalise their doubts and concerns</td>
<td>Get bogged down in detail</td>
</tr>
<tr>
<td>Not consider other options</td>
<td>Miss important facts and details</td>
<td></td>
<td>Avoid/postpone decisions</td>
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</tbody>
</table>
What do they add to the mentoring process?

<table>
<thead>
<tr>
<th>The Mentor</th>
<th>D</th>
<th>I</th>
<th>S</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Builds traits of ...</td>
<td>Confidence</td>
<td>Flexibility</td>
<td>Cohesiveness</td>
<td>Quality &amp; Compliance</td>
</tr>
<tr>
<td>Motivates others to ...</td>
<td>Work hard</td>
<td>Get started</td>
<td>Work together well</td>
<td>Perfect their skills</td>
</tr>
<tr>
<td>Raises the levels and develops ...</td>
<td>Speed &amp; Productivity</td>
<td>Creativity &amp; Vision</td>
<td>Loyalty &amp; Cooperation</td>
<td>Efficiency &amp; Competence</td>
</tr>
</tbody>
</table>
DISC / Mentoring Exercise

- How will you tailor your communication, to get into rapport with your mentee?
- What types of questions will you ask, and how?
- What clues will you look for, to show what personality traits your mentee has?
- How will you alter your mentoring style, to be a great mentor to your mentee?