



Finance Monthly Supervisor Meeting: *DISC for Effective Teams*

July 2019



Who can share a brief story of when you finally broke down a barrier between you and a peer caused by a difference in communication styles?

Conscientious

- Indirect
- Guarded
- Task-focus
- Slow-paced

Dominant

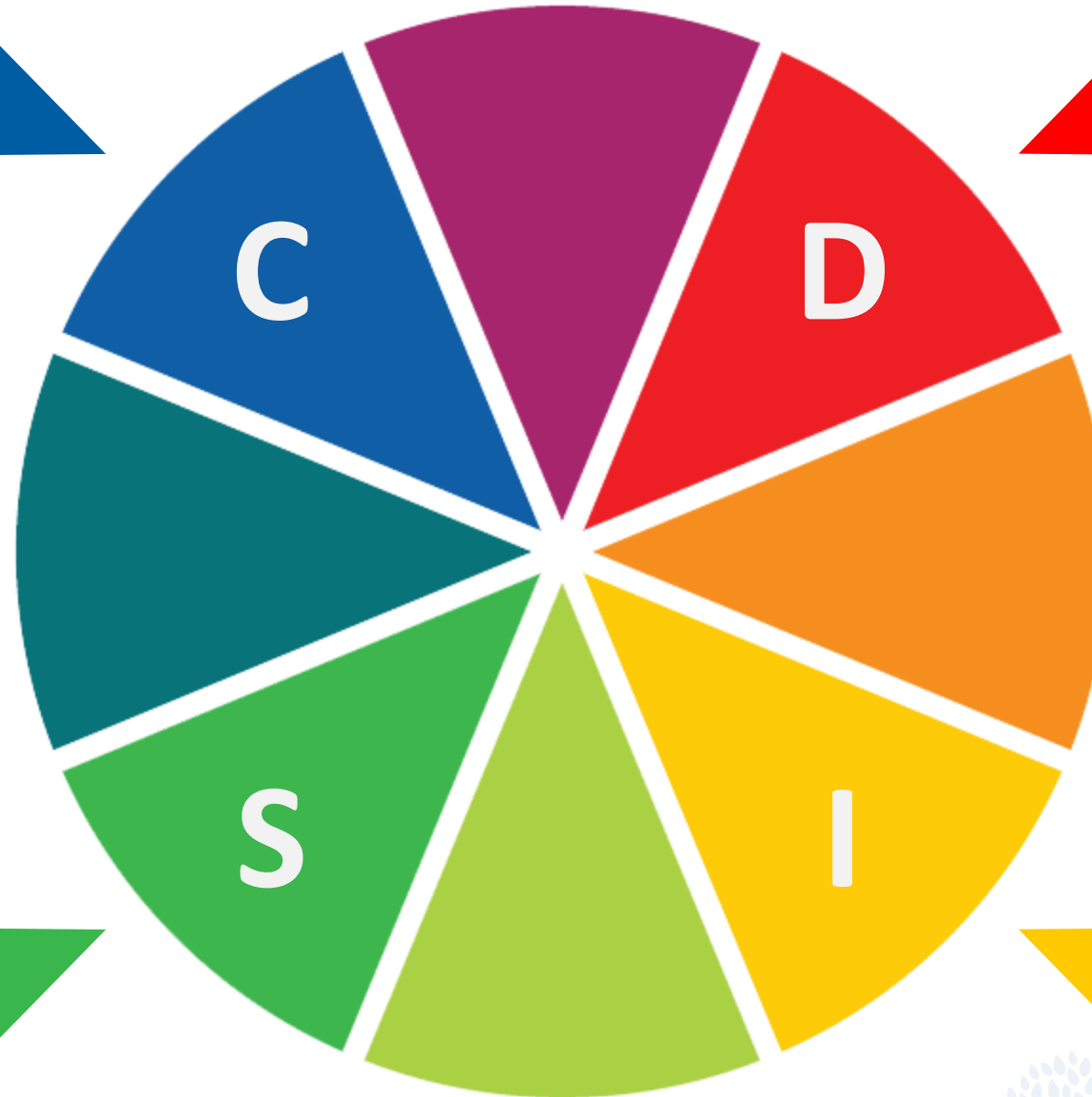
- Direct
- Guarded
- Task-focus
- Fast-paced

Steadiness

- Indirect
- Open
- People-focus
- Slow-paced

Influence

- Direct
- Open
- People-focus
- Fast-paced



DISC Foundations Discussion

What types of communication challenges would you expect between Direct and Indirect team members? What are some possible consequences to the team?

What types of relationship building challenges would you expect between Open and Guarded team members? What are some possible consequences to the team?



DISC Behavior Tendencies

Dominance

- Assertive
- Problem solver
- Wants independence
- *Direct & intense*
- *Dictatorial*
- *Fears losing*

Influence

- Persuasive
- Encourager
- Wants Interaction
- *Disorganized*
- *Sarcastic*
- *Fears rejection*

Steadiness

- Patient
- Supporter
- Wants Routine
- *Indecision*
- *Submissive*
- *Fears sudden change*

Conscientious

- Contemplative
- Organizer
- Wants Standards
- *Impersonal*
- *Withdrawn*
- *Fears Being wrong*



Effective Communication with **Dominant Types**

Direct

Guarded

Task-Focus

Fast-Paced

- Share what it takes to be successful, and share opportunities for success
- Agree on boundaries, and then get out of their way
- Especially sensitive to empowerment; give them choices on how to complete tasks and projects
- Assertive and likes variety
- Like recognition and having their work visible
- Usually aspires to have a leadership role
- Very direct, which can lead to conflict
- *Can also be: direct & intense, dictatorial, and fearful of losing*



Effective Communication with Influence Types

Direct

Open

People-Focus

Fast-Paced

- Especially like to be valued and appreciated
- Very optimistic and has a positive outlook in most situations
- Tend to be the most emotional of all DISC personality types
- Need personal connection and human contact
- Relationship-builders by nature, they tend to be the most Open DISC personality type
- Enjoys variety and building new relationships
- *Can also be: disorganized, sarcastic, and fearful of rejection*



Effective Communication with Steadiness Types

Indirect

Open

People-Focused

Slow-Paced

- Prefers consistency and routines; avoids risk
- Likes to work within established, unchanging processes and boundaries
- Tends to be the least aggressive DISC personality type and will avoid conflict
- Enjoys team work and are very cooperative within their team; patient
- Desire sincere and personal feedback
- Like to know they're an appreciated team member
- *Can also be: indecisive, submissive, and fearful of change*



Effective Communication with Conscientious Types

Indirect

Closed

Task-Focused

Slow-Paced

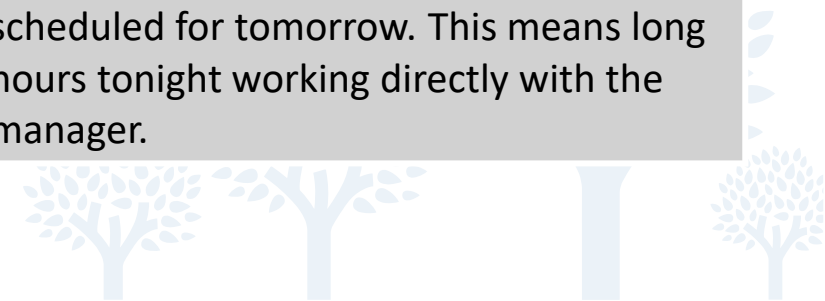
- The most analytical, logical, and data-driven type
- Like to be right and strive for perfection, which can lead to difficulty working in gray areas
- Being contemplative and a desire for supporting data can lead to slow decision making
- Tend to be cautious, but not necessarily low-risk
- Does not like aggression or conflict, but will stand their ground if they think they're right
- Very process and quality driven
- *Can also be: impersonal, withdrawn, and fearful of being wrong*



Activity: Communication & Coaching with DISC

- Form participants into 4 groups of roughly equal size and assigned a DISC type
- Groups will be shown 3 different situations; for each situation:
 - Brainstorm 1 way someone with their assigned DISC personality type could resist the situation
 - Brainstorm 1 strength their assigned DISC personality type could bring to the situation
 - Put together a brief communication strategy for coaching or talking to team members with their assigned personality type to overcome resistance to the situation, as if you were their supervisor
- After 10 minutes, each group will take turns sharing these points for each situation

Situation 1	Situation 2	Situation 3
A team needs to update their department SOPs to reflect the newer policies and technology implemented over the last year because many team members still do things the old way.	A recently-hired team member isn't settling into his new role well. He's not really fitting in (he's unpopular) and needs basic training for his role—specifically in how to use Oracle.	A manager needs several slides put together for a last minute meeting scheduled for tomorrow. This means long hours tonight working directly with the manager.



Delegate Based on DISC Styles

- For delegating for strength, match a team member's DISC behaviors to those required for the tasks/projects to be completed successfully
- For delegating for development, challenge the team member to grow by delegating tasks/projects that are outside their DISC strengths

What are some possible risks of using the DISC tool for delegation?

Even in a technical, analytic, and numbers-driven team like finance, how would Steadiness and Influential behaviors bring value to the team?



**What is one key DISC take away
you plan to use to build relationships
and trust with your team?**



Questions & Discussion