

About D.I.S.C. - (Direct, Influencing, Stabilising, Conscientious)

People have a variety of preferred and habitual ways of behaving and responding. When communication is difficult, it can be helpful to tailor your approach to suit others' preferences and habits.

Within any behavioural style, people can be both skilled at getting the job done and getting along with others.

Once aware of areas needing improvement, people can often develop valuable new skills.

Which behavioural style pertains to you?

BEHAVIOURAL STYLE QUESTIONNAIRE

✓ Tick each statement that you believe is a fair representation of yourself.

- | | |
|--|---|
| <input type="checkbox"/> Gives priority to detail and organisation | <input type="checkbox"/> Gives priority to achieving results |
| <input type="checkbox"/> Sets high standards | <input type="checkbox"/> Seeks challenges |
| <input type="checkbox"/> Approaches tasks and people with steadiness | <input type="checkbox"/> Approaches tasks and people with clear goals |
| <input type="checkbox"/> Enjoys research and analysis | <input type="checkbox"/> Is willing to confront |
| <input type="checkbox"/> Prefers operating within guidelines | <input type="checkbox"/> Makes decisions easily |
| <input type="checkbox"/> Completes tasks thoroughly | <input type="checkbox"/> Is keen to progress |
| <input type="checkbox"/> Focuses attention on immediate task | <input type="checkbox"/> Feels a sense of urgency |
| <input type="checkbox"/> Likes accuracy | <input type="checkbox"/> Acts with authority |
| <input type="checkbox"/> Makes decisions on thorough basis | <input type="checkbox"/> Likes to take the lead |
| <input type="checkbox"/> Values standard procedures highly | <input type="checkbox"/> Enjoys solving problems |
| <input type="checkbox"/> Approaches work systematically | <input type="checkbox"/> Questions the current position |
| <input type="checkbox"/> Likes to plan for change | <input type="checkbox"/> Takes action to bring about change |

TOTAL: _____ Box 1

TOTAL: _____ Box 2

- Gives priority to supporting others
- Enjoys assisting others
- Approaches people and tasks with quiet and caution
- Has difficulty saying no
- Values co-operation over competition
- Eager to get on with others\Willing to show loyalty
- Calms excited people
- Listens well/attentively
- Prefers others to take the lead
- Gives priority to secure relationships and arrangements
- Prefers steady not sudden change

TOTAL: _____ Box 3

- Gives priority to creating a friendly environment
- Likes an informal style
- Approaches people and tasks with energy
- Important to enjoy oneself
- Rates creativity highly
- Prefers broad approach to details
- Likes participating in groups
- Creates a motivational environment
- Acts on impulse
- Willing to express feelings
- Enjoys discussing possibilities
- Keen to promote change

TOTAL: _____ Box 4

Add up the number of ticks in each box.

If you have the highest number of ticks in box 1, you are a Conscientious style.

If you have the most ticks in box 2, you are a Direct style.

If you have the most ticks in box 3, you are Stabilising style.

If your tick tally is highest for box 4, you are described as Influencing style.

Now read about what is known about your style:

		Introverted	Extroverted		
Task Oriented	CONSCIENTIOUS		DIRECT		Task Oriented
	Behaviours Reserved Systematic Pays attention to details Focuses attention on immediate task Likes clear guidelines Likes to plan for change	Needs High standards Appreciation Quality work Fears Criticism of work Imperfection Not having things adequately explained	Behaviours Outgoing Challenges Keen to get things done Resists authority Takes action to bring about change Likes to have control	Needs Results Recognition Challenges Control Fears Challenges to their authority Lack of results from others	
People Oriented	STABILISING		INFLUENCING		People Oriented
	Behaviours Reserved Works well in a team Accommodates others Maintains current position Recovers slowly from hurt Prefers steady rather than sudden change	Needs Security Acceptance Teamwork Fears Isolation Standing out as better or worse Unplanned challenges	Behaviours Outgoing Leads by enthusing others Prefers a global approach Steers away from details Acts on impulse Keen to promote change	Needs Change Acknowledgement New trends and ideas Fears Disapproval Stagnation Detailed work	
		Introverted	Extroverted		

Tips on how to communicate with people with the designated D.I.S.C. style:

Conscientious	Direct
<p>They speak thoughtfully, precisely with pauses for thinking. Don't interrupt.</p> <p>Use: It's logical, reasonable, clear, precise, balanced...guarantee...specifically...judgement...critical...exactly...factual...qualified...professional...just...well thought out...planned detailed...quality...discerning</p> <p>Don't Use: creative...risky...daring...generally...colourful...make it up...chaotic...experimental...fun...innovative...popular</p>	<p>They come to the point, in short, sharp sentences. They think and respond fast and have an impatient style. Don't bother with niceties, or tell them long stories.</p> <p>Use: Yes...OK...now...I'll do this, will that be OK? True...solid effective...bottom line...ball park figure...asap...we'll get right onto it...deadline...be first...leading...initiate...get cracking...I'll handle it...can do!</p> <p>Don't Use: I'll look into it...We'll have to discuss it...you must understand...I'll let you know...this needs a consensus decision...you'll have to be patient</p>
Stabilising	Influencing
<p>Generally quietly spoken, a little shy but friendly, approachable. Give them space, don't interrupt.</p> <p>Use: How do you feel about it?...It would be helpful...I need...I'd be grateful if...Would you mind assisting us...It's fair to all...safe...gentle...quiet...modest...faithful...considerate ...most people</p> <p>Don't Use: Do this...Next!...Now!...that's emotional rubbish...you could be the first person to</p>	<p>Bubbly speakers, friendly, informal, they use creative language. You can talk over them and they'll join in. Don't be critical. They're optimists.</p> <p>Use: positive...bright idea...innovative...fresh...easy...how do you see it? Here are your choices...that's easy...big picture...the latest...it'll be fun...enjoy it!</p> <p>Don't Use: No way! Show me your figures...tried and true...traditional...it's always been like that...I'm only doing my job</p>

Negotiation Styles

Dealing with difficult conversations, resolving conflict making decisions, solving problems, all require negotiation. This guide may help you understand your own negotiation style and those of others and what you may be able to do to increase your effectiveness.

Conscientious		Direct	
<p>At Worst Fanatic Cautious Machine Like</p>	<p>At Best Discriminating Planner Evaluative</p>	<p>At Worst Fighter Dominant Arrogant</p>	<p>At Best Persistent Leader Confident</p>
<p>To Improve Visioning Flexibility Consider feelings of others Knowing when to break rules</p>		<p>To Improve Include the team Eliciting other's opinions Listening Delegating</p>	
Stabilising		Influencing	
<p>At Worst Accommodator Hesitant Fence sitter</p>	<p>At Best Facilitator Patient Diplomatic</p>	<p>At Worst Impulsive Verbose Disorganised</p>	<p>At Best Catalyst Spokesperson Optimistic</p>
<p>To Improve Assertiveness Self Assurance Risk Taking Confidence</p>		<p>To Improve Think first Be precise Hear feedback on proposals Be practical</p>	

You will see in each of the case studies, each family member's D.I.S.C. style is noted. The people we struggle to communicate with are usually those least like ourselves. For example, Direct (Extroverted Task) people can fail to understand Stabiliser (Introverted people) and Conscientious (Introverted Task) people can misunderstand the Influencer (Extroverted people).

Many things influence our communication. However, it has been shown to be helpful for many families to gain understanding of their own personality preference and those of other family members.

We have included the 1st (most ticks) and 2nd (second most ticks) preference of each family member in these case studies. When families understand "where others are coming from", i.e. their personality preference, it can make effective communication a reality.

Examples:

A Direct (TASK) person with a high score of 10 may appear abrupt or rude to a **Stabiliser (PEOPLE)** person.

A Stabiliser (PEOPLE) person with a high score may seem vague and slow to a **Direct (TASK)** person.

An Influencer (PEOPLE) person with a high score may seem ratty and impulsive to a **Conscientious (TASK)** person.

A Conscientious (TASK) person with a high score can seem obsessive and fanatical to an **Influencer (PEOPLE)** person.

Preference can affect how we see the world, the choices we make and how we work with others.

A Genogram is a tool utilised to provide information on a family and its relationships.

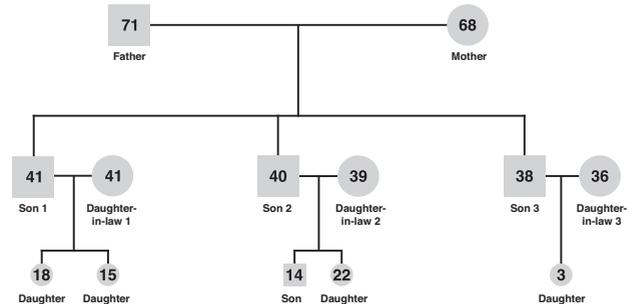
AGE Circles are women	— A line joining a circle and square indicates union like marriage	// through the line indicates divorce or separation
AGE Squares are men	- - - Broken line indicates a partner or not married	X through a circle or square indicates someone who has died

Case Study 1

Unhappy daughter-in-law

Stage: Including new family member in business
Trigger: Daughter-in-law expecting first child

This family came together as a result of increased conflict between those working on the farm and unrest due to succession planning not progressing.



Who	What family members thought would happen	What is happening
Father (Direct 8/Conscientious 7)	<ul style="list-style-type: none"> Continue the same. He and son running the business. Everyone watch personal spending. Daughter-in-law to take similar role to wife. 	<ul style="list-style-type: none"> Things have changed since son married. Not comfortable talking business to son's wife. Would like recognition of his achievements. Does not understand son's need for increase in wages.
Mother (Stabilising 8/Influencer 5)	<ul style="list-style-type: none"> Be a mentor / friend to daughter-in-law. Have company from daughter-in-law when men working long hours. Grandchildren. To have another woman at the farm for support and to give support in return. 	<ul style="list-style-type: none"> Does not know why daughter-in-law is so distant. Missing the communication with son. Not sure why daughter-in-law is not happy to stay at home. Not sure what she has done wrong.