Goals of DISC

1. To understand your behavioral tendencies and develop an understanding of how these styles may affect others.

2. To understand, respect, appreciate and value individual differences.

3. To enhance your effectiveness in accomplishing tasks by improving your relationships with others.
DISC Profile

Dr. William Marston
- Behavioral Psychologist

Studied normal behavior as opposed to abnormal
- Focus is on the external, observable behaviors, not personality
- Environmentally specific

DISC Background
- Psychometrically strong
- Taken 54 million times in the workplace
Intro to DISC Profile Report

How to Read & Interpret Graphs

Graph I: Adapting Style Pattern
- Self-Perception - think you should use at work.
- Can change depending on your environment.

Graph II: Natural Style Pattern
- Preferred approach.
- Remains fairly consistent across different environments.
- Behaviors - stressful & frustrating situations.
eGraphs Defined

- **Profile**
  - Determined by highest plotting points above energy line

- **Capital Letters**
  - Primary behavior, ex. “C”

- **Lowercase Letters**
  - Secondary behavior, ex. “Sci”

<table>
<thead>
<tr>
<th></th>
<th>D</th>
<th>I</th>
<th>S</th>
<th>C</th>
</tr>
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<tbody>
<tr>
<td>6</td>
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Energy Line
DISC: Primary & Secondary Styles
DISC: Intensity Level

Adapting Style: Example 1

Adapting Style: Example 2
DISC: Behavioral Blending

Adapting Style: Example 1

Adapting Style: Example 2

Gap

Gap
Graph Comparison

If both Adapting and Natural Style are similar you tend to use the same behavioral traits across environments.
Graph Comparison

If Adapting and Natural Style are *NOT* similar it may cause stress as you are exhibiting behaviors that are not as comfortable or natural to you.

Adapting Style

Natural Style

Continued
Behavioral Profile Review

- Dominant, Decisive
- Interactive, Influential
- Conscientious, Compliant
- Steady, Service Oriented
Strengths:
• Results Oriented
• Decisive
• Direct
• Adventuresome
• Competitive
• Problem solver
• Leadership
• Confident

Growth Areas:
• Empathy/Insensitive
• Impatient
• Poor Listener
• Too Direct

Conflict:
• Direct
• Not personal, let it go
Strengths:
• Convincing
• Enthusiastic
• Inspiring
• Optimistic
• Persuasive
• Friendly
• Popular
• Entertaining

Growth Areas:
• Inattentive to detail
• Short attention span
• Focus on the task
• Over sharing/talking too much

Conflict
• Verbalize, sugarcoat
• Personal, sticks with them
Strengths:
• Good Listener
• Team player
• Prepared
• Patient
• Relaxed
• Sincere
• Steady
• Helpful

Growth Areas:
• Being Assertive
• Overly sensitive
• Confidence
• Don’t like change

Conflict
• Avoid, uncomfortable
• Personal, sticks with them
Strengths:
• Accurate
• Analytical
• Conscientious
• Diplomatic
• Fact-finder
• High Standards
• Precise
• Planning

Growth Areas:
• Perfectionist
• Critical
• Overanalyze
• Unresponsive

Conflict
• Collect facts, info
• Not personal, diplomatic
## Four Styles Overview

<table>
<thead>
<tr>
<th></th>
<th>High “D” Dominant</th>
<th>High “I” Interactive</th>
<th>High “S” Steady</th>
<th>High “C” Compliant</th>
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</thead>
<tbody>
<tr>
<td><strong>Seeks</strong></td>
<td>Productivity</td>
<td>Participation</td>
<td>Acceptance</td>
<td>Accuracy</td>
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<td></td>
<td>Control</td>
<td>Applause</td>
<td></td>
<td>Precision</td>
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<tr>
<td><strong>Fears</strong></td>
<td>Being taken</td>
<td>Loss of social</td>
<td>Sudden change,</td>
<td>Personal</td>
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<tr>
<td></td>
<td>advantage of</td>
<td>recognition</td>
<td>Instability</td>
<td>criticism of</td>
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<td>work efforts</td>
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<tr>
<td><strong>Irritations</strong></td>
<td>Inefficiency</td>
<td>Routines</td>
<td>Insensitivity</td>
<td>Disorganization</td>
</tr>
<tr>
<td></td>
<td>Indecision</td>
<td>Complexity</td>
<td>Impatience</td>
<td>Impropriety</td>
</tr>
<tr>
<td><strong>Under Stress</strong></td>
<td>Dictatorial</td>
<td>Sarcastic</td>
<td>Submissive</td>
<td>Withdrawn</td>
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<tr>
<td>May Become</td>
<td>Critical</td>
<td>Superficial</td>
<td>Indecisive</td>
<td>Headstrong</td>
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<tr>
<td><strong>Measures</strong></td>
<td>Impact or</td>
<td>Acknowledgments</td>
<td>Compatibility</td>
<td>Precision</td>
</tr>
<tr>
<td>Personal Worth by</td>
<td>results</td>
<td>Applause</td>
<td>with others</td>
<td>Accuracy</td>
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<tr>
<td></td>
<td>Track record</td>
<td>Compliments</td>
<td>Teamwork</td>
<td>Quality</td>
</tr>
<tr>
<td></td>
<td>or process</td>
<td></td>
<td></td>
<td>of Results</td>
</tr>
</tbody>
</table>
The Whole Picture

Extroverted
Fast-Paced

Introverted
Slow-Paced

Task-Oriented

People-Oriented
What is Behavioral Adaptability?

- Adaptability is **willingness** and **ability** to adjust

- Adaptability is made on a **case-by-case** basis

- Behavioral adaptability means:
  adjusting your own behavior to make others feel more at ease with you and the situation
Adapting to a “D”

- They are time sensitive so don’t waste their time
- Be organized and get to the point
- Give relevant information and options with probabilities of success
- Give them written details to read at their leisure, on a single page
- Appeal to their sense of accomplishment
- Argue with facts, not feelings
- Be efficient and competent
Adapting to an “I”

- 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
- Be social with them – stimulating and entertaining conversation
- Avoid rushing into tasks
- Be interested in them
Adapting to an “S”

- They are relationship oriented so take things slow, earn their trust, support their feelings and show sincere interest
- Talk in terms of feelings, not facts
- They don’t want to ruffle feathers, they want approval
- Do not back them into a corner
- Be non-threatening and sincere
- Do not rush them, allow them time for decisions
Adapting to a “C”

- 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
- Be systematic, logical, well prepared and exact with them
- Give them time to analyze and make decisions
- Allow them to talk in detail
- Be businesslike and patient
Keep In Mind

- Adapting is your responsibility
- Not an excuse for overusing your strengths
- Adjustment not manipulation or imitation
- Platinum Rule
Truly Effective People

- **Know themselves** – they understand why and how they affect other people the way they do and why other people affect them the way they do.

- **Know their strengths and weaknesses** – they maximize strengths and minimize weaknesses.

- **Develop a positive attitude about themselves** – which will help others to trust and have confidence in them.

- **Develop the ability to study situations and people** – they choose to adapt appropriate behavioral strategies.
Questions?

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Generational Differences

Mikel LaPorte, MBA
Organizational Development & Training
a Division of Human Resources
Agenda

- Generational Dilemma
- Generation Identification
- Contexting the Generations
- Q & A
Generation

A. A group of individuals born and living about the same time.

B. A group of generally contemporaneous individuals regarded as having common cultural or social characteristics and attitudes.
Why be aware of Generations?

- Over 60% of employers experience tension between generations

- Over 70% of older employees are dismissive of younger workers abilities

- Over 50% of younger employees are dismissive of older workers abilities
Demographic Breakdown

- Traditionalists (pre-1946): 13.2%
- Baby Boomers (1946-1964): 33.9%
- Generation X (1965-1980): 19.8%
- Gen Y: 33.1%
The Dilemma

= Generation Frustration
Traditionalist

- Born pre-1946
- Today range in age from 66+

AKA:
- Matures
- Veterans
- Greatest Generation
- Pre-Boomers
- Silent Generation
- Schwarzkopfers
"They're encyclopedias, Timmy... they're an early form of Google."
Baby Boomers

- Born 1946-1964
- Today range in age from 47-65
- AKA:
  - Boomers
"The years 1966 through 1995 are blank because I was on tour with the Grateful Dead."
Gen X

- Born 1965-1980
- Today range in age from 32-46
- AKA: Gen X, Xers, Baby Busters, 13th Generation
"YOU WILL WORK HARDER FOR LESS THAN YOUR PARENTS AND YOU MAY NEVER RETIRE. THE GOOD NEWS IS, YOU’LL LIVE LONGER!"
Gen Y

- Born 1981-2000

- Today range in age from 11-31

- AKA:
  - Generation Y
  - Millennials
  - Echo Boomers
  - Nexters
  - Generation Debt
“There aren’t any icons to click. It’s a chalk board.”
Traditionalist

- Harding, Coolidge, Hoover, Roosevelt, and Truman
- The Great Depression
- The New Deal
- World War II
- “The Little Rascals”
Traditionalist Values

- Privacy
- Hard work
- Trust
- Formality
- Authority
- Social order

I am here to work.
Compelling Messages

- Make do or do without.
- Sacrifice.
- Stay in line.
- Be heroic.
- Consider the common good.
Traditionalist Work Style

Traditionalists are disciplined, hard-workers who appreciate order and a job well done.
Boomers

- Truman, Eisenhower, Kennedy, and Johnson
- JFK assassination
- Civil Rights movement
- Cold War
- “I Love Lucy”
Boomer Values

- Hard work
- Success
- Competition
- Anti-rules/Regulations
- Will fight for a cause
- Inclusion
- Teamwork
Compelling Messages

- Be anything you want to be.
- Change the world.
- Live up to expectations.
- Make sure work pays-off.
Boomers Work Style

Baby Boomers are driven, service-oriented team players who don’t want to be micro-managed and need to feel appreciated.

They live to work.
Gen X

- Johnson, Nixon, Ford, Carter, and Reagan
- First moon landing
- Watergate
- Women’s Liberation movement
- “The Brady Bunch”
Gen X Values

- Independence and creativity
- Entrepreneurial spirit
- Quality of work/life
- Work/life balance
- Information
- Feedback
Compelling Messages

- Don’t count on it.
- Heroes don’t exist.
- Get real.
- Take care of yourself.
- Always ask “why?”
Gen X Work Style

Generation Xers are independent, skeptical, unimpressed by authority, self-reliant, and focused on self-development.

They work to live.
Gen Y

Reagan, GHW Bush, Clinton, and GW Bush

Facebook, MySpace

Oklahoma City Bombing

Columbine High School

“American Idol”
Gen Y Values

- Positive reinforcement
- Positive attitudes
- Autonomy
- Diversity
- Technology
- Social responsibility
Compelling Messages

- You are very special.
- Leave no one behind.
- Serve your community.
- Connect 24/7.
- Achieve now.
Gen Y Work Style

Gen Y invest in portable career skills and their mantra is multi-task or die!
60 Minutes
<table>
<thead>
<tr>
<th></th>
<th>Traditionalists</th>
<th>Baby Boomers</th>
<th>Gen X</th>
<th>Gen Y</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work style</strong></td>
<td>By the book – “how” is as important as what gets done</td>
<td>Get it done, whatever it takes – nights &amp; weekends</td>
<td>Find the fastest route to results; protocol secondary</td>
<td>Work to deadlines, not necessarily to schedules</td>
</tr>
<tr>
<td><strong>Authority/Leadership</strong></td>
<td>‘Command/control’; rarely question authority</td>
<td>Respect for power &amp; accomplishment</td>
<td>Rules are flexible; collaboration is important</td>
<td>Value autonomy; less inclined to pursue formal leadership positions</td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>Formal &amp; through proper channels</td>
<td>Somewhat formal &amp; through structured network</td>
<td>Casual &amp; direct; sometimes skeptical</td>
<td>Casual &amp; direct; eager to please</td>
</tr>
<tr>
<td><strong>Recognition/Reward</strong></td>
<td>Personal acknowledgement &amp; compensation for work well done</td>
<td>Public acknowledgement &amp; career advancement</td>
<td>A balance of fair compensation &amp; ample time off as reward</td>
<td>Individual &amp; public praise (exposure); opportunity for broadening skills</td>
</tr>
<tr>
<td><strong>Work/Family</strong></td>
<td>Work and family should be kept separate</td>
<td>Work comes first</td>
<td>Value work/life balance</td>
<td>Value blending personal life into work</td>
</tr>
<tr>
<td><strong>Loyalty</strong></td>
<td>To the organization</td>
<td>To the importance &amp; meaning of work</td>
<td>To individual career goals</td>
<td>To the people involved with the project</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>“If it ain’t broke, don’t fix it”</td>
<td>Necessary for progress</td>
<td>Practical tools for getting things done</td>
<td>What else is there?</td>
</tr>
</tbody>
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Questions ??