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CENTRAL
TURF & IRRIGATION SUPPLY

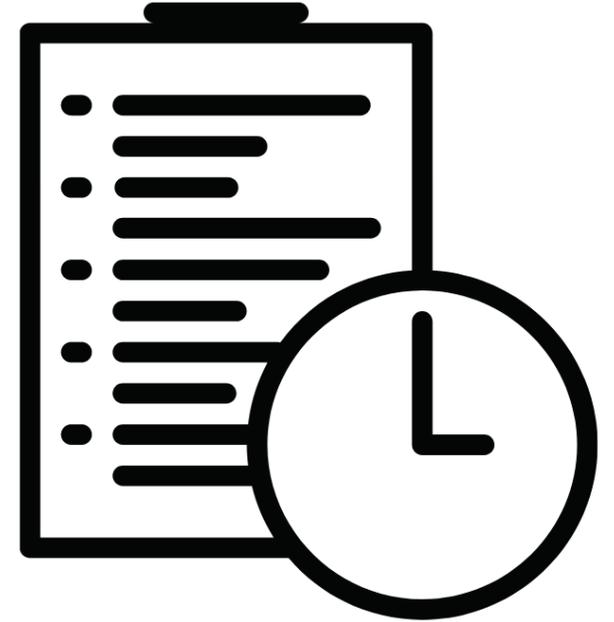
January 30, 2024
Understanding Yourself & Others
DISC

Presented by Chris McDonnell



Agenda

- Understanding Extended DISC
- The Elements of Communication
 - Words
 - Tonality
 - Body Language
- The “Unleashed” Potential of Active Listening



Why Take the Extended DISC[®] Assessment?

Identifies your natural behavioral style

- How you prefer to go about the day

Self-discovery

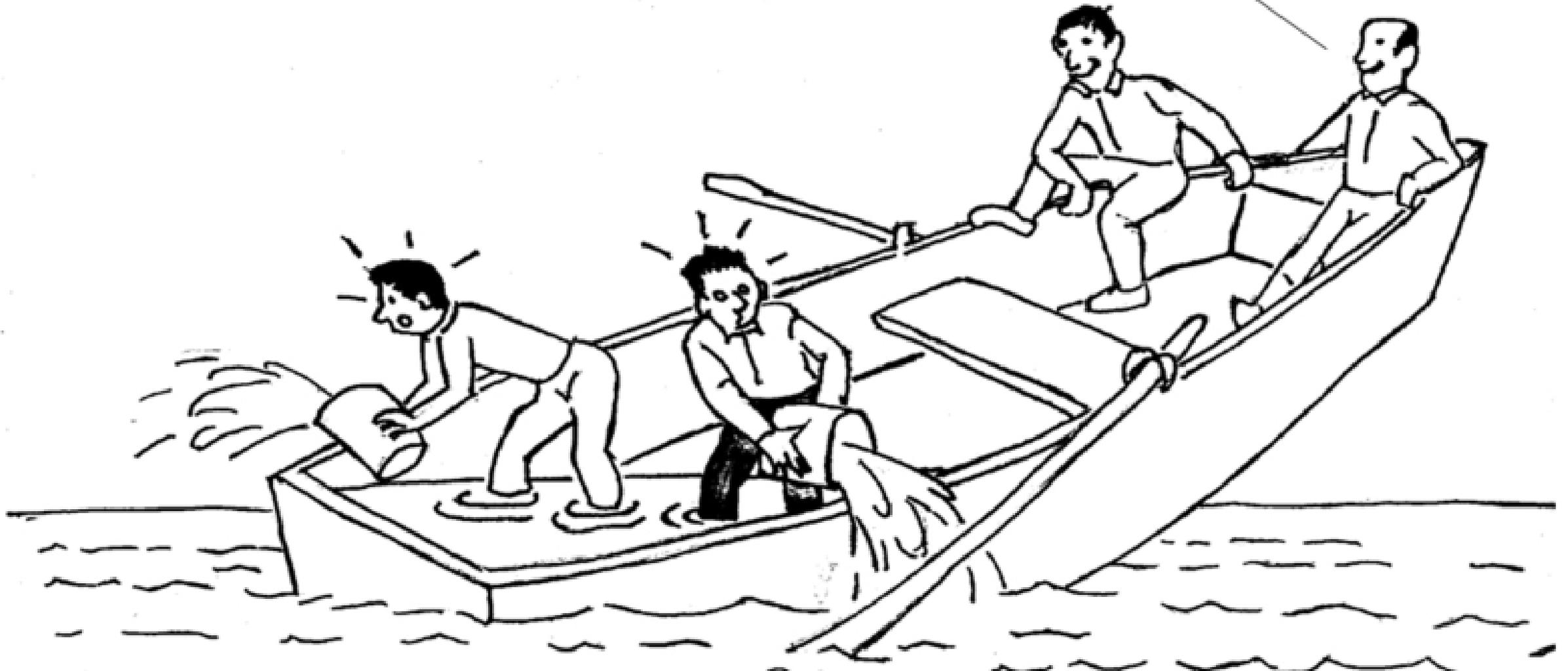
- Improves your self-awareness and understanding of how you come across to others
- Shows your true strengths and development areas

Road map

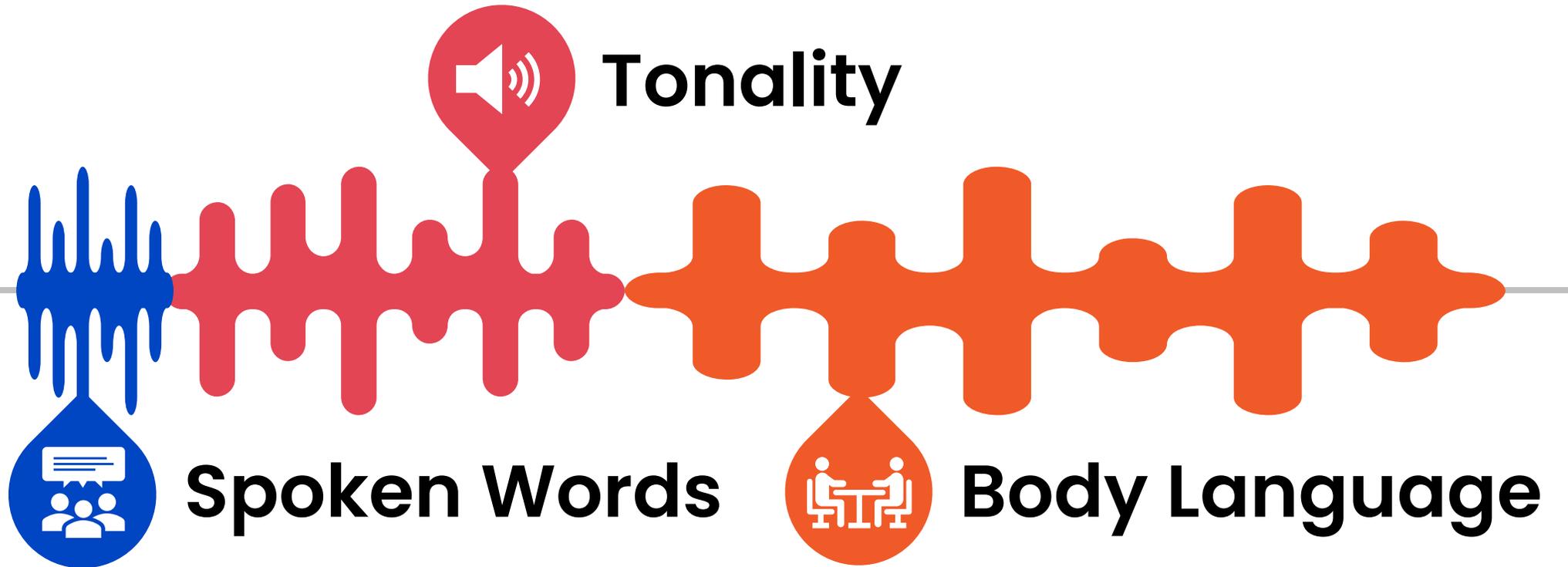
- Starting point to make decisions about how to adjust
- Provides candid feedback on what may be holding you back
- Provides ways to identify others

How can this apply at Central?

Sure glad the hole isn't at our end.



Elements of Communication



Example:

“That’s a really nice shirt.”

Communication is a Two-Way Activity

Listening Exercise

The 3 Kinds of Listeners

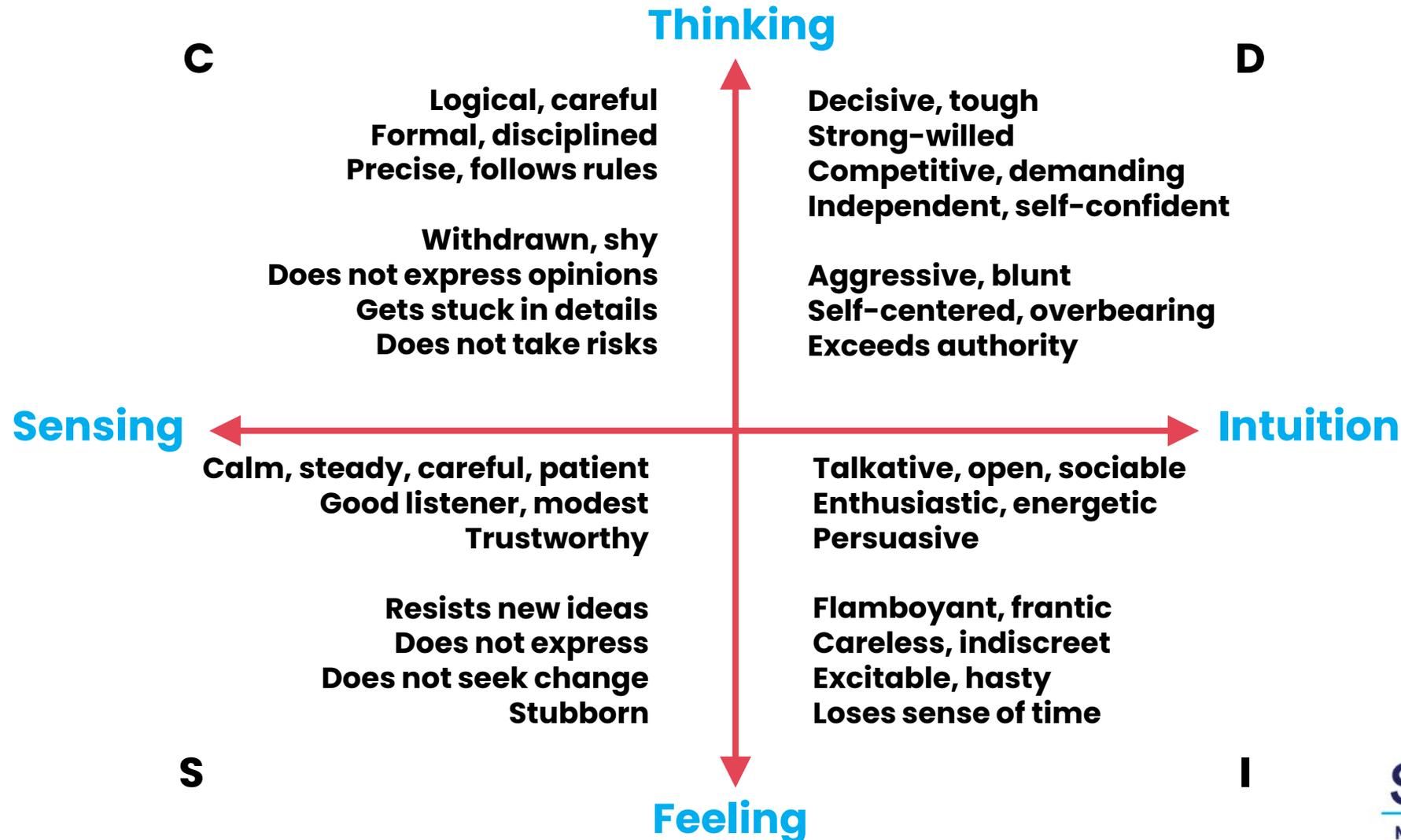
- Combative or Competitive – Listening to fight back or prove you wrong.
- Passive – Listening but not responding, either physically or emotionally.
- Active – Listening with attention, ask defining questions, and confirm the message.

4 Steps to Effective Communication



Step 1: Understanding the DISC-Styles

Four-quadrant Division of Behavior



D-Style

Decisive, tough, drivers

Strong-willed, direct

Competitive, demanding

Independent, self-centered

Focus – actively controls tasks and things

Under pressure – lack of concern

Fear – loss of control

Change – “Things don't progress without change”

Doing – “Do it now”



How to Identify D-style

- Is aggressive
- Blunt, impatient and demanding
- Focuses on results
- Builds relationships through doing
- Interrupts others
- Becomes irritated easily
- Is direct, says what thinks
- “What’s the bottom line?”
- Focuses on the big picture
- States own opinions as facts
- How does this benefit ME?”
- Often appears to be in a hurry
- Makes decisions quickly, hastily
- Multi-tasks
- Difficulty understanding others’ viewpoints or feelings

I-Style

Sociable, charismatic
Talkative, energetic
Spontaneous, impulsive
Expressive, optimistic
Persuasive, inspiring

Focus – actively involved with people and emotions

Under pressure – disorganized

Fear – social rejection

Change – “This is going to be fun!”

Doing – “Let's have fun doing it!”



How to Identify I-style

- Talks a lot
- Is animated
- Gets easily excited
- Is open and friendly
- Appears unorganized
- Does not listen for long
- Stays away from hard facts
- Does not pay close attention
- Jumps from subject to subject
- Does not focus much on details
- Talks about people he/she knows
- May make decisions spontaneously
- May ask same questions several times
- May touch; comfortable with physical contact

S-Style

Calm, steady, loyal
Careful, patient
Family-oriented
Good listener
Modest, amiable
Trustworthy

Focus – involved with familiar people

Under pressure – too
accommodating

Fear – loss of stability

Change – “It's working fine now, why
change?”

Doing – “Let's do it as agreed.”



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How to Identify S-style

- Is easy-going
- Appears calm
- Listens carefully
- Appears thoughtful
- Nods and goes along
- Let me think about it
- Likes own physical space
- Does not get easily excited
- Asks questions and inquires about the specifics
- Seems to have strong opinions but does not express them vocally
- Completely new ideas/things seem to make him/her uncomfortable
- Ponders alternatives, slow in making decisions

C-Style

Precise, detailed, quiet
Follows rules, systematic
Logical, cautious
Formal, disciplined

Focus – analyzes task and things

Under pressure – overly critical

Fear – criticism of work

Change – “Why do we need to change?”

Doing – “Let's do it right”



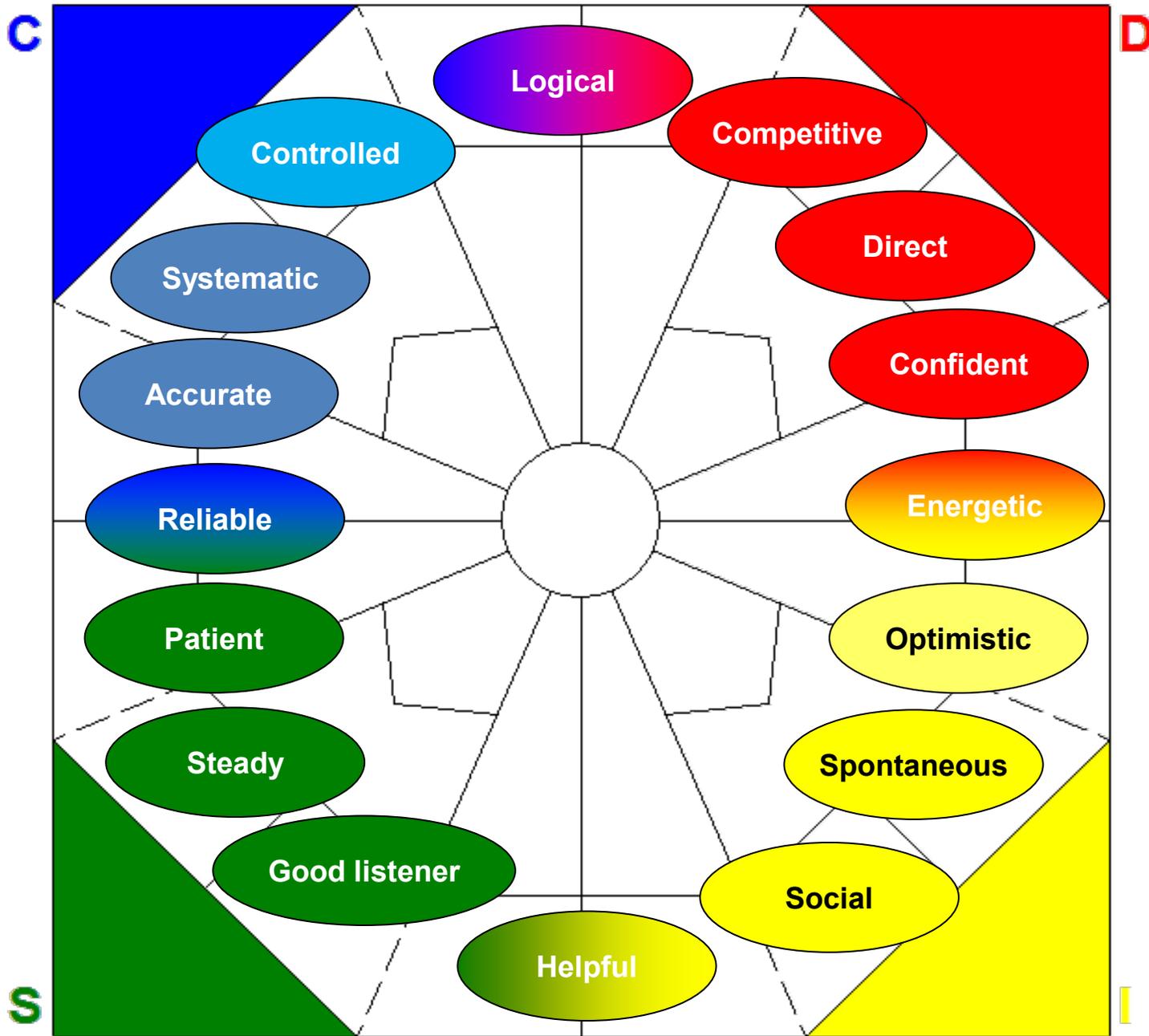
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How to Identify C-style

- Focuses on details
- Quiet and cautious
- Asks many questions
- Not comfortable with physical contact
- Appears reserved and somewhat timid
- Doesn't easily express disagreeing views
- May have done homework on the products/services
- Studies specifications and other information carefully
- Makes decision only after studying pertinent facts/issues
- May be very critical; criticism based on facts, not opinions
- "Fine" really is good
- Never forgets; doesn't let go



Step 1: What is DISC? Check

What style fears loss of stability and security?

D - - - - -

I - - - - -

S - - - - -

C - - - - -

Step 1: What is DISC? Check

What style biggest fear is loss of control?

D _____

I _____

S _____

C _____

Step 1: What Is DISC? Check

What style is the most analytical?

D

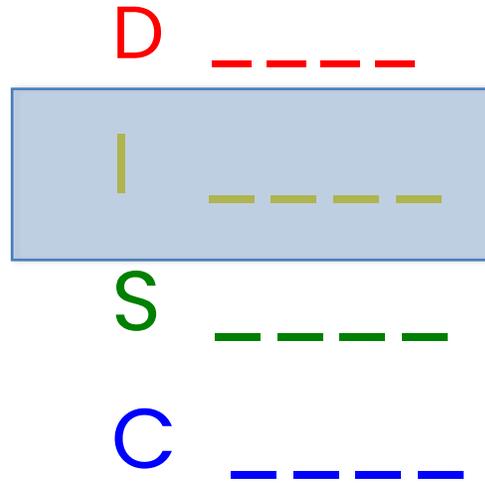
I

S

C

Step 1: What is DISC? Check

Under pressure what style tends to become disorganized?



Step 1: What is DISC Check

What is the best style for a team members at The Option Group?

D

I

S

C

- All of the above
- None of the above

Breakout: How Do I Relate?

Think of a person you know that matches up to a particular predominant style:

- D
- I
- S
- C

1. Who do you find easiest to communicate with? Why?

2. Who do you find most challenging to communicate with? Why?

3. What can I do to adjust and improve communication with this person?

- Be specific. List behavioral modifications now that you understand the other person's style in terms of DISC.

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Step 2: Identifying Your Style

Edna at a Glance

This page is a description of how others are likely to perceive you. In other words, while the text describes your typical behavior as seen by others, you certainly can modify your behavior to fit the needs of a particular situation and/or individual(s). Also, you may have already addressed the development areas by learning new skills.

How Others May Perceive You:

Decisive, purposeful, bold, social, motivating, competitive, active, alert, exact, smart, open, strong-willed, goal-oriented, creative, conscientious.

How Others May Perceive Your Communication Style:

She can often explain why some things need to be done and motivate others, but not always. Sometimes she tends to be too outspoken. Although people do not find her easy to approach nor identify with, she is still interesting to listen to.

How Others May Perceive Your Decision-making:

Under normal conditions, she has no difficulty forming an opinion. Some decisions that concern people may be complicated for her because she has to balance between different values. Sometimes she deliberates and philosophizes so much that she digresses from the subject.

Edna's Strengths:

- Is not afraid of doing new things
- Has the courage to consider taking risks
- Makes even difficult decisions
- Forward-looking analytic thinking
- Looks for change
- Adjusts quickly to surprises
- Concentrates on the matter
- Can analyze from many sides
- Sells her ideas
- May generate surprising thoughts
- Doesn't fall into a routine
- Can go her own way

"Knowing yourself is the beginning of all wisdom."

- Aristotle

Your Style at a Glance

A description of how this style of person **is typically seen by others** – ask for others' opinion and comments!

You can certainly modify your behavior to fit the needs of a particular situation and/or individual(s).

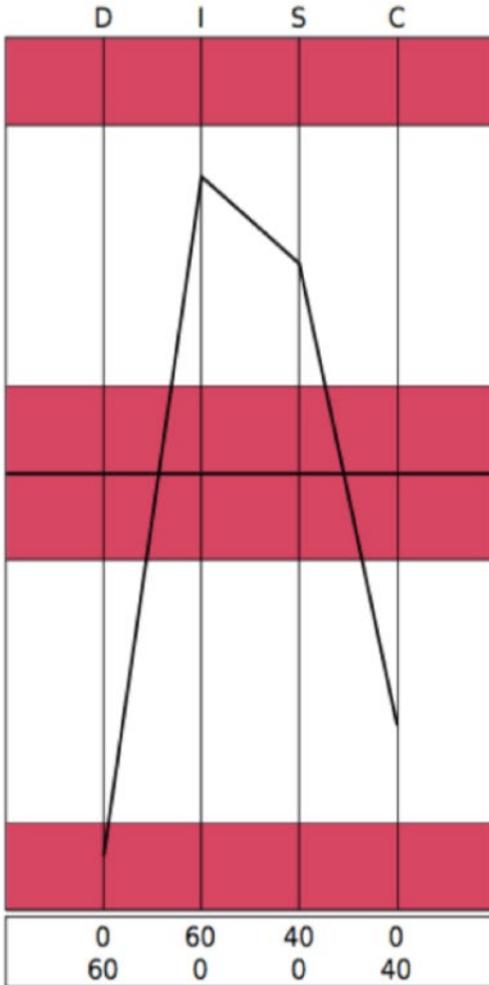
Also, you may have already addressed the development areas by learning new skills

NOTE: Sample of "Your Style at a Glance." This section may vary.

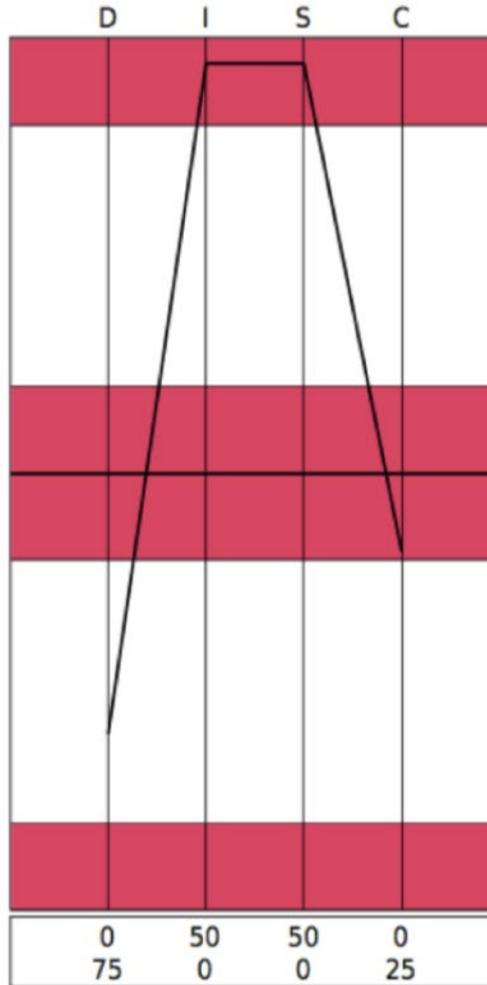


Your Profile I and II

Profile I - Perceived Need to Adjust



Profile II - Natural Style



Your DISC style is: IS (I - 50%, S - 50%)

← Your Natural Style

Profiles

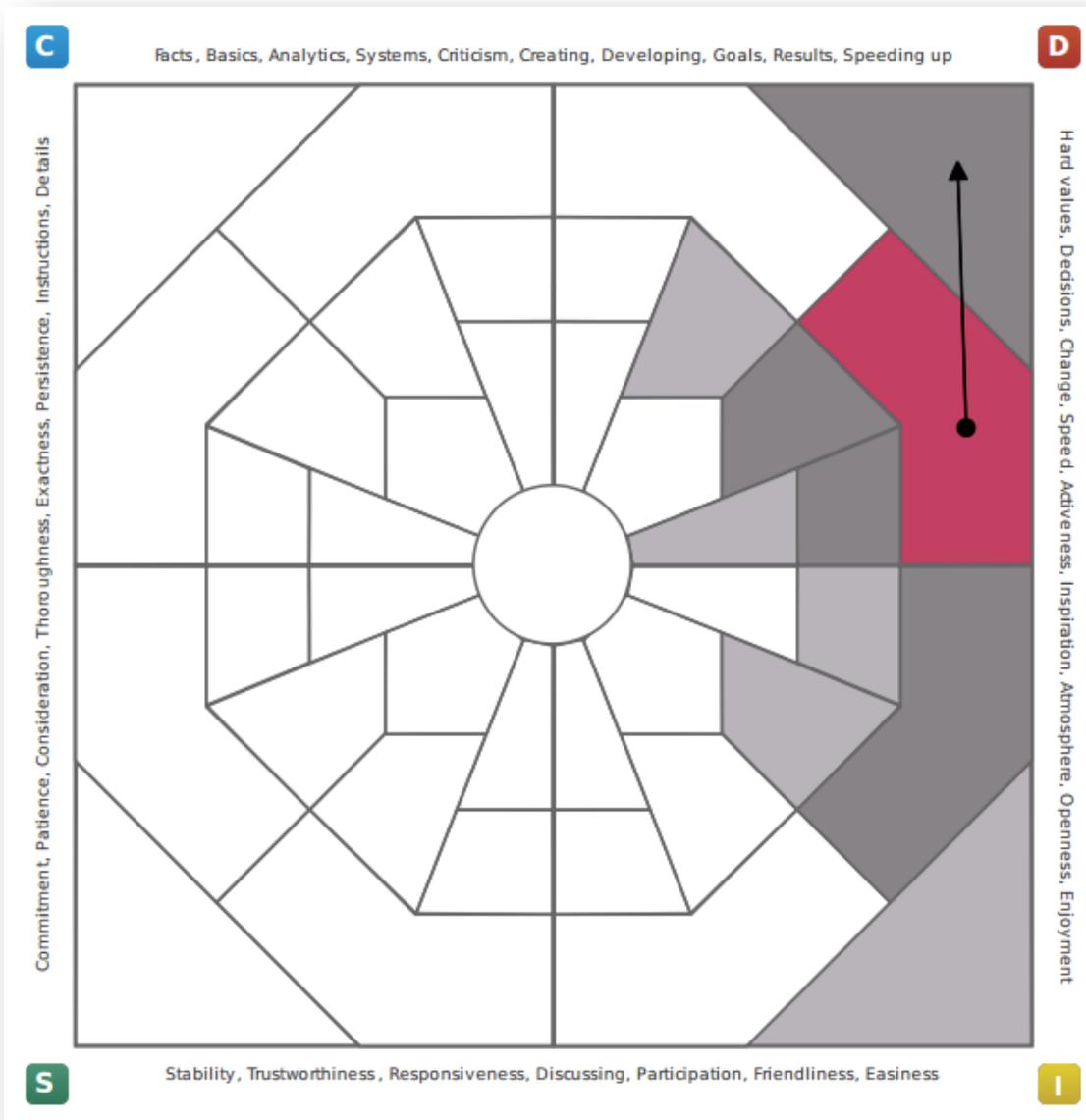
Profile I: Perceived Need to Adjust

Your adjusted style shows how you believe you could adjust to meet the demands of your present environment.

Profile II: Natural Style

Your natural style remains fairly stable, but not rigid, over your adult life. It is the style that is most comfortable to you and uses the least energy.

Extended DISC® Individual Assessment



- Comfort Area
- “Rubber Band” Stretching
- Flexibility Zones

- Current
- Natural Flex
- Easiest Development
- Most difficult Development

Your motivators

- Feels comfortable
- More likely to respond to positively
- Energized if present

Your Motivators

You tend to like and feel comfortable with these items. Are you taking advantage of comfort areas?

John likes challenging assignments, good people relations, open communication, and the possibility to participate in creating something new. He also values independence and freedom from strict rules, although he accepts that other people should follow set instructions in full detail. He likes to plan the activities of other people.

You are more likely to respond positively and feel energized if these factors are present in your work environment.

- Success in achieving goals
- A chance to develop new things
- Clear, measurable goals
- Success through people
- Challenges and possibilities
- A chance to use his imagination
- Brainstorming and finding creative ideas
- Working in a good environment
- Winning, competing with people
- Freedom from routines and loneliness
- A chance to produce own ideas
- Getting people enthusiastic over hard values

This is not a "can – cannot" scale

Identify two *Motivators* that are being fulfilled in your current position.

1 _____

2 _____

How can you increase their effect on your performance? Be specific.

Situations that reduce your motivation

- Requires energy
- Drains energy
- Decreases motivation
- Tends to avoid

Situations that Reduce Your Motivation

All of us face situations on a daily basis that we do not like much and tend to drain our energy levels. The items below are likely to decrease your motivation and require more energy from you.

- Showing stupidity or defeat
- Being set aside
- Losing control over people
- Failing
- Things getting stuck
- Routines
- Losing power
- Losing popularity
- Slower paced people
- Getting on a side-track
- Being forced to follow instructions
- Being behind

This is not a “can – cannot” scale

Carefully consider *Situations that Reduce Your Motivation*. Be aware of their impact on making your goals a reality. Are you prone to procrastinate with situations/tasks that correspond to items listed above?

Identify two *Situations that Reduce Your Motivation* that create the greatest challenge in your current position.

1 _____

2 _____

How can you decrease their effect on your performance? Be specific.

Strengths

- Takes less energy
- Preferred
- Tend to take them for granted
- Can overuse

Your Strengths

Strengths are items that tend to be easier, more natural and require less energy from you.

- Is not afraid of doing new things
- Dares to venture into the unknown
- Makes the difficult decisions also
- Does forward-looking analytical thinking
- Looks for quick changes
- Adjusts quickly to surprises
- Demands attention to his own thing
- Can analyze the situation quickly
- Sells his ideas
- May surprise with his thoughts
- Doesn't take root at one place
- Can go his own way

This is not a "can – cannot" scale

Most of us tend to overlook our strengths, even taking them for granted. Do not let that happen to you. Instead, consider the items listed above and think how well you are taking advantage of these valuable behavioral traits. Please use caution however; remember that an overused strength very often becomes a weakness and a serious liability to our performance.

Identify two *Strengths* that you can capitalize upon in your current position.

1 _____

2 _____

How can you maximize the impact of your *Strengths*? Be specific.

Challenges with our Strengths

We overlook our strengths. We need to recognize and utilize them.

We take strengths for granted.
"Everyone can do that."

We "autopilot"- we get too comfortable.

Stress, pressure and fatigue are the enemy of behavioral modification.

"I'm successful! Why change?"

We overuse our strengths to where they become weaknesses.



Reactions to pressure situations

- How your style tends to react to pressure situations
- Not description of weaknesses
- Takes more energy
- Items to be cautious about in pressure situations

Reactions to Pressure Situations

These are NOT descriptions of your weaknesses or present behavior. They are items that you should be cautious about since these reactions in pressure situations may become more evident. Understanding how you react to pressure situations can make it easier to deal with them.

- Is very impatient
- Forces his will to be accepted
- Exhausts others with his willpower
- Is careless
- Doesn't listen to others
- Can not see when the others are exhausted
- Takes his own path at own pace
- Wants to control everything
- Looks at things only from his own angle
- Can be "bossy"
- Increases speed too much
- Wants to take part in everything

This is not a "can – cannot" scale



A close-up, low-key photograph of a man with dark hair, looking slightly to the right. He is holding a mobile phone to his ear with his right hand. The lighting is dramatic, with deep shadows on his face and a dark background.

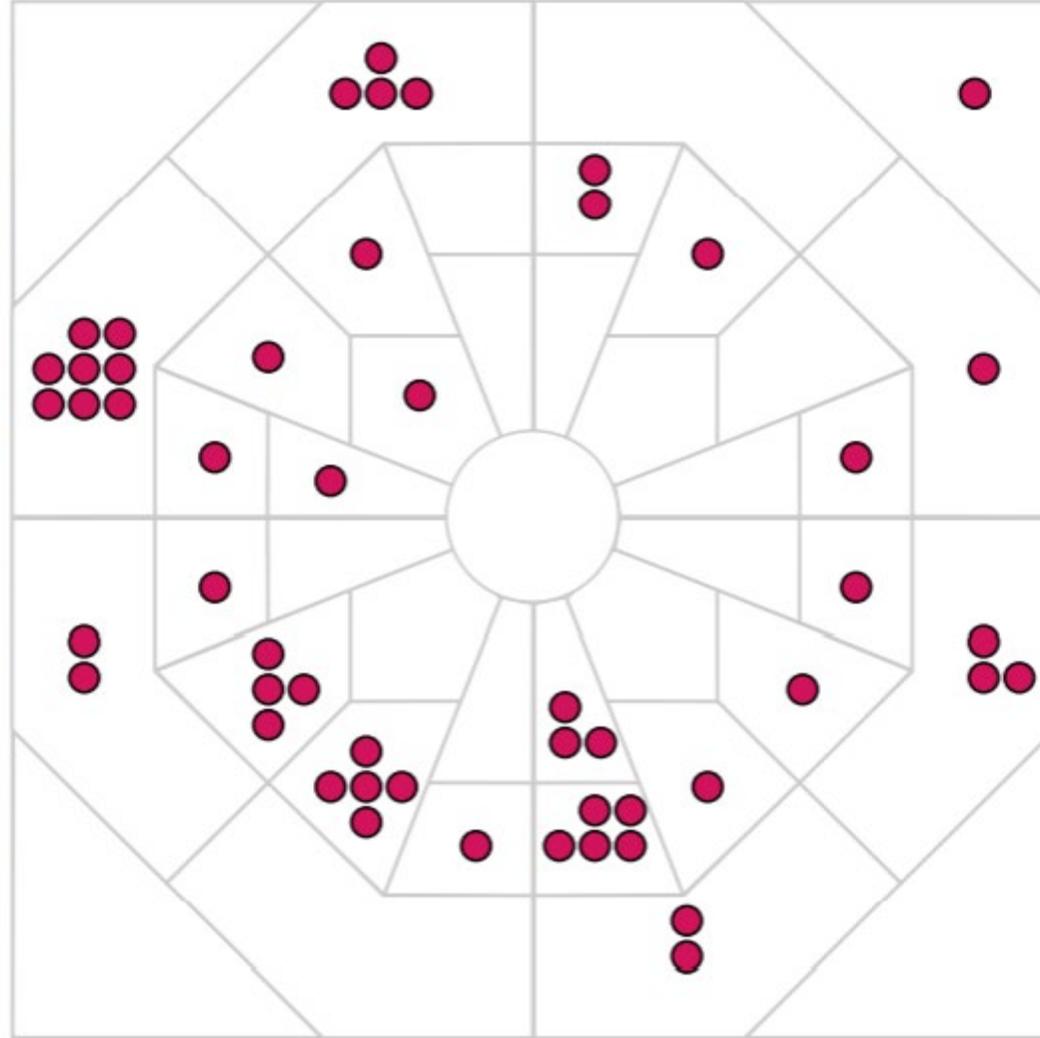
I have a very particular set of skills.

C

Facts, Basics, Analytics, Systems, Criticism, Creating, Developing, Goals, Results, Speeding up

D

Commitment, Patience, Consideration, Thoroughness, Exactness, Persistence, Instructions, Details



Hard values, Decisions, Change, Speed, Activeness, Inspiration, Atmosphere, Openness, Enjoyment

S

Stability, Trustworthiness, Responsiveness, Discussing, Participation, Friendliness, Easiness

I

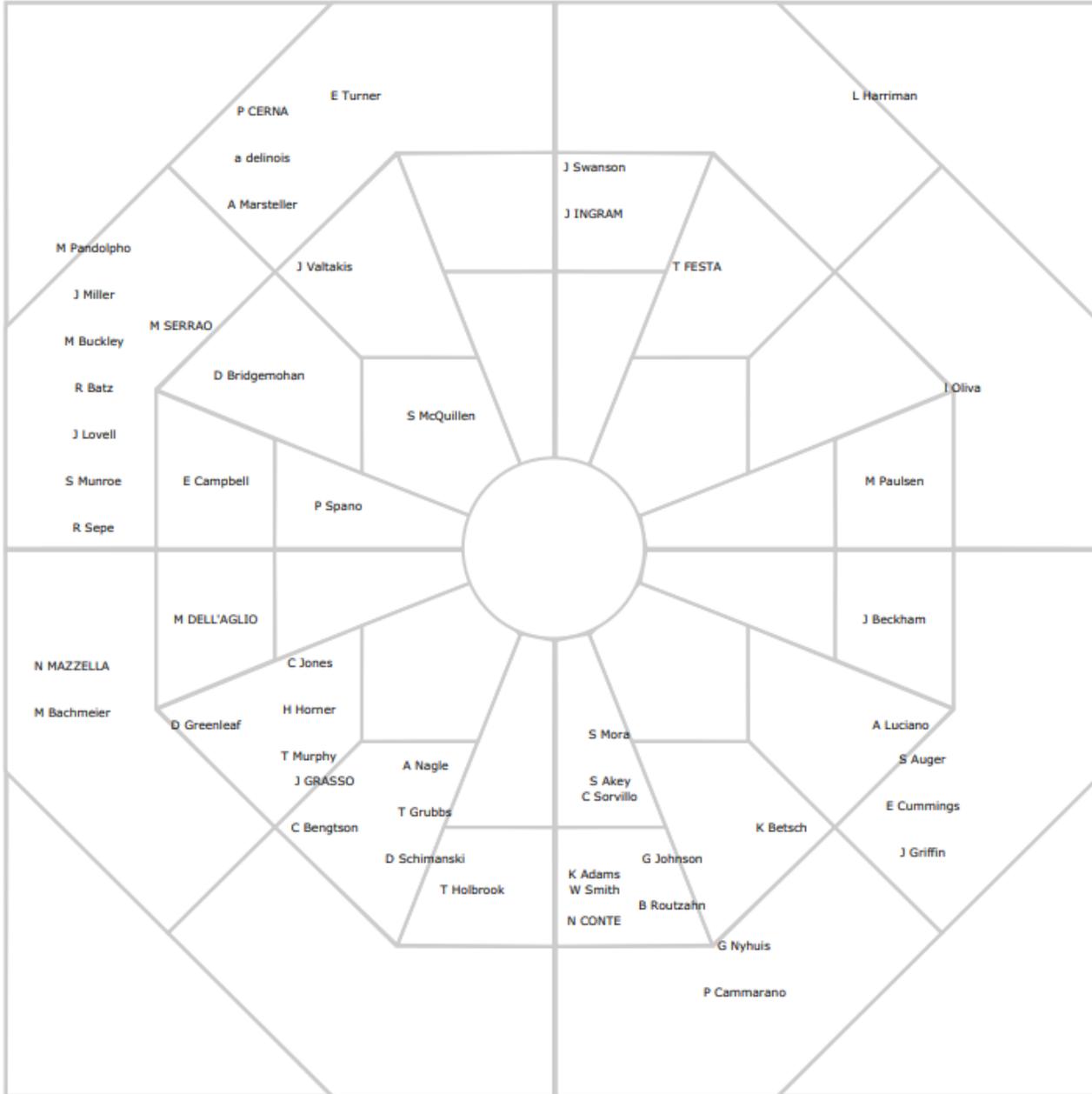




Facts, Basics, Analytics, Systems, Criticism, Creating, Developing, Goals, Results, Speeding up



Commitment, Patience, Consideration, Thoroughness, Exactness, Persistence, Instructions, Details



Hard values, Decisions, Change, Speed, Activeness, Inspiration, Atmosphere, Openness, Enjoyment

D	12%	6
I	31%	16
S	25%	13
C	33%	17
Total	100%	52

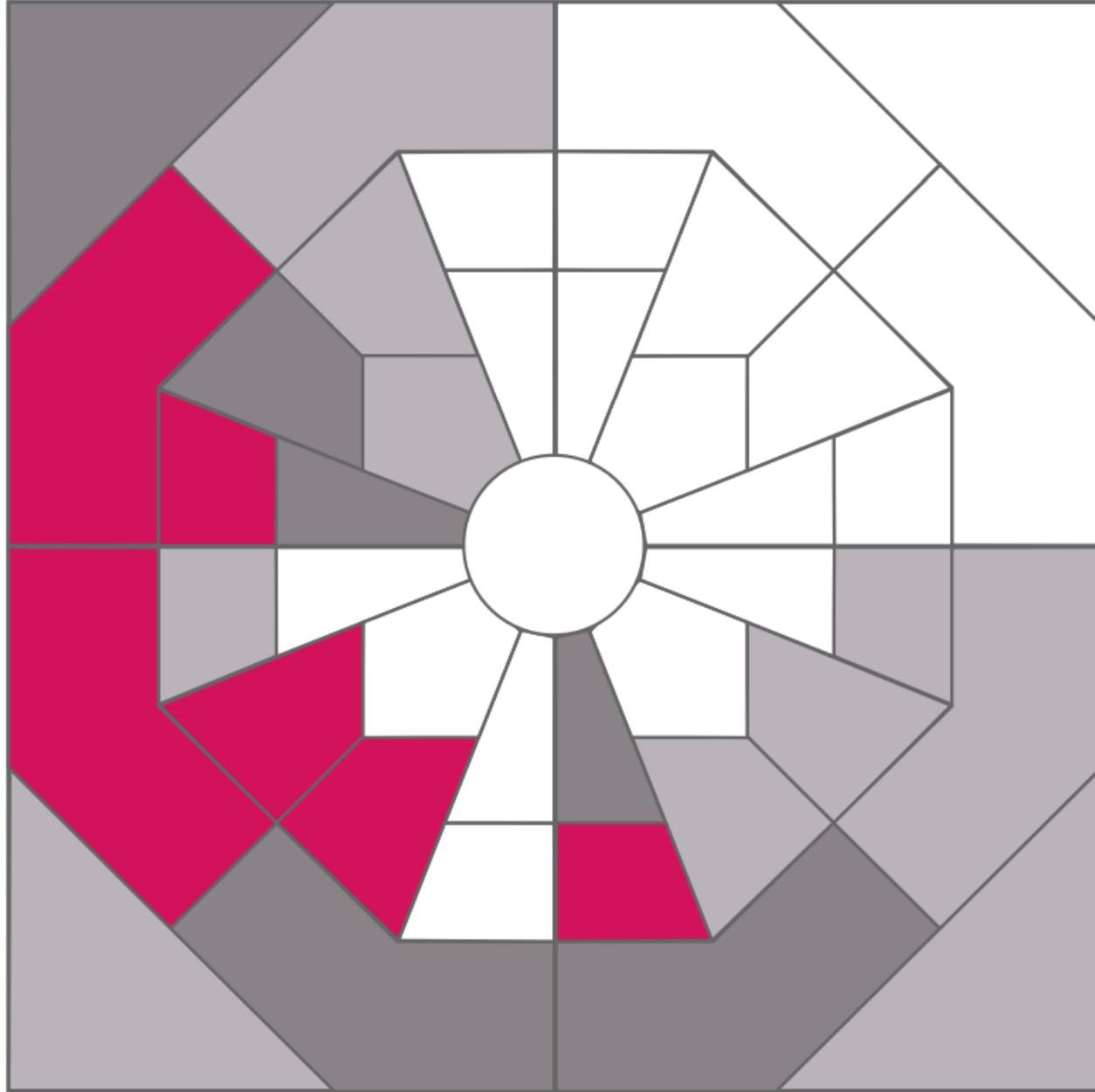


Stability, Trustworthiness, Responsiveness, Discussing, Participation, Friendliness, Easiness





Commitment, Patience, Consideration, Thoroughness, Exactness, Persistence, Instructions, Details



Hard values, Decisions, Change, Speed, Activeness, Inspiration, Atmosphere, Openness, Enjoyment



Stability, Trustworthiness, Responsiveness, Discussing, Participation, Friendliness, Easiness



Dominant

D-Style

Decisive, Tough, Drivers,
Strong-Willed, Direct,
Competitive, Independent,
Self-Centered

CONVERSATIONS

**Direct, straightforward, confident,
brief, only scheduled when needed**

EMAILS

Brief, to-the-point, business-like

FEEDBACK

Clear, actionable, results-focused

Influencer

I-Style

Sociable, Charismatic,
Talkative, Energetic,
Spontaneous, Impulsive,
Expressive, Optimistic,
Persuasive, Inspiring

CONVERSATIONS

Casual, use humor and personal stories, colorful language, in-person

EMAILS

Friendly, fun, and personal

FEEDBACK

High-level with encouragement

Steady-
Relator

S-Style

Calm, Steady, Loyal,
Careful, Patient, Good
Listener, Modest, Amiable,
Trustworthy

CONVERSATIONS

Calm, agreeable, warm, asking
questions, prepared agenda

EMAILS

Warm, sincere, expressive

FEEDBACK

Thoughtfully and empathetically
explained

Compliant

C-Style

Precise, Detailed, Quiet,
Follow Rules, Systematic,
Logical, Cautions, Formal,
Disciplined

CONVERSATIONS

**Serious, business-like, objective,
formal, scheduled, with agenda**

EMAILS

Clear, detailed, and factual

FEEDBACK

**Specific, detailed, with logical
reasoning, unemotional**

Dominant

D-Style

Blind Spots:

- Failing to involve others in problem-solving.
- Omitting too many details for the sake of brevity.
- Displaying impatience when providing detailed instruction.
- Having the urge to criticize others who do not share a sense of urgency.
- Maintaining control by delegating responsibility but not authority.
- Directing others so forcefully that they don't ask questions or discuss problems.
- Reacting aggressively when others try to limit authority or autonomy.
- Working with such a sense of urgency that it causes others unnecessary stress.

Influencer

I-Style

Blind Spots:

- Being overly optimistic about people or situations.
- Spending more time interacting with people than on completing tasks.
- Having trouble following consistent, predictable routines.
- Having difficulty limiting time spent with people or in meetings.
- Trusting gut feelings when more planning is necessary.
- Providing insufficient structure for people who need a defined approach to work.
- Getting distracted by multiple new ideas and failing to focus.
- Avoiding decisions that potentially involve losing approval or looking bad.

Steady-
Relator

S-Style

Blind Spots:

- Not being direct when communicating negative information.
- Being too passive when assertiveness is necessary.
- Avoiding confrontation and not giving feedback to others who may need it.
- Delaying decisions involving interpersonal conflict.

Compliant

C-Style

Blind Spots:

- Seeking a perfect solution instead of a workable solution.
- Taking a lot of time gathering information and assessing risk before making decisions.
- Avoiding or resisting people who do not use a systematic approach to organizing work.
- Feeling the urge to criticize people who don't meet his/her standards for quality and accuracy.
- Checking in too frequently, with too many questions when someone needs more autonomy.
- Overcomplicating solutions to simple problems.

Strength vs. Weakness

