

Executive Summary

Understand Your Leadership Style

Introduction: This workshop helps participants understand that leadership style greatly influences the ability to communicate effectively with others. Style awareness helps leaders understand the need for versatility in interacting with their own employees. It's critical for leaders to expand their communication style beyond their natural tendencies.

Process: This workshop applies the DISC Interpersonal Style Report to workplace situations. A key application in this model involves strengthening the leader's versatility when interacting with others of different styles.

Payoff: After completing this workshop, participants will:

- Understand the impact of different behavioral styles.
- Have an awareness of their natural style tendencies.
- Know how to accurately identify the styles of others.
- Increase awareness and tolerance of different behavioral styles.
- Apply specific strategies to work more productively with others.

The DISC Model: The DISC model divides the population into four basic interpersonal styles by using a four-quadrant model. The vertical axis identifies people as active/direct (louder, faster, interruptive, talkers) or inactive/indirect (slower paced, quieter, good listeners).

The horizontal axis identifies people as those who come to work to do a job – period – or those who consider people and relationships *while* working.

The Four Styles

Dominant Drivers are not highly relationship-focused.

- They drive toward results and get things done.
- They are efficient and to-the-point.
- They take risks and move quickly.

Tips for dealing with them:

- ✓ Do not chitchat unnecessarily.
- ✓ Be brief. Bottom-line your thoughts!
- ✓ Bring them options and likelihood for success.

Influencing Expressives sometimes talk too much and go off on tangents.

- They are creative and high-energy.
- They are good team players who bring fun to the workplace.
- They are visionaries.

Tips for dealing with them:

- ✓ Take a few moments to chat.
- ✓ Listen to their ideas.
- ✓ Don't bog them down with details.

Steady Amiables may work a bit too slowly or calmly for some.

- They are good listeners.
- They help minimize conflict.
- They work steadily toward results.

Tips for dealing with them:

- ✓ Show interest in them personally.
- ✓ Present your case in a non-threatening manner.
- ✓ Involve them and their opinions.

Compliant Analyticals may be too tied to details and take longer than you'd like.

- They are thorough and accurate.
- They provide details others may be too impatient to provide.
- They minimize risk of error.

Tips for dealing with them:

- ✓ Give them a reasonable amount of time.
- ✓ Encourage them in a respectful way.
- ✓ Do not be impulsive or disorganized.

Summary: This workshop gives leaders an opportunity to understand their predictable behavioral tendencies. It also introduces them to the other 75% of the population, who happen to be different but not wrong. The most critical outcome is that leaders understand the latter point and be willing to interact respectfully with others who are different from them.