

Executive Summary

Understand Your Interpersonal Style

Introduction: The purpose of this module is to help participants understand that interpersonal style has a tremendous impact on the ability to communicate effectively with others. Style awareness helps people understand that they have a responsibility to become versatile in how they interact with the world around them, particularly their co-workers. Expanding talents outside of their natural tendencies is critical.

Process: This session involves use of the DISC interpersonal style profile, analysis of the profile and application to workplace situations involving individuals with different styles. A focus on strengthening the ability to be versatile is a key application in this module.

Payoff: Upon completion of this session, participants will...

- Have an understanding of what their natural style tendencies are
- Learn to identify the styles of the people around them
- Gain an understanding of the tendencies of others
- Learn how to work effectively with people who are different

The DISC Model: For simplicity, the DISC model divides the population into four basic interpersonal styles. Using a four-quadrant model, the vertical axis divides people according to active/direct (louder, faster, interruptive, talkers) or inactive/indirect (slower paced, quieter, good listeners) tendencies.

The horizontal axis divides people according to those who come to work to do a job (period), or those who consider people and relationships WHILE doing the work.

The Four Styles:

Though **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 chit chat unnecessarily.
- Be brief - bottom line your thoughts!
- Bring them options and likelihood for success.

Though **Influencing Expressives** sometimes talk too much and go off on tangents,

- They are creative and high energy.
- They are good team players and 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.

Though **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.

Though **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.
- Push them in a respectful way.
- Do not be impulsive or disorganized.

Summary: This session is an opportunity for employees to understand their predictable behavioral tendencies. As well, they are introduced to the other 75% of the population, who happen to be different, but not wrong. The most critical takeaway from this session needs to be the ability to understand this last part and then show a willingness to interact with others, who are different, in a way that is respectful to them.