

## Quality Relationships through DISC

	<b>D</b>	<b>I</b>	<b>S</b>	<b>C</b>
How to <b>COMMUNICATE</b> with a:	<b>DIRECT</b> <ul style="list-style-type: none"> <li>Start with results and benefits, then provide details as needed</li> <li>Be quick and to the point</li> <li>Challenge them</li> </ul>	<b>ENTHUSIASTIC</b> <ul style="list-style-type: none"> <li>Be positive, friendly</li> <li>Provide praise</li> <li>Validate their self-worth</li> <li>Give them a feeling of "I need you"</li> </ul>	<b>FRIENDLY</b> <ul style="list-style-type: none"> <li>Be patient</li> <li>Be easy going</li> <li>Be low-key on objectives</li> <li>Don't push</li> <li>Let them respond at their own pace</li> </ul>	<b>THOROUGH</b> <ul style="list-style-type: none"> <li>Give clear facts</li> <li>Present ideas objectively</li> <li>Don't rush</li> <li>Be specific and precise</li> </ul>
How to <b>CONVINCE</b> a:	Answer <b>WHAT</b> <ul style="list-style-type: none"> <li>Focus on results, bottom line first</li> <li>Answer their question "What are the benefits"</li> </ul>	Answer <b>WHO</b> <ul style="list-style-type: none"> <li>Provide emotion, be enthusiastic</li> <li>Share testimonies of significant people</li> <li>Answer their question, "Who else has done this?"</li> </ul>	Answer <b>WHY</b> <ul style="list-style-type: none"> <li>Be warm and friendly with them</li> <li>Take time with them</li> <li>Answer their question, "Why do you want to change things?"</li> </ul>	Answer <b>HOW</b> <ul style="list-style-type: none"> <li>To them it is important to do it right</li> <li>Show them step-by-step how to do it</li> <li>Answer their question, "How do you want me to do this?"</li> </ul>
How to <b>MOTIVATE</b> a:	<b>GOALS ADVENTURE</b> <ul style="list-style-type: none"> <li>Give them the "what" and let them determine the "how"</li> <li>Let them have CONTROL, be in charge of something</li> </ul>	<b>PEOPLE RECOGNITION</b> <ul style="list-style-type: none"> <li>Consult and counsel with them about ideas, projects, people</li> <li>Recognise their efforts in front of others</li> <li>Let them have FUN</li> </ul>	<b>PEOPLE RELATIONSHIPS</b> <ul style="list-style-type: none"> <li>Doing things together is important</li> <li>Always maintain the relationship</li> <li>Let them have PEACE, minimise conflict</li> </ul>	<b>GOALS QUALITY</b> <ul style="list-style-type: none"> <li>How to do it the best way is important</li> <li>Be available to work closely with them</li> <li>Let them have time to do things RIGHT</li> </ul>
How to <b>DISAGREE</b> with a:	Agree with their: <b>GOAL + TEST</b> Ask, "Why do you think this is the best way? Have you considered other alternatives to reach your goal?"	Agree with their: <b>VISION + TIME</b> Allow time to pass. They get excited about many things, they'll move on to something else.	Focus on the: <b>RELATIONSHIP</b> Take time to convince them that the disagreement will not disturb the relationship	Focus on the: <b>FACTS</b> Gather your facts. They will not be swayed by emotional appeals or verbal persuasions.