

DISC Self

DISCcert Natural eGraph II for Sample - ID - Report

DISC is a Style Assessment, NOT a Skill Assessment.
 Natural Graph II represents both your 24-7, work & home.
 Natural Graph II is based on Nature (DNA) & Nurture (society & family) influencers.

Dominant Influence Steady Conscientious

Problem Solve People Plan Procedure
 Challenges Connects Consistent Careful

Change Conceptual

People create win-win communications

- Online, user-friendly assessment
- 35 page, personalized report
- Success strategies & learning activities

DISC Sales

Phase	With D's	With I's	With S's	With C's
Connecting	<ul style="list-style-type: none"> • Skip small talk • Lead with the main point • Show up fully prepared 	<ul style="list-style-type: none"> • Allow for time and stories before business at hand • Let them set the pace of the conversation 	<ul style="list-style-type: none"> • Stick to business until they warm up to you • Don't rush into agenda first • Take an active interest in them • Be sincerely interested in their answers • Never interrupt • Ask non-threatening questions to draw them out over time 	<ul style="list-style-type: none"> • Skip small talk • Bring an agenda • Remain cool, calm and professional
Exploring	<ul style="list-style-type: none"> • Let him/her know where the questions are headed • Only ask for information that's unavailable elsewhere • Answer their questions directly 	<ul style="list-style-type: none"> • Alternate questions between them personally and business • Clearly guide them back to the topic • Keep the focus on their vision and goals • Involve as many senses as possible • Ask for their ideas often • Spirited in testimonials • Provide incentives for making decisions • Show how the solution enhances their image and/or saves them effort 	<ul style="list-style-type: none"> • Show how solution will simplify, add stability or support their goals • Present new ideas in a non-threatening way • Never rush them, but provide gentle, helpful nudges toward a decision • They are slow decision makers and like to consult opinions of others • Don't press for a decision • Focus on a guarantee if relevant 	<ul style="list-style-type: none"> • Ask questions that reveal their expertise • Keep the questions focused on the topic • Alternate open and closed-ended questions • Emphasize value, accuracy, precision, quality and reliability • Stick to facts and logic, attempt to reduce risks when possible • Never pressure for any decision • Remain cool and emotionally detached • Provide logical options with documentation • Give them both time and space to make their decisions • Point out any downsides to deal if one ends • Suggest a pilot program or warranty to reduce risk
Collaborating	<ul style="list-style-type: none"> • Make any presentation brief • Focus on the bottom line and/or time savings • Provide concise analysis of needs along with your professional recommendations 	<ul style="list-style-type: none"> • Openly ask, "Where do you see us going next?" • Be ready to take their order • Slow them down if they're buying too quickly • Do the paperwork for them • Reinforce their decision by providing ample assistance after the sale • Make sure they're 100% satisfied 	<ul style="list-style-type: none"> • They are slow decision makers and like to consult opinions of others • Don't press for a decision • Focus on a guarantee if relevant • Provide consistent follow-up along with personal assurances • Give them private phone number to reach you 	<ul style="list-style-type: none"> • Share your process and/or timeline for your follow-up • Double-check their method for measuring satisfaction • Give them ideas for force value, and reliability.
Confirming	<ul style="list-style-type: none"> • Plot out ask if they are interested • Present two or three options with recommendations and summaries • Be quiet while they review and decide • Follow-up to ensure they're 100% satisfied 	<ul style="list-style-type: none"> • Follow-up to ensure they're 100% satisfied 	<ul style="list-style-type: none"> • Provide consistent follow-up along with personal assurances • Give them private phone number to reach you 	<ul style="list-style-type: none"> • Share your process and/or timeline for your follow-up • Double-check their method for measuring satisfaction • Give them ideas for force value, and reliability.

Sales will increase!

- Steps in sales process match up with D, I, S, C Prospects

DISC Leadership

Complimenting Your People

Complimenting D's

- Mention their achievements, upward mobility and leadership potential.
- Omit personal comments and focus on their track record: "Jones, you've exceeded our company goals every month for the past year and have put in more hours than anybody but the top officials here. The CEO has his eye on you for an upcoming VP slot."

Complimenting I's

- Pay direct personal compliments to them when legitimately deserved
- Mention their charm, friendliness, creative ideas, persuasiveness, and/or appearance (or better yet, all of the above)
- They willingly accept "general praise": "We are so lucky to have you with us, Dee. You're a real gem."

Complimenting C's

- Mention their efficiency, thought and accuracy
- Don't mix personal and professional comments unless you know them very well
- One C told us: "Compliments mean much to me. But I appreciate your heartfelt appreciation."
- Keep praise simple

Complimenting S's

- Mention their teamwork and dependability
- Remark about how others regard them, and how important their relationship is to building effective teams

Leaders become more effective

- Ten leadership competencies match up with DISC styles
- i.e. Motivating your people, Giving constructive feedback

DISC Team

Natural DISCcert - Team Results

Natural Styles within the Four Quadrant DISC Model - Plot of Primary Results

The graph below shows each person's primary style(s) within the four quadrant DISC model. The primary style is determined by all of the points above the energy line and is their Natural Style(s).

Pace - Quick Direct	I as their Primary Style 70% of your team
D as their Primary Style 0% of your team	Bonnie Burn (I) Jaime McBride (I) Rebecca Okowski (I)
Pace - Deliberate Indirect	S as their Primary Style 20% of your team
C as their Primary Style 0% of your team	Luzia Gayon (S)

Priority - Task Guarded | Priority - People Open

Builds stronger teams

- Provides overview of team member styles
- Great for new teams or for resolving conflicts



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DISC = Communication Success

DISC is the universal communication model used to explain the 4 core behavior styles: **Dominant, Influence, Steady, Conscientious**

DISC Spanish

DISCcert eGraph II Perfil Natural Bonnie Burn

• DISC es una evaluación de estilo no una evaluación de habilidad.
 • Gráfica Natural II Representa las 24 horas al día, 7 días por semana en el trabajo y en casa.
 • Gráfica I Basada en Naturaleza (o ADN) y Crianza (Influencia de sociedad y familia.)

Dominante Influencia Estable Consciente

Resuelve Problemas Gente Se conecta Plan Procedimiento
 Desafío Conecta Consistente Cuidadoso

Linea de Energia Cauteloso Concs Orientado al cambio Conceptual

Assessment & report available in Spanish

- Includes same content as English version