



DISC Conflict Resolution Report

An Evaluation of Behavioral Style Comparisons

Report Comparing: **Bonnie Burn and Nannette Doolittle**

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Overview of the four basic DISC styles

Bonnie, below is an overview chart to help you better understand some of the characteristics of each of the Four Basic DISC Styles, so you can interact with Nannette and other DISC styles more effectively. DISC is quite useful in describing how a person behaves and is perceived in personal, social and work environments.

	HIGH DOMINANT STYLE	HIGH INFLUENCING STYLE	HIGH STEADY STYLE	HIGH CONSCIENTIOUS STYLE
PACE	Faster/Decisive	Faster/Spontaneous	Slower/Relaxed	Slower/Systematic
PRIORITY	Challenges	Attention	Relationships	Correctness
SEEKS	Productivity Control	Participation Applause	Acceptance Status Quo	Data And Proof Precision
STRENGTHS	Administration Leadership Problem Solver	Persuasive Motivator Optimistic	Good Listener Team Player Loyalty	Critical Thinker Accuracy Planning
STRUGGLES	Impatient Lacks Tact Poor Listener	Inattentive To Detail Short Attention Span Impulsive	Oversensitive Resists Change Slow To Act	Perfectionist Critical Unresponsive
FEARS	Being Taken Advantage Of	Loss Of Social Recognition	Little Time To Adjust To Change	Personal Criticism Of Their Work Efforts
CONVERSATIONS	Short, Fast, Abrupt	Spontaneous, Upbeat	Supportive, Friendly	Systematic, Nonverbal
UNDER STRESS MAY BECOME	Demanding Aggressive	Excitable Disorganized	Submissive Indecisive	Withdrawn Critical
PLANNING	Achieving The Plan	Promoting The Plan	Implementing The Plan	Structuring The Plan
VOICE	Strong, Clear Confident	Animated, Friendly, Much Inflection	Soft, Lower Volume, Warm	Monotone, Quiet, Precise
WORKPLACE	Efficient Stacks Of Papers Plaques & Awards	Messy Desk Photos & Sayings Many Post-Its	Comfortable Family Photos Team Awards	Stark & Structured Wall Charts/Calendar Latest Technology

DISC scores of Bonnie and Nannette

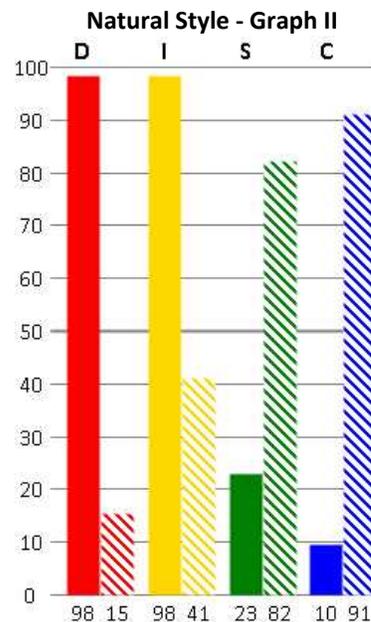
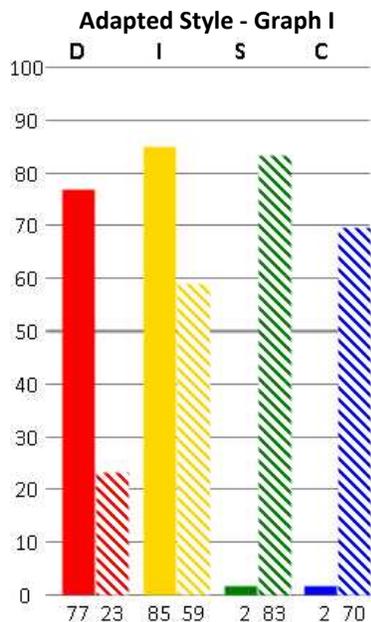
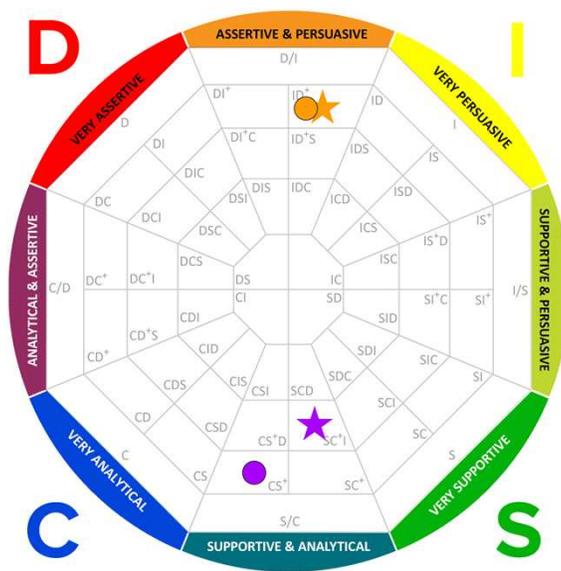
This DISC Conflict Resolution Report shows how Bonnie and Nannette interact with each other in order to help them develop a better working relationship. Their DISC behavioral style is only one aspect within a working relationship, but it is one of the most crucial elements, as it defines how they interact and communicate with each other.

Bonnie Burn

- = Natural Behavioral Style (ID)
- ★ = Adapted Behavioral Style (ID)
- = Bar Graph

Nannette Doolittle

- = Natural Behavioral Style (CS)
- ★ = Adapted Behavioral Style (Sci)
- = Bar Graph



Classical DISC style overview

The behaviors of Bonnie and Nannette displayed on this page are a combination of the influence of each of the four major DISC factors. Typically, each person will have one or two (most often) of the DISC factors that are prominently displayed. What follows is a description of the classic workplace patterns along with some insights into how Bonnie and Nannette typically function in their day-to-day interpersonal dynamics. Their style is a baseline indicator that likely will be adapted by Bonnie and Nannette based upon the interpersonal dynamic of their relationship.

Bonnie Burn's DISC style(s) Overview

The Dynamo style will make an attempt to adjust or modify the thoughts and actions of others. This style is good at understanding how to steer others toward a predetermined result. They will set the stage for the desired result before they verbalize that desire. Their strong persuasive skills can elicit cooperation from others but sometimes create a feeling for others of being manipulated. This style can be intimidating and can seek to override the decisions of others.

- **Emotional characteristic:** Can work the directness of others; may appear to not need attention or affirmation from others.
- **Goals:** To gain control over circumstances, outcomes and other people.
- **How others are valued:** How they project their personal power.
- **Influences group:** Identify needs of group and uses relations, personal power, incentives and rewards to get the results they want.
- **Value to the organization:** Will be a mover and shaker. Uses a variety of methods when interacting with others to move behaviors towards a desired accomplishment.
- **"Watch-out-for":** Understand that the ends do not always justify the means.
- **When under pressure:** Can be seen as manipulative; argumentative and abrasive.
- **Fears:** Being seen taken advantage of or losing social status in the group.

Nannette Doolittle's DISC style(s) Overview

The Formalist style relies upon procedure and structure in all aspects of life. They are detailed oriented and seek perfection. They need to know the expectations and the timetable for their work. They can get bogged down in detail and will not rush important decisions. They will take a risk if they have the facts to support it. They may be initially suspicious of personal compliments, praise or flattery.

- **Emotional characteristic:** Internally focuses energy on holding themselves to exacting standards, doing things right, may appear reserved and restrained.
- **Goals:** To achieve stable and reliable accomplishments.
- **How others are valued:** The consistent ability to be precise and accurate.
- **Influences group:** Via detailed and accurate input to team efforts.
- **Value to the organization:** Will embrace and support high quality and expected standards.
- **"Watch-out-for":** Rely too much on past procedures; can become rule bound.
- **When under pressure:** May revert to too much diplomacy and overly careful maneuvering.
- **Fears:** Aggressive, risky and confronting interactions; superficial personal relationships.

Strengths of Bonnie versus strengths of Nannette

Bonnie and Nannette likely display the strengths below rather consistently. For the most part, these qualities tend to enhance their interpersonal effectiveness. The big question is – how can Bonnie & Nannette best utilize their strengths when working together?

Bonnie's strengths:

- You have excellent presentation skills when dealing with groups. You bring a poised, confident, and engaging message to any audience.
- You are excellent at initiating activity and providing direction for the team or organization.
- You tend to set high goals, then work hard with people to achieve those goals.
- You are able to make decisions quickly and to take the credit or blame for the outcome of decisions.
- You have a strong tendency to work toward making things happen, rather than waiting for things to happen.
- You demand a high performance from yourself and others.
- You have the ability to use discipline in an appropriate manner, often effecting win-win situations.

Nannette's strengths:

- You have an excellent, considerate, analytical listening style.
- You provide an objective, reality-focused view of systems, procedures, and organizational operations.
- You are not an extremist and tend to be supportive of team efforts.
- You are patient in working with others on the team and demonstrating detailed methods for completing a project.
- You may be sought after by other members of the team because of your complete knowledge of processes and procedures.
- You maintain a high degree of accuracy while keeping an eye toward project deadlines.
- You demonstrate a high degree of technical specialty and skill in your area of expertise.

Work style tendencies

Work Style Preferences provide useful insights as Bonnie and Nannette work together on a team or project. They are the talents and tendencies they each bring to the job. How do their work style tendencies mesh or clash?

Bonnie's work style tendencies:

- You approach projects and express ideas with enthusiasm.
- You tend to evaluate others on the job by their ability to express themselves verbally.
- You can work with a variety of people and get things done through mutual cooperation.
- You appreciate others who show a similar degree of flexibility and spontaneity with organizational projects.
- You seek freedom from routine, control, and minutiae.
- You enjoy working with others and tend to make friends easily on and off the job.
- You are able to wield authority with confidence, and thus obtain the respect of others in the organization.

Nannette's work style tendencies:

- You need to feel well-informed regarding specific details related to your area of authority and responsibility.
- You will take calculated, educated risks only after a thoughtful analysis of the facts and data, and after you have examined all options and potential outcomes.
- Naturally time-sensitive, you keep a careful eye on the organizational clock and maintain a keen awareness of timelines.
- You give careful consideration to all variables and input on a project. This process may take a bit more time, but it will yield a quality outcome.
- You appreciate an occasional word of reassurance from your supervisor or board, as long as it is sincere input.
- You persuade others on the team by careful attention to detail, and through facts, data, and logic.
- On work-related projects, you tend to be restrained and reticent with your emotions. You may not be openly verbal at a team or organizational meeting unless asked for input, or if the topic is of high personal importance.

Motivations – Ideal environments

Everybody is motivated; however, they are motivated for their own reasons, not somebody else's reasons. By understanding each other's motivations, Bonnie and Nannette can create an environment where they are most likely to be able to be self-motivated and motivate each other.

Bonnie tends to be most effective in environments that provide:

- Opportunities to try new ideas.
- Challenging assignments.
- A freedom to travel around the organization or around the country.
- Public recognition of your accomplishments.
- Authority equal to your responsibility.
- Ability to see rapid results from your efforts.
- A wide scope of involvement with a variety of people.

Nannette tends to be most effective in environments that provide:

- Clear lines of authority and areas of responsibility, with minimal ambiguities.
- Support for your critical thinking skills, and encouragement to make decisions based on logic over emotion.
- Activities that can be monitored from beginning to end.
- Few sudden shocks, unexpected problems, or crises.
- Sufficient time to adjust to changes in workplace procedures.
- A close-knit group of people with whom you have developed mutual trust, rapport, and credibility.
- Identification with the team or greater organization.

Communication plans

The following suggestions can help Bonnie and Nannette understand and be aware of each other's unique communication preferences. To use this information effectively, share it with each other, as well as with co-workers, and discuss your communication preferences to form a more productive, less stressful working relationship.

When communicating with Bonnie, **DO**:

- Stay on track. Hit the major points first, and get to the main point quickly.
- Provide immediate incentives for Bonnie's willingness to help on the project.
- Provide testimonials from people Bonnie sees as important and prominent.
- Be certain to conclude the communication with modes of action and specific instructions for the next step.
- Put the details in writing, but don't plan on discussing them too much.
- Do your homework and be prepared with goals, objectives, support materials, etc., but don't plan on using all of them. Have the material with you as support.
- Be engaging, stimulating, and fast-paced.

When communicating with Bonnie, **DON'T**:

- Don't stick too rigidly to the agenda.
- Get bogged down in facts, figures, or abstractions.
- Forget or lose things necessary for the meeting or project.
- Leave loopholes or vague issues hanging in the air.
- Leave decisions hanging in the air. Be certain all decision points have reached closure and action plans are the result.
- Speculate wildly without factual support.
- Confuse or distract Bonnie from the issues at hand.

When communicating with Nannette, **DO**:

- Make an organized appeal for Nannette's support and contributions.
- Approach issues in a logical, straightforward, and factual way.
- Be certain that individual responsibilities are clear, and that there are no ambiguities.
- Show sincere interest in Nannette as a person.
- Assure Nannette that there won't be any unexpected surprises.
- Be certain that the information you have is credible.
- List pros and cons to suggestions you make.

When communicating with Nannette, **DON'T**:

- Be vague about what's expected of the group.
- Rush the issues or the decision-making process.
- Offer assurances and guarantees that you can't fulfill.
- Offer promises that you can't keep.
- Leave an idea or plan without backup support.
- Leave things up in the air, or decide by chance.
- Be rude, abrupt, or too fast-paced in your delivery.

Struggles of Bonnie versus struggles of Nannette

Everyone has possible struggles, limitations or weaknesses. Oftentimes, it is simply an overextension of their strengths that may become a weakness. Bonnie's and Nannette's struggles are listed below. It's best if they read through their list and identify the one or two struggles with which they are having the most difficulty. Then, they can look back at their strengths page and see if they have a strength that might help a struggle?

Bonnie's struggles:

- You could increase your sensitivity toward others.
- You may lack follow-through, expecting others to pick up the loose ends.
- You may not always verbalize the complete story and tend to consciously withhold some information.
- You may become somewhat angry or belligerent when under pressure, or when threatened.
- You may sometimes intimidate others with power, position, or politics.
- You may be a selective listener, at times hearing only what you want to hear.
- You may lose interest in a project or initiative once the challenge is gone.

Nannette's struggles:

- You may tend to spend more time than necessary on certain details, for fear of being seen as underprepared.
- You may be perceived by others as private, guarded, shy, and undemonstrative.
- You may sometimes use facts, figures, and details as a "security blanket" to avoid confrontation or hostility.
- You could benefit from a greater degree of self-confidence and an increased sense of urgency to accomplish activities on a tighter timeline.
- You may be perceived by some as rigid, inflexible, and overly strict regarding procedures and options.
- You may sometimes overthink or overexert yourself on standard or routine procedures.
- You could demonstrate more flexibility regarding new ideas and innovations.

So Now What?

This report is filled with information about Bonnie's and Nannette's style and how each, with the in-depth knowledge of each other's behavioral preferences can work better together as a well-oiled team.

There are many suggestions in this report for Bonnie and Nannette to apply these behavioral style tips to improve their working relationship, avoid stressful behaviors and practice conflict resolution, if and when needed.

Don't put this report on a shelf or in a file. It is important to use this information to open up a meaningful dialogue with each other to improve all your relationship. Use this report as a reference tool. There is a lot of information in it and it is not meant to be digested in just one reading.

Have fun with making a few minor changes in your behavior and experience the results. You might be surprised! Remember The Platinum Rule®: "Treat others the way THEY want to be treated." You will have much more success in all your relationships, not just with each other!