TAKING FLIGHT WITH DISC:
MASTER THE FOUR BEHAVIORAL STYLES
AND TRANSFORM YOUR CAREER,
YOUR RELATIONSHIPS...YOUR LIFE

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Top 4 Things to Know for CE

1. Make sure your BADGE IS SCANNED each time you enter a session to record your attendance.

2. Carry your Evaluation Packet with you to EVERY session.

3. Pharmacists, Pharmacy Technicians and Nurses need to track their hours on the Statement of Continuing Education Form as they go (the 2-page triplicate form, so press firmly!).

4. FOR CE: At your last session, total the hours and sign both pages of your Statement of Continuing Education Form.
   - Keep the PINK copy for your records and place the YELLOW and WHITE copies in your CE Envelope.
   - Make sure an Evaluation Form is in your CE Envelope for each session you attended (extra forms are available at the registration desk if you forgot to pick one up).
   - Write your name and unique ID number (six digit number at the bottom of your name badge) in the designated area on the outside of the envelope, seal it, and place it in the drop box located near the registration area.
• Daniel Silvert is Vice President of Learning & Development at Team Builders Plus. The conflict of interest was resolved by peer review of slide content.

• Clinical trials and off-label/investigational uses will not be discussed during this presentation.
The opposite of a profound truth may well be another profound truth.

- Niels Bohr
The Golden Rule

Treat others how you want to be treated.
The Home Rule

Treat others how *they* want to be treated, not how *you* want to be treated.
Adapting Communication

What are the *do’s* and *don’ts* of communicating to each style?

How do you influence each style?

- Be confident
- Be enthusiastic
- Be sincere
- Be logical
COMMUNICATING TO ALL STYLES

Fast-paced, Verbal

Results-oriented
Direct
Decisive
Bottom-line

Social
Enthusiastic
Optimistic
Motivational

Even-paced, Reserved

Accuracy
Detail-oriented
Systematic
Analytic

Harmonious
Patient
Empathetic
Sincere

Task

DIS

People
Imagine if everyone on your team shared *the same style*. 
Team Composition

Imagine a team of all D’s.
Team Composition

Imagine a team of all I’s.
Imagine a team of all S’s.
Team Composition

Imagine a team of all C’s.
Imagine if your team was missing one of the styles.
...if your team was *missing* the D style.
Imagine

...if your team was *missing* the I style.
Imagine

...if your team was *missing* the S style.
Imagine

...if your team was *missing* the C style.
Overusing Strengths Creates Weaknesses

*Fast-paced, Verbal*
- Aggressive
- Impatient
- Domineering
- Insensitive

*Unrealistic*
- Disorganized
- Manipulative
- Too “bubbly”

*Task*
*DISC*
- Perfectionism
- Critical
- Indecisive
- Detached

*People*
- Passive
- Insecure
- Martyr
- Resistant to change

*Even-paced, Reserved*
DISC Principles

10 Don’t try to teach a pig to sing. It will frustrate you and annoy the pig.

9 Don’t use style as an excuse for behavior. Style is not a weapon.

8 When we work out of our style, we deplete energy. When we work within our style, we build it. When we expect others to work out of their style for a long period of time, we create stress for that person.

7 Having low style behaviors is not a weakness unless those behaviors are needed for the job or a given situation and you lack style flexibility.
DISC Principles

6 When someone “pushes your buttons,” consider intention, not just behavior. However, this does not mean that you have to tolerate disrespect, poor quality, or a failure to achieve results.

5 Most people over-use one style and under-use one style. The key is to tap into the right style at the right time.

4 All styles are positive, but when overused, our style becomes a weakness.
DISC Principles

3 If you want to know what someone needs, pay attention to what he or she does.

2 The Home Rule: Treat people the way they want to be treated, not the way that you want to be treated.

1 Proactively treating people the way they want to be treated is a powerful way to build relationships and get results. But if you really want to know how to treat the people around you...ask!
Learning Assessment Questions & Answers

Please refer to the NHIA Annual Conference & Exposition 2012 On-Site Program for a brief post-test.

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