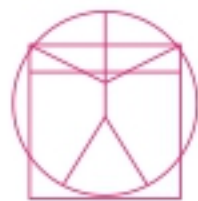


# — IMPROVING COMMUNICATION

USING THE EXTENDED DISC® MODEL

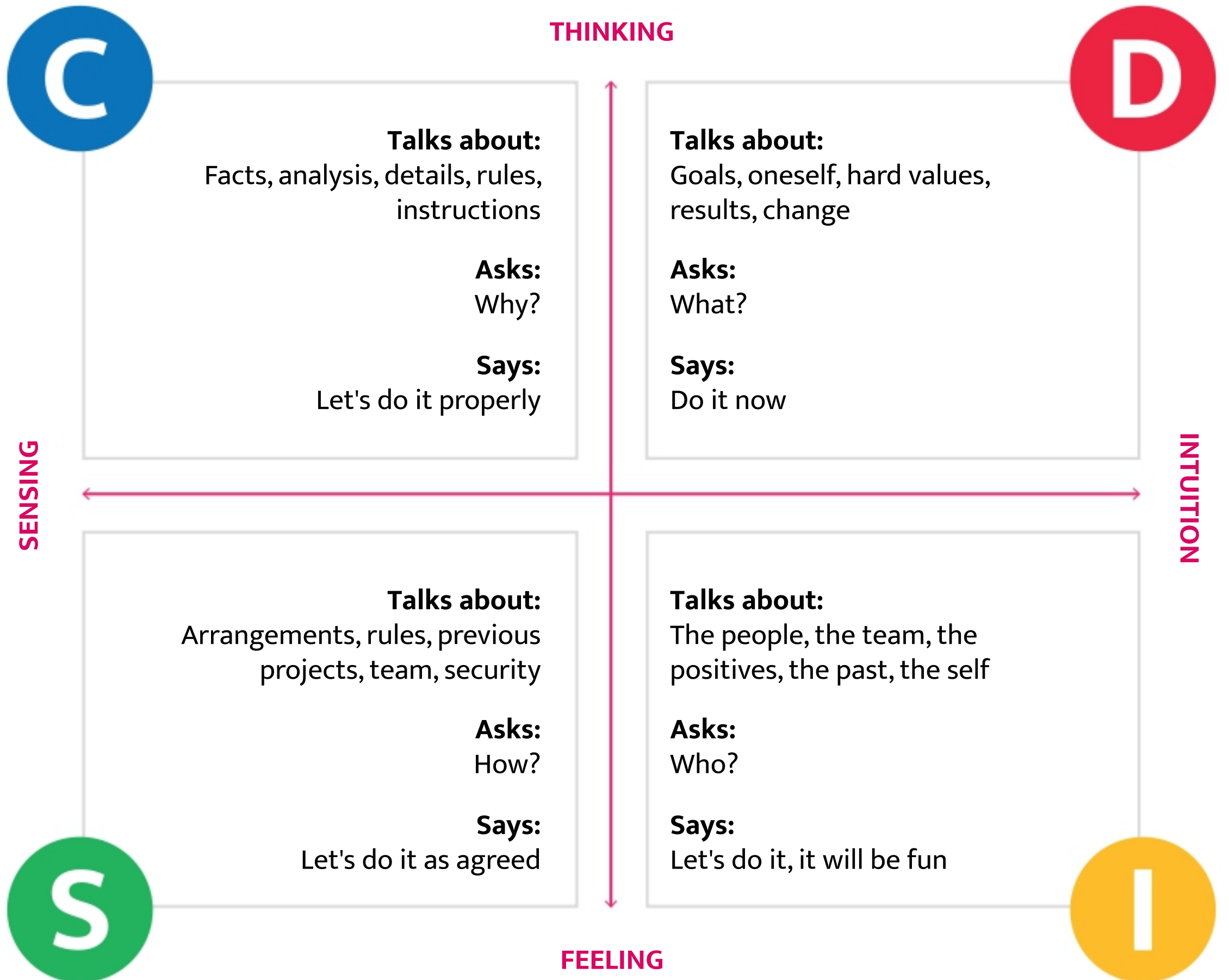
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#PeopleAreMoreThanResources



extended  
tools

# HOW TO IDENTIFY OTHERS' STYLES?



# HOW TO IDENTIFY OTHERS' STYLES?

## C STYLE C

- Appears reserved and somewhat timid
- Is quiet
- Focuses on details
- Asks many questions
- Studies specifications and other information carefully
- Proceeds cautiously
- Does not easily express disagreeing views
- Does not like physical contact

## S STYLE S

- Appears calm
- Does not get easily excited
- Listens carefully
- Nods and goes along
- Seems to have strong opinions but does not express them vocally
- Appears thoughtful
- Completely new ideas/things seem to make him/her uncomfortable

## D STYLE D

- Often appears to be in a hurry
- Is direct, says what he/she thinks
- May be blunt
- States own opinions as facts
- Interrupts others
- May talk to many people at the same time
- Is aggressive, demanding
- "How does this benefit ME?"
- Very impatient

## I STYLE I

- Is open and friendly
- Talks a lot
- Gets easily excited
- Is animated
- Talks about people he/she knows
- Does not focus much on details
- Does not listen for long
- Does not pay close attention
- May ask same questions several times
- Jumps from subject to subject

# WHEN YOU COMMUNICATE WITH OTHERS, REMEMBER THIS

## C STYLE C

- Talk more
- Talk less about facts, details, numbers
- Be more expressive
- Focus on inspiring others
- Spend more time on small talk
- Talk more about people and emotions

## D STYLE D

- Focus more on feelings and emotions
- Talk less, listen more
- Be more patient
- Slow down your presentation
- Try not to dominate the conversation
- Give yourself time to chat
- Be careful not to be perceived as too straight forward or unpolite

## S STYLE S

- Be more expressive
- Accelerate your presentation
- Talk more
- Do not react emotionally
- Don't focus so much on details
- Be more results-oriented

## I STYLE I

- Talk less, listen more
- Focus on facts and details
- Be more direct
- Slow down your presentation
- Control approaching others
- Remember to monitor matters
- Do not be emotional
- Concentrate on subject

# HOW TO MOTIVATE/NOT MOTIVATE?

## C STYLE C

### Do:

- Be thorough; remember to include all relevant information
- Answer questions calmly and carefully
- Slow down your presentation

### Don't:

- Lose patience in providing all the requested information
- Expect decisions right away
- Move too fast

## S STYLE S

### Do:

- Provide support
- Let him/her finish the work
- Proceed in logical order

### Don't:

- Be impatient
- Move too fast
- Make unexpected changes

## D STYLE D

### Do:

- Give immediate feedback
- Concentrate on subject
- Focus on issues

### Don't:

- Provide too much information
- Try to control the situation
- Go into all the details

## I STYLE I

### Do:

- Be more expressive
- Give assurances
- Maintain positive atmosphere
- Focus on the people aspects

### Don't:

- Set restrictions
- Be too practical
- Bring up negative issues

## D-STYLE - WHEN COMMUNICATING WITH OTHERS...

### C STYLE C

- Answer questions carefully, justify
- Respect his/her expertise, be less commanding
- Be patient while listening about details
- Listen and encourage discussion
- Provide alternatives

### D STYLE D

- Be yourself
- Do not try to beat them

### S STYLE S

- Focus on the questions: how, in what way?
- Give enough time to decide
- Be less demanding
- Do not pressure them into a decision or opinion
- Discuss the possibilities, start with the negatives, end with the positives

### I STYLE I

- Express enthusiasm
- Let him/her speak
- Don't interrupt
- Speak about people
- Listen patiently

# I-STYLE - WHEN COMMUNICATING WITH OTHERS...

## C STYLE C

- Focus on "what, why" questions
- Explain thoroughly, use references and facts
- Be prepared, slow down, think before you act
- Be open to questions and feedback
- Provide information in writing

## D STYLE D

- Set clear timeframes
- Be less flexible
- Avoid interruptions, stay focused
- Respect his/her need for independence
- Be straightforward

## S STYLE S

- Present the certainty and continuity of a case
- Also talk about the negative aspects
- Provide an appropriate amount of supporting information
- Don't expect fast response
- Listen, do not interrupt, give time

## I STYLE I

- Be yourself
- Don't let excessive sociability distract you
- Keep your goals in mind

## S-STYLE - WHEN COMMUNICATING WITH OTHERS...

### C STYLE C

- Understand her/his independence and technical approach
- Provide all relevant information
- Focus on the tasks

### D STYLE D

- Focus on measurable goals
- Act faster
- Focus on problems
- Give regular feedback
- Show interest
- Be more assertive

### S STYLE S

- Be yourself
- Don't put things off

### I STYLE I

- Accelerate, act faster
- Talk more
- Take him/her into consideration
- Be more cooperative
- Take time to discuss alternatives
- Show enthusiasm

## C-STYLE - WHEN COMMUNICATING WITH OTHERS...

### C STYLE C

- Be yourself
- Don't overanalyze

### D STYLE D

- Emphasize short-term goals
- Be direct, task-oriented
- Don't focus on the theoretical aspects
- Don't take his/her directness personally
- Use images, start with a big picture
- Don't focus on details

### S STYLE S

- Explain everything step by step
- Use practical examples, avoid using only numbers
- Provide time to analyze the information
- Consider risk factors
- Take into account her/his opinion, ask questions

### I STYLE I

- Remember achievements
- Be open and discuss
- Don't lose contact with him/her
- Adopt a team attitude (let's do it together)
- Don't focus on mistakes

# Questions?

## Contact us!



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