

## BEHAVIOURAL STYLE QUESTIONNAIRE

✓ Tick each statement that you believe is a fair representation of yourself.

<ul style="list-style-type: none"> <li><input type="checkbox"/> Gives priority to detail and organisation</li> <li><input type="checkbox"/> Sets exacting standards</li> <li><input type="checkbox"/> Approaches tasks and people with steadiness</li> <li><input type="checkbox"/> Enjoys research and analysis</li> <li><input type="checkbox"/> Prefers operating within guidelines</li> <li><input type="checkbox"/> Completes tasks thoroughly</li> <li><input type="checkbox"/> Focuses attention on immediate task</li> <li><input type="checkbox"/> Likes accuracy</li> <li><input type="checkbox"/> Makes decisions on thorough basis</li> <li><input type="checkbox"/> Values standard procedures highly</li> <li><input type="checkbox"/> Approaches work systematically</li> <li><input type="checkbox"/> Likes to plan for change</li> </ul> <p><b>TOTAL :</b> _____</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Gives priority to achieving results</li> <li><input type="checkbox"/> Seeks challenges</li> <li><input type="checkbox"/> Approaches tasks and people with clear goals</li> <li><input type="checkbox"/> Is willing to confront</li> <li><input type="checkbox"/> Makes decisions easily</li> <li><input type="checkbox"/> Is keen to progress</li> <li><input type="checkbox"/> Feels a sense of urgency</li> <li><input type="checkbox"/> Acts with authority</li> <li><input type="checkbox"/> Likes to take the lead</li> <li><input type="checkbox"/> Enjoys solving problems</li> <li><input type="checkbox"/> Questions the status quo</li> <li><input type="checkbox"/> Takes action to bring about change</li> </ul> <p><b>TOTAL :</b> _____</p>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Gives priority to supporting others</li> <li><input type="checkbox"/> Enjoys assisting others</li> <li><input type="checkbox"/> Approaches people and tasks with quiet and caution</li> <li><input type="checkbox"/> Has difficulty saying no</li> <li><input type="checkbox"/> Values co-operation over competition</li> <li><input type="checkbox"/> Eager to get on with others</li> <li><input type="checkbox"/> Willing to show loyalty</li> <li><input type="checkbox"/> Calms excited people</li> <li><input type="checkbox"/> Listens well/attentively</li> <li><input type="checkbox"/> Prefers others to take the lead</li> <li><input type="checkbox"/> Gives priority to secure relationships and arrangements</li> <li><input type="checkbox"/> Prefers steady not sudden change</li> </ul> <p><b>TOTAL :</b> _____</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Gives priority to creating a friendly environment</li> <li><input type="checkbox"/> Likes an informal style</li> <li><input type="checkbox"/> Approaches people and tasks with energy</li> <li><input type="checkbox"/> Emphasises enjoying oneself</li> <li><input type="checkbox"/> Rates creativity highly</li> <li><input type="checkbox"/> Prefers broad approach to details</li> <li><input type="checkbox"/> Likes participating in groups</li> <li><input type="checkbox"/> Creates a motivational environment</li> <li><input type="checkbox"/> Acts on impulse</li> <li><input type="checkbox"/> Willing to express feelings</li> <li><input type="checkbox"/> Enjoys discussing possibilities</li> <li><input type="checkbox"/> Keen to promote change</li> </ul> <p><b>TOTAL :</b> _____</p>

## DISC MODEL

People have a variety of preferred and habitual ways of behaving and responding, depending on the context. When communication is difficult, it can be helpful to tailor your approach to suit others' preferences and habits.

Within any behavioural style, people can be both skilled at getting the job done and getting along with others.

Once aware of areas needing improvement, people can often develop new skills to increase the flexibility of their behavioural repertoire.

		Introverted		Extroverted			
Task Oriented	<b>Conscientious</b>		<b>Direct</b>		Task Oriented		
	<b>Behaviours</b> Reserved Approaches work systematically Pays attention to details Focuses attention on immediate task Prefers to stick to established guidelines and practices Likes to plan for change	<b>Needs</b> High standards Appreciation Quality work  <b>Fears</b> Criticism of work Imperfection Not having things adequately explained	<b>Behaviours</b> Outgoing Challenges status quo Keen to get things done Resists authority Likes to take the lead Takes action to bring about change	<b>Needs</b> Results Recognition  Challenges  <b>Fears</b> Challenges to their authority Lack of results from others			
People Oriented	<b>Stabilising</b>		<b>Influencing</b>		People Oriented		
	<b>Behaviours</b> Reserved Works well in a team Accommodates others Maintains status quo Recovers slowly from hurt Prefers steady rather than sudden change	<b>Needs</b> Security Acceptance Teamwork  <b>Fears</b> Isolation Standing out as better or worse Unplanned challenges	<b>Behaviours</b> Outgoing Leads by enthusing others Prefers a global approach Steers away from details Acts on impulse Keen to promote Change	<b>Needs</b> Change Acknowledgement New trends and ideas  <b>Fears</b> Disapproval Stagnation Detailed work			
		Introverted		Extroverted			

## HINTS ON COMMUNICATING WITH D.I.S.C. STYLES

<b>Conscientious</b>	<b>Direct</b>
<p>They speak thoughtfully, precisely with pauses for thinking.</p> <p>Don't interrupt.</p> <p><b>Use :</b> It's logical, reasonable, clear, precise, balanced... guarantee...specifically... judgement...critical...exactly... factual...qualified...professional... just...well thought out... planned detailed...quality...discerning</p> <p><b>Don't Use :</b> creative...risky...daring...generally... colourful...make it up ...chaotic ...experimental...fun...innovative... popular</p>	<p>They come to the point, in short, sharp sentences.</p> <p>They think and respond fast and have an impatient style.</p> <p>Don't bother with niceties, or tell them long stories.</p> <p><b>Use :</b> Yes...OK...now...I'll do this, will that be OK? True... solid effective...bottom line...ball park figure...asap...we'll get right onto it...deadline...be first...leading ...initiate...get cracking...I'll handle it...can do!</p> <p><b>Don't Use :</b> I'll look into it...We'll have to discuss it...you must understand ...I'll let you know...this needs a consensus decision...you'll have to be patient</p>

<b>Stabilising</b>	<b>Influencing</b>
<p>Generally quietly spoken, a little shy but friendly, approachable.</p> <p>Give them space, don't interrupt.</p> <p><b>Use :</b> How do you feel about it?...It would be helpful...I need...I'd be grateful if...Would you mind assisting us...It's fair to all...safe...gentle...quiet...modest...faithful...considerate...most people</p> <p><b>Don't Use :</b> Do this...Next!... Now!...that's emotional rubbish...you could be the first person to</p>	<p>Bubbly speakers, friendly, informal, they use creative language.</p> <p>You can talk over them and they'll join in. Don't be critical. They're optimists.</p> <p><b>Use :</b> positive...bright idea ...innovative...fresh...easy... how do you see it? Here are your choices...that's easy...big picture...the latest...it'll be fun ...enjoy it!</p> <p><b>Don't Use :</b> No way! Show me your figures ...tried and true...traditional...it's always been like that...I'm only doing my job</p>

## Negotiation Styles

<p style="text-align: center;"><b>Conscientious</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"><b>At Worst</b> Fanatic Cautious Machine Like</td> <td style="width: 50%; vertical-align: top; padding: 5px;"><b>At Best</b> Discriminating Planner Evaluative</td> </tr> </table> <p style="text-align: center;"><b>What to Study</b> Visioning Flexibility Consider feelings of others Knowing when to break rules</p>	<b>At Worst</b> Fanatic Cautious Machine Like	<b>At Best</b> Discriminating Planner Evaluative	<p style="text-align: center;"><b>Direct</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"><b>At Worst</b> Fighter Dominant Arrogant</td> <td style="width: 50%; vertical-align: top; padding: 5px;"><b>At Best</b> Persistent Leader Confident</td> </tr> </table> <p style="text-align: center;"><b>What to Study</b> Include the team Eliciting other's opinions Listening Delegating</p>	<b>At Worst</b> Fighter Dominant Arrogant	<b>At Best</b> Persistent Leader Confident
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