

## Communicating With Different DISC Styles

### Communicating With High C's

- Prepare your case in advance.
- Approach them in a straightforward, direct way.
- Use a thoughtful approach. Build credibility by looking at all sides of each issue.
- Present specifics, and do what you say you can do.
- Draw up an "Action Plan" with scheduled dates and milestones.
- Take your time, but be persistent.
- If you disagree, prove it with data, facts or testimonials from respected people.
- Provide them with the information and the time they need to make a decision.
- Allow them their space.

### Communicating With High D's

- Be clear, specific and to the point. Stick to business.
- Come prepared with all requirements, objectives and support material in a well-organized package.
- Present the facts logically; plan your presentation efficiently.
- Ask specific (preferably What?) questions.
- Provide alternatives and choices for making their decisions.
- Provide facts and figures about probability of success or the effectiveness of options.
- If you disagree, take issue with the facts.
- Provide a win/win opportunity.

### Communicating With High S's

- Start with personal comments. Break the ice.
- Show sincere interest in them as people.
- Patiently draw out their personal goals and ideas. Listen and be responsive.
- Present your case logically, softly, non-threateningly.
- Ask specific (preferably How?) questions.
- Move casually, informally.
- If the situation impacts them personally, look for hurt feelings.
- Provide personal assurances and guarantees

### Communicating With High I's

- Plan interaction that supports their dreams and intentions.
- Allow time for relating and socializing.
- Talk about people and their goals.
- Focus on people and action items. Put details in writing.
- Ask for their opinion.
- Provide ideas for implementing action.
- Use enough time to be stimulating, fun and fast-moving.
- Provide testimonials from people they see as important or prominent.
- Offer special, immediate & extra incentives for their willingness to take risks.