



UNIVERSITY OF ILLINOIS

AT URBANA-CHAMPAIGN

2013 BUSINESS LEADERSHIP CONFERENCE

**Opposites Attract...If You
Understand Their Personality**

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Destination Success

Workshop Presenter(s)

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The Training Center

The Center for Training and Professional Development (Training Center) provides professional development opportunities and consulting to campus units and employees of all levels that are relevant and easily transferred into the workplace.

Please...

- Turn off cell phones.
- Avoid side conversations.
- Sign the attendance roster.
- Complete the evaluation at the end of the workshop.

Workshop Objectives

- Examine the 4 DiSC personality profile styles, how they relate to the workplace, where you fit, and how to flex your style to create productive relationships.
 - **Dominance**
 - **Influence**
 - **Conscientiousness**
 - **Steadiness**
- Create strategies to work effectively with all personalities—especially your direct opposite boss, co-workers, customers, family, and friends—by using scenarios and short case studies.

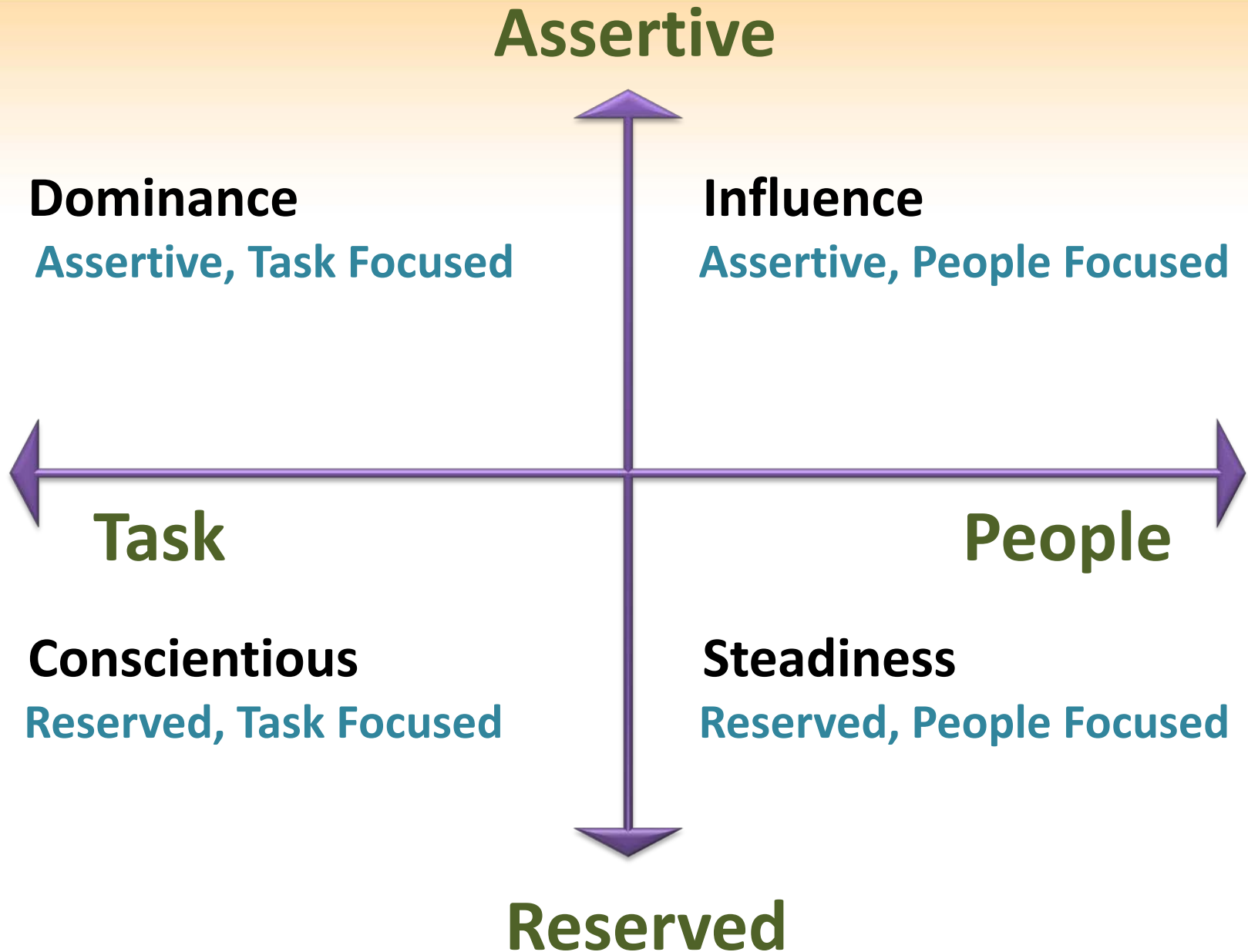
What is the DiSC?

The DiSC behavioral profile is based on the premise that personal and professional success is connected to understanding yourself, understanding others, and realizing the impact of behavior on others. DiSC provides a nonjudgmental language for exploring these behavior issues.



First...

- **There is no best or worst style.**
- **We all have each style within us.**
- **You can have more than one dominant style.**
- **You can be “middle of the road.”**



“Give me a challenge and get out of the way!”

Dominance

- Like control
- Good delegators
- Like continuous challenges
- Impatient
- Poor listeners
- Critical
- Decisive

**“ I’d be glad to lead the change initiative.
When can I start!?”**

Influencer

- Enthusiastic
- Persuaders
- Like to lead change
- Can get easily distracted
- Don't like details
- Don't like routines
- Like involvement in social activities

“Before we take action on this, I want to assess the pros and cons one more time to be sure we make the right decision.”

Conscientiousness

- Accuracy and quality are most important
- Good planners, project managers
- Perfectionists
- Look at processes creatively as well as systematically
- Don't like criticism
- Slow to make decisions

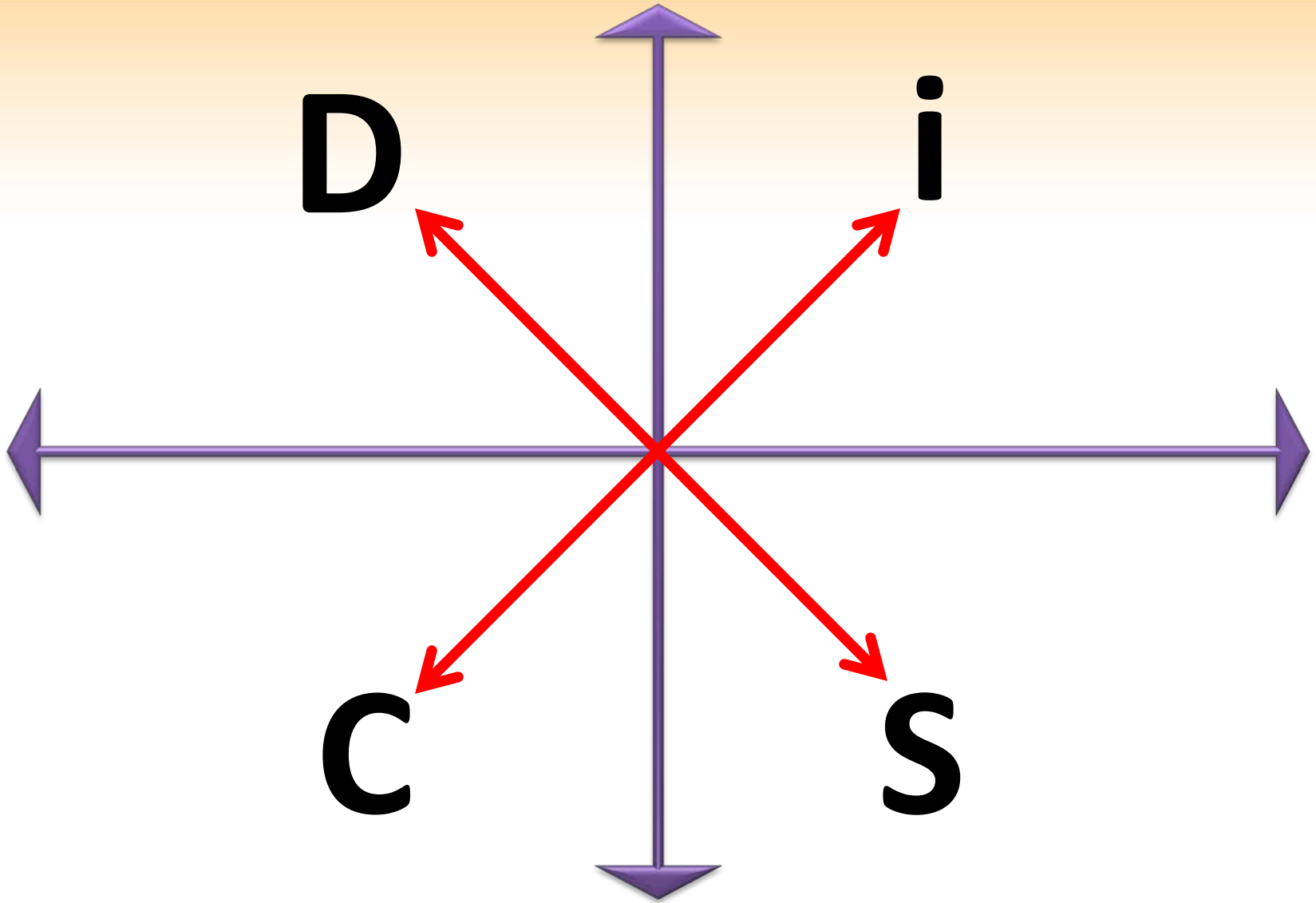
“Let’s work together and get this done in a calm and effective manner.”

Steadiness

- Team players
- Good listeners
- Earnestly avoid conflict
- Can be oversensitive
- Indecisive
- Like work that does not vary; like routine and structure

Bottom Line...

- D** Get It DONE
- I** Get Recognition/Approval
- S** Get Along
- C** Get It Right



How can an “S” adapt to a “D”?

- ✓ The “D” likes others to be direct, straightforward, and open to their need for results.
- ✓ When you communicate, be brief and to the point.
- ✓ Prepare before you meet with them. Have an air-tight agenda and stick to it.
- ✓ Don’t take their words and behavior personally.
- ✓ You are naturally supportive; support them in any way you can.

How can a “D” adapt to an “S”?

- ✓ The “S” likes others to be relaxed, agreeable, and cooperative, and to show appreciation.
- ✓ LISTEN!!! Don’t interrupt, cut-off, or do work while they are talking.
- ✓ Don’t spring change on them without advance warning.
- ✓ Give them confidence to make decisions...you are an expert at that.

How can an “I” adapt to a “C”?

- ✓ The “C” likes others to minimize socializing and give details; they value accuracy and attention to detail.
- ✓ When you communicate: be precise and focused; be tactful and reserved.
- ✓ Give clear expectations and deadlines.
- ✓ Allow time for them to make decisions...but not too much time.
- ✓ Show sincere appreciation for their skills and accomplishments.

How can a “C” adapt to an “I”?

- ✓ The “I” likes others to be friendly, emotionally honest, and recognize their contributions.
- ✓ Approach them informally...perhaps in the hallway or break room.
- ✓ Be brief with what you want and do listen...but only for a while.
- ✓ Write down what you want in case they forget the details.
- ✓ Tactfully get them back on the subject by giving direct eye contact and/or using body language (movements such as leaning forward, leaning back, putting your pen down, etc.)

Conflict

- D – Victory
- I – Recognition
- C - Justice
- S - Harmony

Take the DiSC Assessment for FREE

<http://www.123test.com/disc-personality-test/>

Next Steps?

1. Think about your style; identify your strengths and areas of improvement and relate back into the workplace. Where are the challenge relationships? Why are they challenges?
2. Try to adapt to other styles to build more cohesive relationships in the workplace.
3. Understanding your style not only assists in the workplace but in your personal life as well. Give it a try!

Resources:

- Alessandra, Tony, and Michael J. O'Connor, with Janice Alessandra. *People Smart*. La Jolla, CA: Keynote Publishing Company, 1990. Print.
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- Wenschlag, Roger E. *We Hug in the Hallways Here*. Edina, MN: Beaver's Pond Press, Inc., 2008. Print.

Questions?

Thank You!