



# DISC TIPS



December 3, 2009

## E-Mailing an "S"

What is an "S"? - Steady

*Quick Tip. . .Email is for building personal relationships.*

### It's an "S" Email When:

**Starts with:** Friendly salutation. Will ask for input from all members, very inclusive.

**Example:** "Hi everyone, I hope all is well. Do you think we should get together this afternoon to share ideas about the Awards Luncheon?"

**Format:** Well organized. The greeting is followed by an apprehensive/polite request.

**Example:** "Pat, glad to hear conference went well. When you have time today, please review the attached outline & provide edits."

**Tone:** Sincere, supportive, cooperative & diplomatic. Likes to promote teamwork.

**Example:** "I appreciate your hard work on a first class presentation to HQ. Jane's writing, Eyra's graphics & Ted's IT skills made the difference."

**Cues:** Tentative about making decisions. Defers to others. Avoids conflict.

**Example:** "I better check with IT first to make sure the timing is right. I'll try to get back to you by tomorrow, but it may take longer."

### When E-mailing an "S":

**Pace/Tone:** Calm, low-key. Offer reassurance & appreciation.

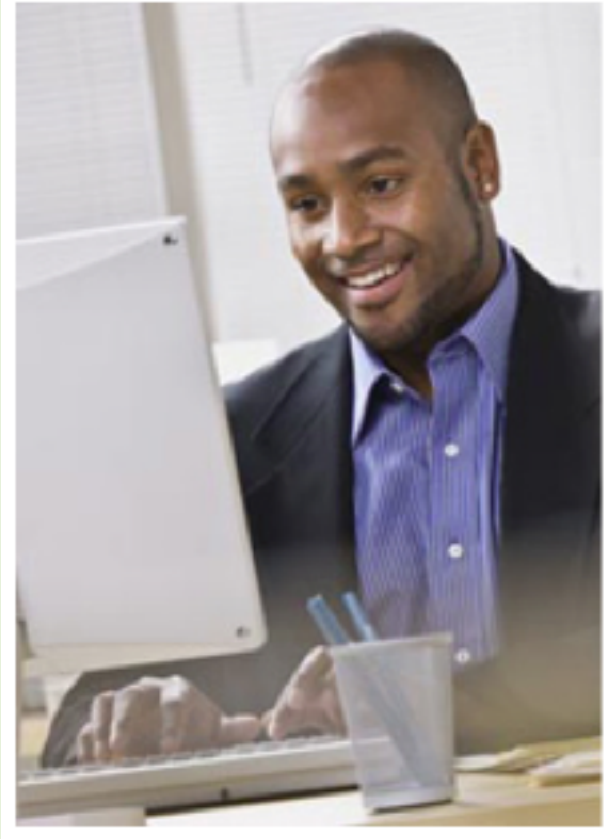
**Example:** "Casey, you're right. Checking with IT first will help avoid any implementation problems. Thanks for always being so thorough."

**Format:** Well planned. Friendly opening followed by well structured message, with invitation to receive their feedback.

**Example:** "Good idea to connect over lunch. Here are the action items we discussed. 1. I'll contact vendors. 2. You'll contact customers. 3. Progress check on 15th. Sound on track?"

**Closing:** Considerate, sincere, recognition & acknowledgment. Thank them in advance for their help when appropriate.

**Example:** "...I could use your help outlining our next project meeting's agenda... Your assistance last time really helped me prioritize. Thank you in advance, Taylor."



### DISC QUICK TIPS ✓

<b>D</b>	PRIORITY: Solve Problem	BE: Bottom Line
<b>I</b>	PRIORITY: People	BE: Engaged
<b>S</b>	PRIORITY: Plan	BE: Organized
<b>C</b>	PRIORITY: Procedures	BE: Accurate
<b>D</b> ominant	<b>I</b> nteractive	
<b>S</b> teady	<b>C</b> ompliant	

### Attention HR Trainers ONLY

Are you an HR Trainer in need of more DISC assistance?

Please feel free to email me at [bonnie@discprovideronline.com](mailto:bonnie@discprovideronline.com)

and visit our website at [www.DISCProviderOnline.com](http://www.DISCProviderOnline.com)

### Bonnie Burn

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Have a great DISC email story?  
Please share with your HR / Training Department!