



DISC TIPS



March 8, 2011

Non-verbal Communications ... of a "D"?

Quick Tip . . . Use actions that indicate confidence.

Non-verbal Communications ... of a "D":

"D's" Body Language

- Handshake - Firm and not held long
- Gestures - Used to speed things up
- Eye Contact - Have strong eye contact if they are listening to you
- Posture - Alert, ready for action
- Sitting - When sitting...sits "up"
- Walking - Typically walk quickly from point A to point B
- Stance - Hands on hips or arms crossed

"D's" Actions

- D looks at their watch/computer/calendar = D has enough info, done listening and now ready to end meeting.
- D's eyes have a glazed over, "frozen in time" look = D considers topic has been fully discussed and they have tuned you out.
- D gets up from desk and goes to the door = meeting has ended!

Responding to Non-verbal Communications ... of a "D":

Your Body Language

- Handshake - Grasp with your complete hand and squeeze
- Gestures - Keep high emotions out of the situation
- Facial - Keep eyes glued on the "D"
- Posture - Poised to get up quickly and take care of business
- Sitting - Sit across from the "D". Body squared with yours, not at an angle. Don't get too comfortable as if you're going to stay awhile
- Stance - Remain low-key

Your Reactions

- D looks at their watch/computer/calendar ... You should move onto another point or topic.
- D's eyes have a glazed over, "frozen in time" look ... You should wrap-it-up with something for them to consider.
- D gets up from desk and goes to the door ... Immediately stand-up, because you are being asked to leave. And don't get your feelings hurt, as they mean nothing by these behaviors.

Extra Tips...

- Other person is a "D" and **You Are a "D"**
Keep yourself in "check" while the other "D" is wanting the focus.
- Other person is a "D" and **You Are an "I"**
Focus on business-like approach. Don't repeat yourself
- Other person is a "D" and **You Are an "S"**
Take fewer notes. They want to see you acknowledging their input
- Other person is a "D" and **You Are a "C"**
Don't over-analyze. Communicate you are tracking with them (e.g. nod your head)



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DISC QUICK TIPS ✓

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|----------|-------------------------|-----------------|
| D | PRIORITY: Solve Problem | BE: Bottom Line |
| I | PRIORITY: People | BE: Engaged |
| S | PRIORITY: Plan | BE: Organized |
| C | PRIORITY: Procedures | BE: Accurate |

Dominant **I**nteractive
Steady **C**ompliant



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