



# DISC TIPS



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## On the Phone with a "D"

**What is a "D"? - Dominant**

*They are goal oriented, assertive & independent.*

### Your Caller is a "D" If:

**Conversation:** Immediately starts with issues. Usually a question & no personal greeting.

**Example:** *"That report done?"*

**Viewpoint:** Phone IS a task management tool.

**Pace:** Rapid, to the point, especially if your agenda.

**Example:** *"You've GOT 5 minutes to convince me."*

**Tone:** Cool, emphatic - like a human telegram.

**Example:** *"DECIDE - Tradeshow this year or next?"*

**Power Cues:** They state when & where.

**Example:** *"I'LL CALL YOU at 8:00 AM tomorrow."*

### Use on Phone with a "D":

**Approach:** Be Brief! Be Bright! Be Gone!

**Example:** *"Karen, timeline you requested will be to you by 2 PM today."*

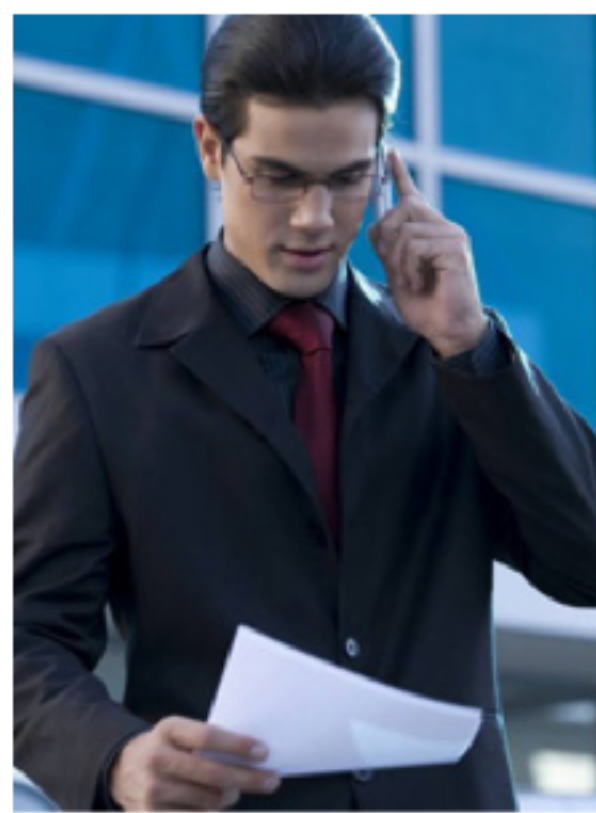
**Word Choice:** Facts, Action, Thinking Terminology

**Example:** *"My vote is for option #2; yielding 10% increase."*

**Pace:** Keep fast pace or be viewed as incompetent.

**Example:** *"Yes. 2 PM EST works for me."*

**Provide:** Efficient options, save them time. E-mail Address & Phone



**Have a great DISC email story?**

**Please share with your HR / Training Department!**

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### DISC QUICK TIPS ✓

**D** PRIORITY: Solve Problem BE: Bottom Line

**I** PRIORITY: People BE: Engaged

**S** PRIORITY: Plan BE: Organized

**C** PRIORITY: Procedures BE: Accurate

**D**ominant **I**nteractive  
**S**teady **C**ompliant

### Attention HR Trainers ONLY

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

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