



DISC TIPS



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On the Phone with an "S"

What is an "S"? - Steady

They are reflective and friendly communicators.

Your Caller is an "S" If:

Conversation: Starts with a warm, neutral, personal & unique greeting.

Example: "Terry, it's great to hear from you. How is your family?"

Viewpoint: The phone is a tool for building personal relationships.

Example: "Sam, missed you at the staff meeting... Is everything OK?"

Pace: Reflective, Structured, Consistent.

Tone: Pleasant, Friendly, Softspoken, Respectful, Tentative.

Power Cues: They do more listening than speaking, and focus on helping others. Initially non-committal, they make decisions after first conferring with others.

Example: "I'll need to consult with Chris Jones before I can make that decision."

Use on Phone with an "S":

Approach: Be friendly and structured. Include a point-by-point description in your conversation.

Example: "That makes sense. I especially agree with point A- because X, point B- because Y, and point C- because Z."

Word Choice: Use non-threatening words and be sincere. Refer to one another on a first-name basis.

Example: "Is this a good time to talk, Joe? I need 15 minutes of your time to review the numbers I sent you last week."

Pace: Stay calm. Provide space for conversational digestion. Don't push decisions.

Provide: Time for them to process information. Be sequential. Give validation, particularly when they ask questions.



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

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

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

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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 and visit our website at www.DISCProviderOnline.com