



# DISC TIPS



September 30, 2010

## Problem Solving with an "S"?

### What is an "S"? - Steady

*Quick Tip . . . Be Ready to Develop a Plan*

#### Are you Problem Solving with an "S"?

*First start by assessing...*

**Tone/Words:** Moderate pace, conscientious, planful. Listens to learn each side of the issue. Diplomatic contributions. Uses "we" to partner to solutions.

**Example:** "What do you think we can do to fix it?"

**Strategy:** Consensus - wants each person's views heard. Prefers total agreement to final solution. Appreciates expectations clarified so action items and timelines are understood by all.

**Example:** "Before we end the meeting, could we review the assignments and due dates?"

#### Flex if Problem Solving with an "S"

*Now that you know their Style, start with...*

**Strategy:** Provide reasons for issue, why you have asked them to join you in solving the problem, and relevant information prior to the meeting. Give them time to prepare. You will receive more input from them if the meeting is just one on one or in a small group. After discussion, allow time for processing. Offer them time to study the issue before a solution is determined.

**Example:** "Let's take a week to review our options."

**Tone/Words:** During the meeting, your suggestions need to consider the impact on others. Offer concrete examples. If you disagree with their ideas, ask exploratory questions. Maintain a relaxed mode throughout.

**Example:** "It doesn't seem like it would take a month to implement. What am I missing?"



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**DISC QUICK TIPS** ✓

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

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

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