



DISC TIPS



May 18, 2011

"S's" During Change

S... Steady

Quick Tip . . . Provide who, why, and when for the change.

How an "S" responds to CHANGE:

- Wants to know other's reaction first
- Cautious
- Prefers ample time to process
- Tentative

Script Example:

Speaker: "We are promoting Elsa to Senior Advisor; she will be joining you on working the Acme project."

S: "I know Elsa, but others do not. Probably best to schedule a meeting where others can meet Elsa and then you could collect their feedback as well."

"S" prefers the CHANGE to:

1. Include **documentation** to justify change.
2. Offer adequate **resources**.
3. Provide a comprehensive **time-line**.
4. Propose how the change will be implemented, **monitored** and measured.

Script Example:

Speaker: "Based on our last quarter's numbers, we're projecting a need for additional labor in order to fulfill the pending orders. Please submit a revised schedule by next Wednesday."

S: "I might need until Thursday. Currently 2 employees are on vacation til Wednesday. I would like to verify my entire group's overtime availability before I update the schedule"

Prep for CHANGE conversation with a "S":

1. Have plausible explanation for change.
2. Prepare a recommended timeline.
3. Schedule the meeting 24 hours or more in advance, including an agenda.
4. Open the meeting with a friendly exchange.
5. Allow time to answer questions.
6. Offer them time to process before asking for a commitment.

Script Example:

Speaker: "Your business unit has outgrown its space, so we're going to move you to the new building next month. Do you have a preference for a specific floor?"

S: "Sounds like a practical solution, but let me ask my team what floor they think would be most suitable."



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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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