



# Why Can't We All Just Get Along?

Solving Conflicts by Understanding Personality Differences

# Defining D-I-S-C

## High-D Behavioral Tendencies (Directing):

1. Strengths: Risk takers, forceful, problem solvers, self-assured
2. Motivated by: Challenges and \_\_\_\_\_
3. Ideal work environment: Being in control; getting immediate \_\_\_\_\_ results
4. Under stress: Lack of \_\_\_\_\_ for other's feelings; impatience
5. Typical conflict response: Challenges others; demands action.
6. Fears: \_\_\_\_\_ ; being manipulated

## High-I Behavioral Tendencies (Interacting):

1. Strengths: Optimistic, appreciative, fun, inclusive
2. Motivated by: \_\_\_\_\_ experiences
3. Ideal work environment: Being involved with people; positive, approving atmosphere
4. Under stress: Impulsive; lack of \_\_\_\_\_
5. Typical conflict response: Denies responsibility; shifts blame.
6. Fears: Being rejected; \_\_\_\_\_

## High-S Behavioral Tendencies (Supporting):

1. Strengths: Good listener, team player, loyal, patient
2. Motivated by: Maintenance of status quo; \_\_\_\_\_ others
3. Ideal work environment: Lots of harmony and stability
4. Under stress: Indirect; \_\_\_\_\_ own needs
5. Typical conflict response: Becomes quiet; reluctantly complies.
6. Fears: Unplanned changes; \_\_\_\_\_

## High-C Behavioral Tendencies (Calculating):

1. Strengths: Analytical, diplomatic, systematic, logical
2. Motivated by: Being \_\_\_\_\_ , and data
3. Ideal work environment: Quality; tasks done thoroughly and accurately
4. Under stress: Overly critical of self and others; may appear \_\_\_\_\_
5. Typical conflict response: Asks questions; seeks validation.
6. Fears: \_\_\_\_\_ ; criticism of their work



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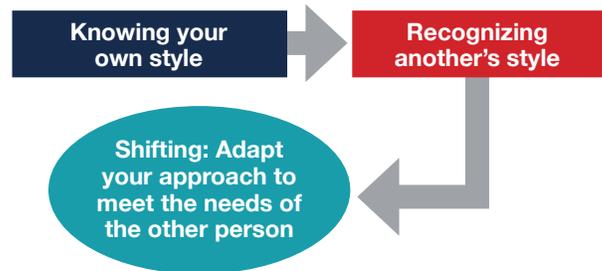
# Style Shifting: Improving Your Adaptability

**Adaptability:** The willingness and skill to \_\_\_\_\_ behavior for the benefit of relationships/results.

Similar styles tend to be compatible \_\_\_\_\_.  
Work task effectiveness is strengthened by mixing styles.  
Mixing different styles may result in interpersonal \_\_\_\_\_.  
All styles can work together provided certain conditions exist:  
mutual trust, mutual \_\_\_\_\_, and a willingness to adapt.

## Style shifting requires three steps:

- 1) Knowing your own style,
- 2) recognizing the style of another, and
- 3) shifting your style to meet his/her needs for better relationships/results.



Listed below are important shifts for each behavioral style:  
**Highlight or underline two or three bulleted statements that represent shifts in your behavior that would generally help you get better results and/or develop better relationships.**

## High D – Directing Style

- Ask for opinions of others
- Negotiate decision-making
- Listen without interruptions
- Adapt to time needs of others
- Allow others to assume leadership more often

## High I – Interacting Style

- Talk less
- Prioritize and organize
- Make decisions based on fact
- Stop and think before speaking
- Listen to and acknowledge the thoughts of others

## High S – Supportive Style

- Get to the point more quickly
- Volunteer information more readily
- Be willing to disagree and share your reasons for disagreeing
- Act on your convictions
- Initiate conversation

## High C – Calculating Style

- Verbalize feelings
- Pay personal compliments
- Be willing to spend time on relationships
- Engage in small talk — socialize
- Use more friendly non-verbal language (i.e. smile, nod affirmatively)

## “Why Can’t We Just Get Along” Case Studies

### Unmet Motivations + Behavioral Fears + Strengths Overextended = Conflict

Here are some characteristics of the four DISC behavioral styles. Discuss your situation below and determine the best strategies to reduce conflict/increase harmony. Use pages 38 and 39 of your assessment to determine if you would increase, maintain, or decrease your behavior.

#### 1. DOMINANCE

Decisive  
Competitive  
Daring  
Direct

#### 2. INFLUENCING

Charming  
People Oriented  
Convincing  
Enthusiastic

#### 3. STEADINESS

Understanding  
Considerate  
Good Listener  
Patient

#### 4. CONSCIENTIOUS

Accurate  
Analytical  
Compliant  
Courteous

#### A. Meet Felicia – What’s her style? \_\_\_\_\_ Underline the clues below?

Felicia is the Executive Vice-President and CFO of an international charity that operates the largest non-governmental temporary medical units and health care services for worldwide disaster relief. She oversees the operational management and plays a prominent role in strategic planning, organizational development and deployment efforts for the organization’s personnel and volunteers. Felicia is very organized, thorough and conscientious. She is highly competent and maintains a high level of diplomacy/composure in crisis. While normally calm and tactful, Felicia can become critical, overly analytical and insistent on her own way with staff when they don’t meet her high expectations at mobilizing medical care.

1. How would you adapt your style with Felicia to minimize conflict and increase harmony? You would:

\_\_\_\_\_ Directness \_\_\_\_\_ Openness \_\_\_\_\_ Pace \_\_\_\_\_ Focus

2. Would this be easy or difficult for you to do? Why or why not? \_\_\_\_\_

#### B. Meet Austin – What’s his style? \_\_\_\_\_, Underline the clues below.

Austin is the owner of a large printing company that specializes in providing office supplies and just-in-time printing services. He is strong-willed, decisive and assertive. In his zeal for providing matchless customer service, he can become hard-charging in making decisions without conferring with his staff. His independent and fast-acting nature sometimes alienates members of his staff and has caused conflicts as they try to meet his high expectations. This is especially true when he makes promises that his staff feel are unrealistic, which causes stress and struggles. If challenged, Austin can become demanding and even uncaring of others.

1. How would you adapt your style with Austin to minimize conflict and increase harmony? You would:

\_\_\_\_\_ Directness \_\_\_\_\_ Openness \_\_\_\_\_ Pace \_\_\_\_\_ Focus

2. Would this be easy or difficult for you to do? Why or why not? \_\_\_\_\_



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**C. Meet Jackson** – What is his style? \_\_\_\_\_ Underline the clues below.

Jackson is the Pastor of a small inner-city church. He is patient and takes time to listen to his staff's personal problems. Jackson normally builds warm relationships with his staff and congregation. He is extremely uncomfortable with interpersonal conflict in his workplace. Jackson encourages his staff to come to his office with suggestions and problems.

Recently Jackson began negotiations with another inner-city church that wants to merge to offer more services and respond to the growing needs of both congregations. He has been slow to move forward. His staff are naturally concerned about what this merger could mean to them - several are not in favor of the merger. They have expressed their concern about losing their "small-church" environment. They have asked repeatedly for an informational meeting. Jackson keeps putting off the meeting, not wanting to deal with any conflict, and he is now starting to avoid his staff.

1. How would you adapt your style with Jackson to minimize conflict and increase harmony? You would:

\_\_\_\_\_ Directness \_\_\_\_\_ Openness \_\_\_\_\_ Pace \_\_\_\_\_ Focus

2. Would this be easy or difficult for you to do? Why or why not? \_\_\_\_\_

**D. Meet Heather** – What is her style? \_\_\_\_\_ Underline the clues below.

Heather is a full-time mom. She's outgoing, positive and enthusiastic, and loves being with people. Heather is involved in both of her kids' activities. She is assistant coach of her daughter's soccer team, volunteers at her son's boy scout troop, coordinates a car-pool for rides to band practice, and oversees the child-care workers at church. Heather's family and friends all enjoy her high energy and friendly nature.

Sometimes, though, others find it difficult to keep up with her. She is always on the go and, due to her busy schedule, she is late for appointments, forgets things, and often doesn't meet deadlines. This frustrates those who are counting on her. Occasionally this has caused disappointments and has led to conflicts with her family and friends.

1. How would you adapt your style with Felicia to minimize conflict and increase harmony? You would:

\_\_\_\_\_ Directness \_\_\_\_\_ Openness \_\_\_\_\_ Pace \_\_\_\_\_ Focus

2. Would this be easy or difficult for you to do? Why or why not? \_\_\_\_\_

**Remember:** False pride and toxic fear run rampant when we are operating in the flesh. Call on the Holy Spirit to help replace pride with humility and fear with God-grounded confidence, and learn to "love as Jesus loved."



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## Ideas for Further Development

**1) Schedule a one-hour debrief meeting with your team/colleagues from this event.** Here are some ideas for discussion in small groups of 4 or 5:

- Each share one key take-away personally you committed to working on.
- Each share what you believe to be your greatest strength from the DISC model, and what is the biggest challenge area for you.
- Each share your style tendency in conflict, and what you can do to minimize conflict.
- Develop a team action plan with some practical steps for what you can do as a result of this knowledge and information to benefit the team.

**2) Have each team member complete the Biblical DISC® Assessment, and schedule a group debrief with a Lead Like Jesus DISC Practitioner.**

**3) Consider conducting a virtual Bible Study with the Lead Like Jesus Revisited Six-Week Studyguides.** These study guides are available from [LeadLikeJesus.com](http://LeadLikeJesus.com), and there is a free downloadable Facilitator's Guide to accompany the study.

**4) Enroll in the Lead Like Jesus Leadership Academy.** This is a series of online resources that can be utilized for a small monthly contribution (for example, \$29 per month gives access for up to 10 participants, \$59 per month gives access for up to 25 participants).

### **Titles in the series include:**

- The Heart of a Leader (5 Session Online Experience)
- Breaking the Cycle of Fearful Leadership (3 Session Online Experience)
- When Personalities Clash (4 Session Online Series)
- ... and many more.

**These resources include videos, discussion/reflection guides, case studies, assessments, etc.**

**All Lead Like Jesus resources are available on our website at [www.LeadLikeJesus.com](http://www.LeadLikeJesus.com)**



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