

DISC Case Studies

Adapting Your Style

Listed below are the characteristics of four different individuals. First, go through the lists and decide each person's primary behavioral style. Then, discuss the following situations using these tendencies as guidelines. Discuss as many of the situations as time allows.

1. Driver
Results-Oriented
Decision Maker
Self-Directing
Confident
Daring
Behavioral Style _____

2. Supporter
Agreeable
Good Listener
Predictable
Helpful
Team Player
Behavioral Style _____

3. Calculator
Precise
Diplomatic
Controlled
Perceptive
Impartial
Behavioral Style _____

4. Interactor
Communicative
Social
Magnetic
Persuasive
People-Oriented
Behavioral Style _____

Determine the Behavioral Style of each person and discuss the questions.

A. Joshua, a patient and sincere Training Director, has been trained to lead a seminar for his company. He is convinced this seminar would be a good investment for his organization. All he has to do is convince his boss, who has the authority to make the decision and use the training budget for this program.

1. What type of presentation would you recommend Joshua use to best influence a boss who has the characteristics of person number 1, person number 2, number 3 and 4?
2. How would Joshua adapt his own behavioral style to talk to each of these individuals?

Notes: _____

B. Maria is a Supervisor at a biotechnology company. She is cautious, exacting, and thorough. Many of her staff are required to keep detailed reports and document data, but they are sometimes inaccurate and incomplete. This bothers Maria and she wants her staff members to do a better job with their reports. She is responsible for four people each of whom is different – possessing the tendencies of person number 1,2,3,4

1. Which of these people would probably have the most difficulty with the reports and charts?
2. What could Maria do to best influence each of the four individuals to be more complete and detailed?

Notes: _____

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C. Austin is the Dean of the School of Business at a University. He is hard-driving, aggressive and loves changing things. Austin is always encouraging his staff to “look at the alternatives” and tells them they “need to take a few risks”. This attitude affects these people differently, and some of the staff have even threatened to leave his department if he doesn’t “slow down.”

1. What could Austin do to strengthen his relationship with his staff members if each of them had the behavioral style of persons 1,2,3,4?
2. If you were person number 1,2,3,or 4 how would you tend to react toward Austin? And how would you get Austin to adapt his style to work more effectively with you?

Notes: _____

D. Amber is an outgoing, gregarious Sales Manager. The sales incentives for her sales team include trophies, plaques, expensive gifts, trips to tropical resorts, and company cars. Amber feels her salespeople can become motivated to perform at their very best, but some of them don’t seem to get excited about her incentive plan. She’s puzzled. Her products are the best available, the commission is generous and they like working for her.

1. Which of the above people – numbers 1,2,3,4 would tend to be motivated with these types of incentives? Which would not? Why or why not?
2. What different types of incentives would be best for those who are not motivated by the incentives that Amber offers to her team?

Notes: _____

