



Improving Team Dynamics and Work Relationships Through Communications

The Bus Concept™ [Employee Performance](#) System



Outline

- Review of Behavioral Styles ... DISC
- Understanding Your Behavioral Style
- How to Recognize your Team Member's Style
- How to Adapt or Adjust your Style

“Communication is EVERYTHING!”

Lee Iacocca in “Iacocca”



Three Steps to Improving Leadership Communication and Improved Endorsement

- 1. Understand YOUR OWN** behavioral style (How you deliver decisions into the world)
- 2. Recognize** the behavioral style of YOUR TEAM MEMBERS (How the team members deliver their decisions into the world)
- 3. “Adapt or Adjust”** your behavioral style to better connect with your team



DBeard Consulting, LLC

"When Accountability and Performance Matter ...
Get the Right People, in the Right Seat, on Your Bus!"



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The
DISCstyles™ Behavioral Report
Expanded Coaching & Developmental Model

Personalized Report
For: David Seindell
Focus: Work
3/21/2013

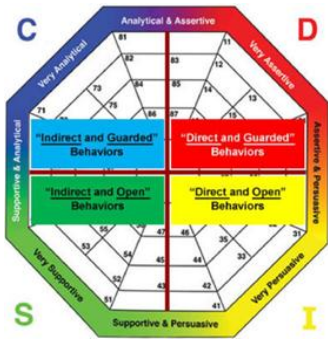
Step One

“Understand Your Own Behavioral Style”

- Complete an assessment to determine your DISC Behavioral style
- Adaptability is your willingness and ability to adjust your approach based on the particular needs of the situation or relationship
- Adaptability does NOT mean imitating or mimicking another person’s style ... it does mean temporarily adjusting your style
- **Key** ... communicate with other people in a manner that resonates with **THEM**

Step Two

“Recognize another person’s Behavioral Style”



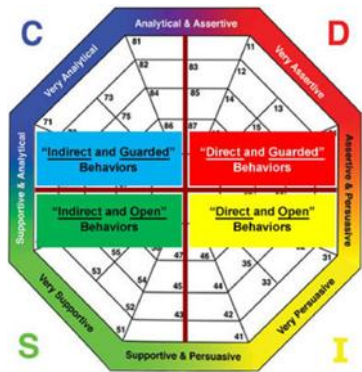
- First Predictor
 - Are they Introverted or Extroverted?
 - Are they Direct or Indirect in their communications?
- Second Predictor
 - Are they Task Oriented or People Oriented?
 - Are they Guarded or Open in their communications?
- Remember, we have some variation of each style and can shift from one style to another for a short period of time, if needed



The Four Basic DISC Styles Overview

This chart will help you understand some of the characteristics of each of the Four Basic DISC Styles. Use it as a guide for interacting with others. Although behavioral style is only a component of the full Performance Matrix, it is quite useful in describing how a person delivers their thinking/decisions into both social and work situations.

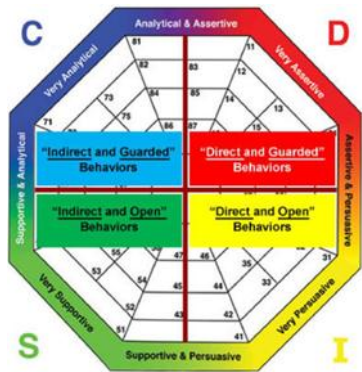
Directness & Openness =>	Direct & Guarded	Direct & Open	Indirect & Open	Indirect & Guarded
Primary Style	HIGH DOMINANT STYLE	HIGH INFLUENCING STYLE	HIGH STEADY STYLE	HIGH CONSCIENTIOUS STYLE
SPACE	Fast/Decisive	Fast/Spontaneous	Slower/Relaxed	Slower/Systematic
PRIORITY	Goal	People	Relationship	Task
SEEKS	Productivity Control	Participation Applause	Acceptance	Accuracy Precision
STRENGTHS	Administration Leadership Pioneering	Persuading Motivating Entertaining	Listening Teamwork Follow-through	Planning Systematizing Orchestration
GROWTH AREAS	Impatient Insensitive to others Poor Listener	Inattentive to detail Short attention span Low follow-through	Oversensitive Slow to begin action Lacks global perspective	Perfectionist Critical Unresponsive
FEARS	Being taken advantage of	Loss of social recognition	Sudden changes Instability	Personal criticism of their work efforts
IRRITATIONS	Inefficiency Indecision	Routines Complexity	Insensitivity Impatience	Disorganization Impropriety
UNDER STRESS MAY BECOME	Dictatorial Critical	Sarcastic Superficial	Submissive Indecisive	Withdrawn Headstrong
GAINS SECURITY THROUGH	Control Leadership	Playfulness Others' approval	Friendship Cooperation	Preparation Thoroughness
MEASURES PERSONAL WORTH BY	Impact or results Track record and process	Acknowledgments Applause Compliments	Compatibility with others Depth of contribution	Precision Accuracy Quality of results
WORKPLACE	Efficient Busy Structured	Interacting Busy Personal	Friendly Functional Personal	Formal Functional Structured



Step Three

Adapt or Adjust Your Style

- Each team member exhibits some aspects of all behavioral styles
- Each team member has a primary behavioral style
- Each team member brings value to the team
- Knowing and recognizing the different styles will improve communication and effectiveness



Bottom Line

- Get to know yourself and your behaviors
- Identify the style and behaviors of the other person
- Be willing to adapt or adjust your communication and behavioral style in order to apply the Platinum Rule

“Communicate with Others the way They want to be communicated with”

The Bus Concept™ Employee Performance System

is built upon the Nobel Prize nominated research of Dr. Robert S. Hartman.

We provide coaching and support in the following areas:

- Communications
- Recruitment and Selection
- Individual Development
- Team Dynamics
- Leadership
- Manager Performance Tools
 - Coaching
 - Counseling
 - Performance Management
 - Individual Development Plans (IDP's)



For additional information visit our site at www.Dbeard.com
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