

# Individual Assessment



This assessment is based on the responses given in the Extended DISC® Individual Assessment Questionnaire. This assessment should not be the sole criterion for making decisions about oneself. The purpose of this assessment is to provide supporting information for the respondent in self-development.

## Brianna Sprole

Organization:

**SUNY Buffalo State**

Date:

**03.12.2019**



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## Introduction to Your Assessment

Brianna, you have undoubtedly realized that your success is determined in a very large part by how well you interact with other people. Your ability to effectively relate, communicate, influence and motivate others is a crucial skill in succeeding in your profession and creating successful, long-term relationships with customers, prospects, colleagues, subordinates, managers, friends and family members.

You have probably noticed it is very easy to get along with certain people. You almost instantly and effortlessly understand the other person. The communication just flows. It is a lot more than just mutual understanding of what is being said. It is as if the person sees you and the rest of the world in very similar terms. When it happens, everything is easier. Think about the last time it happened. Wasn't it effortless and uncomplicated?

Unfortunately, with most people interactions take more effort. They do not flow as easily. You cannot quite understand where the other person is coming from, what they really want, and what their intentions are. You may also have an uncomfortable feeling the other person is experiencing the same. You know the outcomes of the interaction are not quite what you want. You are likely to feel disappointed, frustrated and even tired. It takes energy, effort and concentration. Still, the results are not what you hoped they would be.

In these situations you probably feel there is something you could do, but are not quite sure what that is. You know your end goal – your destination – but are not sure how to get there. It is like being lost without a map.

Brianna, this Extended DISC® Individual Assessment will provide you with the map to more successful interactions with others. You will learn:

1. The four main human behavioral styles.
2. Who you are and how others perceive you.
3. How to read other people and better understand them.
4. How to adjust your communication style to achieve your goals.

## Very Brief Background of the Extended DISC® Model

The Extended DISC® System is based on behavioral theories that have been used for over 90 years. The power of this model is that it is easy to learn, understand, and use because it identifies only four behavioral styles of individuals.

People can be divided in four main styles by identifying if they are more:

1. People- or Task-oriented.
2. Reserved or Active.

The resulting four styles are called:

D-style (Dominance)

I-style (Influence)

S-style (Steadiness)

C-style (Conscientiousness)

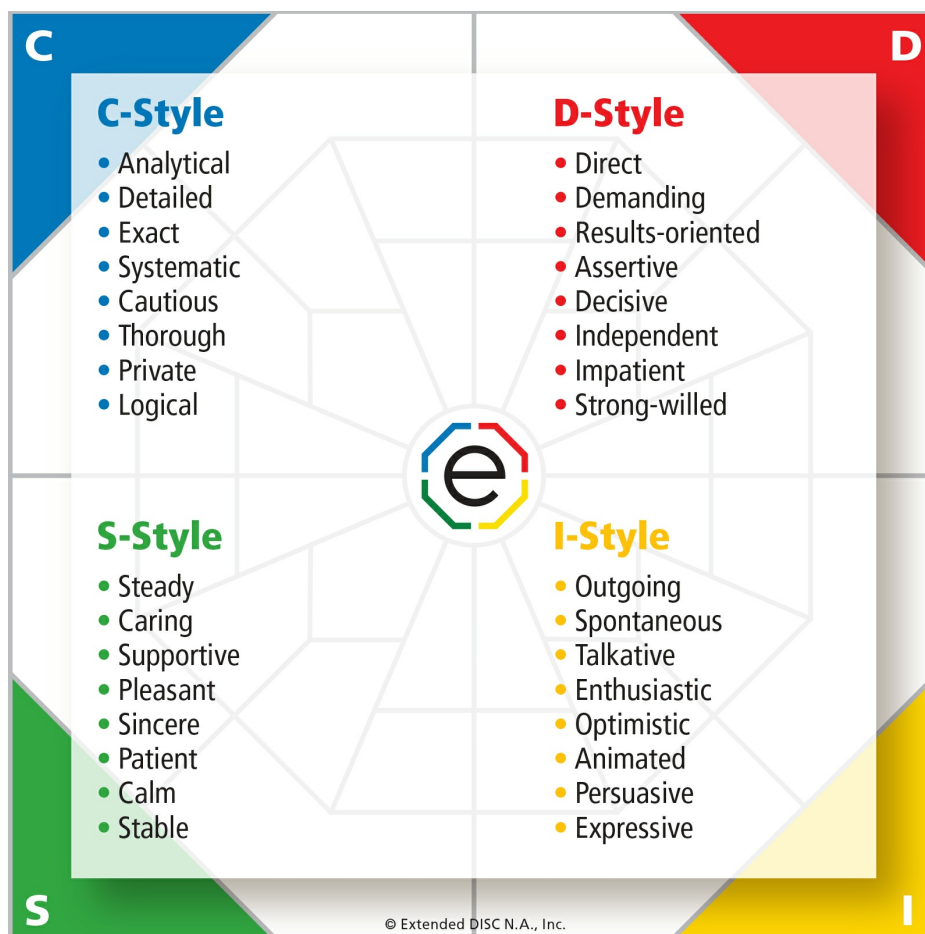




## The DISC Behavioral Styles - The Key points:

In the following pages you will learn about the four DISC-styles. As you get comfortable with their own unique traits and tendencies, please keep the following important points in mind:

- None of the styles are better or worse.
- All styles have strengths and development areas. They just happen to be different.
- Your style does not limit what you can accomplish or how successful you can be. It simply predicts how you tend to do things.
- You can find all of the four styles represented by very successful people. However, the most successful people know who they are. They modify their style appropriately with different styles of people and in different situations.





## Your Extended DISC® Profiles

The Profiles are a visual representation of your behavioral style. They are based on your responses to the questionnaire. There are no right or wrong answers.

**Profile I: Perceived Need to Adjust** - Your adjusted style reflects an adjustment that you perceive would help you be successful in your current environment.

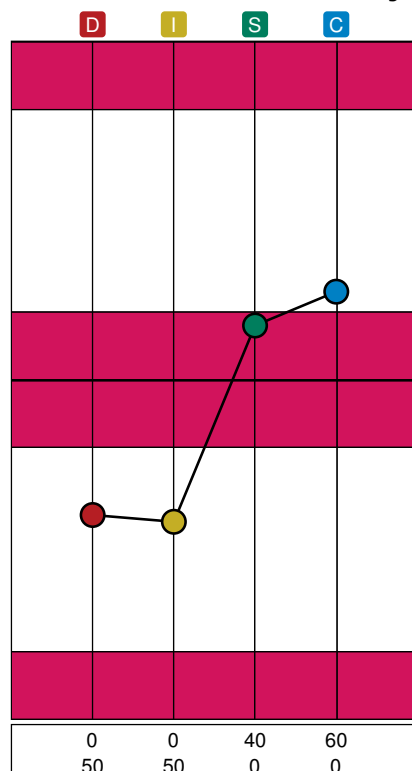
**Profile II: Natural Style** - Your natural style remains fairly stable, but not rigid, over your adult life. It is the style that is most comfortable to you and uses the least energy. Most individuals are a combination of styles.

The styles (D, I, S, and C) that are above the middle line (=top half of the Profile II) are your natural styles. The styles that show below the middle line means that they require more energy from you.

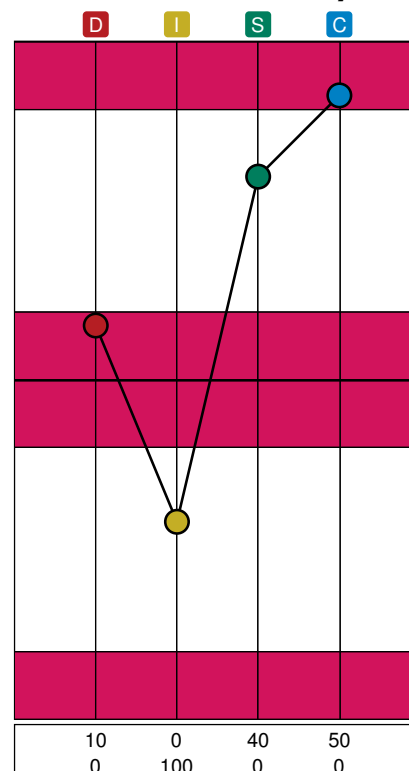
**There are no good or bad behavioral styles - just different ones.**

## Your Profile I and II

**Profile I - Perceived Need to Adjust**



**Profile II - Natural Style**



Your DISC style is: CSD (C - 50%, S - 40%, D - 10%)



## Your DISC Style

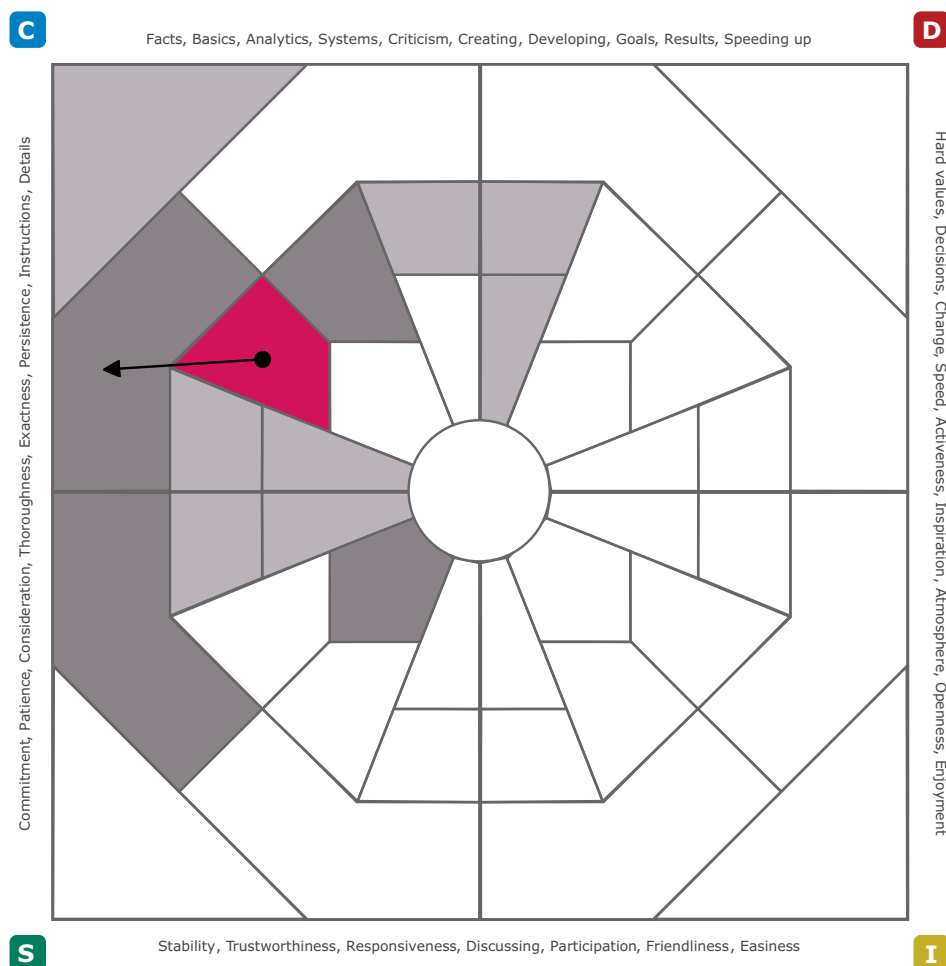
The DISC Model is divided into four quadrants: D, I, S and C.

The dot and rectangle identified in color shows the location of your natural style. Determine in what quadrant it is placed. This is your most natural and comfortable behavioral style (D, I, S or C). The shadings demonstrate the behavioral styles that are quite comfortable for you.

The tip of the **arrow** is pointing to where your Profile 1, Your Perceived Need to Adapt, is located on the Diamond.

The DISC quadrant(s) that have **shading** represent your DISC **comfort areas** or your natural style.

The DISC quadrant(s) that have **no shading** represent DISC styles **requiring more energy** from you.





## **Brianna at a Glance**

This page is a description of how others are likely to perceive you. In other words, while the text describes your typical behavior as seen by others, you certainly can modify your behavior to fit the needs of a particular situation and/or individual(s). Also, you may have already addressed the development areas by learning new skills.

### **How Others May Perceive You:**

Exact, detail-oriented, logical, punctual, correct, diplomatic, practical, controlling, planning, inquiring, demanding, perfectionist, thorough, concentrating.

### **How Others May Perceive Your Communication Style:**

She is better at forwarding information than in communicating with others. She absorbs more knowledge than she spreads around. Sometimes she may insult others with an overly direct or truthful communication style. When discussing unfamiliar subjects and/or encountering unfamiliar surroundings, she may be a bit shy and careful.

### **How Others May Perceive Your Decision-making:**

This person needs as much background information as possible before she is ready to take a stand on new things. She does not have a need to constantly decide everything. Actually she believes things proceed step by step even when no decisions are made.

### **Brianna's Strengths:**

- Operates according to given instructions
- Doesn't rush in decision-making
- Wants all parts to play together
- Wants to improve things and processes
- Concentrates on details
- Ambitious about reaching perfection
- Stands behind her words
- Considers matters to the last minute
- Cannot be persuaded without facts
- Doesn't take a stand before being certain
- Can analyze and check
- Stays in a role of an expert

***"Knowing yourself is the beginning of all wisdom."***

***- Aristotle***







## Your Motivators

You tend to like and feel comfortable with these items. Are you taking advantage of comfort areas?

Brianna likes clear instructions, an organized working environment and opportunities to concentrate on her work. She values sincerity and practical discussion. She wants to develop herself professionally without a need to jump from one subject to another. She likes to plan things carefully before starting to work.

You are more likely to respond positively and feel energized if these factors are present in your work environment.

- Facts and clear plans
- Persistence and factualness
- Instructions and quality requirements
- Clear working routines and procedures
- Defined place in the organization
- Progress through details
- Not beginning before absolutely certain
- Thorough guidance in work
- Communication only when necessary
- Possibility to progress without much rushing
- Considered decisions based on facts
- Inspiration through challenging work

**Identify two *Motivators* that are being fulfilled in your current position.**

1

2

**How can you increase their effect on your performance? Be specific.**

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## Situations that Reduce Your Motivation

All of us face situations on a daily basis that we do not like much and tend to drain our energy levels. The items below are likely to decrease your motivation and require more energy from you.

- Unnecessary fussing and rushing
- Betraying her word
- Talking without anything to say
- Changing the essential
- Having to jump from one thing to another
- Making mistakes
- Carelessness
- "Non-important" people
- Unnecessary showing of feelings
- Chaos
- Rules and systems falling apart
- Inconsiderate people

Carefully consider *Situations that Reduce Your Motivation*. Be aware of their impact on making your goals a reality. Are you prone to procrastinate with situations/tasks that correspond to items listed above?

**Identify two *Situations that Reduce Your Motivation* that create the greatest challenge in your current position.**

1 \_\_\_\_\_

2 \_\_\_\_\_

**How can you decrease their effect on your performance? Be specific.**

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## Your Strengths

Strengths are items that tend to be easier, more natural and require less energy from you.

- Operates according to given instructions
- Doesn't rush in decision-making
- Wants all parts to play together
- Wants to improve things and processes
- Concentrates on details
- Ambitious about reaching perfection
- Stands behind her words
- Considers matters to the last minute
- Cannot be persuaded without facts
- Doesn't take a stand before being certain
- Can analyze and check
- Stays in a role of an expert

Most of us tend to overlook our strengths, even taking them for granted. Do not let that happen to you. Instead, consider the items listed above and think how well you are taking advantage of these valuable behavioral traits. Please use caution however; remember that an overused strength very often becomes a weakness and a serious liability to our performance.

**Identify two *Strengths* that you can capitalize upon in your current position.**

1

2

**How can you maximize the impact of your *Strengths*? Be specific.**

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## Reactions to Pressure Situations

These are NOT descriptions of your weaknesses or present behavior. They are items that you should be cautious about since these reactions in pressure situations may become more evident. Understanding how you react to pressure situations can make it easier to deal with them.

- Wants too many instructions before decides
- Delays making difficult decisions
- Has difficulty to produce new ideas
- Spends too much time on non-essential
- Has face towards the inner, not outer world
- Doesn't give away the familiar and safe
- Remains a stranger to other people
- Considers too long what to say - says nothing
- Cannot sell own ideas
- Asks for advice when she should do it herself
- Stays in familiar areas - doesn't take risks
- Bases on rules - not sense





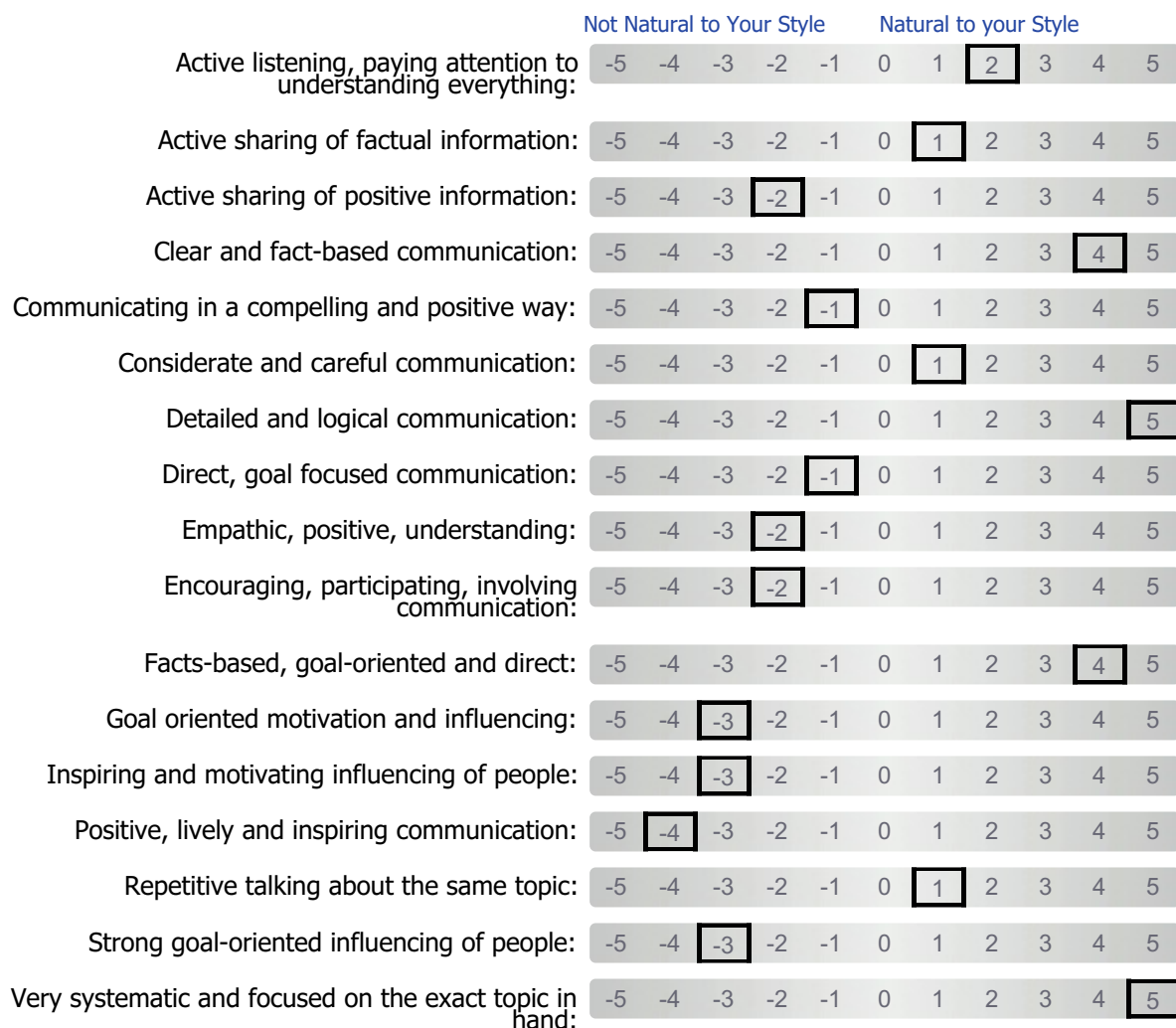
## Your Communication Style

We all have our own unique communication style. When we become aware of how we tend to communicate with others, it becomes easier to make conscious modifications to our style. These modifications improve our effectiveness with others.

### Interpreting the bar graphs is simple:

The **rectangles to the right side** of the graph identify your preferred communication styles. Be conscious not to overuse them.

The **rectangles to the left side** of the graph identify communication styles require more energy from you. You **CAN** communicate this way, but it may require more energy and concentration.





## How Others View Your Communication Style

Your message and your communication style come across differently to different people. While you cannot control others, you can be more aware of your natural communication style and how it is perceived by others. Then you can make the necessary adjustments in your interactions with others.

### **This is how others may perceive your communication style.**

She is better at forwarding information than in communicating with others. She absorbs more knowledge than she spreads around. Sometimes she may insult others with an overly direct or truthful communication style. When discussing unfamiliar subjects and/or encountering unfamiliar surroundings, she may be a bit shy and careful.

**Identify an aspect of your communication style that is the most comfortable for you. What impact does it have in your current position? How can you capitalize on it more effectively?**

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**Identify an aspect of your communication style that is the least comfortable for you. What impact does it have in your current position? What can you do to improve?**

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## Your Decision-Making Style

There is no best style for making decisions. However, we all have our own most comfortable way of decision-making. Successful people are aware of their preferred style and make conscious adjustments based on the requirements of each unique situation.

### Interpreting the bar graphs is simple:

The **rectangles to the right side** of the graph identify your preferred decision-making styles. Be conscious not to overuse them.

The **rectangles to the left side** of the graph identify decision-making styles requiring more energy from you. You **CAN** make decisions this way as long as you concentrate more.



*"It is understanding that gives us the ability to have peace. When we understand the other fellow's viewpoint, and he understands ours, then we can sit down and work out our differences."*  
**- Harry S. Truman**



## How Others View your Decision-Making Style

No matter what you do, others will have their own perceptions of your behavior.

**This is how your decision-making style may come across to others.**

This person needs as much background information as possible before she is ready to take a stand on new things. She does not have a need to constantly decide everything. Actually she believes things proceed step by step even when no decisions are made.

- Helps rather than makes decisions
- Makes sure of all possible outcomes first
- Delays as long as possible

**Identify an aspect of your decision-making style that is most comfortable for you. What impact does it have in your current position?**

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**Identify an aspect of your decision-making style that is least comfortable for you. What impact does it have in your current position? What can you do to improve?**

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## **Your Role in a Team Setting**

Frequently, we have to work with others to achieve common goals. Teamwork can be enjoyable, yet challenging. By becoming more aware of how we tend to behave in team settings - and how others perceive us - will improve our performance.

### **Your attitude to teamwork:**

- An important means to delegate tasks correctly
- Getting everybody to take responsibility
- A way to make the right decisions

### **Your role within a team:**

- Often adapts to the role of a performer
- To make sure that you proceed according to the plan
- Keeps to the back

### **How you motivate the team:**

- Motivates by giving information
- Holds on to one's own responsibility
- Often forgets motivation

### **How you perform in the team:**

- An extremely trustworthy doer
- Enters into one's matter carefully
- Stays on the same thing a bit too much

### **How you benefit the team:**

- Things get done
- Recognizing possible errors
- Staying on schedule





## How Your Team Members Perceive Your Style

All of us contribute different talents to the overall team performance. Listed below are how others in the team are likely to perceive you.

	Not Likely to Observe						Likely to Observe					
Taking care of the team atmosphere (as a team member):	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Moving teammates toward the goal:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Lively team member who involves others:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Making the team work together to achieve the goal:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
People-focused and conscientious doer:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Introducer of a new perspective:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Participative and talkative doer:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Positive change agent, able to eliminate boredom:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Positive guide and advisor:	-5	-4	-3	-2	-1	0	1	2	3	4	5	
Determined speeding up of others:	-5	-4	-3	-2	-1	0	1	2	3	4	5	

**How could you increase your performance in team settings to be even more effective? Be specific.**

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## Becoming a Better Team Member

Brianna, below are a few suggestions on how to improve your success in working within a team.

- Do not try to know everything - if you do, you do not know anything well
- Avoid negative expressions - everything can be said in more than one way
- Be careful not to seek unnecessary physical distance from others
- Look for ways to keep the team together
- Be careful not to look for who is guilty, but for reasons and, most importantly, solutions to the problem
- Try to keep your office door open for others as often as possible
- When other people get excited, let them

**Choose one of the above suggestions that is the most relevant in your life. How should you modify your behavior to make you even more successful?**

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## How to Identify Others' Styles

Now that you have identified your own style, the next step is to identify the styles of others so that you may then make the most effective adjustments to yours. This is a skill that takes practice, but is easy to learn.

As you become more familiar with the DISC-styles, you will find some people are easy to identify. You will quickly think to yourself: "She is a D-style" or "He is an S-style." These individuals are predominantly one style and can be identified easily.

The rest of the people you encounter will take a little more effort. However, it is a simple, three-step process of identifying other's style:

- Step 1. Observe**
- Step 2. Assess**
- Step 3. Recognize**

### Step 1: Observe

When you meet someone, pay attention to traits such as:

- what the person talks about
- how he/she says it – type of words (e.g. "I" vs. "We"), type of questions (e.g. "what?", "why?")
- body language
- tonality

You will discover that observing behaviors will become second nature. Soon you will observe behaviors without thinking.

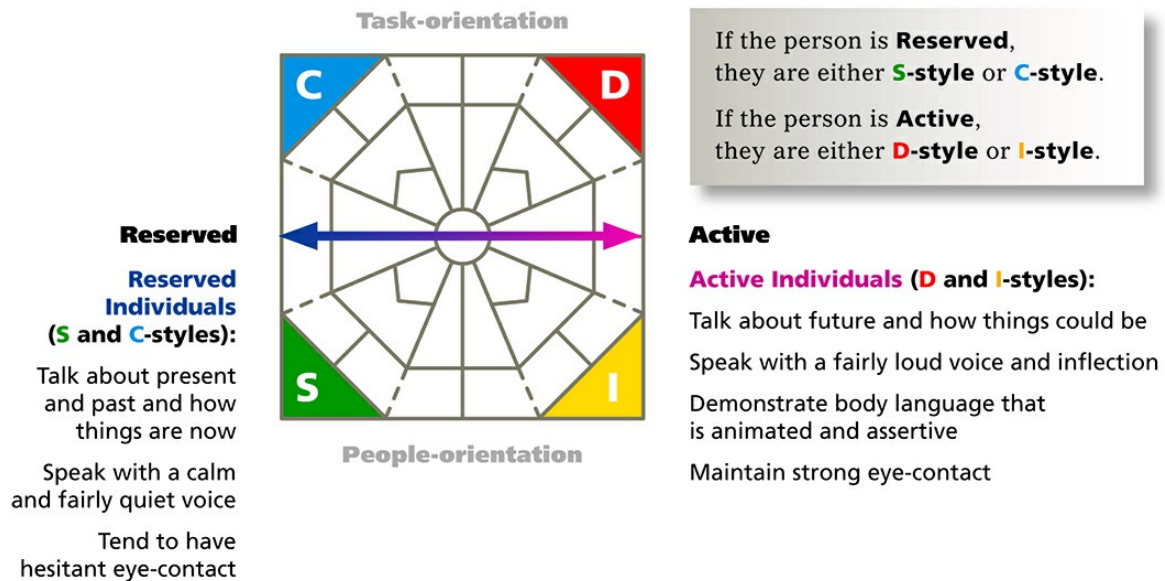




## Step 2: Assess

Based on your observations, determine if the individual is more:

- Active
- Reserved



### If the individual is Active, he/she is either D-style or I-style.

- Talks about future and how things could be
- Speaks with a fairly loud voice and inflection
- Demonstrates body language that is animated and assertive
- Maintains strong eye-contact

### If the individual is Reserved, he/she is either S-style or C-style.

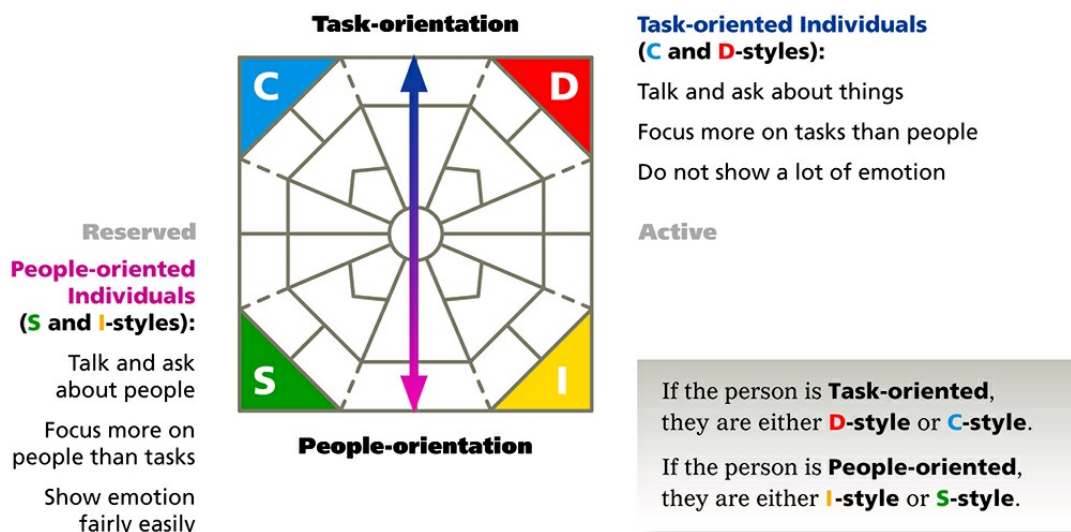
- Talks about present and past and how things are now
- Speaks with a calm and fairly quiet voice
- Demonstrates body language that is limited
- Tends to have hesitant eye-contact



### Next, determine if the individual is more:

- Task-oriented
- People-oriented

Next, determine if the person is more:  
**Task-oriented or People-oriented**



### If the individual is Task-oriented, he/she is either D-style or C-style.

- Talks and asks about things
- Focuses more on tasks than people
- Does not show a lot of emotion

### If the individual is People-oriented, he/she is either I-style or S-style.

- Talks and asks about people
- Focuses more on people than tasks
- Shows emotion fairly easily



### Step 3: Recognize

Now you have the information needed to identify the person's style by combining the Active-Reserved and Task-People Orientation.

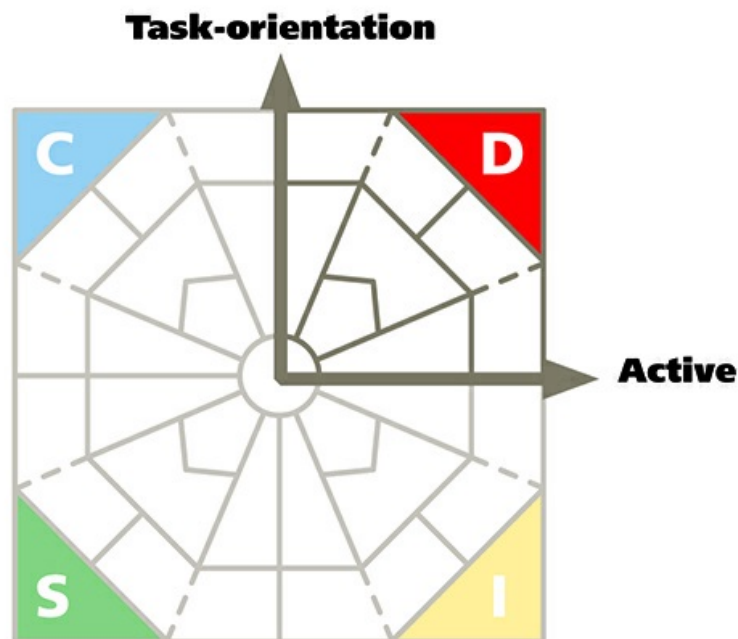
### D-style = Active and Task-oriented

This is how to recognize D-styles.

**Talks about:** Goals, oneself, hard values (\$, revenue, profits) results, change.

#### How to identify D-styles:

- Is decisive
- Is assertive
- Very impatient
- May interrupt you
- Is direct, says what thinks
- "What's the bottom line?"
- Focuses on the big picture
- States own opinions as facts
- "How does this benefit ME?"
- Often appears to be in a hurry
- Makes decisions quickly, almost hastily
- May talk to many people at the same time
- May have difficulty understanding others' viewpoints/feelings







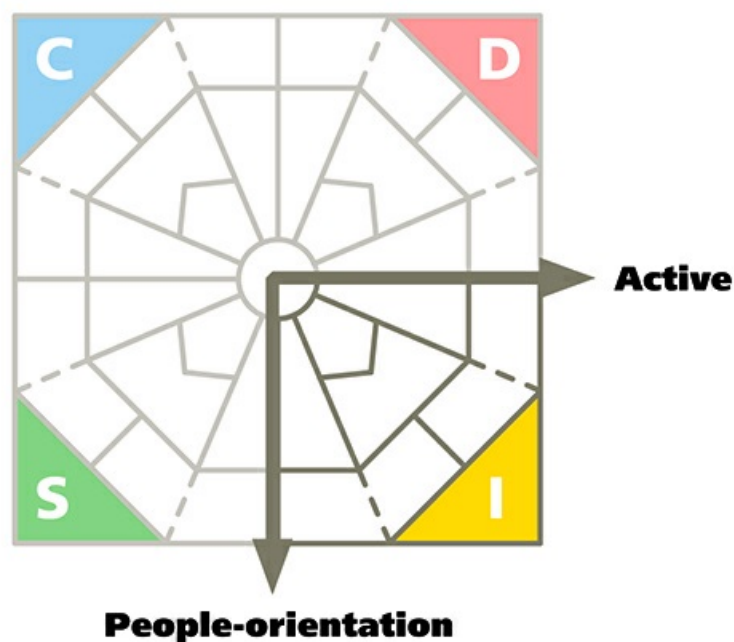
## **I-style = Active and People-oriented**

This is how to recognize I-styles.

**Talks about:** People, team-spirit, good things, future, oneself

### **How to identify I-styles:**

- Talks a lot
- Is animated
- Is open and friendly
- Appears unorganized
- Does not listen for long
- Stays away from hard facts
- Does not pay close attention
- Jumps from subject to subject
- Does not focus much on details







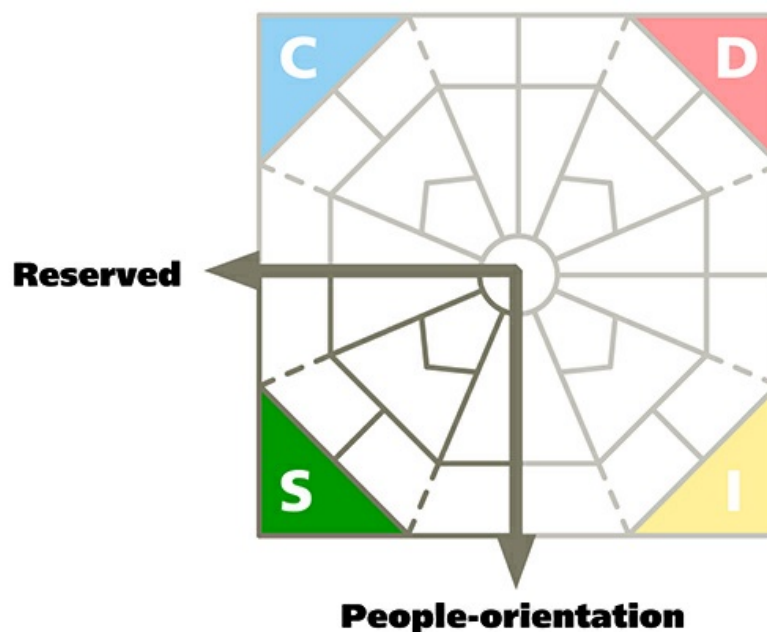
## **S-style = Reserved and People-oriented**

This is how to recognize S-styles.

**Talks about:** Agreements, principles, past, proofs, one's team

### **How to identify S-styles:**

- Is easy-going
- Appears calm
- Listens carefully
- Appears thoughtful
- Nods and goes along
- "Let me think about it"
- Likes own physical space
- Does not get easily excited
- Ponders alternatives, slow in making decisions
- Asks questions and inquires about the specifics
- Seems have strong opinions but does not express them vocally
- Completely new ideas/things seem to make him/her uncomfortable





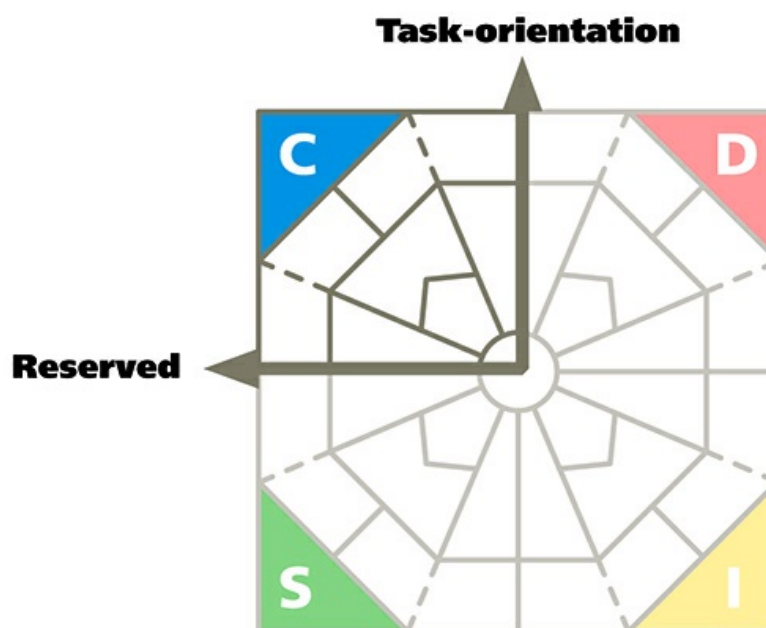
## C-style = Reserved and Task-oriented

This is how to recognize C-styles.

**Talks about:** Facts, analyses, details, rules, instructions

### How to identify C-styles:

- Is quiet
- Focuses on details
- Proceeds cautiously
- Asks many questions
- Appears reserved and somewhat timid
- Doesn't easily express disagreeing views
- May have done homework on your products/services
- Studies specifications and other information carefully
- Makes decision only after studying pertinent facts/issues
- May be very critical; criticism based on facts, not opinions





## D-styles

*"I never worry about action, but only inaction."*

*- Winston Churchill*

The D-style is the most aggressive and assertive of the four styles. D-styles tend to be quite competitive and results-oriented. As a result, you may identify D-styles as being quite aggressive, blunt and even rude. Under pressure they can appear to have a lack of concern for others. They do not want to lose control. D-styles want to be in charge and have the power.

D-styles prefer to move fast, take risks and get things done now. They like change and challenges. D-styles may also often want to create change.

D-styles can also be impatient and overbearing. They are often not very good listeners and are prone to make snap decisions.

**Motto:** I did it my way.

**Focus:** Actively controls tasks and things.

**Under pressure – Lack of concern.** This refers to D-styles' tendency to overlook how their actions and behaviors affect others.

**Fear – Loss of control.** This refers to D-styles' desire to be in charge. They do not want to give up control.

**Favorite question:** What? (What is the bottom line? What is in it for me?)

### Communication Style:

- Often to only one direction – he/she talks and expects others to listen
- Expresses own opinions as facts that need no further discussion
- May be blunt and challenges others
- Interrupts others often



**Brianna, when communicating with a D-style, remember to:**

- Be aware of how much detail they want
- Allow them to define the information they need
- Create an image that you are a strong and reliable person
- Avoid details
- Always state first what the key message is
- Be clear, concise and always ready to move to the next step quickly
- Emphasize the benefits they can realize

**Brianna, what not to do with D-style:**

- Avoid being too stiff and inflexible
- Make sure not to forget to show how interested you are in what they say
- Do not start arguing with them
- Leave details to a later date
- Do not go into too much detail too soon
- Do not forget to show enthusiasm
- Do not be a bore

**Notes:**

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## I-Styles

*"Why fit in when you were born to stand out?"*

*- Dr. Seuss*

I-styles are outgoing, social, and talkative, and like to be the center of attention. They like to interact with others and meet new people. They do not like to focus on details, or spend a lot of time by themselves. Others tend to perceive I-styles as very friendly, enthusiastic and animated.

I-styles are the influencing and interactive individuals who shake up their environment by bringing others into alliance with one another. They know what they want, align everyone together to get it done, and want everyone to like them as they move forward. Social acceptance is very important for I-styles – they like to be liked.

I-styles are talkative, sociable, optimistic and lively. They are people-oriented, spontaneous, energetic and enthusiastic. I-styles tend to be positive and good at influencing others.

I-styles can also be inattentive to details, overly talkative and emotional. They may over-promise because they are so optimistic and eager to be popular. Others may perceive I-styles as somewhat careless, impulsive and lacking follow-up.

**Motto:** "I am a nice person. Everyone should like me."

**Focus:** Actively involved with people and emotions.

**Under pressure – Disorganized.** I-styles have a tendency to focus so much on people that they may overlook details and tasks.

**Fear – Social rejection.** I-styles have a strong desire to be liked by others.

**Favorite question:** Who? (Who is going to be at the meeting? Who else is using this?)

### Communication Style:

- Selling and inspiring
- Talks a lot, but not about details
- Avoids unpleasant subjects
- Good at providing positive, constructive feedback
- Not always direct



**Brianna, when communicating with an I-style, remember to:**

- Spend time small talking to create a friendly atmosphere
- Bring up important details but do not over-emphasize them
- Get them to tell stories
- Do not start talking about anything boring (e.g. detailed product features) requiring them to listen to things that do not interest them
- Allow yourself to engage in long discussions with them
- Actively communicate and show your enthusiasm
- Delay the details to a later stage in the sales process

**Brianna, what not to do with an I-style:**

- Do not forget to smile
- Do not show that you are not enthusiastic about the topic
- Do not provide material only in writing - although they may ask for it
- Try not to be boring
- Do not go into too many details
- Do not talk about details for too long without jumping into something more fun in between
- Do not be too silent

**Notes:**

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## S-Styles

*"Nothing in this world can take the place of persistence. Talent will not; nothing is more common than unsuccessful people with talent. Genius will not; unrewarded genius is almost a proverb."*

*- Calvin Coolidge*

S-styles are steady, calm and laid back. While they do like interaction with other people, they are more reserved and less animated than I-styles. S-styles prefer things to remain the same because changes and surprises threaten their sense of security. Family and friends tend to be very important to S-styles. They often defend their own group or team almost emotionally; fairness and justice are very important to S-styles.

S-styles are reliable and stable with an emphasis on cooperating with whoever is in charge to carry out the tasks. They say: "Tell me what, when and how you want it done and I'll be glad to do it." If you do not give me enough details, I won't get started because you might blame me if it gets done wrong."

Since S-styles prefer stability and security, they tend to resist change and need support with it. They want to know how the change will affect their lives. S-styles are also prone to be hesitant in their actions and decision-making. This is primarily caused by their desire to consider others and for everyone to get along.

**Motto:** If it's not broken, let's not fix it.

**Focus:** Involved with familiar people.

**Under pressure – Too willing.** S-styles' have a tendency to be accommodating and polite. Often they say "yes" too easily.

**Fear – Loss of stability.** S-styles have a desire to have a stable and secure environment. Change can be challenging for S-styles.

**Favorite Question:** How? (How are we going to do this? How does this impact us?)

### Communication Style:

- Often only to one direction, he/she listens
- Answers when asked
- Talks calmly
- Creates trust
- Talks about topics he/she masters
- Better in one-to-one situations
- Good instructor







**Brianna, when communicating with an S-style, remember to:**

- Spend time talking about general issues also
- Make them say what they want to achieve
- Talk about how things will work but do not go into too much detail
- Make them feel comfortable
- Show your sincerity when talking about issues
- Be aware of information and details that can be covered later
- Earn their approval as their friend

**Brianna, what not to do with an S-style:**

- Do not overanalyze; simplify
- Do not be too official
- Do not disagree on issues that are important to them
- Do not forget to also talk about non-business issues
- Do not hide your own personality behind your professional role
- Do not bring up anything they would consider additional risks; requiring further analysis
- Do not behave aggressively

**Notes:**

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## C-Styles

*"I have no special talent. I am only passionately curious."*

*- Albert Einstein*

C-styles are the most analytical of the four behavioral styles. C-styles can be very detail-oriented, focusing on facts, information and proofs. They are comfortable working alone and are the most reserved of the four styles. C-styles are logical and methodical in their approach.

C-styles are cautious and compliant to their own high standards. Their emphasis is to work with the existing circumstances to ensure the quality of the product or service. C-styles make sure that everything works the way it should.

C-styles are sometimes too critical of others. They expect everyone to follow their standards. Their attention to detail and correctness can be perceived as nit-picky by others. C-styles' desire to do things correctly can also slow down their decision-making. They can over-analyze issues and need a lot of information.

**Motto:** "If we do not have time to do it right, do we have time to do it over again?" As a result, C-styles are good in ensuring quality control.

**Focus:** Analyzes tasks and things.

**Under pressure – Overly critical.** C-styles have a tendency to be so focused on the details that they often find mistakes and errors. The other styles may find C-styles too critical.

**Fear – Criticism of work.** C-styles want to be correct and to produce high-quality work. They do not want to make mistakes.

**Favorite question:** Why? (Why does it work this way? Why should we do it?)

### Communication Style:

- Better in written communication
- Doesn't express disagreeing views
- Includes a lot of facts and details
- May miss the big picture
- Doesn't talk about opinions or abstract matters
- Extremely diplomatic



**Brianna, when communicating with a C-style, remember to:**

- Be careful not to go into unnecessary details with them
- Make yourself their friend
- When you go into details, remember not to get bogged down in them
- Always paint the big picture before going into the details
- Feed them with ideas and possibilities
- Tell them something they already know and make them believe they know the rest as well
- Make them state what they would be happy with

**Brianna, what not to do with a C-style:**

- Do not cover all their questions thoroughly; only the ones that are actually relevant
- Do not bring up details that do not support you achieving your goals
- Avoid any bureaucracy that would just delay the process
- Do not confuse them with too many choices
- Do not be arrogant by trying to show you have superior knowledge about their area of expertise
- If you have never done this before, do not let them know it
- Do not let them control the pace

**Notes:**

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## Personal Action Plan: Your Next Steps

Experience has shown that by creating a concise, simple and specific action plan is the best way to improve performance. To do so, create your "Top 3" lists to help you become more successful.

### My Top 3 Start and Stop List:

Based on what you have learned, discovered and realized through this report, list three important items you will **START** doing:

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

Based on what you have learned, discovered and realized through this report, list three important items you will **STOP** doing:

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

Based on what you have learned, discovered and realized through your report, list three important items you will **CONTINUE** doing:

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

