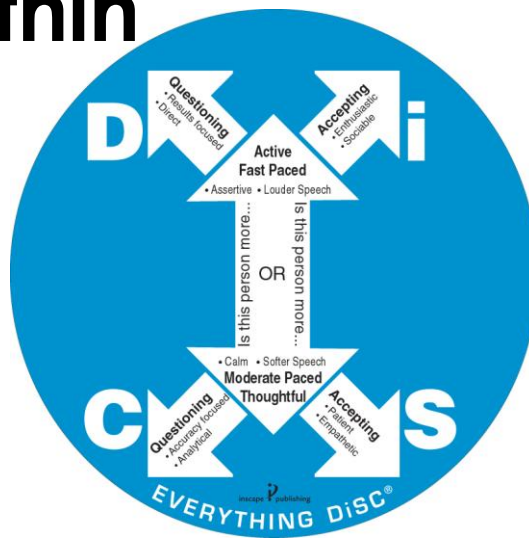


# Your Leadership Style: Using the DiSC to Improve Your Effectiveness within Your Organization

NHRMA Annual Conference  
Sept. 29, 2010

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# Reflection



*Leadership is.....*

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**PORTLAND LEADERSHIP INSTITUTE**

**NOURISH THE LEADER WITHIN YOU**

Alan Cabelly  
Portland Leadership Institute



# DiSC Model



Behavioral Inventory, not Personality (such as Myers-Briggs)

Stable, Validated over >40 years, >100,000s Subjects

Assumes that we can change



Today's focus:

- learn to work best within your style
- learn to understand others' styles
- improve the effectiveness of your team



# Reflection



*How have these personal characteristics helped you be successful working with and leading other people?*

*Identify one characteristic to introduce yourself with*



# DiSC® Cards



**Cards and Colors:**

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**How have these helped you:**

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**Personal Introduction:**

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**What have you learned from other's introductions?**

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# Purpose



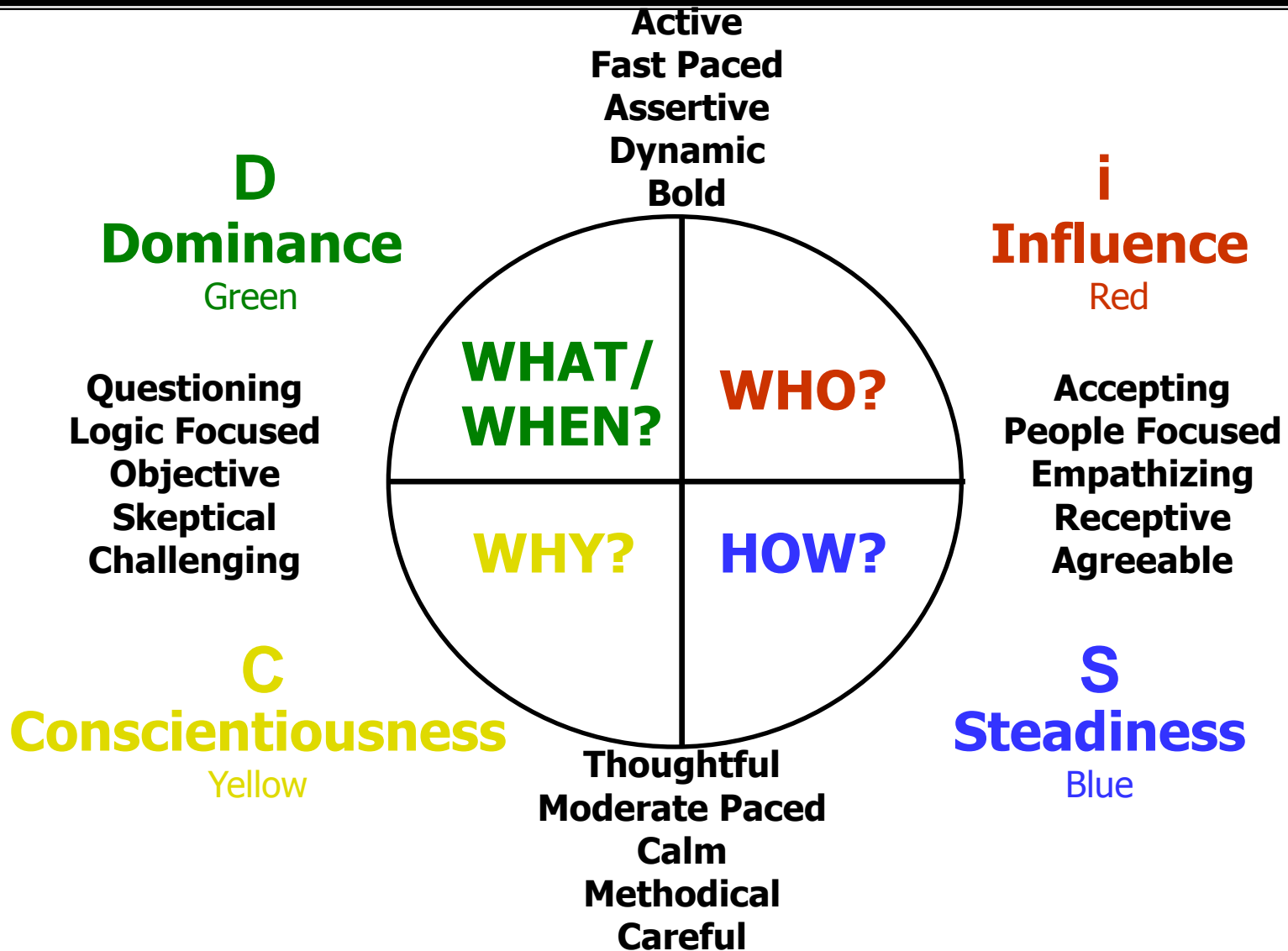
*DiSC*<sup>®</sup> *Classic* helps us identify the different ways we behave so we can:

- **Maximize** potential for **success**
- **Develop strengths**
- **Minimize** potential **conflict** with others





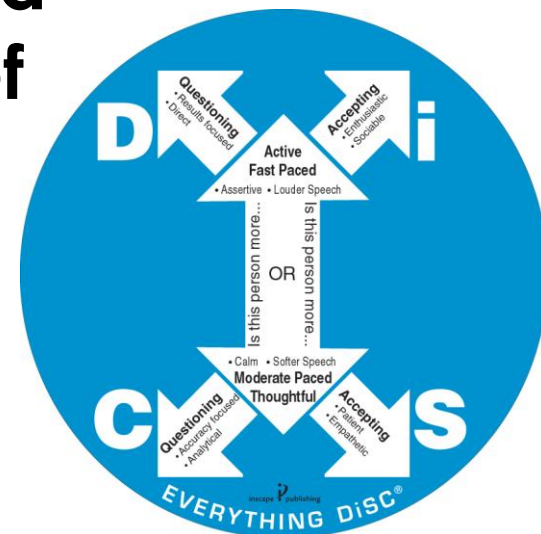
# DiSC® MODEL



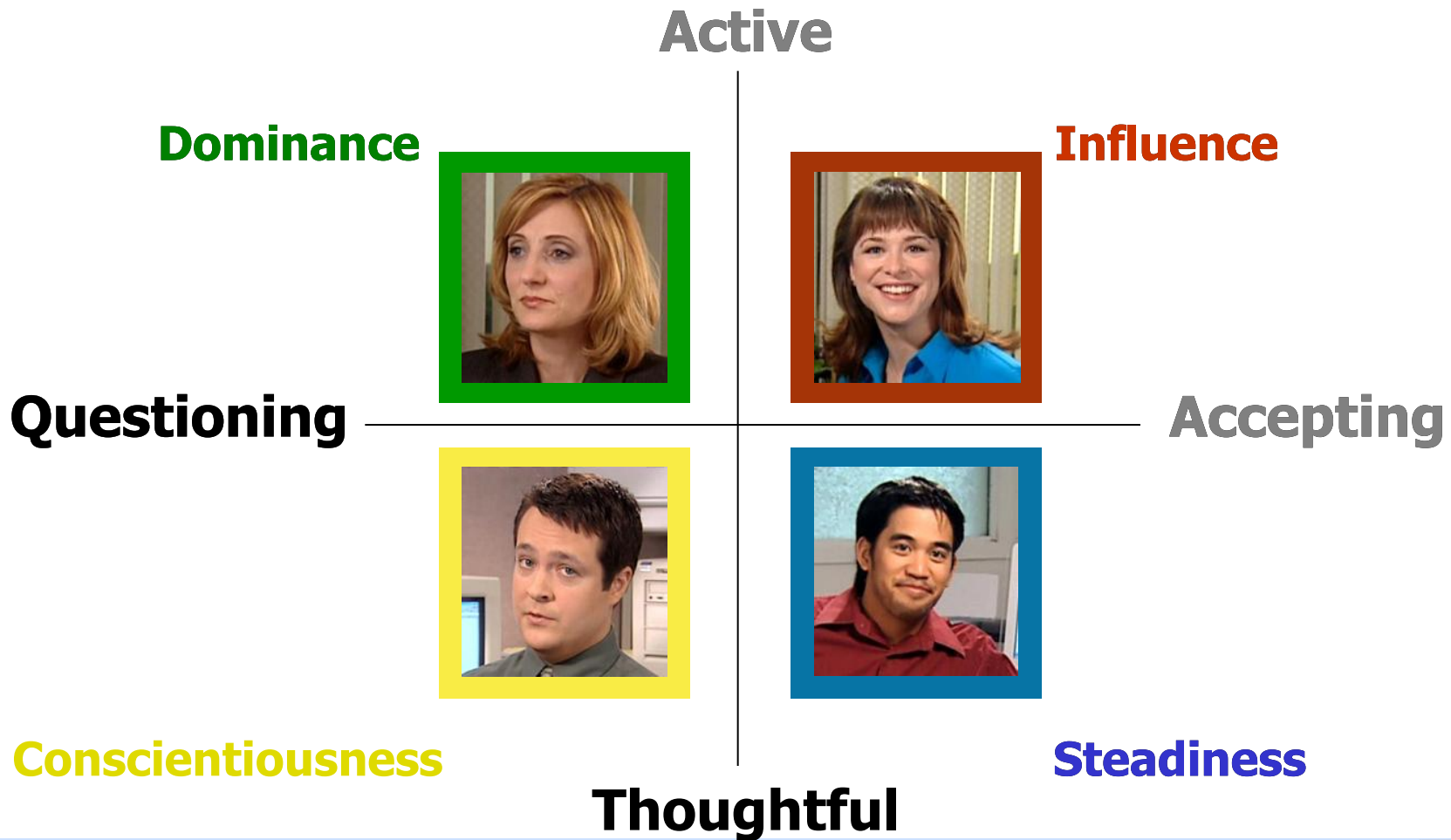


# Discover Four Styles of Behavior and Explore the General Preferences of Your Style

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# DiSC® Model



# DiSC<sup>®</sup> Styles



**What did they say about your style(s)?**

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**Is there anything you would like to change? How might you do this?**

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**What did you learn about other styles?**

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# Traditional DiSC® Model

Perceives Self as More Powerful than the Environment

**Tries to persuade, promote, or influence others**

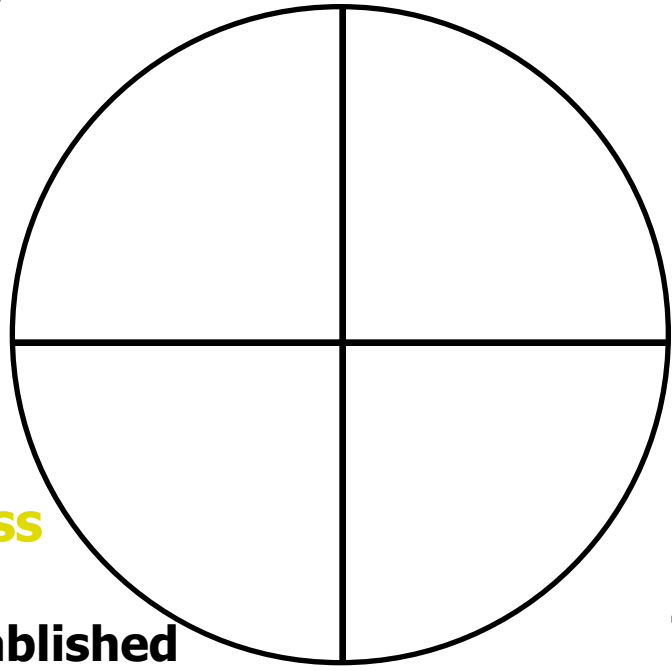
**Tries to change, fix, or control things**

**Dominance**

**Influence**

Perceives an Unfavorable Environment

Perceives a Favorable Environment



**Conscientiousness**

**Steadiness**

**Tries to work within established rules, guidelines, and procedures to ensure accuracy and quality**

**Tries to be cooperative, supportive, and agreeable while keeping things stable**

Perceives Self as Less Powerful than the Environment





# A Day in the Life

Describe a typical workday from beginning to end.

- What do you do?
- How do you react



# Working with a High D (Dominance)



Identify one High D you work with.

What do you have to do in order to be more effective with this person?

How can you make a High D's life easier?

Why do you need a High D at work?



# Working with a High i (influence)



**Identify one High i you work with.**

**What do you have to do in order to be more effective with this person?**

**How can you make a High i's life easier?**

**Why do you need a High i at work?**



# Working with a High S (Steadiness)



**Identify one High S you work with.**

**What do you have to do in order to be more effective with this person?**

**How can you make a High S's life easier?**

**Why do you need a High S at work?**



# Working with a High C (Conscientiousness)



Identify one High C you work with.

What do you have to do in order to be more effective with this person?

How can you make a High C's life easier?

Why do you need a High C at work?



# Conclusions



**What do I need to do at work next week?**

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**How will I continue my own leadership development**

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# What to do: Individual



## ■ Mentor

- Someone who will push you at work
- Identify learning goals
- Establish agreements, expectations
- Your needs: be specific
  - Job content
  - Performance related
  - Personal growth
  - Organization politics

## ■ Coach

- A trusted relationship
  - Your peer group
  - Older relative or friend (e.g., neighbor)
  - Former teacher, supervisor, etc.
- Clarify responsibilities?
- Tough love: must be willing to tell you the truth
- Don't put the original relationship in jeopardy



## D — DOMINANCE

**Emphasize:** shaping the environment by overcoming opposition and challenge

**Tendencies:** getting immediate results, taking action, accepting challenges

**Motivated by:** challenge, power and authority, direct answers

**Fears:** loss of control in their environment; being taken advantage of

**You will notice:** self-confidence, decisiveness, and risk-taking

**Limitations:** lack of concern for others, impatience

**If you have a high-D style, your strengths as a co-worker or team member may be that you**

- make decisions when others cannot
- confront tough issues or situations
- accept change as a personal challenge
- keep the team focused and on task

**Others may see limitations because you**

- may come across as unapproachable
- can be insensitive to others
- may show impatience with others
- try to move the team before it is ready

**You can be more effective by**

- developing more patience
- toning down your directness and asking more questions
- working on your body language to seem more approachable and offering more encouragement in conversation



## **i — INFLUENCE**

**Emphasize:** shaping the environment by persuading and influencing others

**Tendencies:** involvement with people, making a favorable impression

**Motivated by:** social recognition, group activities, relationships

**Fears:** social rejection, disapproval, loss of influence

**You will notice:** enthusiasm, charm, sociability

**Limitations:** impulsiveness, disorganization, and lack of follow through

**If you have a high-i style, your strengths as a co-worker or team member may be that you**

- are available to others
- inspire others
- spread your enthusiasm and positive attitude to others
- give positive feedback to your colleagues

**Others may see limitations because you**

- can be disorganized
- may be superficial in your approach
- lack follow-through

**You can be more effective by**

- listening more carefully
- becoming more organized
- providing more detail



## S — STEADINESS

**Emphasize:** achieving stability, accomplishing tasks by cooperating with others

**Tendencies:** calm, patient, loyal, good listener

**Motivated by:** infrequent change, stability, sincere appreciation, cooperation

**Fears:** loss of stability, the unknown, change, unpredictability

**You will notice:** patience, a team player, stability, methodical approach, calm

**Limitations:** overly willing to give, putting their needs last

**If you have a high-S style, your strengths as a co-worker or team member may be that you**

- are a good team player
- are sensitive to others' needs
- approach meeting agendas methodically
- listen well
- are likable

**Others may see limitations because you**

- can be indecisive
- may be indirect
- resist change

**You can be more effective by**

- becoming more assertive and direct
- coping better with change
- not carrying the burden of everyone else's problems



## C — CONSCIENTIOUSNESS

**Emphasize:** working within circumstances to ensure quality and accuracy

**Tendencies:** attention to standards and details, analytical thinking

**Motivated by:** clearly defined performance expectations, quality and accuracy being valued

**Fears:** criticism of their work, slipshod methods

**You will notice:** behavior that is cautious, precise, diplomatic, restrained

**Limitations:** overly critical of self and others, indecision because of desire to collect and analyze data

**If you have a high-C style, your strengths as a co-worker or team member may be that you**

- are thorough
- follow standards
- emphasize accuracy
- use diplomacy

**Others may see limitations because you**

- can be overly concerned with perfection
- act aloof
- tend to hamper others' creativity by sticking to the rules

**You can be more effective by**

- accepting differences
- being more open
- focusing on communication



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**Exec. Director, Portland Leadership Institute**  
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**TEAMBUILDING**  
**EXECUTIVE AND CAREER COACH**

Nationally Recognized Speaker

- Authentic Leadership for the 21<sup>st</sup> Century
- Improving Working Relationships: Generational Differences in the Workplace
- Negotiation Strategies and Conflict Resolution
- Workplace Balance and Your “Juggling Act”

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