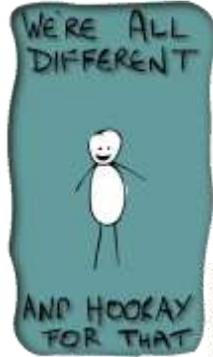


UNDERSTANDING DIFFERENT PEOPLE

Understanding Yourself & Others with DISC



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B.Sc.(Hons) CSP CCEO

Practice Consultant

1

IF YOU WERE AN ANIMAL – WHAT ANIMAL WOULD YOU BE???

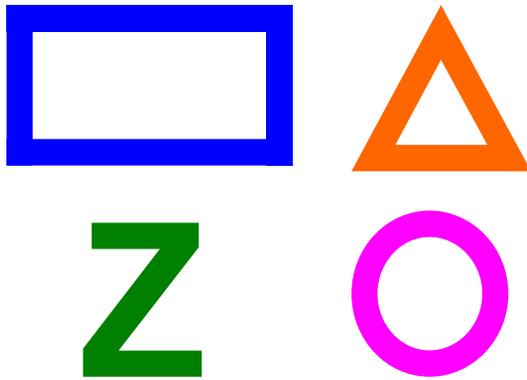
Choose an ANIMAL that best describes your personality and explain WHY you chose that particular Animal



2

Quickest Personality Test

3



Pick the Shape that best describes your personality

4



- ✓ Intelligent
- ✓ Strong Decision Makers



5



- ✓ Lateral Thinkers
- ✓ Prepared to look at all sides



6



Z

- ✓ Creative
 - ✓ Strong Imagination
 - ✓ Leaders
- 

7



O

Preoccupied with
SEX and BOOZE!



8

PEOPLE ARE DIFFERENT!

You can use **personal styles** to know yourself and others



9



10

WHAT MAKES PEOPLE DIFFERENT?

YOUR RESULTS
YOUR BEHAVIOUR

YOUR BELIEFS
YOUR STRENGTHS
YOUR CHARACTER
YOUR VALUES
YOUR IDENTITY - "I am.."



**IQ / EQ &
Love Languages
NLP - V A K Ad
Enneagram**

Strengths Finder
www.characterfirsteducation.com.au
Values Journey

11

49 'Character First' Qualities

Alertness	Diligence	Humility	Security
Attentiveness	Discernment	Initiative	Self-Control
Availability	Discretion	Joyfulness	Sensitivity
Benevolence	Endurance	Justice	Sincerity
Boldness	Enthusiasm	Loyalty	Thoroughness
Cautiousness	Faith	Meekness	Thriftiness
Compassion	Flexibility	Obedience	Tolerance
Contentment	Forgiveness	Orderliness	Truthfulness
Creativity	Generosity	Patience	Virtue
Decisiveness	Gentleness	Persuasiveness	Wisdom
Deference	Gratefulness	Punctuality	
Dependability	Honor	Resourcefulness	
Determination	Hospitality	Responsibility	

Define the Character TRAITS for each Role –
Recognise & Reward Actions that encourage Character Trait

12

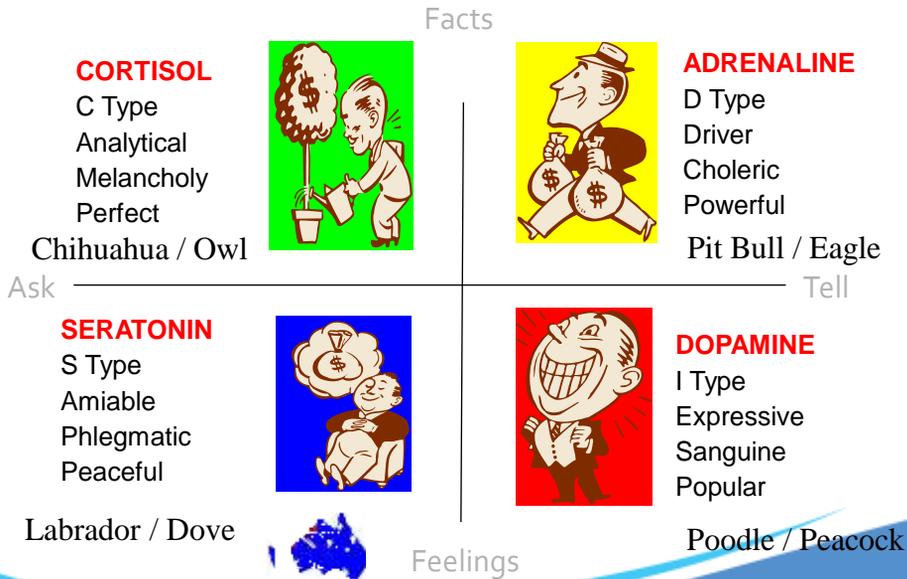
FOUR PART PROFILING

EXERCISE:

**quick DISC Behaviour
Self Assessment Profile
(please Be Honest)**

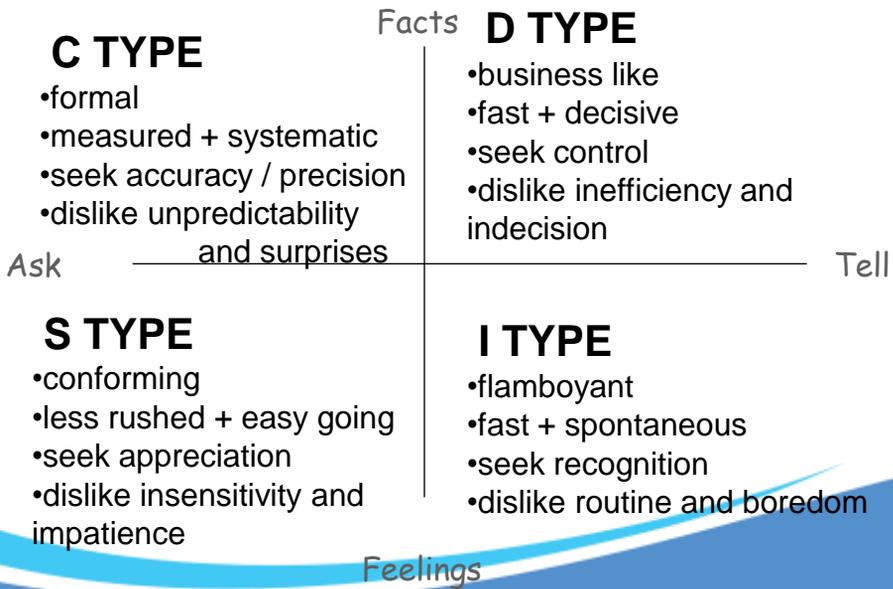
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FOUR DISC BEHAVIOURAL STYLES



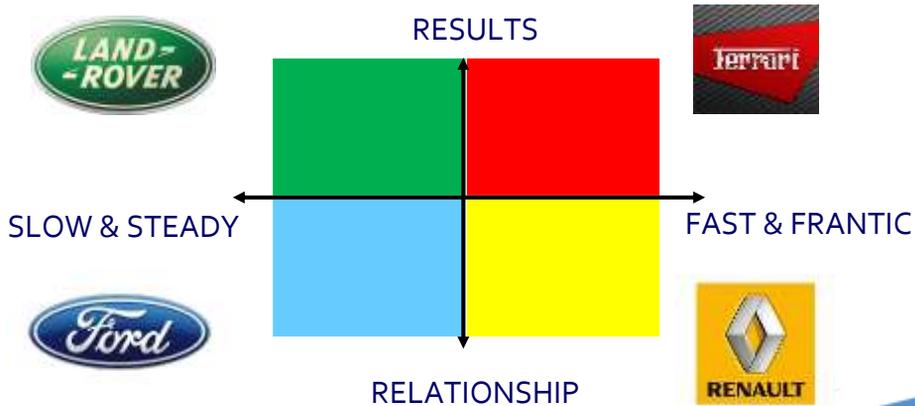
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Personal styles



15

RAPID PEOPLE PROFILING



16

GROUP EXERCISE:

DESIGN THE PERFECT SWIMMING POOL

You have 2 MINUTES to
design the perfect
swimming pool and surrounds:

draw your pool on a sheet of paper
& name the 3 FEATURES
that are the most important to you

17

POOLS FOR EVERY TYPE

18

POOL DESIGN DEBRIEF



- C TYPE**
THE SAFE POOL
- ✓ Exact Dimensions
 - ✓ Pool Filter & Ladder
 - ✓ Pool Safety Fence
 - ✓ Water Quality & Temp



- D TYPE**
THE EGO POOL
- ✓ Infinity Edge
 - ✓ Swim up Bar
 - ✓ It's HUGE!
 - ✓ Rectangular (Lap pool)



- S TYPE**
THE COMFORT POOL
- ✓ Spa for Relaxing
 - ✓ Palm Trees & Shade
 - ✓ Deck Chairs
 - ✓ Kidney Shaped Pool



- I TYPE**
THE FUN POOL
- ✓ Water Slide
 - ✓ Bar & Party People
 - ✓ Music & Dancefloor
 - ✓ Party Spa

19



20



21



22



23

What they really WANT (intent)

C Type

Get it Right
(Accurate Results
& Caution)

Avoid Mistakes

D Type

Get it Done
(Fast Results &
Decisiveness)

Avoid Losing

S Type

Get Along
(Harmony & Security)

Avoid Conflict

I Type

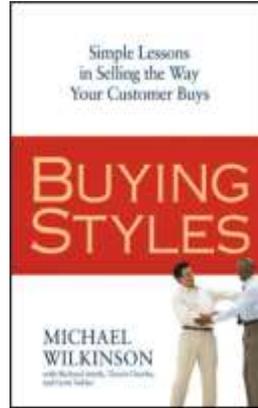
Get more People Involved
(Appreciation &
Enthusiasm)

Avoid Negativity

24

SELLING TO DIFFERENT PEOPLE

- Small Talk / Chat?
- Outcome/Result or Process?
- Speed - Fast/Slower?
- Dot Points or Stories?
- Like Variety or Consistent Process?
- Trying it / Make Mistakes?
- Bit at a Time or Whole Solution?
- Making Claims / Benefits?



25

4 TYPES OF SALESPEOPLE



Hunter

DI/DC

OUTBOUND

Likes to Hunt and Catch New Biz
One Night Stands!
Poor Follow Up
Tend to Overpromise
Fast but Unstable



Fisher

ID/IC

INBOUND

Uses Energy, Buzz & Influence to Land Inbound Enquiries
Can Lack FOCUS & F/up
Can be too Emotional
Fun & Friendly



Artist

CS/C

TECHNICAL SPECIALIST

Prefers Data and Work to dealing with People
The Guru/Sage/Expert
Excellent Technician
Slow and Cautious



Farmer

SC/S

REPEAT/REFERRAL

Build Solid Relationships
Get many Repeats and Referrals after a few yrs
Loves any PROCESS!
Slow & Steady

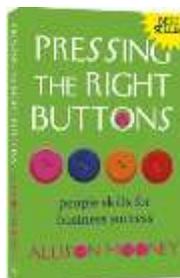
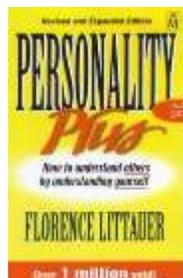
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LESSON:

Treat others
how THEY would like to be treated
NOT
how YOU like to be treated!

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UNDERSTANDING PEOPLE USING BEHAVIOURAL PROFILING TOOLS



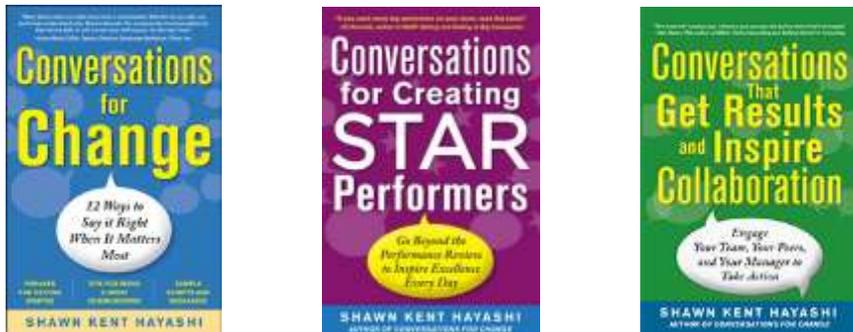
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Thomas Erickson DISC Books



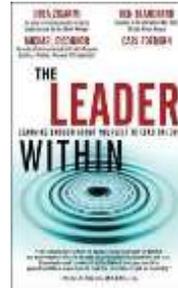
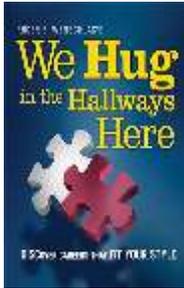
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USING DISC FOR CRUCIAL CONVERSATIONS & COACHING



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DISC FOR TEAMBUILDING & LEADERS



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ONLINE DISC TESTS FOR FULL REPORT



Google
"DISC Tests"

Dave Ramsey
Insight
TTI
Extended DISC

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