

Extended DISC® Australasia December 2011 FactSheet

Season's Greetings

There must be some correlation between age and the speed the years pass!

2011 has certainly been a busy year for us and we continue to experience growth in all our market segments. We expect this to accelerate as we introduce our consultants and affiliates to the new online platform, **FinxS** (as in "finks").

It is time for us to thank you all for your support. We will continue to work hard in 2012 to support you in delivering the benefits of Extended DISC and *FinxS*.

This month we want to devote some space to a case study that happened just a few weeks ago. It is a wonderful example of understanding the difference between a person's natural unconscious behavioural style and a person's conscious adjusted behavioural style - the style they feel they need to adopt to cope with their current environment.

Last month we provided some statistics on stress in various countries taken from Extended DISC International's server. We hope you found these interesting. This month we look at signs of stress in the four styles, the sources of stress and how to relieve that stress. We hope you will find the information of practical value.

Understanding a Person's Conscious v Unconscious Behavioural Style

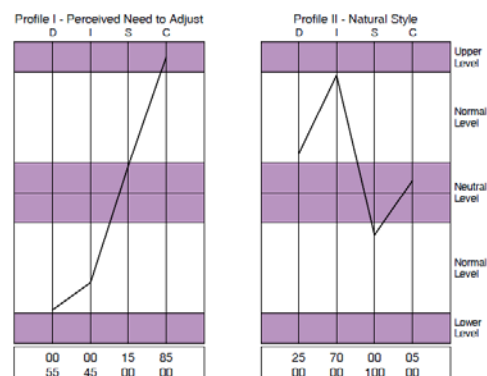
We received a telephone call recently from a consultant who had doubts as to the accuracy of a Personal Analysis Report and it was interesting to realise why there was some confusion over the report.

The two Profiles in the report are shown opposite.

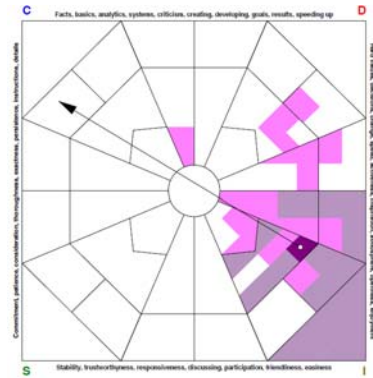
The person's employer was of the opinion that the candidate was a relatively quiet withdrawn person, but thorough, precise and systematic in his work role. He was, in the opinion of his employer, careful and conservative, and demonstrated all the attributes of a "C" type behavioural style.

The report therefore seemed to the employer and consultant to be at odds with the style they had observed in his work role, but he didn't seem to be comfortable in his current role.

Because the report is based on Profile II, the person's natural unadjusted unconscious behavioural style, it described the individual as a social, influential, confident, friendly and self-assured person, which wasn't what the employer had observed in the individual's behaviour in his work place.



The point is of course, that the person concerned had been placed in a role that he believed required Profile I type behaviour, which meant that he was working outside his natural behavioural style. This became even more obvious when considering the extra energy he needed to cope with his work and which is clearly shown on the Flexibility Zones on the Extended DISC Diamond shown opposite.



It was no wonder that the person concerned was not enjoying his current role and he was probably going home each evening feeling tired as he would have been finding the role exhausting.

Extended DISC is all about understanding a person's true unconscious behavioural style and placing them in a role that suits his/her style. The person in this case was clearly working outside his comfort zone and he would not be getting an opportunity to use his clear natural strengths. Just as importantly, he would not be getting the motivation to demonstrate his natural strengths and it is therefore not surprising that the employer could not understand why he was not happy in his current role.

We do not know the outcome of the exercise but our advice was that the employer should revisit his job description and consider the clear natural strengths of the individual and provide him with the opportunity to utilise his natural behavioural style.

Signs of Stress in Different Behavioural Styles

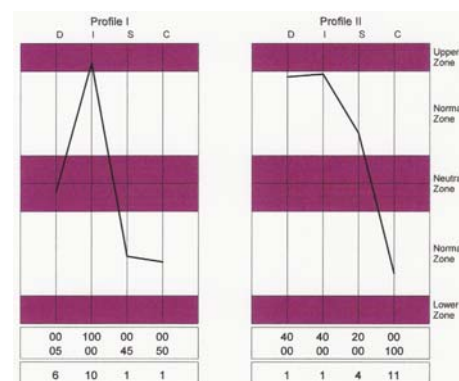
One must be careful when evaluating the level of stress, because different profiles have different tendencies to recognise, react and reveal stress. Similarly, people's understanding and definition of stress is often very different. The phenomenon can nevertheless be studied as a defence mechanism to a change in the environment. It is therefore more a reflection of a change in the environment and the adjustment process it causes than anything to do with the psychological illness also called stress.

Let's look at the main behavioural styles, remembering however, that Extended DISC recognises that most of us have two or more basic traits in our behavioural style.

For people with major "D" (Dominance) traits in their unconscious behavioural style:

Stress sources are:

- Inability to achieve goals
- Losing the decision making power
- Losing power of authority
- Not being able to influence what happens
- Losing position
- Inability to make independent decisions



Signs of stress are:

- Becomes aggressive and pressuring
- Pressures people
- Focuses on immediate results and action
- Becomes impatient
- Changes things hastily, becomes irritating, blunt stubborn, inflexible and demanding

Relieving the stress for “D” behavioural styles

- Let them function independently
- Let them contribute
- Give them responsibility

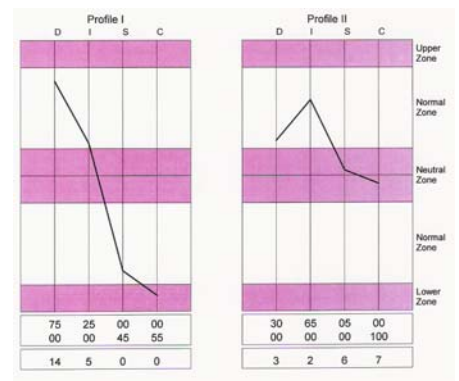
For people with major “I” (Influence) traits in their unconscious behavioural style:

Stress sources are:

- Losing people’s attention
- Becoming non-interesting
- Being not involved
- Strict rules, inflexibility
- Silence

Signs of stress are:

- Becomes overly concerned over relationships
- Talks a lot
- Seeks attention from everywhere
- Is too interested in other people’s attention
- Has strong opinionated opinion that they defend emotionally



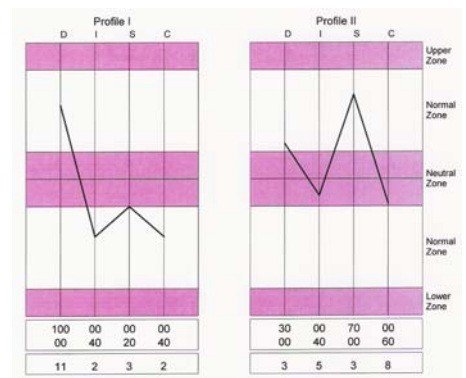
Relieving the stress for “I” behavioural styles

- Give them the opportunity to move, travel, meet people
- Do not force them to lose face
- Get closer to them
- Praise them

For people with major “S” (Submission) traits in their unconscious behavioural style:

Stress sources are:

- Sudden changes
- Insecurity
- Unstable environment
- Possible future problems
- Injustice



Signs of stress are:

- Becomes overly cautious
- Wants to retain current situation
- Objects aggressively to any attempt to change things
- Bases everything on justice and avoiding risks
- Distances themselves and opposes everything
- Becomes difficult to approach and stubborn

Relieving the stress for “S” behavioural styles

- Create a predictable environment
- Involve them in planning
- Create a familiar and safe environment
- Talk to them and explain everything
- Show that you care

For people with major “C” (Compliance) traits in their unconscious behavioural style:

Stress sources are:

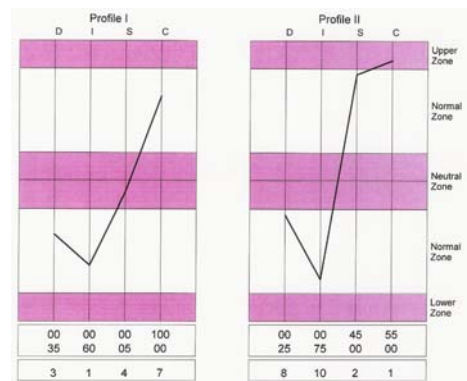
- Lack of information
- Uncertainty about their own role and position
- Conflict
- Chaos
- Not being able to control what one is meant to control
- Having to show weakness in emotions

Signs of stress are:

- Questions everything
- Becomes overly considerate
- Becomes interested in cause-effect relationships
- Trusts only facts, and doubts even them
- Is afraid of the worst
- Withdraws oneself, becomes aloof

Relieving the stress for “C” behavioural styles

- Give them information
- Avoid public loss of face
- Make the instructions and rules as clear as possible
- Don't force them to make decisions



The profiles shown in this edition of *FactSheet* are taken from actual reports. Those who have completed Extended DISC training will recognise the indicators, but the Present Situation page together with the Interview Questions, which form part of the Extended DISC Personal Analysis Report, identify stress indicators as well as insecurity, uncertainty and provide other vital information for consultants, recruiters and employers.

February 2012 Webinar – Using Extended DISC to Improve Sales

Presented by Kelly Fairhurst

Extended DISC is a valuable tool that can be used to improve sales and the performance of sales people. In this webinar we will review how the different styles sell and how sales people can improve their performance through understanding different behavioural styles.

This webinar is on 14 February 2012 at 3.00pm NZ time. To learn more about Using Extended DISC to Improve Sales [register now!](#)

Annual Holidays

We are anxious to ensure that none of our clients are inconvenienced through our office closing over the annual holiday period. Our office will be closed from midday **Friday 23rd December and will reopen on Monday 16th January 2012.**

Please make a diary note to top up your points for this period before 12 midday New Zealand time on Friday 23rd December.

We wish you all a very Merry Christmas and a prosperous New Year and look forward to working with you in 2012.