



Extended DISC Australasia *FactSheet*

Greetings

Understanding the natural behavioural style of an individual is a fundamental requirement for sound management.

Many managers do this “by the seat of their pants” and often, because they have made assumptions without relying on any widely accepted behavioural style analysis, fail dismally. The consequences of making inaccurate assumptions of a person’s behavioural style may not surface immediately, but unless their style is clearly understood, it is impossible to understand what motivates the individual (and what doesn’t, - what they prefer to avoid) what their clear natural strengths are and what aspects of their style may well become weaknesses in a stressful situation.

Even more importantly, it is possible that they are feeling insecure, frustrated, uncertain of their role and even suffering from stress. The person may well be suppressing these symptoms and the consequences of this can surface with drastic results, leading to an inefficient performance, a lack of motivation and even a resignation of the individual.

Extended DISC® tools address these human resource challenges and provide management with valuable information ensuring that an individual is kept fully motivated and ensuring too that the individual’s strengths are being utilised for the benefit of the organisation.

The organisation can be operating in any industry including the sporting arena. This month we look at a couple of European basketball teams which are using Extended DISC® methodology to improve performance. The comments of the two coaches involved are interesting.

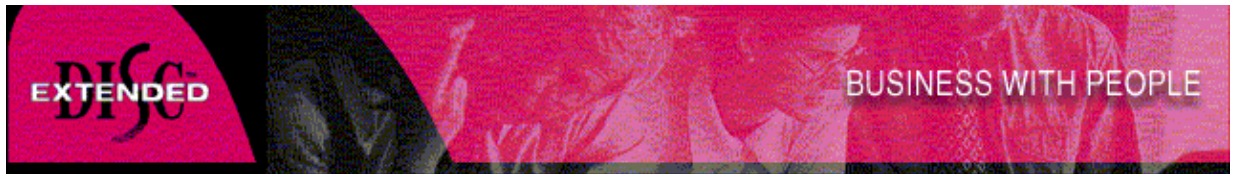
We also consider the questions that should be asked when reviewing the Extended DISC® Team Assessment Arrows’ page. The information provided by this page is valuable.

Finally, we finish up with some quick tips for working with the four basic styles. Although Extended DISC® recognises and reports on 160 different behavioural styles, there is always one style that dominates the other style or other two styles. Only one third of one percent of individuals have a 100% D, I, S, or C style while the remaining 99.7% have either two or three styles in their behavioural mix. Recognising the major trait is vital for sales people and we hope that the summary can be used to advantage by those working in the sales sector although of course this does not only apply to sales people.

Does a Basketball team and your organisation have something in common?

The Extended DISC® tools are utilised in many different types of organisations as well as in sports teams. Obviously there is more to simply understanding the behavioural style of the individuals in a sport’s team, but it is a very important component of a successful team.

We all know that fitness is a major contributor to success but many studies in sport’s psychology (and the experience of those of us who have competed at the top level) know that just one “misfit” can impact on a team’s performance. This is the reason that sometimes the most successful team is not one that is



comprised of “rock stars” but those who subscribe to the “TEAM” principle.....”Together Everybody Achieves More”. So behavioural style analysis really helps in understanding team dynamics.

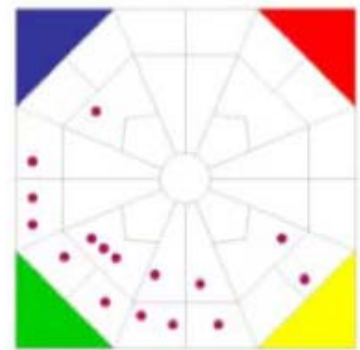
Let’s consider the background of the two basketball teams in our example.

Both teams are professional basketball teams with fulltime professional players. Both teams had mediocre success in the league with equal wins and losses and the players in both teams are considered to be equally talented athletes.

Now let’s hear the comments from the two coaches and look at the composition of the players as shown on the two Extended DISC® Diamonds (shown opposite the comments).

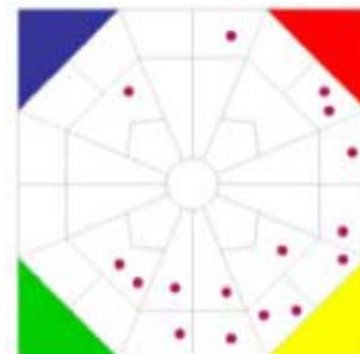
The coach’s comments on **Team A** are....

- Easier team to coach
- They do as I say
- They plan their practice well
- The team wants to work together at their own pace
- A consistently performing team
- Difficult to change the pace in the middle of the game
- A defensive team
- Players on the bench follow the game quietly.



The coach’s comments on **Team B** are.....

- More difficult to coach
- Strongly reacting individuals, different from each other
- “Engaged” in practice sessions
- Fluctuating mood levels
- Many “stars” in the team
- Able to change playing style and aggression level
- Offensive team
- Each player has an individual role in the team.

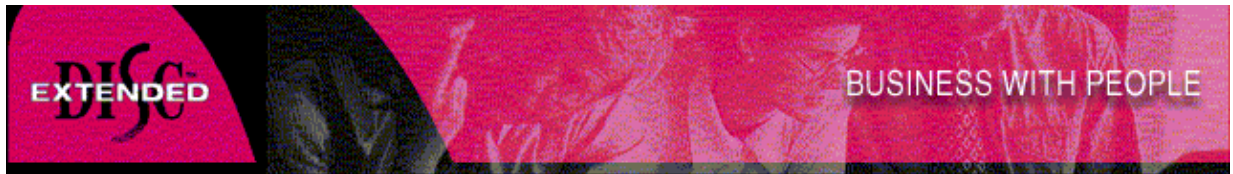


Thinking now of your organisation.....

If this knowledge is valuable to a basketball coach and helps him to understand how different teams work and react in different situations, wouldn’t it be valuable to you?

Would it help you to reach your own goals if you knew.....

- How to motivate different types of people
- Their natural behavioural styles and understood them
- When and how to utilise each style in your organisation
- If you have the right people in the key tasks.



Most of all, would it help to have a practical and comprehensive tool to help you find answers to all these questions?

Finally, do you want to know what kind of a team you are leading in your organisation?

The Extended DISC® Assessment System is a comprehensive toolkit on an individual, team and organisational level.

The Team Assessment Arrows Page

In case you are ever consulted to help a dysfunctional team resolve its issues and become a productive team, you may want to read this.

The first step is of course to identify why the team is dysfunctional. Usually the client has some idea why the team is not operating efficiently, but while his/her perception of the issues should be taken into consideration, we suggest that you do not accept his/her reasoning as the total answer.

The Arrow Map in the Extended DISC® Team Analysis Report can help in identifying the real issues.

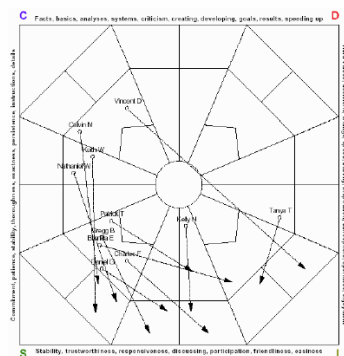
First look for commonalities.

- Are the arrows moving in a general direction?
- Are the arrows moving in different directions?
- Are people clustering on the diamond?

Based on your observations, here are some questions to ask the team or team leader to determine the true issues.

1. If the arrows are generally moving in **one direction**:

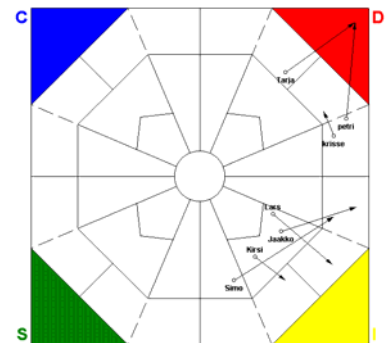
- Are the arrows pointing toward a person on the diamond?
- Who is this person and what is their role?
- If the arrows are not pointing toward a person on the diamond, but just a general area, ask if the team is getting their goals or instructions from someone not on the map. Perhaps a manager that did not complete the questionnaire.
- If the team has one main objective, is this movement necessary to achieve this goal?
- Ask the team what their main goals are at the moment. Does the movement align?



2. If the arrows are moving in all **different directions**:

- Is the "team" really a team?

- Do the team members have differing tasks and goals to complete and, therefore, their movement should not be in unison?
- Does the team have one main goal, but multiple supervisors? This could mean they are receiving mixed instructions.
- Does the team have one main task, but one supervisor? This could mean they are receiving unclear instructions or not enough instructions.



3. Are there "**clusters**" of individuals in certain areas?

- If the team members all perform the same job and have the same or similar goals, it would make sense that the team would have similar styles. Is this the case?
- If the team members all perform different jobs and have different goals, then the clustering is unexpected. Who is doing the hiring? What is this person's style? Is the hiring manager cloning himself? Is this causing problems?

4. Is there a "**Lone Ranger**"? If the team members all perform the same or similar jobs and have the same or similar goals, it would make sense that the team would have similar styles. If you have an individual who is on the diamond far away from others, you need to ask questions.

- Is this person a manager/supervisor? If so, the dysfunction could be his different style and his communication with the team.
- Is this person a team member with the same goals? If so, ask the individual how he/she gets along with other team members, and ask the other members how he/she is perceived.

The Team Analysis Report contains comprehensive instructions for interpreting the report and the other valuable information. Please call us toll free on 1800 254 094(Australia) or 0800 333 668 (New Zealand) for further information on the Extended DISC® Team Analysis Report.

Quick Tips when Working with the Styles

It is important that we remember always that only one third of one percent of the population's natural behavioural style is 100% D, I, S or C, but there is always one trait dominating the other two or three traits.

The following is an analysis of how each style expects others to relate/communicate with them. Your communication will be far more effective if you remember the following simple rules.

A "**D**" style person will say.....

- Don't give details verbally unless I ask for them
- Get to the point (no fluff....even at the beginning of bad news)
- Recognise me for my achievements
- Give me authority to do what I need to do, so that I don't have to keep asking for permission



- Speak quickly and with confidence
- Speak concisely (don't ramble)
- Don't complain unless you have some suggested solutions
- Keep things professional
- Stress results and bottom-line impact
- Be up-front with me to maintain my respect
- Don't be passive/aggressive
- Don't waste my time

An "I" style person will say....

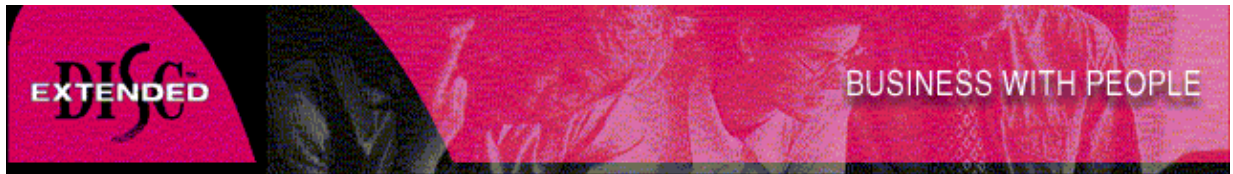
- Share part of your life with me (and let me share with you) – this is how I build relationships
- Respect my skills/talents
- Ask for my input/opinions (and then let me talk)
- Think about my feelings
- Smile
- Make eye contact
- Give me the big picture
- Compliment me
- Keep things light and humorous (when possible)
- Give me opportunities to be social
- Give me opportunities to be creative



An "S" person will say....

- Maintain a friendly and calm demeanour
- Recognise my contribution to the team
- Give private or low-key recognition
- Don't put me on the spot for an opinion or a decision
- Give me the process (step-by-step)
- Provide or stress stability, consistency, and fairness
- Use "Please" and "Thank you"
- Listen when I talk
- Be quiet long enough to let me talk
- Think before you speak
- Always demonstrate an emphatic attitude
- Provide vision/direction





A "C" person will say...

- Give me time to do my analysis
- Give clear expectations of the final product (but not details on how to get there)
- Privately recognise my work when it is "over and "above"
- Don't ask questions about my personal life
- Be organised and on time (even with your responses)
- Keep emotions at a minimum
- Respect and even show appreciation for my high standards
- Don't expect me to socialise
- Don't give me excuses
- Let me work alone when possible
- Show me the data and/or the Pros and Cons.



The Extended DISC® Profiling Tool

Regrettably there was a processing error in our last month's newsletter regarding the number of access codes we issue at any one time. Access codes are sold in blocks of 50 (not 20 at a time), and each report costs 6 points.

For a free sample copy of the report or further information on the Profiling Tool, please email us on info.australasia@extendeddisc.com or for further information on this product, please call us on 1800 254 094 (Australia) or 0800 333 668 (New Zealand).

October Webinar "Handling the Fear: Coaching with Style"

A central question from coaches is... "How do I work with my client to handle their fear?"

Learn how to recognise stress in your client, no matter their style, and how to adjust your approach as a coach to successfully alleviate their fears. An important aspect of the coach and client relationship is to gain clarity in the "right approach" for "this client". Support your client in handling their fear by learning how to empower your client no matter their style! Questions and case feedback are always welcome!

The October Webinar is scheduled for **Wednesday the 20th at 12:00 PM Wellington time.**

Spaces are limited. Email us to register.



EXTENDED DISC AUSTRALASIA LIMITED

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P O Box 301155, Albany, Auckland, New Zealand