

## Extended DISC Australasia April 2011 *FactSheet*

### *Greetings*

A recent survey reveals more than 60% of the workforce either hate their jobs or couldn't really care less about their work as long as they get a pay cheque.

A recent article in the New Zealand Herald quotes research conducted by Leadership Management Australasia and the conclusions were drawn from 4000 respondents in New Zealand and Australia when asked how they felt about their jobs.

It also reported that nearly half were considering looking for a new job while 62% either hated or were ambivalent about their work.

This is a compelling reason that behavioural style analysis is growing in popularity and we can provide many examples of how Extended DISC has helped in ensuring job satisfaction and we look at an example of this in this month's newsletter.

Bigger is not always better! Many trainers and consultants don't realise that the Extended DISC Personal Analysis Report can be customised both in length and in page order. Margie from our North American office explains in a short article we have reproduced in this month's newsletter.

Our third article this month relates to productivity and the styles. Although based on the four main styles that are common to all four quadrant based behavioural analysis programs, Extended DISC recognises 160 different styles and the reports are based on a mixture of the styles. We have extensive research to prove that at a maximum only 0.4% of the population are 100% of any one of the four main styles while the rest of us have either two or three traits that make up our behavioural styles. This has been produced in a table style for ease of reading.

Extended DISC Australasia Ltd is please to advise we will now be offering a number of training courses in our Auckland office. There are a number of training dates available for Introduction Training and Accreditation Training.

### *More than half the workforce in Australasia see work as a big yawn.....a clear case for behavioural style analysis*

The findings of a survey conducted by Leadership Management Australasia are remarkable.

In an article featured in the New Zealand Herald a few days ago, it was reported that more than 60% of the workforce either hate their jobs or couldn't really care less about their work as long as they get a pay cheque. There were nearly 4000 respondents to the survey, so the findings do have some credence.

"Obviously a predominant percentage of the workforce is performing at a level of personal productivity below their capability" the managing director Grant Sexton is quoted as saying.



He is reported as concluding "that there are just too many people with a ho-hum attitude, too many just going through the motions and dragging the chain – no wonder we still have 20% of the workforce actively looking for a different role".

More than half of those surveyed considered looking for a new job while 21% were actively seeking new work and 13% had handed their resumes over to potential employers.

Other findings of the survey were:

- 48% of senior managers feel neutral about their jobs
- 39% of middle and frontline managers and employees are neutral
- 15% of people hate their jobs but say they have to earn a living
- 13% of people love their jobs
- 9% say they would not work if they did not have to

Clearly there is something not right and if there was ever a need for behavioural style analysis, it's now!

We have often quoted the research completed on the relationship between behavioural styles and job roles and there has been significant research conducted by such well respected institutions as Harvard, Carnegie and Stanford on this subject.



It is very clear that unless a person's behavioural style suits the job role, it is difficult to retain that individual in the role.

Often when employees fail, it's because companies and their managers do not know how to provide the right circumstances or environment for specific individuals to succeed or because certain employees were simply in the wrong jobs altogether.

Usually companies have an excellent idea of what the skill requirements of a job are but have no idea of what type of person is best suited for that particular role. Yet it is an individual's basic personality or behavioural style that can have a greater impact on one's ability to succeed in a given job than his or her skill set.

Everybody can be taught the skills required for a specific role (obviously dependent to a degree on the level of the skill required) but if their behavioural style doesn't suit that role, they will either lose motivation, become stressed or feel they are being pressured to work outside their comfort zone.

Extended DISC tools are specifically designed to solve these challenges. Our consultants are providing these solutions throughout Australia and New Zealand with ever increasing success. Our Personal Analysis Report has special features that directly relate to defining what motivates the individual, what he/she tries to avoid, what his/her clear natural strengths are and what areas require further development. In addition to these features, the Job Comparison report enables employers (or prospective employers) to define the most important aspects of a role to measure "job fit".

Please contact our office toll free on 0800 333 668 (New Zealand) or 1800 254 094 (Australia) for further information.

## Bigger is not always better.....

The standard Extended DISC Personal Analysis Report is 24 pages in length. However many trainers and consultants do not realise that the report can be customised both in length and page order. The 24 pages may be perfect for some situations, but actually a hindrance in others.

If you are conducting a full day session, the 24 page report works very well. However, if you are delivering a two or three hour presentation, the 24 pages are just too much. In this situation, you may only want to provide the attendees a 4 to 5 page report. The participants then just get the information they need.

In other circumstances, you may want to consider the "DISC-make-up" of the audience and the goals you want to achieve. If you are working with a high "D-style" group, and send each participant the 24 page report, you may have lost them already! Focus on the big picture and ensure your delivery is concise.

Similarly, if you are working with a group of "C-styles" they will like the comprehensive report with all of the information. However, if you provide them with all 24 pages during the session, you may be bombarded with so many technical questions that you will not be able to accomplish the goals of the class. In this situation, you can provide the participants with a short version in the session and email the complete report later. Their questions can then be answered one-on-one.

Team leaders/top executives definitely do not have time to review each team members' 24 page report. You may want to provide only the "Maps" version of the Team Analysis Report. After the team leader/top executive gets a clear overall understanding of the team, you may then provide just one or two pages of the individuals' reports.

So remember, bigger is not always better! Keep in mind your audience and your goals before sending the 24 page report to your clients.

And finally, if you want to learn how to tailor your Extended DISC report, please call us on 0800 333 668 (New Zealand) or 1800 254 094 (Australia) and we will be delighted to help.

## Increasing Productivity

The following is a useful table to use when training individuals and teams in increasing productivity.

Each specific style has its own challenges and used in conjunction with the Extended DISC Personal Analysis Report, to determine the major style of an individual and the above should be a focus for trainers.

For more information on this subject, please call our office on the toll free numbers detailed in the previous article.

<p><b>Do:</b></p> <ul style="list-style-type: none"><li>•Prioritize tasks to identify tasks that do not need attention now</li><li>•Be proactive – don't wait for others to act</li><li>•Focus on doing the right things; not doing things right</li></ul> <p><b>Don't:</b></p> <ul style="list-style-type: none"><li>• Aim for perfection every time; sometimes "good" is enough</li><li>• Lose the big picture</li><li>• Forget to include others</li></ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"><li>•Occasionally slow down to avoid mistakes</li><li>•Consider others to keep them motivated</li><li>•Define performance levels you are satisfied with to avoid burnout</li></ul> <p><b>Don't:</b></p> <ul style="list-style-type: none"><li>•Make snap decisions</li><li>•Lose focus by doing too many things at one time</li><li>•Forget "unimportant" details</li></ul>
<p><b>Do:</b></p> <ul style="list-style-type: none"><li>• Try to pick up your work pace</li><li>• Start now, no hesitation</li><li>• Learn to re-prioritize as plans and situations change</li></ul> <p><b>Don't:</b></p> <ul style="list-style-type: none"><li>•Confuse "doing work" with results</li><li>•Forget to delegate and share the workload</li><li>•Try to please everyone</li></ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"><li>•Start now, no procrastination</li><li>•Focus on one thing at a time</li><li>•Review your schedule and plans; are they realistic or too optimistic?</li></ul> <p><b>Don't:</b></p> <ul style="list-style-type: none"><li>•Forget to follow through</li><li>•Swift focus to next exciting project too soon</li><li>•Get distracted by socializing</li></ul>

## *Welcome to Sepi Sadeghi*

We are delighted that Sepi has just joined us as our New Zealand sales consultant.

Sepi is one of our Master Trainers in New Zealand and has a thorough knowledge of Extended DISC. Some of our clients will recognise Sepi's voice when they call and we are lucky that she has received some excellent background training from one of our major clients.

Sepi's email address is [sepi.sadeghi@extendeddisc.com](mailto:sepi.sadeghi@extendeddisc.com) and we are certain that you will enjoy working with her.

## *Extended DISC® Training*

### **Introductory Training**

This programme is a half day Introduction to Extended DISC®. This course is suitable for all users, but particularly for new users and those who would like to enhance their knowledge of Extended DISC®.

Dates available are **18 May, 19 July, 20 September and 8 November 2011** from 9am to 1pm.

### **Accreditation Training**

Day 1 of Consultant/Trainer Certification Training Programme. This is the first day of the 2 day Consultant/Trainer Certification. The focus of this programme is background/history and theory of Extended DISC®, understanding the four basic styles and interpretation of Personal Analysis Reports in depth.

Dates available are **3 May, 12 July and 19 October 2011** from 9am to 5pm.

All these courses will be held at our office in Albany, Auckland. For further information about these Training courses contact us today!

## *May Webinar "Are you listening to me?"*

*Hosted by: Kelly Fairhurst*

Communication can be frustrating. "Sometimes people just don't listen to me", "Why can't they see my point of view?", "Are you listening to me?" If these sound familiar to you, register for our webinar "**Are you listening to me?**" to learn some practical ideas for communicating with each behavioural style.

The webinar is on Tuesday 17 May 2011 from 4.00pm to 4.30pm. Spaces are limited so register now!