

Extended DISC® Australasia September 2011 FactSheet

Greetings

The subject of “unreliable” or “invalid” reports has been discussed regularly in past *FactSheets* but a recent experience has prompted me to again look at this subject.

A unique feature of Extended DISC reporting is the ability to identify reports that are suspect and reports that are unreliable, and we have a very good example of such a case in this month’s newsletter.

There seems to be a growing interest in the Extended DISC Open 360 Reports, so we have featured this as our “product of the month”. The flexibility of our Open 360 tool has proved to be popular with HR professionals.

We are delighted to announce the appointment of Ludy Colenbrander as our new Business Development Manager. Ludy has been extremely busy since joining us and we know that those who have met Ludy or have had other communication with him will enjoy the experience.

Case Study – How an Invalid Report confirmed a Manager’s Suspicions

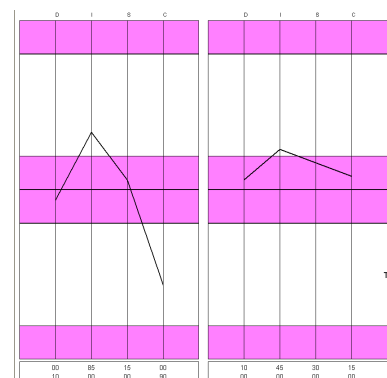
Jenny, (not her real name) is employed in a pressure role.

She has daily meetings with some high powered individuals and the demands on her expertise and experience requires a lot of stamina! She is very professional and although she does not naturally possess “C” characteristics, she is careful and systematic in her work role. This is more of a “learned behaviour” than a natural behaviour for her, and is something she has taught herself to address after some fifteen years in her current role.

Her immediate manager has been concerned about her lately, and has been worried that she has not been taking care of herself to the extent he thought she should. The pressure of her job, especially over the last couple of years seems to be taking its toll, and for this reason he decided that she should complete an Extended DISC Personal Analysis Report. The company has a copy of Personal Analysis Reports for all their employees on file and these are used to remind them of the motivators and natural strengths of each individual. The reports also remind them of the things the individual naturally tries to avoid and of their “development areas”. The manager wanted to see what had changed from the original report.

Just as importantly, the reports can identify emotional issues such as stress, frustration, uncertainty of role and insecurity. They also recognise pressure and of course this is one of the reasons the manager decided to obtain an updated report on Jenny.

Jenny completed the online questionnaire and a message was back in the manager’s Inbox within a few minutes. However the message was not one the manager expected! It simply stated that the report was “invalid” and therefore unreliable! As he had attended an Extended DISC training course, he guessed the reason for this, but called our office anyway for



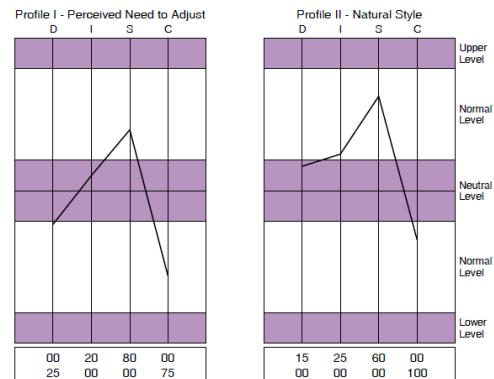
our assessment of the situation. The server will not print out an unreliable report, but a copy of the Profiles are shown opposite.

The reason for the unreliable report was immediately obvious. All of Profile II is above the middle line and this translates to extreme pressure. In such circumstances the report will not print out and normally we would suggest the candidate be asked to complete the questionnaire a second time, - maybe in the following week or at least after a day's break.

As the shape of the two Profiles were similar, we had no doubt that the result really did indicate pressure and was not the result of someone trying to "beat the system".

A day later, Jenny completed the questionnaire again, and the Profiles from the second report are shown opposite.

Although Jenny's natural behavioural style (Profile II) was clearly 60% "S", 25% "I" and 15% "D" in the valid second report, she admitted that the report was accurate and she felt that it correctly explained her behavioural style.



Profile I (her perceived need to adjust) was close to her natural style, recording 80% "S" and 20% "I". The movement in the Profiles (from Profile II to Profile I) indicates however, that she may feel that her freedom to take action has been limited in some way and she may feel that her work does not quite offer the challenges she would like it to. These issues were of course detailed in the "Suggested Interview Questions" page and this gave the manager the opportunity to discuss Jenny's present responsibilities and to review her role.

This is not an isolated case. Extended DISC Personal Analysis Reports provide tangible evidence of "gut feelings" of managers and HR professionals on a regular basis. The experience of those in control of personnel is of course invaluable but it is always beneficial to have a document that invites a candidate to talk about issues that are sometimes difficult to discuss for the individual.

The other important factor is that Extended DISC has the unique feature of identifying reports that may be unreliable, - something that other behavioural style instruments cannot identify. This of course ensures the integrity of the reporting.

If further information is required on this subject, please revisit our February 2011 issue of *FactSheet* where we explained in more detail the question of Invalid Reports.

Extended DISC Open 360°

For some reason, we are receiving increasing enquiries about our Open 360 tool, so it is timely that we take a look at the product.

Our new flexible online platform will provide us with even greater versatility, but the new system is not due for release until 11/11/11. In the meantime, the current product is proving to be popular and deserves some space in this month's *FactSheet*.

The Extended DISC Open 360 is used to measure skills, competencies and/or behaviours in an organisation. The results form a base for discussion in a feedback session, performance appraisal, in a coaching session, assessment/development, providing additional information on an individual, leadership/management development, effectiveness of a training programme, defining training needs and even in succession planning!

The results can be presented at individual, team, division and organisational level, and the results relating to an individual can be compared with others and/or to benchmark in team/division/organisational situations.

The questionnaire has up to 15 question groups in its current format, and in addition, up to 4 open-ended questions. The answering scale can be between 3 and 10, but again under the new platform this range can be increased.

Assessors can be divided into groups (eg. supervisors, peers, subordinates), each participant will receive an email with an individual invitation and password, participants fill in the question online at <https://www.extdisc.com/edo/Open/> and once all the participants have answered, the report is produced.

Results can be delivered in Excel format, to enable preparation in different internal summaries/statistics or can be delivered in default PDF format.

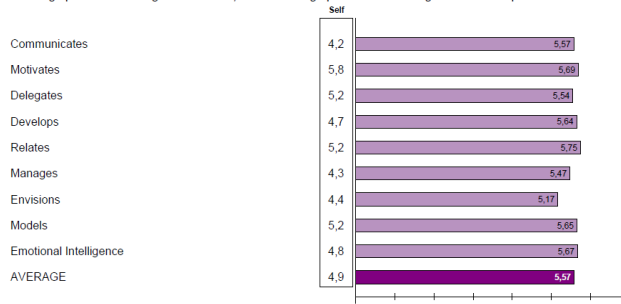
The results can be presented, by questions in score order, by question groups, (overview and each group in detail) or by questions in number order.

Different comparison reports in default PDF format can also be prepared upon request. For example:

- Comparison: person's results before a training programme and one year later
- Benchmark: results of selected sales people vs sales department
- Benchmark: results of different departments within the organisation
- Benchmark: results of subsidiaries in different locations.

Results by Question Group 1

This section first provides the average score for each question group. It is followed by the detailed results. In that section, the bar graph shows the range of the scores, the line in the graph shows the average score for the question.



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

New Team Member

We are delighted to welcome aboard Ludy Colenbrander who has taken up the role as Business Development Manager.

Ludy has an impressive track record in sales in the Airline industry in Europe (Holland, Belgium and Germany) and was New Zealand General Manager of TeleCheck from 1994 until 2005. More recently, Ludy was involved in the development and marketing of mobile solutions on BlackBerry handheld devices.

He is also a past president and current committee member of The Mission Bay Kohimarama Residents Association as well as Facilitator of The Admirals' Breakfast Club; a business networking organisation for CEOs and MDs.

Ludy is primarily responsible for our growth in Australasia but will be focusing initially on New Zealand contacts.

October 2011 Webinar – Extended DISC® Research Module
Presented by Saffi Curran

Research Module is an Add-On Feature to Personal Analysis Questionnaire. EDOS allows you to create additional questions for respondents to answer while they are completing the Extended DISC Personal Analysis. In this webinar we look at ways to use the Research Module, how to create a Research Module and its cost.

This webinar is on 20 October 2011 at 3.00pm NZ time. To learn more about Extended DISC Research Module [register now!](#)