Let’s Talk Style

David C. Miller, MS, FSA, PCC

LEADERSHIP
GROWTH STRATEGIES

Knowing What Makes People Tick

- *Discovering Your Style*
- *People Reading*
- *Adapting Your Style To Others*

LEADERSHIP
GROWTH STRATEGIES

Discovering Your Style

Active

Thoughtful

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Discovering Your Style

Questioning

Accepting

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Discovering Your Style

Active

Questioning

Accepting

Thoughtful

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Introduction to the Styles

DiSC Classic

INTRODUCTION TO THE STYLES HO 4-1

JESSE

❒ Active or ❒ Thoughtful
❒ Questioning or ❒ Accepting

Observations:

REBECCA

❒ Active or ❒ Thoughtful
❒ Questioning or ❒ Accepting

Observations:

HOLLY

❒ Active or ❒ Thoughtful
❒ Questioning or ❒ Accepting

Observations:

ERIC

❒ Active or ❒ Thoughtful
❒ Questioning or ❒ Accepting

Observations:

Jesse

Jesse

Active
Questioning

Thoughtful
Accepting

Rebecca

Rebecca

Active
Questioning

Thoughtful
Accepting

Holly

Holly

Active
Questioning

Thoughtful
Accepting

Eric

Eric

Active
Questioning

Thoughtful
Accepting

DiSC® Model

Active

Dominance

Influence

Questioning

Accepting

Conscientiousness

Steadiness

Thoughtful

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Group Breakout

1. What work environments/roles really motivate you?
2. What work environments/roles do you tend to avoid?
3. What type of people do you enjoy/not enjoy working with?
4. How do you feel about and typically handle conflict?
5. What are you like under pressure?

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4 Primary Styles

D's – Direct, Decisive, Daring, Doers

I's – Influencing, Interactive, Including, Intuitive.

S's – Steady, Supportive, Systematic, Security

C's – Conscientious, Cautious, Careful Checkers, Compliant

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DiSC Classic
Facilitation System

Learn How to Recognize the Styles of Other People

People Reading Introduction

Remember That…

- People reading isn’t meant to label people
- There are no good or bad styles (or best style)
- All styles have strengths and limitations
- People are a mixture of styles

Observable Behavior

- Body Language
  - *Posture*
  - *Use of hands*
  - *Facial expressions*
- Tone
  - *Pace*
  - *Inflection*
  - *Volume*
- Words

Practice People Reading

People Reading Round 1

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People Reading Round 2

People Reading Round 3

People Reading Round 4

People Reading Round 5

People Reading Round 6

People Reading Round 7

People Reading Round 8

Conversation

DISC Classic

CONVERSATION HO 7-5

ERIC

Eric's Style: _____

Observations: _____

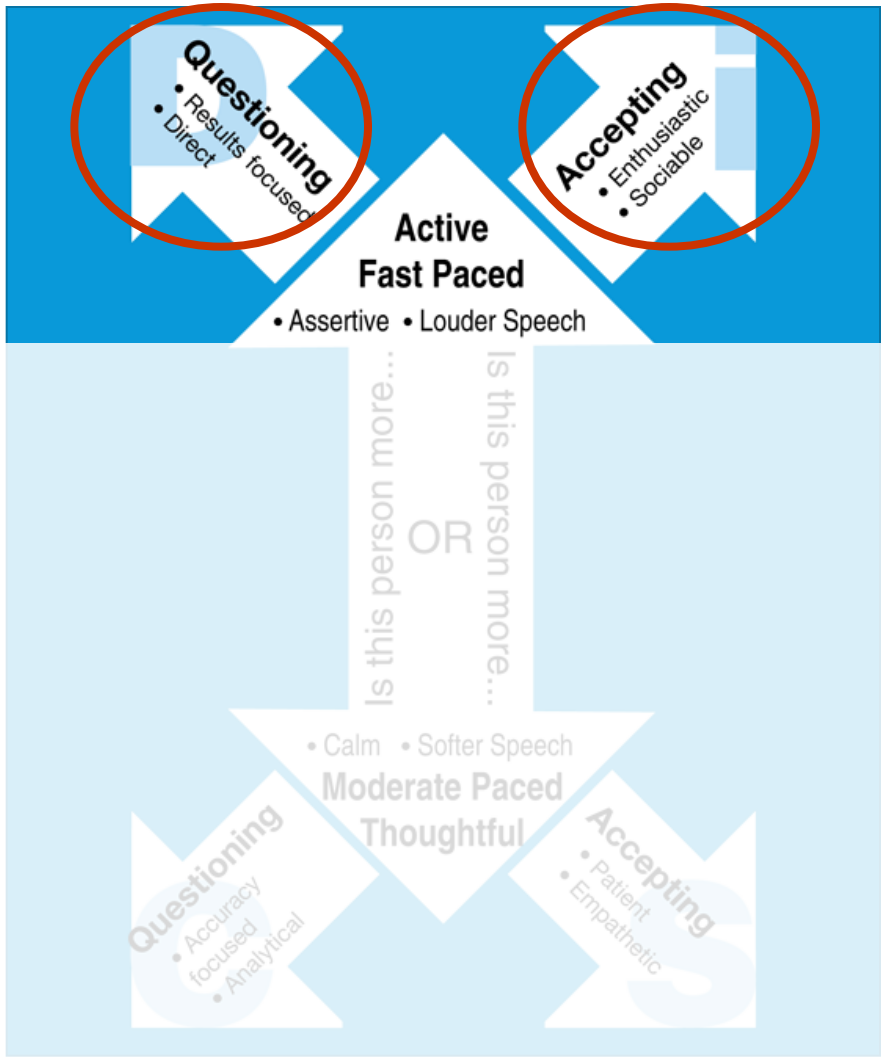
GRETA

Greta's Style: _____

Observations: _____

Conversation

Conversation: Greta's Style



Identify a Key Relationship

DiSC Classic
Facilitation System

Learn How to Adapt Your Communication to Different Styles

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Consider Others' Needs

- Goals
- Fears
- Motivations
- Ways of seeing the world

Ineffective and Effective Communication

INEFFECTIVE AND EFFECTIVE COMMUNICATION — HO 9-1

	FRUSTRATIONS OF THE MANAGERS	HOW WAS PALANI INEFFECTIVE?	HOW PALANI ADAPTED
PALANI			
HOLLY'S STYLE ___			
REBECCA'S STYLE ___			
ERIC'S STYLE ___			
JESSE'S STYLE ___			

Palani Introduction

Palani & Holly

Palani & Holly

- Holly's DiSC style: **D- Dominance**
- What were Holly's fears and frustrations?
- What did Palani do that was ineffective?

Palani & Rebecca

Palani & Rebecca

- Rebecca's DiSC style: **i - Influence**
- What were Rebecca's fears and frustrations?
- What did Palani do that was ineffective?

Palani & Eric

Palani & Eric

- Eric's DiSC style: **S - Steadiness**
- What were Eric's fears and frustrations?
- What did Palani do that was ineffective?

Palani & Jesse

Palani & Jesse

- Jesse's DiSC style: **C - Conscientiousness**
- What were Jesse's fears and frustrations?
- What did Palani do that was ineffective?

Ineffective and Effective Communication

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ERIC'S STYLE ___			
JESSE'S STYLE ___			

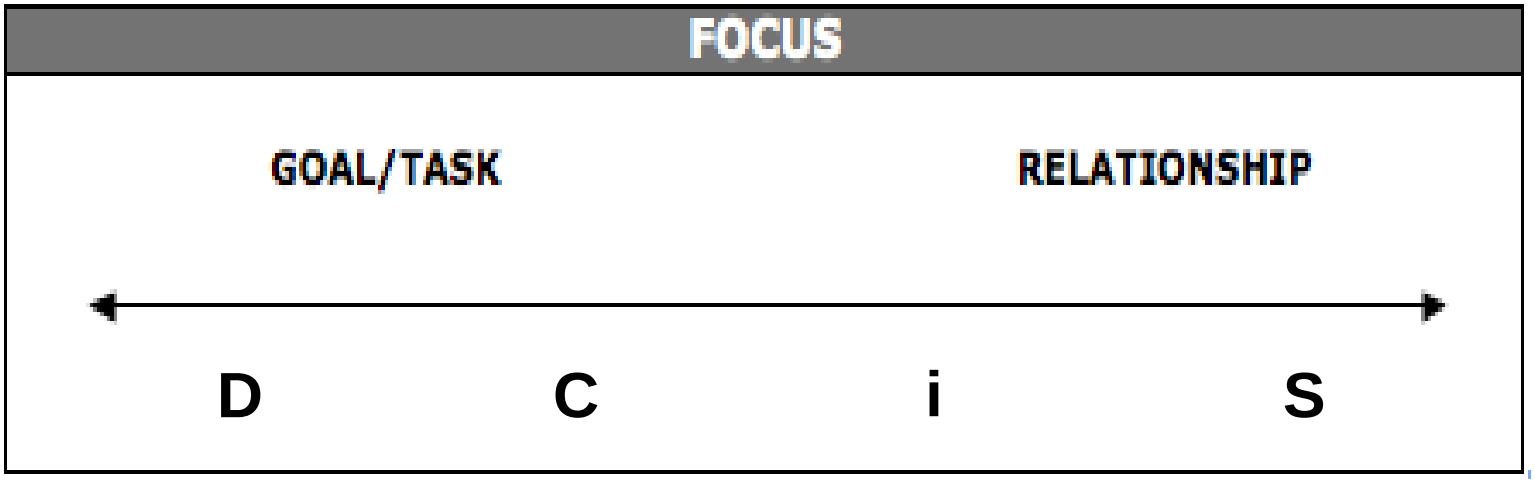
Palani Adapting to Holly

Palani Adapting to Rebecca

Palani Adapting to Eric

Palani Adapting to Jesse

Identifying The Gap



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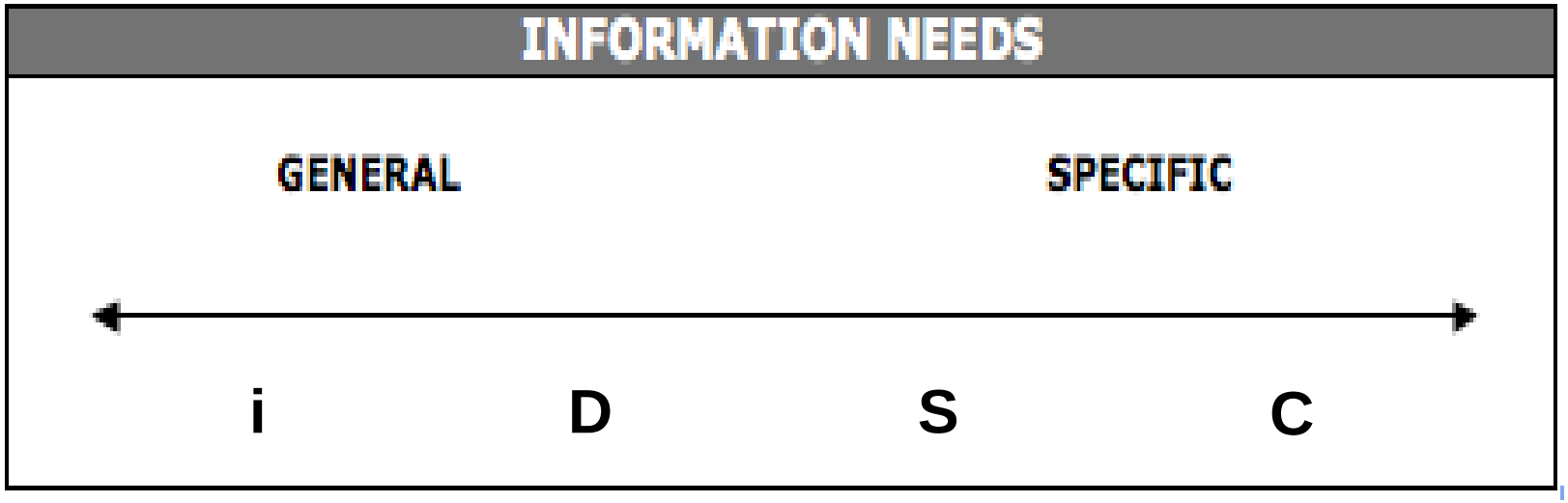
Identifying The Gap



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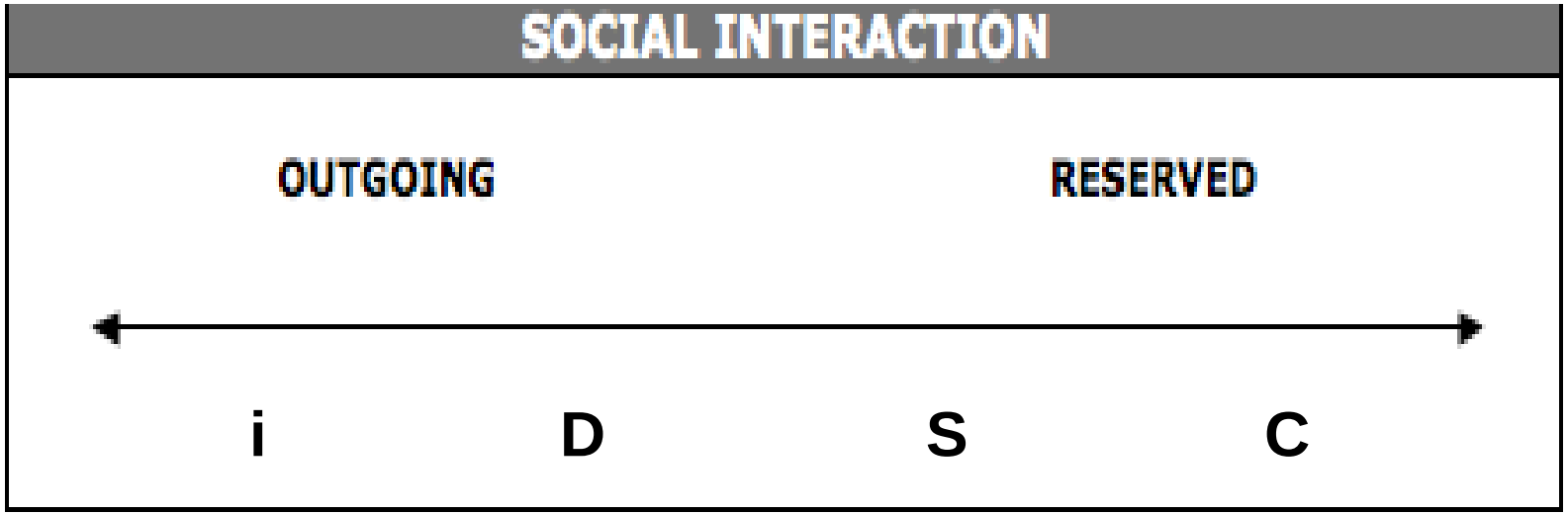
Identifying The Gap



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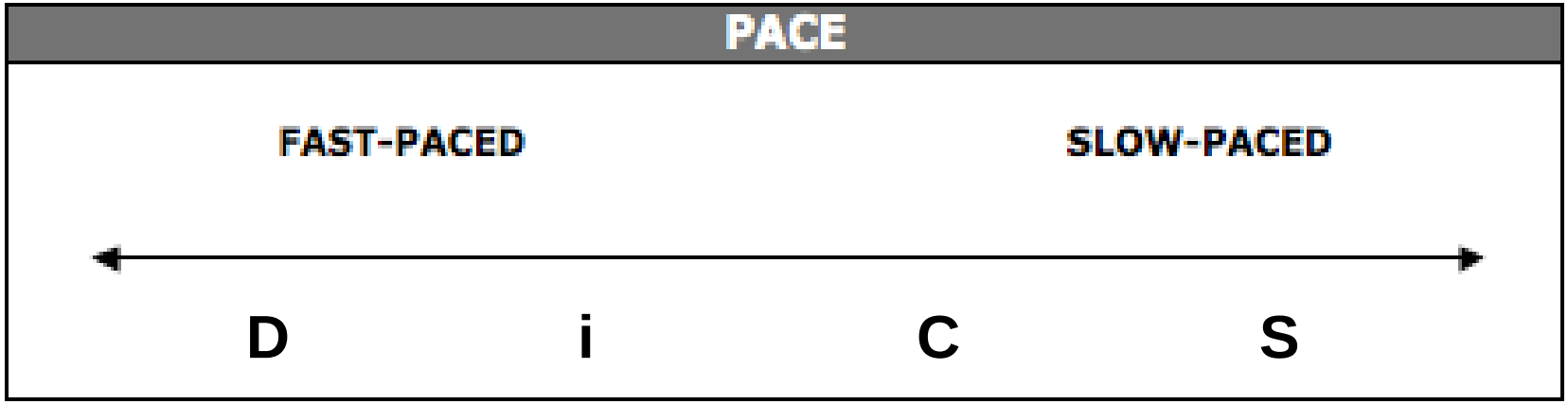

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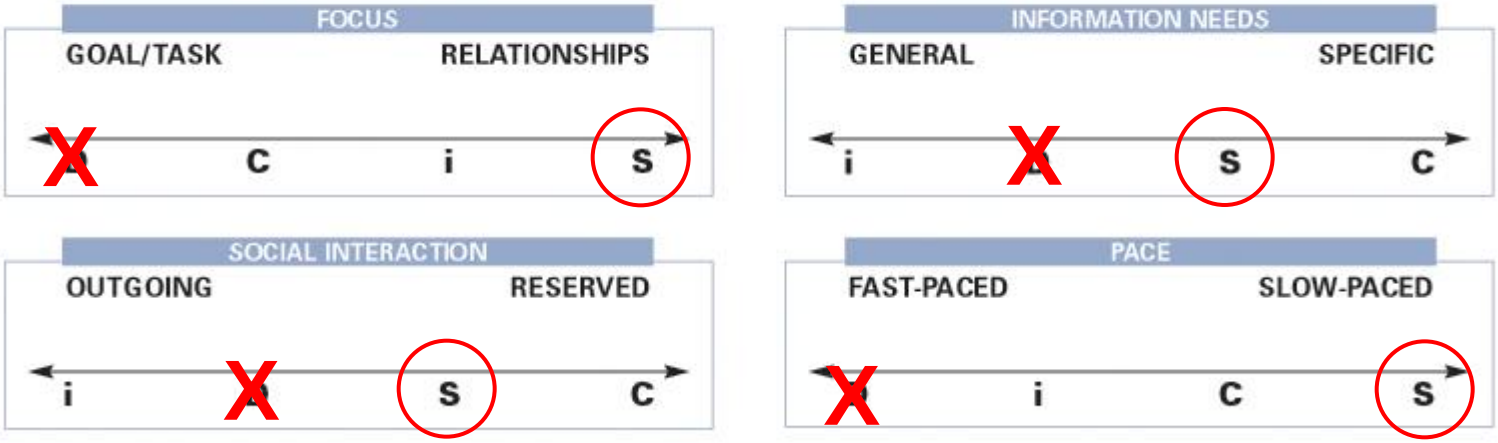
Closing The Gap

Adaptability to Different Styles

Each of the four pure behavioral styles exists on comparative continuums with each other. The four behavioral tendencies scales, shown below, illustrate the degree of adaptation required to communicate effectively by matching your response to the person's behavioral style.

Use a circle to identify the customer or client's strongest behavioral style (i.e., highest plotting point) and a checkmark if they have a second high tendency in **Segments 5, 6, and 7** of the **Profile Graph**.

Next, using information about your own behavioral style from the *Personal Profile System*®, plot your highest DiSC Dimension on each of the four scales with an "**X**". The degree of difference indicates how much you will need to adapt in order to communicate with your customer or client in his or her comfort zone.



What’s Next?

- ☐ Influential Leadership Tips
- ☐ DiSC Workplace Profile
- ☐ The Influential Actuary Bootcamp
- ☐ Private Coaching with Dave

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