



WILEY

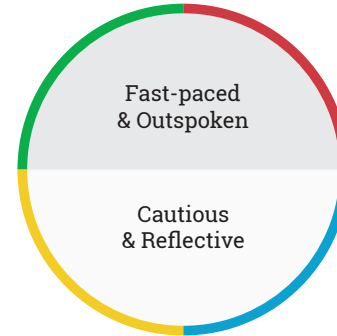
Interaction Guide



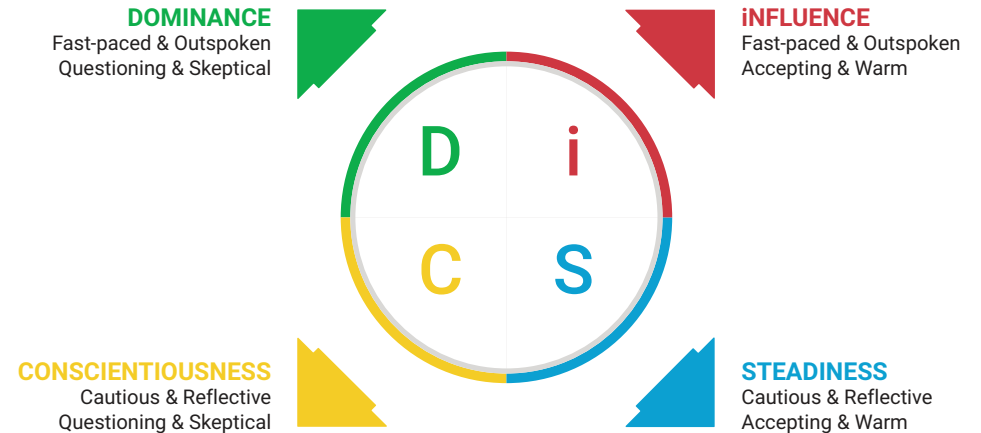
PEOPLE READING

Think about someone you work with.

- 1 Consider whether this person tends to be more:
- 2 Then, consider whether this person also tends to be more:



- 3 Now, combine this person's tendencies to determine their DiSC® style.



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Dominance

UNDERSTANDING THE D STYLE IN CONFLICT

Goals

- Victory
- Results
- Personal accomplishment

Overuses

- The need to win
- Impatience
- Bluntness

Fears

- Being taken advantage of
- Appearing weak

HAVING PRODUCTIVE CONFLICT WITH THE D STYLE

- Address issues quickly and directly
- Don't take their bluntness personally
- Take a step back and reevaluate if both parties dig in
- Resist the urge to give in merely for the sake of harmony

HAVING PRODUCTIVE CONFLICT WITH THE C STYLE

- Look for the root cause of problems
- Focus on facts
- Give them space to consider their position
- Keep volatility to a minimum

UNDERSTANDING THE C STYLE IN CONFLICT

Goals

- Fairness
- Accuracy
- Rational decisions

Overuses

- Restraint
- Analysis
- Rigidity

Fears

- Being wrong
- Strong displays of emotion

Conscientiousness

influence

UNDERSTANDING THE i STYLE IN CONFLICT

Goals

- Approval
- Understanding
- Openness

Overuses

- Passion
- Impulsivity
- Outspokenness

Fears

- Rejection
- Not being heard

HAVING PRODUCTIVE CONFLICT WITH THE i STYLE

- Let them express their feelings
- Take a break if things get too heated
- Provide reassurance that your relationship is unharmed
- Don't disregard their perspective even if their delivery is highly emotional

HAVING PRODUCTIVE CONFLICT WITH THE S STYLE

- Avoid an unnecessarily confrontational approach
- Give them time to reflect
- Don't gloss over tough issues
- Encourage them to share their opinions

UNDERSTANDING THE S STYLE IN CONFLICT

Goals

- Agreement
- Acceptance
- Peace

Overuses

- Passive resistance
- Compromise
- Caving in

Fears

- Letting people down
- Facing aggression

Steadiness

