

WORKING WITH OTHERS



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HOW TO CHALLENGE:	Start with the end in mind.	Value them as a person.	Keep the atmosphere safe.	Have all of the details.
HOW TO RELATE:	<p><u>Be Direct.</u></p> <ul style="list-style-type: none"> • Start with outcome, results or benefits. • Only provide details as asked. • Be quick and to the point. • Offer a way for them to win. 	<p><u>Be Enthusiastic.</u></p> <ul style="list-style-type: none"> • Be positive & friendly. • Provide praise. • Validate their worth. • Give them a feeling of “I respect you.” • Let them externally process. 	<p><u>Be Relational.</u></p> <ul style="list-style-type: none"> • Keep friendship. • Be easy-going. • Be low-key on objectives. • Don’t push. • Let them respond at their own pace. 	<p><u>Be Analytical.</u></p> <ul style="list-style-type: none"> • Give clear facts. • Present ideas objectively. • Don’t rush. • Be specific and thorough. • Let them internally process.
HOW TO PERSUADE:	<p><u>Key Question: WHAT?</u></p> <ul style="list-style-type: none"> • Focus on results/ bottom line first. • Answer the question: “What are the benefits?” 	<p><u>Key Question: WHO?</u></p> <ul style="list-style-type: none"> • Provide emotion & be enthusiastic. • Share testimonies of significant people. • Answer the question: “Who else is doing this?” 	<p><u>Key Question: WHY?</u></p> <ul style="list-style-type: none"> • Maintain relational harmony by being friendly. • Take time with them. • Do not hurry them. • Answer the question: “Why do you want to change things?” 	<p><u>Key Question: HOW?</u></p> <ul style="list-style-type: none"> • It is critical that it is done correctly. • Take time to identify the specific steps to be taken. • Answer their questions. • Answer the question: “How do you want me to do this?”
HOW TO LEAD:	<p><u>Acknowledge what is needed.</u></p> <ul style="list-style-type: none"> • Then let them determine how they will accomplish it. • Give them control. • Let them be in charge of some part. 	<p><u>Affirm them before others.</u></p> <ul style="list-style-type: none"> • Seek their input about ideas, projects & people. • Let them have fun. • Allow them to work in a group. 	<p><u>Agree on working as a team.</u></p> <ul style="list-style-type: none"> • Keep harmony on the team while pursuing the goal. • Let them work at their pace within time constraints. • Keep relationships healthy. 	<p><u>Allow them to work on details.</u></p> <ul style="list-style-type: none"> • Seek their input about how to do it right. • Maintain contact for follow-up questions. • Allow them to do things right within constraints.
HOW TO DISAGREE:	<p><u>Agree with their outcome.</u></p> <ul style="list-style-type: none"> • Then ask them why they feel their way is the best. • Show how another approach would accomplish their goal in less time, money, etc. 	<p><u>Agree with their desire.</u></p> <ul style="list-style-type: none"> • Then ask them what options they considered. • After time passes they may give up or lose their passion for their position. 	<p><u>Acknowledge needed change.</u></p> <ul style="list-style-type: none"> • Then affirm them that the disagreement/change will not cause conflict. • Let them have time to process the change. 	<p><u>Acknowledge the facts.</u></p> <ul style="list-style-type: none"> • Then point how the change will produce a better result based upon the facts. • Let them have time to process the facts and answer all questions.
HOW TO AFFIRM:	<u>Affirm their outcomes or accomplishments.</u>	<u>Affirm them for their personal involvement.</u>	<u>Affirm their consistent and stable teamwork.</u>	<u>Affirm their precision and doing everything right.</u>