



# Developing Your Leadership Skills with DISC Communication Styles

---

January 12, 2022, 10:00 am – 12:00 pm



# Patrick Ostly

DISTRICT MANAGER

NORTH OF RIVER SANITARY DISTRICT



**CWEA, its Board members and volunteers are not responsible for the actions of speakers or the content of their sessions. No endorsement is implied or given of any persons or their philosophies, ideas or statements; nor of any products or processes; nor of any organizations or companies who volunteer to serve as speakers in educational programs.**

**For reporters: all speakers today are off the record.**



# Keith Sorsdal

**PRESIDENT & CEO**

**THE SORSDAL GROUP**





# DEVELOPING YOUR LEADERSHIP SKILLS

With DISC Communication Styles





# Building on the Foundation

What we've Learned

- Leadership = Influence
- Management is Different than Leadership – Both are critical
- The Impact of Creating a Leadership Culture
- Understanding the 5 Levels of Leadership
- Realizing we Need to Develop Ourselves First

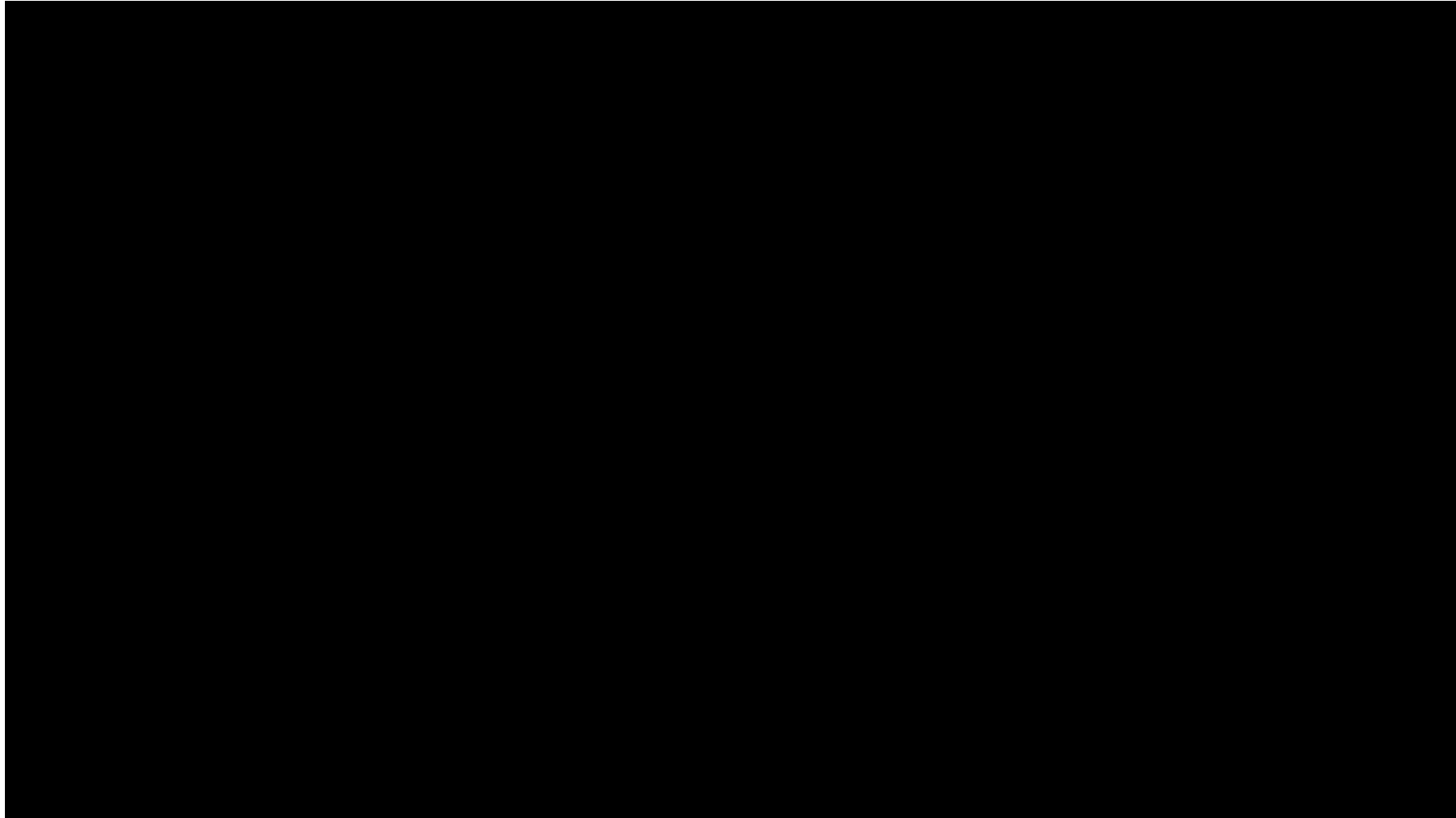






# Sound Check

Testing the volume on your side





# A Little About Me...

Where is This Guy Coming From

[www.TheSorsdalGroup.com](http://www.TheSorsdalGroup.com)







# A Little About Me...

Where is This Guy Coming From







**THE SORSDAL GROUP**  
 CONSULT • COACH • TRAIN •

[WWW.THESORSDALGROUP.COM](http://WWW.THESORSDALGROUP.COM)

# A Little About Me...

Where is This Guy Coming From







# There is a Solution

Growing vs Going





# There is a Solution

And You are Part of It









# Poll 1

## Importance of Communication

In your career, have you experienced the impact that ineffective communication can have on the mission?

1. Yes

2. No







# Communication

Importance of Improving It



The  
MAXWELL  
DISC  
METHOD

ur  
ills



**Behavioral awareness is an important tool in building great relationship and teams.**





# Our Plan For Today

## Part 2 of Developing Your Leadership Skills

01

### Law of Awareness

You must first know yourself in order to grow yourself



02

### Uniqueness

Strength of the team is found in differing perspectives



03

### DISC

Personality & Communication Styles, Everybody is different, but predictably different





# Mindset and Awareness

Success is Found in Your Thinking







# Mindset and Awareness

Success is Found in Your Thinking

---

“The ability to develop ourselves  
in any area of our life, starts with how or what  
we believe...”

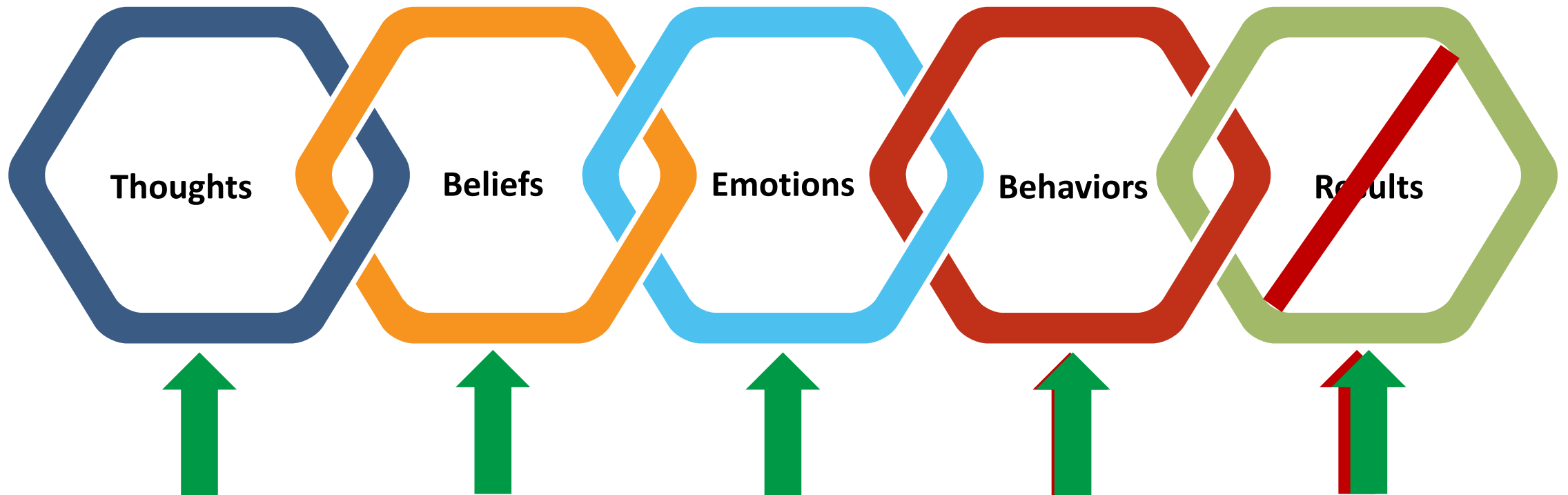
---





# Mindset and Awareness

Success is Found in Your Thinking







# Mindset and Awareness

Success is Found in Your Thinking

**“Your Life Today  
Is a Result of  
Your Thinking Yesterday”**

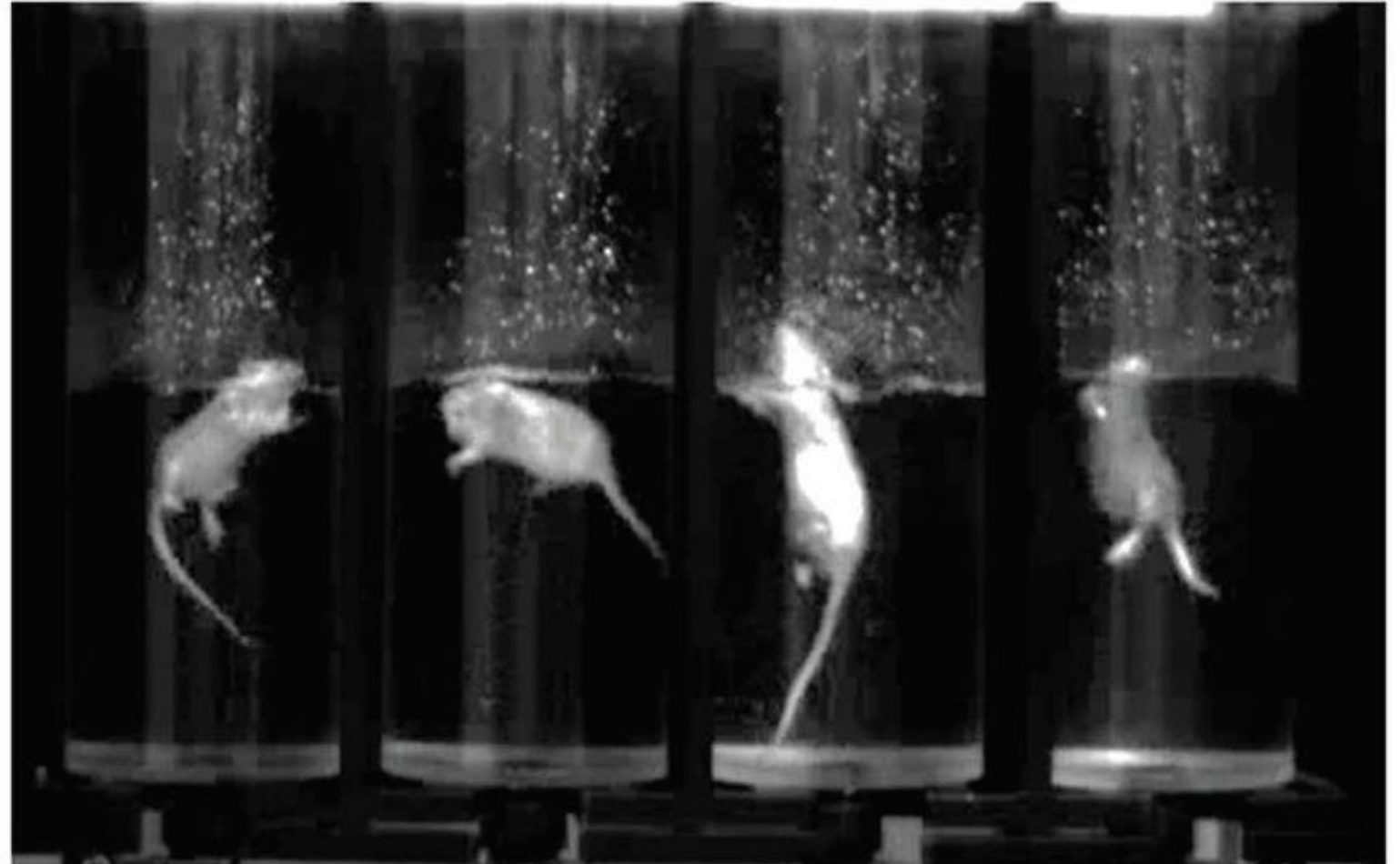




# The Power of Belief

What Do You Believe

## The Hope Experiment







# Naval Aviation Rescue Swimmer School







# Our Plan For Today

## Part 2 of Developing Your Leadership Skills

01

### Law of Awareness

You must first know yourself in order to grow yourself



02

### Uniqueness

Strength of the team is found in differing perspectives



03

### DISC

Personality & Communication Styles, Everybody is different, but predictably different

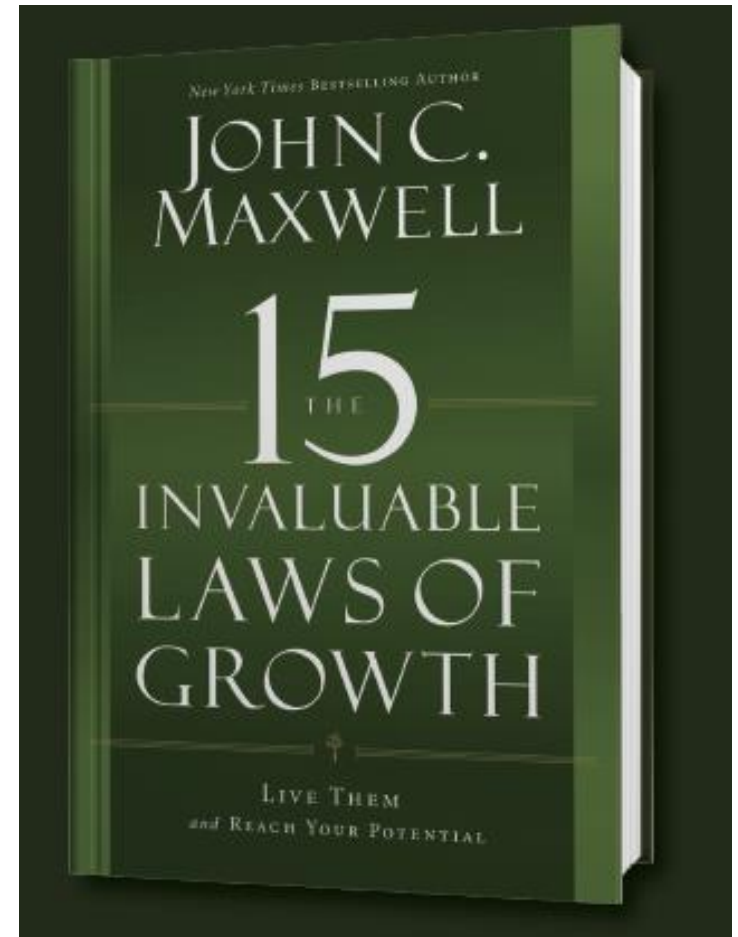




# The Law of Awareness

## Applying The Law to Communication

- What is my DISC communication style
- What strength serves me the most
- What challenge serves me the least
- What is my most/least worthwhile emotion
- What habit serves me the most/least
- What do I not know about me yet







# The Law of Awareness

Applying The Law to Communication

- Broadcast Noble Intent
- Allow others to own their intent







# Poll 2

## Awareness in Communication

Throughout your career in public agencies have you worked more with leaders or managers that...

1. Broadcast positive intent on their teams

or

2. Broadcast negative intent on their teams







# Our Plan For Today

## Part 2 of Developing Your Leadership Skills

01

### Law of Awareness

You must first know yourself in order to grow yourself



02

### Uniqueness

Strength of the team is found in differing perspectives



03

### DISC

Personality & Communication Styles, Everybody is different, but predictably different



# Understanding that You Are Unique

How Do You See The World



**Each of us is motivated by something different.  
Finding it is the key to unlock your own potential.**



# You are Unique...

and so is everyone on your Team

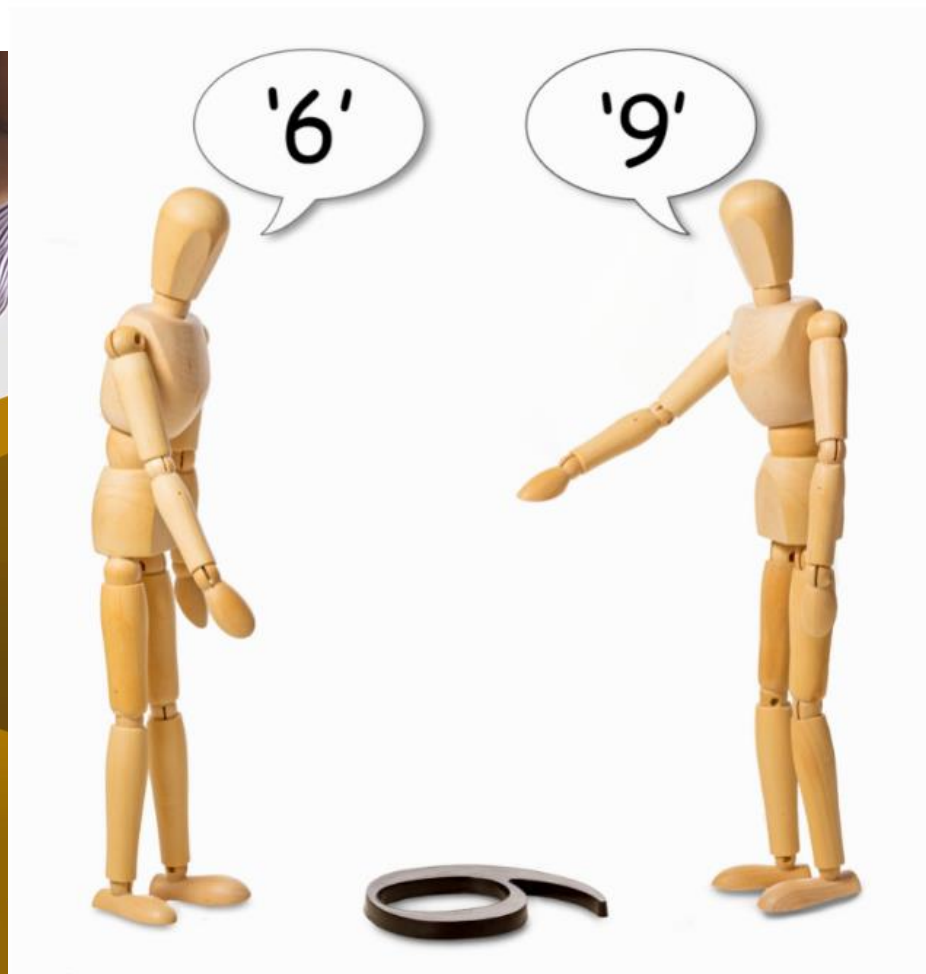
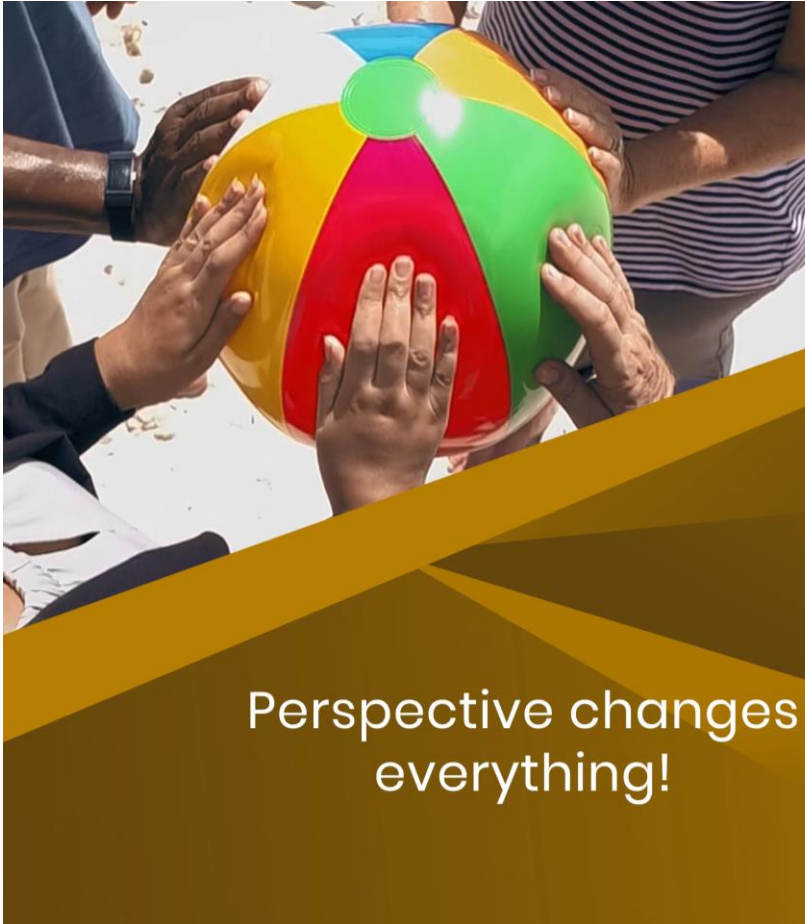






# You are Unique...

and so is everyone on your Team





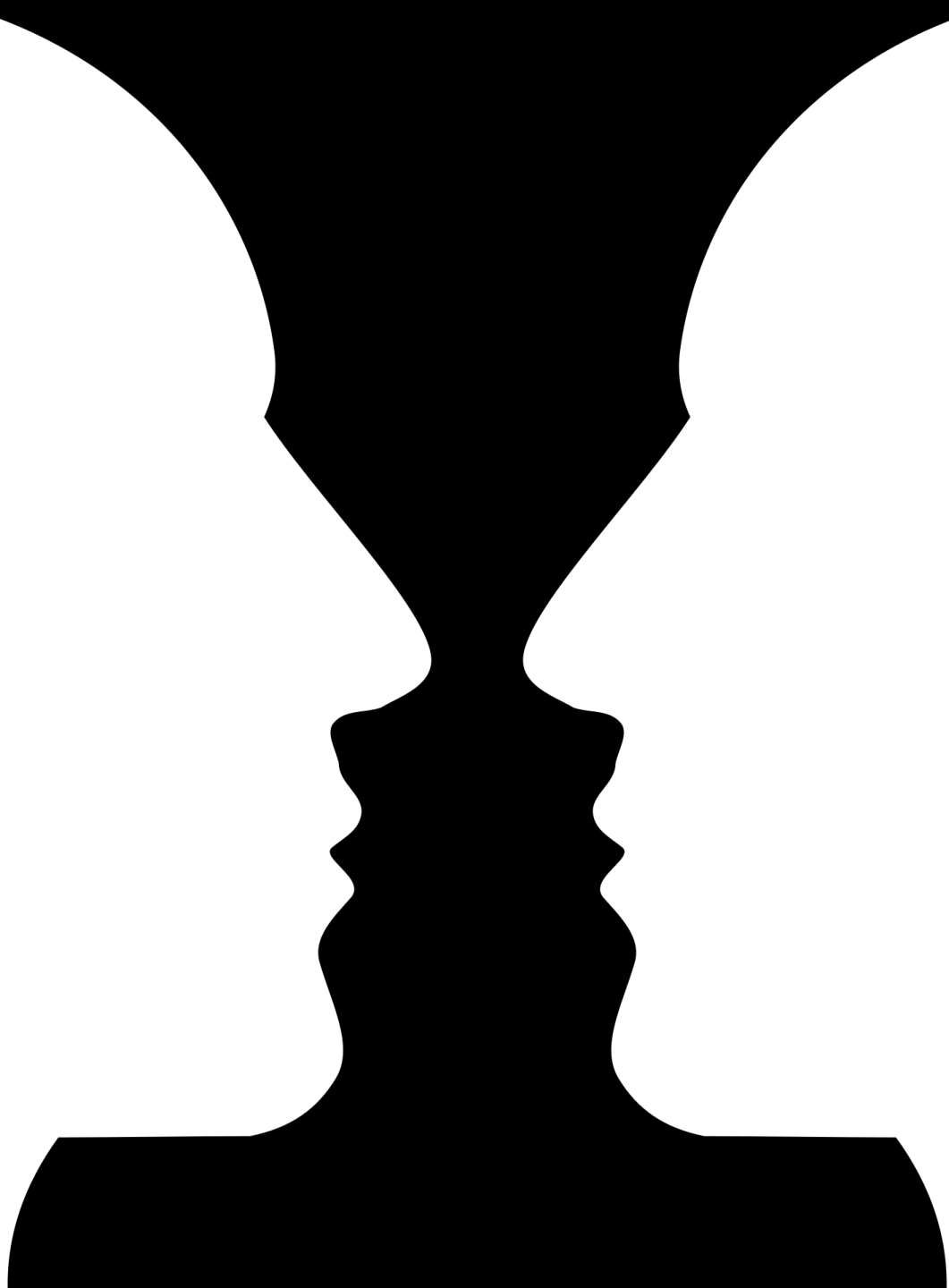


# Let's Look at This

What Do You See









# Our Plan For Today

## Part 2 of Developing Your Leadership Skills

01

### Law of Awareness

You must first know yourself in order to grow yourself



02

### Uniqueness

Strength of the team is found in differing perspectives



03

### DISC

Personality & Communication Styles, Everybody is different, but predictably different



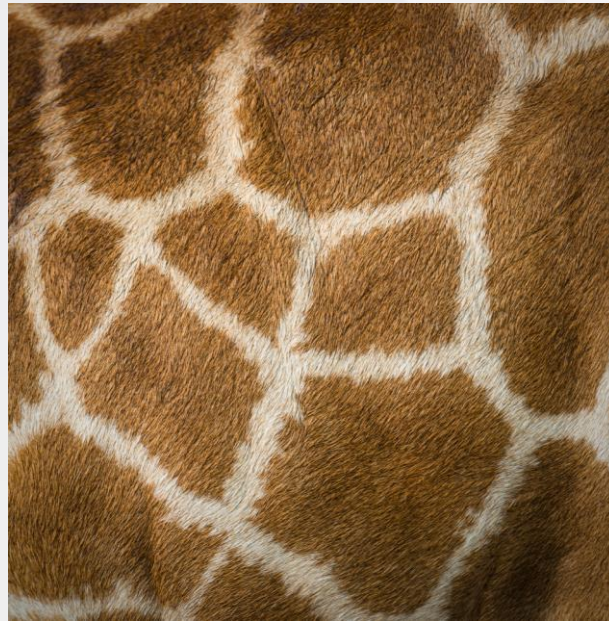
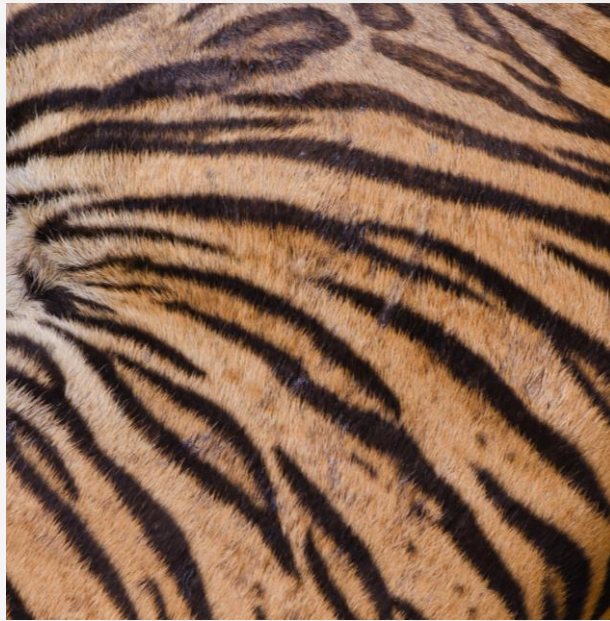
# DISC METHOD

## PERSONALITY INDICATORS

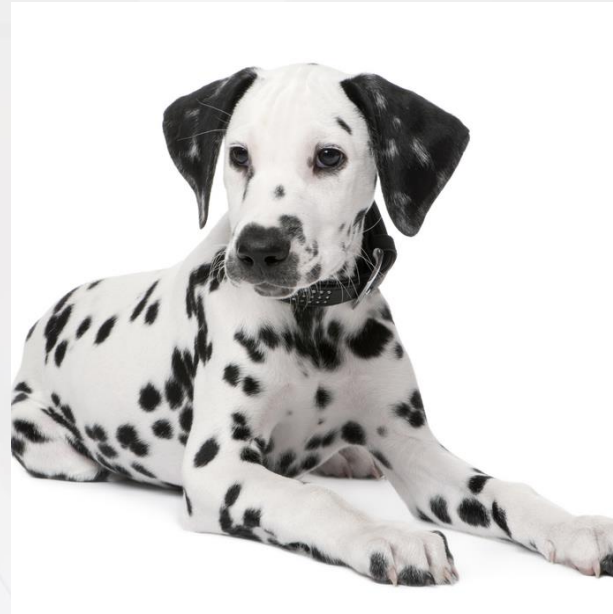
































*The*  
MAXWELL  
DISC  
METHOD



**Self-awareness is the gift we give ourselves.**







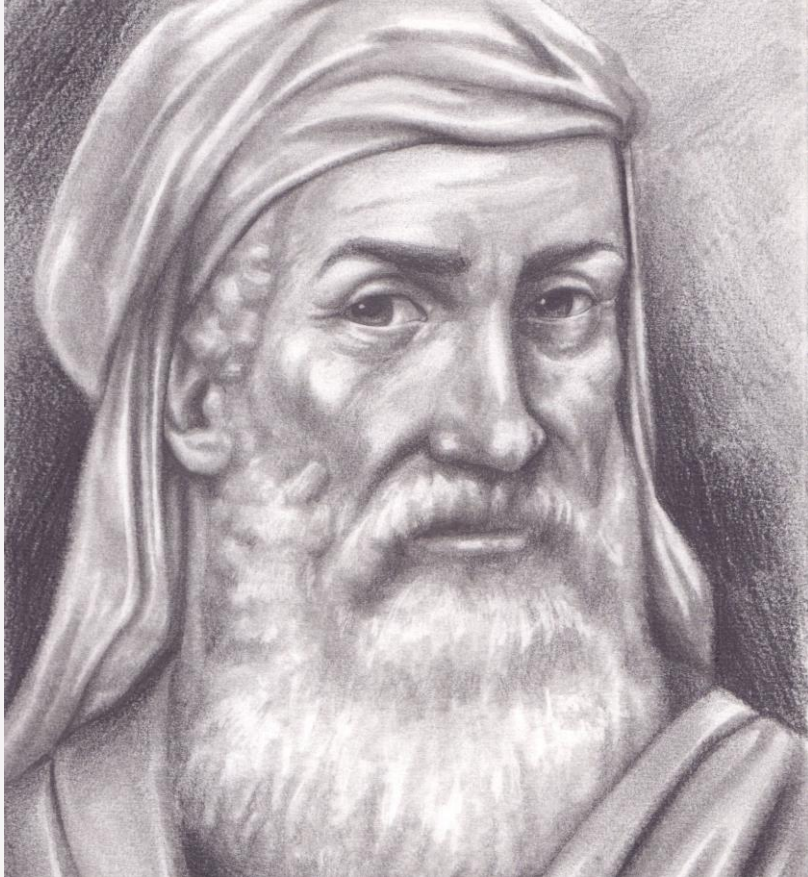


*The* MAXWELL DISC METHOD

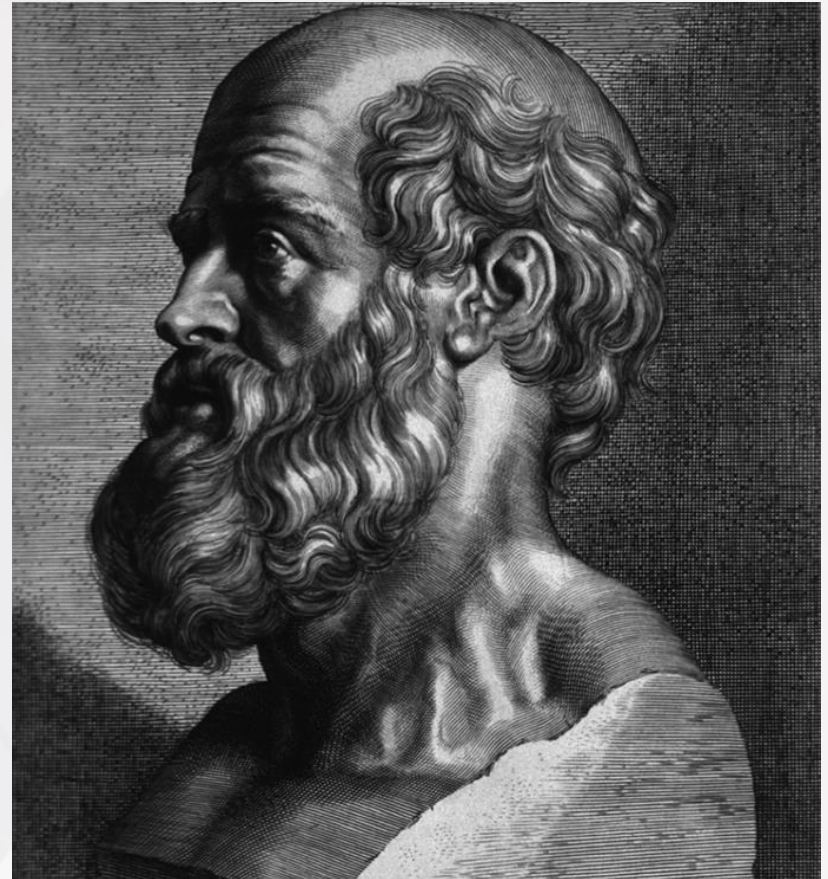
*The* JOHN MAXWELL **Team**



# The Origin of Human Behavior Studies



EMPEDOCLES



HIPPOCRATES



# CARL JUNG

Myers Briggs

- ◆ Thinking
- ◆ Feeling
- ◆ Sensing
- ◆ Intuition





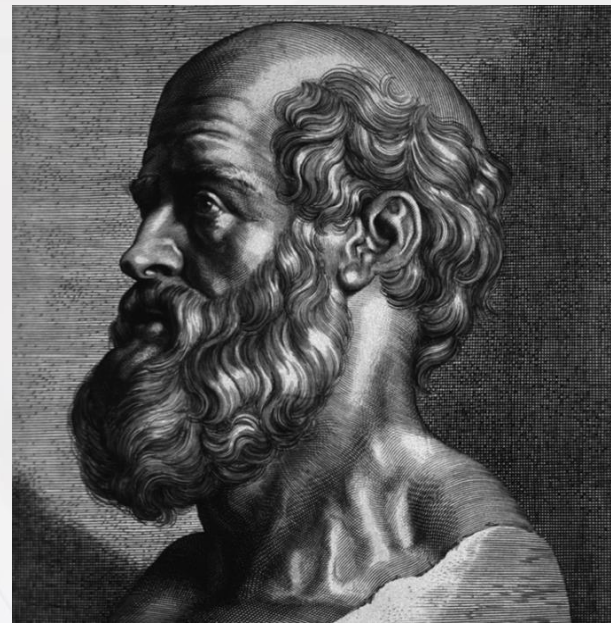
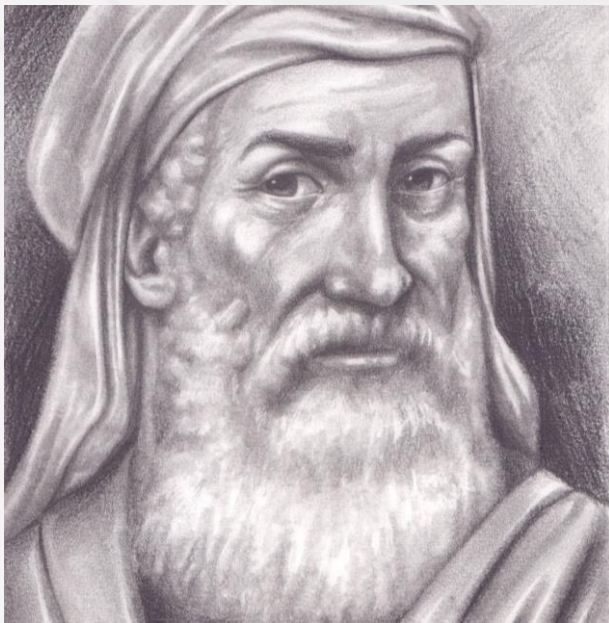


# WILLIAM MARSTON

D.I.S.C.

- ◆ Dominance
- ◆ Influence
- ◆ Steadiness
- ◆ Compliance









**D** **I**  
**C** **S**







*The* MAXWELL DISC METHOD

*The* JOHN MAXWELL **Team**



*The* MAXWELL DISC METHOD

*The* JOHN MAXWELL **Team**



# Poll 3

Are You More...

Do you consider yourself more:

1. Outgoing

or

2. Reserved







REMINDER

- PASSPORT
- MONEY
- MAP
- CAMERA
- SUNGLASSES
- BINOCULARS
- HAT
- CLOTHES
- FOOTWEAR







# Poll 4

Are You More...

Do you consider yourself more:

1. Task oriented

or

2. People oriented





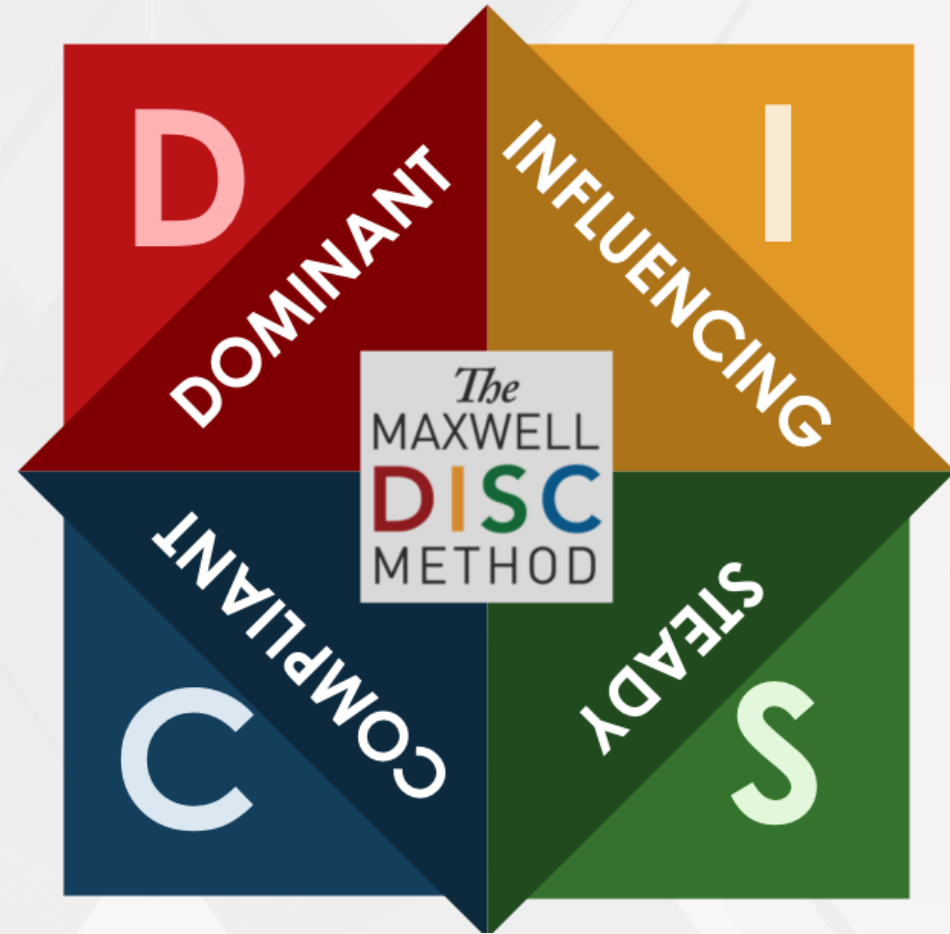






# DISC METHOD

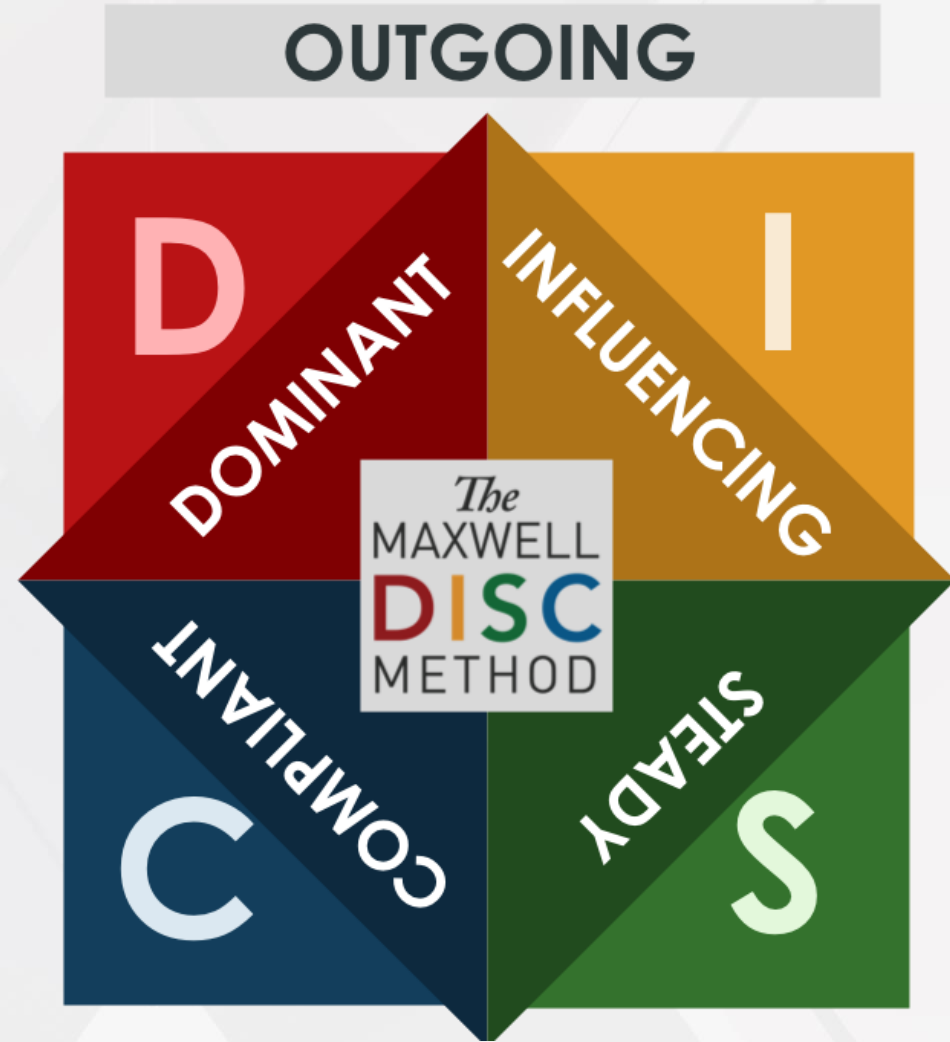
PERSONALITY  
INDICATORS





# DISC METHOD

PERSONALITY  
INDICATORS



# DISC METHOD

## PERSONALITY INDICATORS



# DISC METHOD

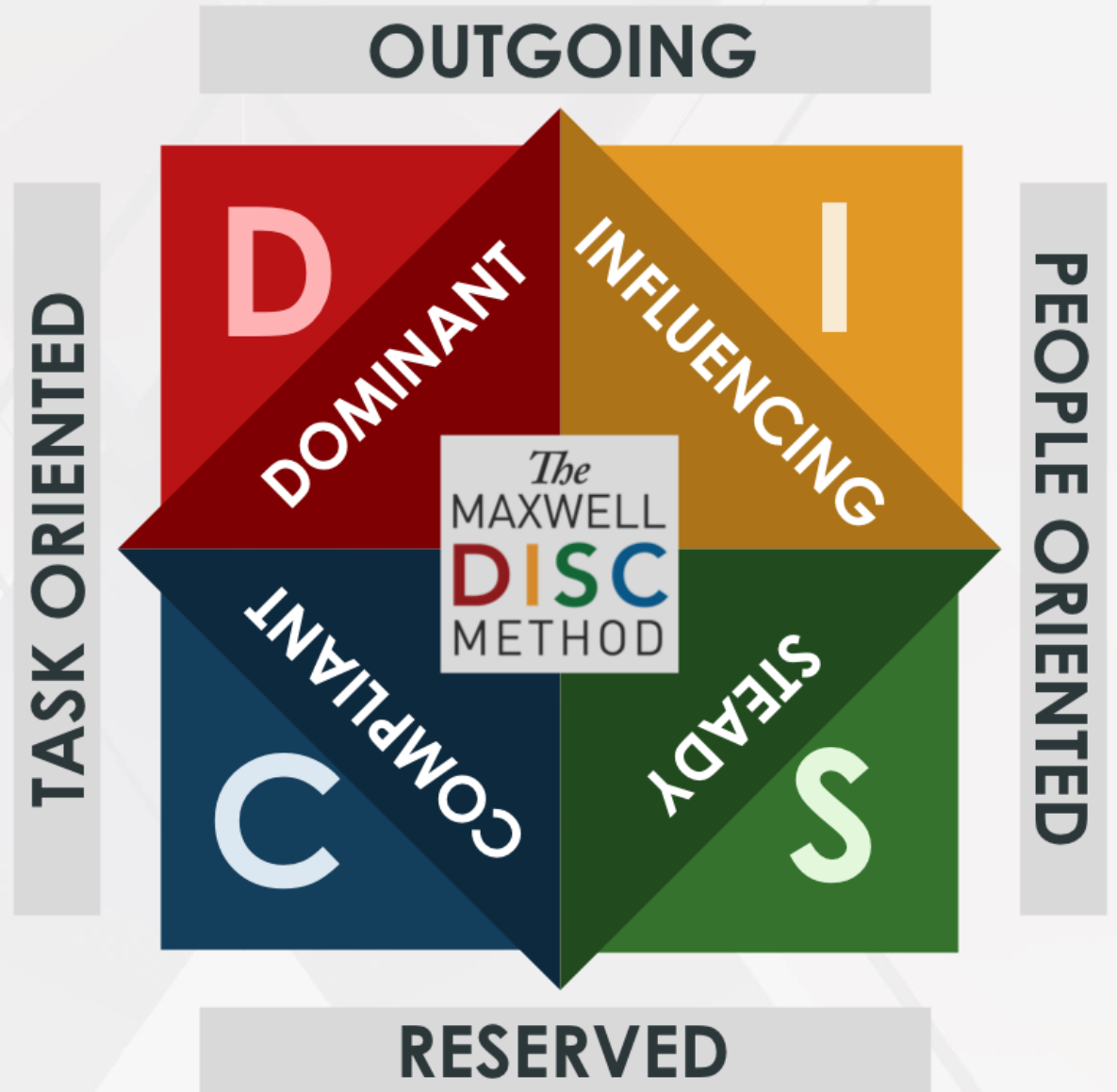
PERSONALITY  
INDICATORS





# DISC METHOD

## PERSONALITY INDICATORS



# Giveaway Opportunity

Who has already completed a DISC Assessment?

Type in the Chat:

1. DISC Personality Indicator
2. DISC Behavioral Style



# WHAT SHAPES OUR PERSONALITY







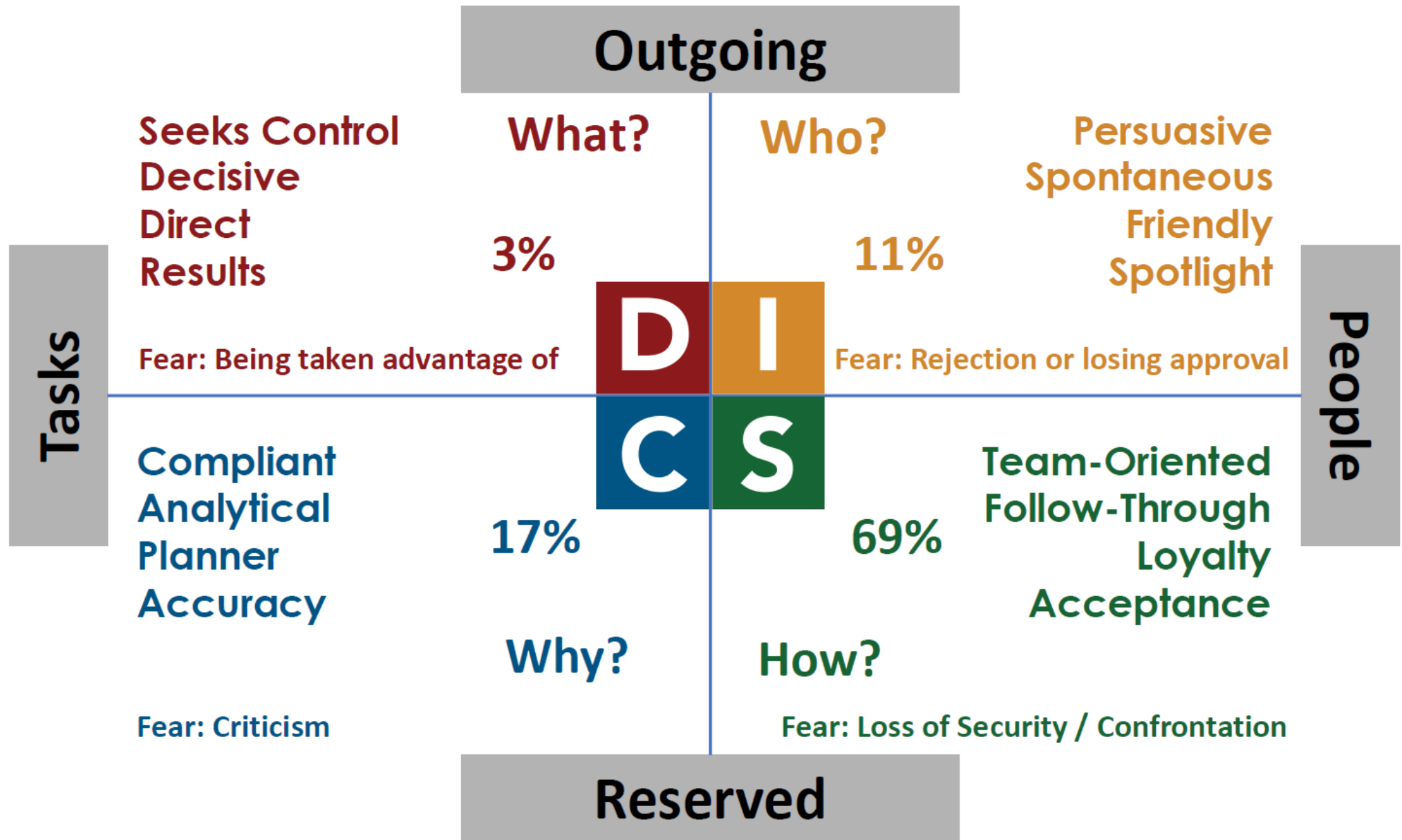
A Glimpse Into

**D**

**I**

**S**

**C**



3%

**Seeks Control**

**Decisive**

**Direct**

**Results**







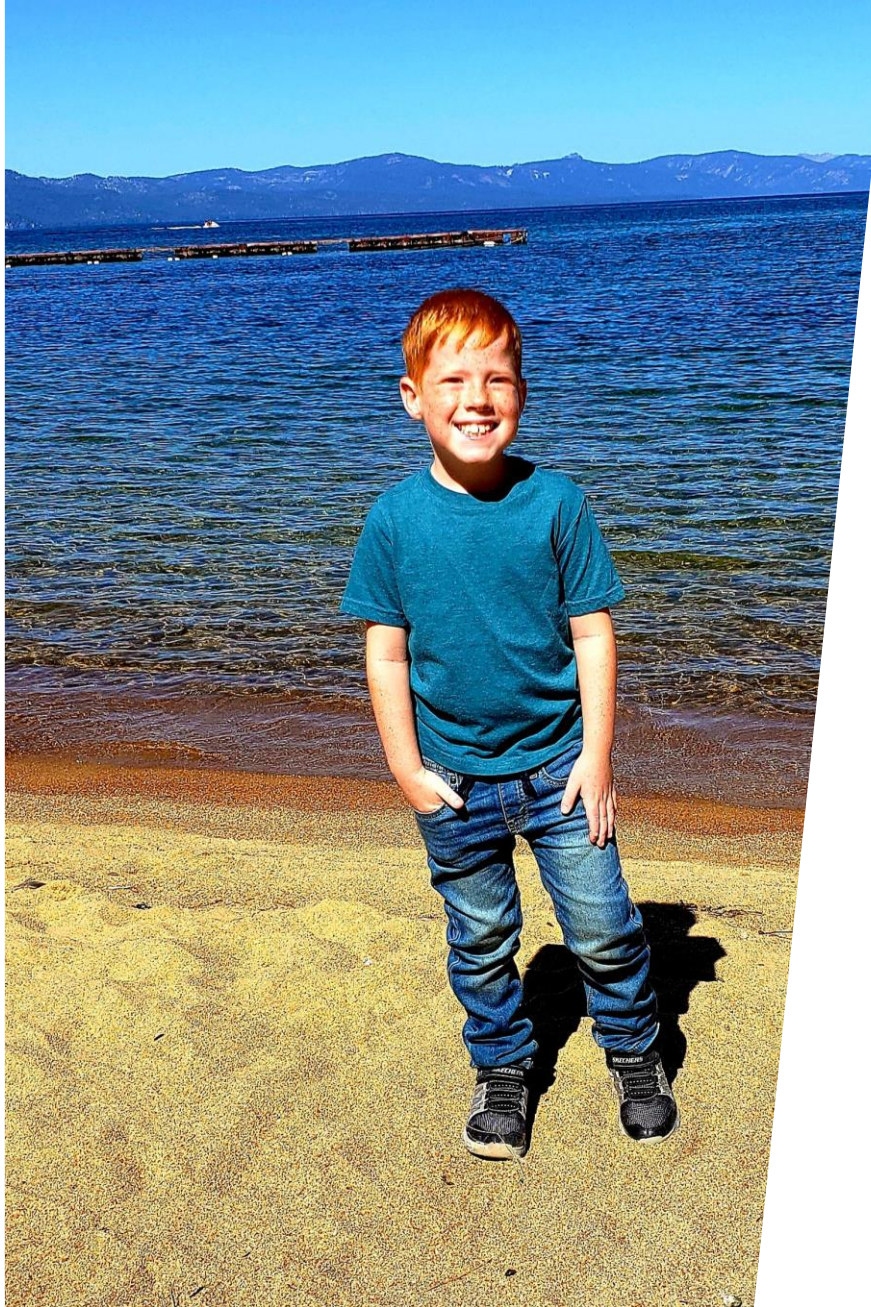
**Persuasive**

**Spontaneous**

**Friendly**

**Spotlight**

**11%**



My

11%





**Team-Oriented**

**Follow-Through**

**Loyalty**

**Acceptance**

**69%**





My

S

69%



**Compliant**

**17%**

**Analytical**

**Planner**

**Accuracy**



17%



SI



CS

DC



IS





# Strengths



**D** **I**  
**C** **S**



# Obstacles



## **D** Seeks results. Active. Multi-tasker.

- Driven by authority
- Will easily try to take control
- Embraces any change that will help them get results
- Very comfortable responding to direct confrontation
- Treasures loyalty

Greatest Fear: Being taken advantage of





# Strengths

- Bold
- Confident
- Decisive
- Productive
- Strong-willed
- Independent
- Positive
- Persistent
- Excels in emergencies
- Motivates others to action
- Goal-oriented
- Values business-related socializing
- Comfortable leading
- Thrives on resistance



# Obstacles

- Argumentative
- Inconsiderate
- Opinionated
- Not complimentary
- Possessive
- Does not apologize
- Insensitive
- Domineering
- Impatient
- Cannot relax
- Unforgiving
- Can appear cold



 *Just Scarves*   
Company Since 1932







**Seeks friendly environment.  
Always active.**

- Relationship-oriented
- Emotional and animated
- Great storyteller
- Encourager
- Treasures great experiences with others

Greatest Fear: Rejection / Loss of Approval



# Strengths

- Persuasive
- Generous
- Charismatic
- Enthusiastic
- Friendly
- Talkative
- Comfortable in the spotlight
- Social
- Spontaneous
- Creative
- Inspires others
- Charming
- Likable
- Fun
- Optimistic



# Obstacles

- Undisciplined
- Undependable
- Disorganized
- Naive
- Can appear phony
- Distracted
- Impulsive
- Needs the spotlight
- Forgetful
- Doesn't listen
- Doesn't follow through
- Wastes time
- Talks too much
- Overcommits





Mary's 10th Day



**S** Seeks a team environment.  
Very loyal.

- Easygoing and agreeable
- Evenly paced
- Good listener
- Compassionate
- Treasures peaceful relationships

Greatest Fear: Loss of Security / Confrontation





# Strengths

- Hard worker
- Team player
- Stable
- Steady
- Secure
- Sentimental
- Saver
- Reserved
- Close friendships
- Faithful
- Finds the easy way
- Great listener
- Mediates
- Peaceful
- Routine-oriented
- Supportive





# Obstacles

- Can be too laid back
- Sarcastic
- Resists change
- Slower pace
- Slow to start
- Difficulty saying no
- Needs reassurance
- Not always direct
- Shuts down in confrontation
- Possessive
- Skeptical
- Indecisive
- May not speak up



**C** Seeks an environment that honors logic and facts.

- Compliant
- Conscientious
- Accurate
- Detail-oriented
- Treasures perfection

Greatest Fear: Criticism



# Strengths

- Analytical
- Genius-prone
- Self-sacrificing
- Idealistic
- High quality work
- Orderly and organized
- Logical
- Persistent
- Planner
- Finishes what they start
- Data-driven
- Gathers facts
- Deep thinker
- Serious
- Carries out work correctly





# Obstacles

- Moody
- Critical
- Socially insecure
- Rigid
- Legalistic
- Over analyzes
- Appears cold and distant
- Prefers to work alone
- Hard to please
- Slow to start
- Analysis paralysis
- Perfectionist
- Avoids risks
- May not see the big picture



“Connecting increases your influence in every situation.” —John C. Maxwell.

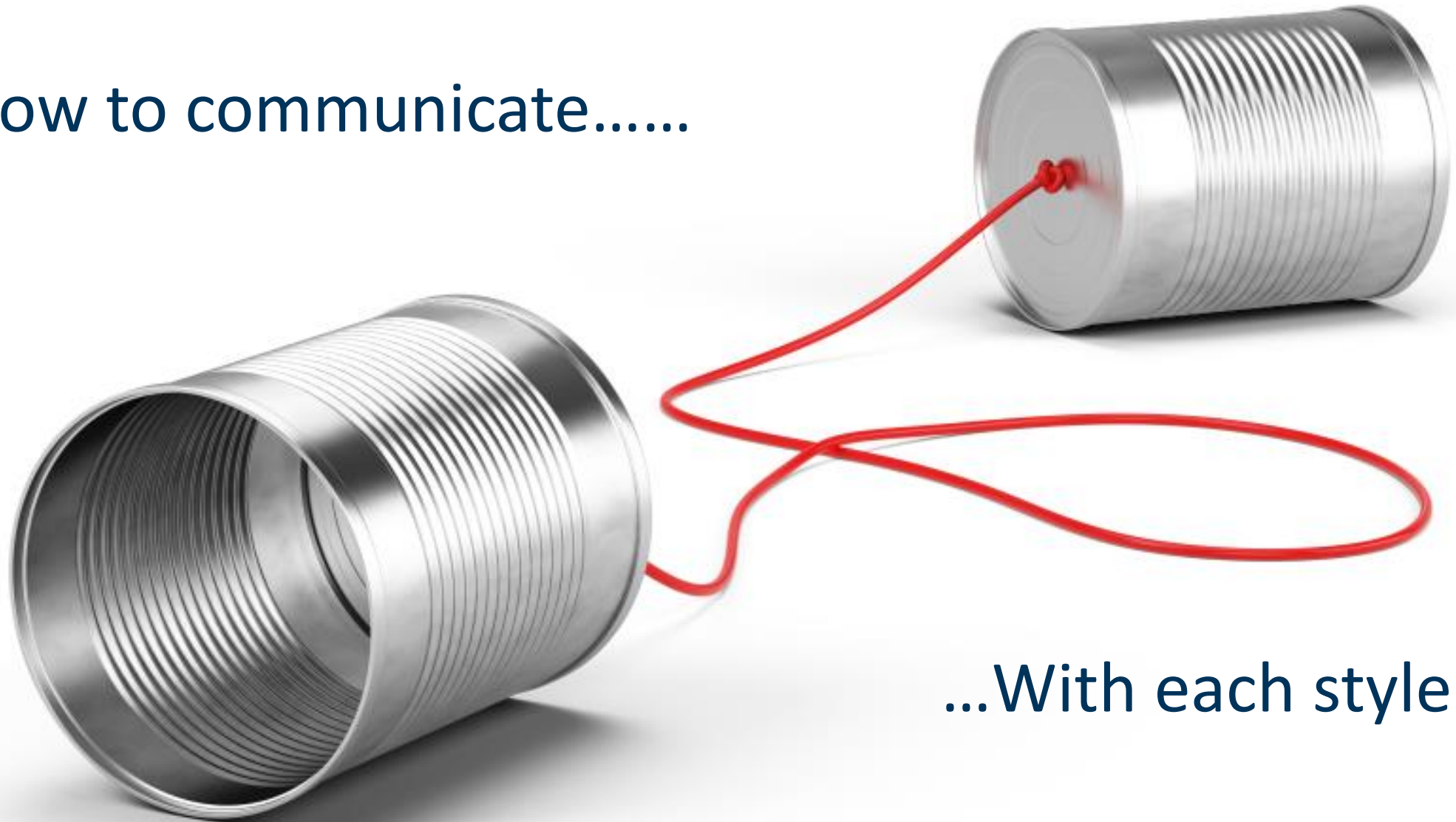








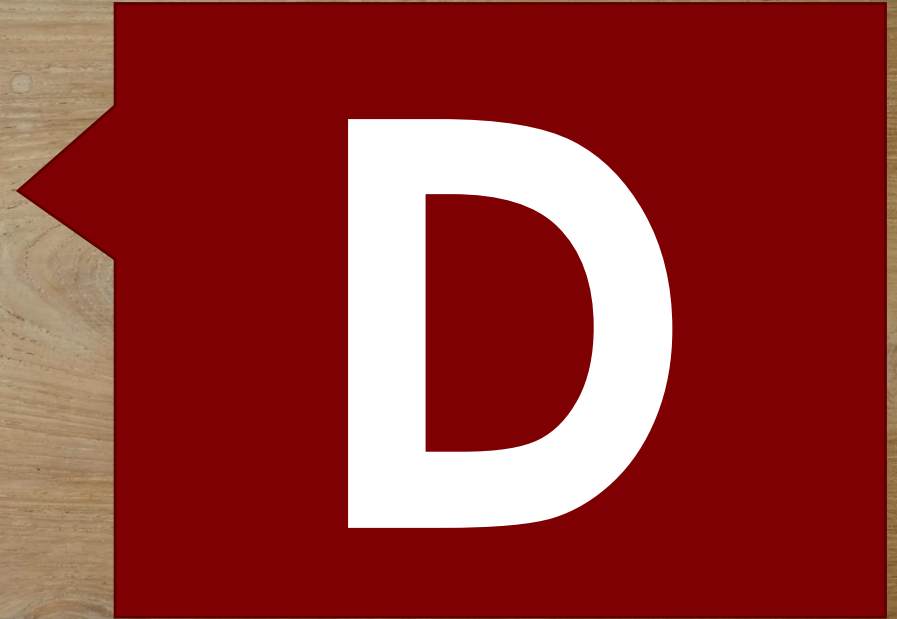
How to communicate.....



...With each style

# Communicating with a D

- Be brief, direct, and to the point.
- Ask “What” not “How” questions.
- Focus on results.
- Don’t ramble.
- Discuss a problem and its effect on outcomes.





# Supporting Your Co-Worker if they are a D

- Help them to
  - Get results
  - Move Forward
  - Make Progress
  - Accomplish Goals
  - Tasks / Vision



# Communicating with an I

- Don't do all the talking.
- Don't ignore their ideas.
- Allow time for socializing.
- Follow up with the details in writing.
- Four short 10-minute discussions are better than one 40-minute discussion.





# Supporting your Co-Worker if They are an I

- **Help Them by**

- Having fun
- Spending Time with Them
- Being approachable
- Listening to them
- Giving them the spotlight





# Communicating with an S

- Create a friendly tone for the discussion.
- Show interest in them as a person.
- Don't be overly aggressive.
- Minimize the potential for confrontation.
- Give definition to the goal and everyone's role.
- Give them time to adjust to any changes.



# Supporting Your Co-Worker if They are an S

- **Help Them by providing:**

- Peace and Harmony
- Calm environment
- Safe atmosphere
- Non confrontational setting





# Communicating with a C

- Provide all the details.
- Use validated facts.
- Be precise in your explanation.
- Be very specific.
- Be patient, answer all their questions, and follow up to provide them with the additional data they request.





# Supporting Your Co-Worker if They are a C

- **Help Them by:**
  - Giving quality answers to their questions
  - Showing value to their work
  - Acknowledging they are correct
  - Keeping the unknown away from their world

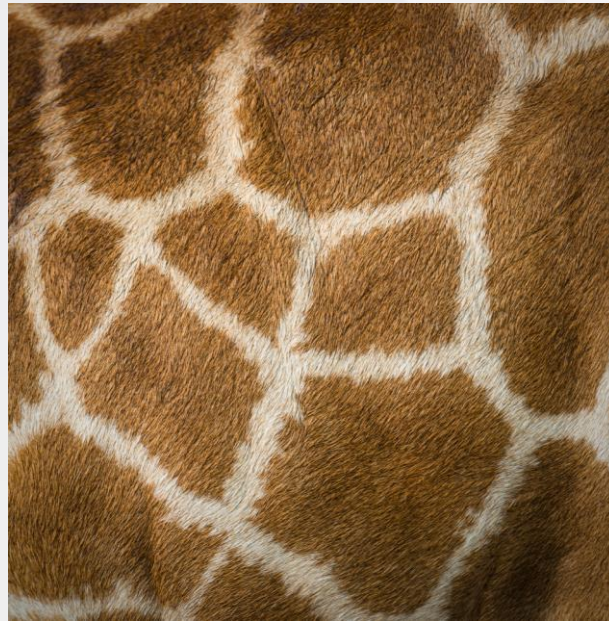
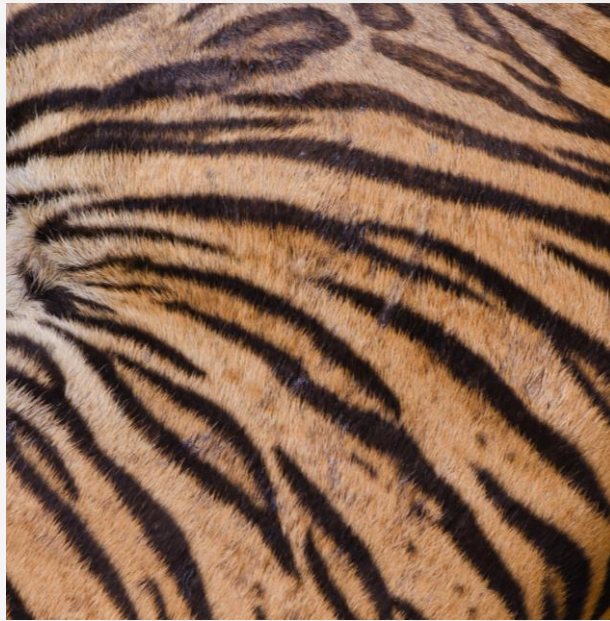




# Building Effective Relationships

Y O U R  
S T Y L E









**D** **I**  
**C** **S**





# Poll 5

Would Your Team benefit...

Understanding the importance of communication and self-awareness, would your team benefit from knowing each other's DISC communication style?

1. Yes, most definitely
2. Possibly
3. No, not at this time





# Do I need to do an Assessment?

## Free Online

Gets you in the “ballpark”

## Paid Assessment

A More Comprehensive Approach

Laser Focus on You

Action Plans specific to Your Style

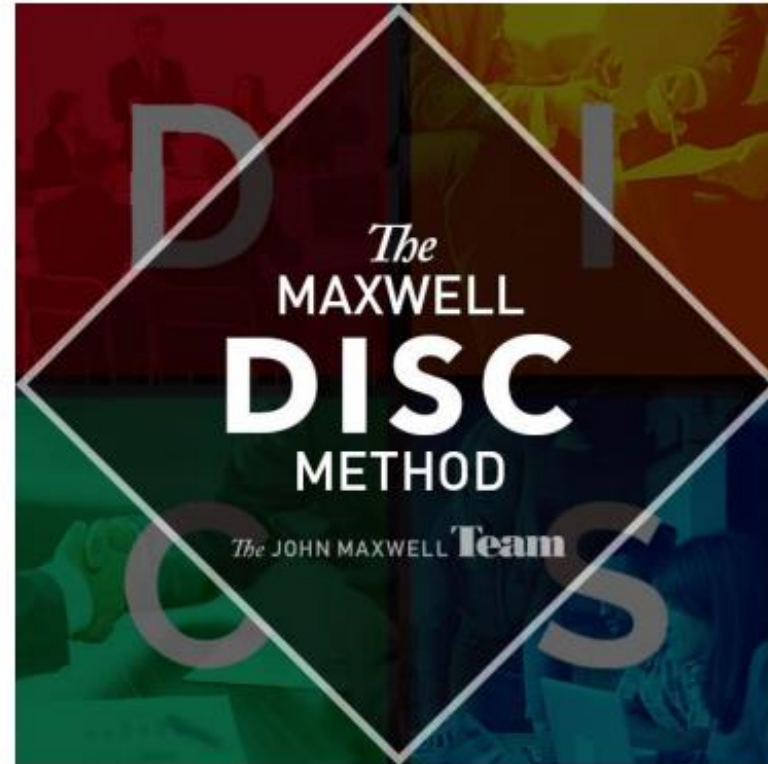


# Indicator Report

30 Page Comprehensive Report

1. Behavioral Style
2. Communication Style
3. Strengths Style
4. Work Style

\*Opt for the Debrief



## Sample Report

Style: Establisher D

Maxwell DISC Personality Indicator Report

Tuesday, October 16, 2018

# Want More Information

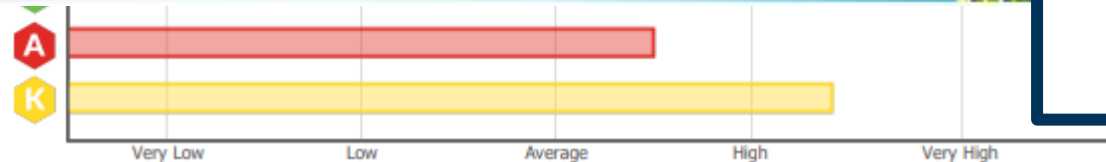
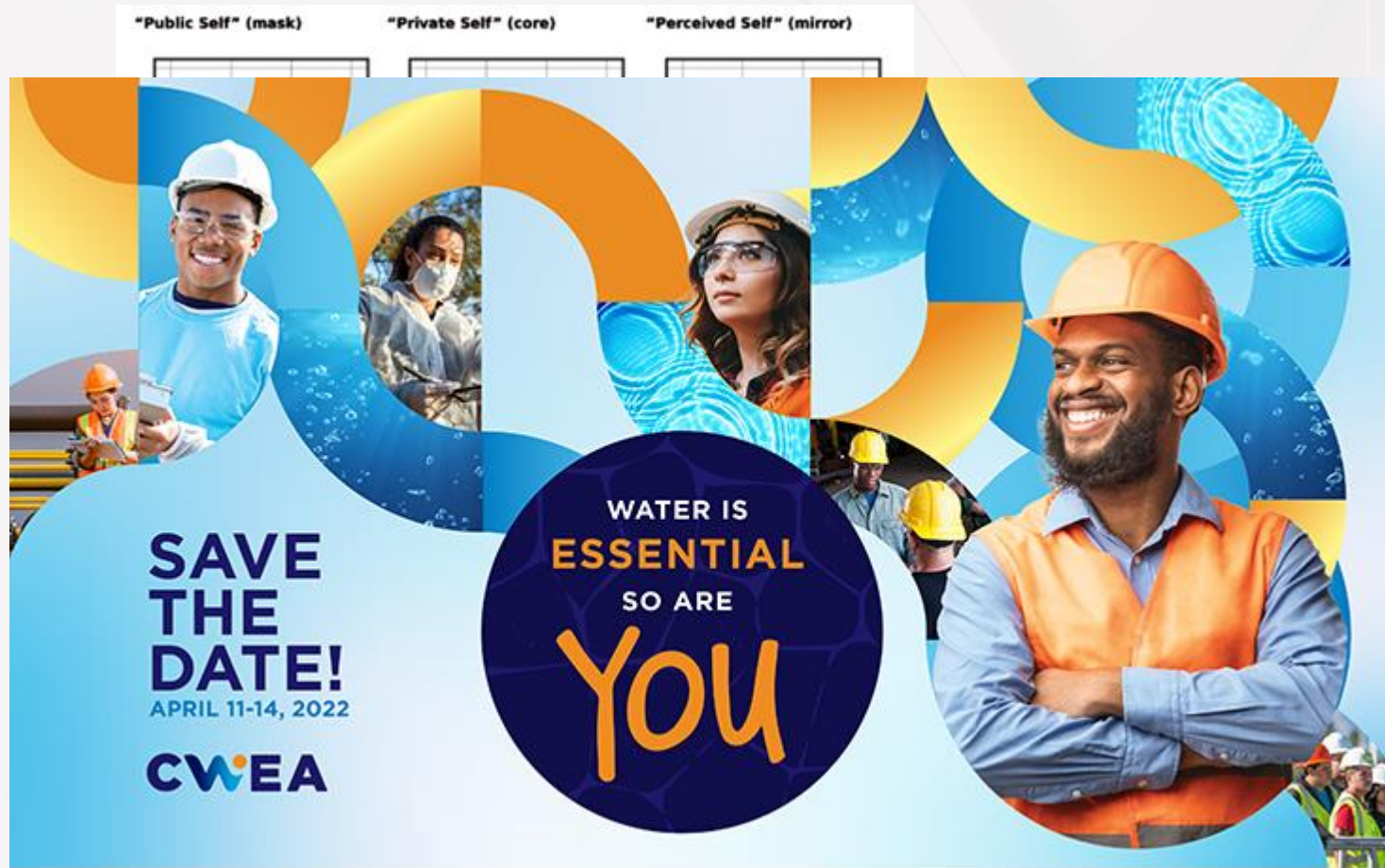
[www.TheSorsdalGroup.com](http://www.TheSorsdalGroup.com)

[kasorsdal@thesorsdalgroup.com](mailto:kasorsdal@thesorsdalgroup.com)





# We're Just Getting Started



THE SORSDAL GROUP  
CONSULT • COACH • TRAIN • EQUIP

## BONUS

District with the Most Representation  
- 1Hr Complimentary DISC  
Training

## Giveaways

- Individual DISC Assessments
- The 8 Dimensions of Leadership
- and More







# Thank You

[www.TheSorsdalGroup.com](http://www.TheSorsdalGroup.com)

✉ [kasorsdal@thesorsdalgroup.com](mailto:kasorsdal@thesorsdalgroup.com)







**Thank You!**