

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 DISSAGREE:	<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>