

# WORKING WITH OTHERS



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