



WILEY

# Interaction Guide

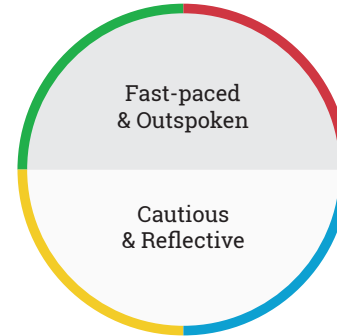


## PEOPLE READING

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:



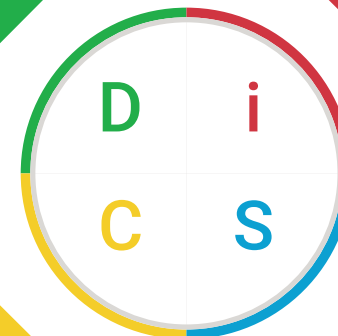
3 Now, combine this person's tendencies to determine their DiSC® style.

**DOMINANCE**  
Fast-paced & Outspoken  
Questioning & Skeptical

**iNFLUENCE**  
Fast-paced & Outspoken  
Accepting & Warm

**CONSCIENTIOUSNESS**  
Cautious & Reflective  
Questioning & Skeptical

**STEADINESS**  
Cautious & Reflective  
Accepting & Warm



## 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

