

How to Identify Observable Behaviors at a Glance



**OUR HORSE POWER  
DRIVES PEOPLE FROM THE INSIDE OUT**

**BE DRIVEN**

## How to Identify Observable Behaviors at a Glance

**STEP ONE:** Identify Who You are and Understand your specific style

**STEP TWO:** Identify who they are:

Ask yourself - Are they Fast Paced or Slow Paced?

Are they Direct (D), Friendly (I), Cooperative (S) or Analytical (C)

**STEP THREE:** Read their body language to gauge if you have identified correctly.



### RECOGNIZING DISC STYLES

<b>C COMPLIANCE</b>	<b>D DOMINANCE</b>
<p><b>The C is looking for: FACTS</b></p> <p><b>Quick Observations:</b> Slower paced, task-oriented</p> <p><b>Communication:</b> Direct</p> <p><b>Overextension:</b> Critical</p> <p><b>Organization:</b> Everything in its place. Perfectly organized.</p> <p><b>Body Language:</b>  <b>Stance</b> - Arms folded, one hand on chin  <b>Walks</b> - Straight line  <b>Gestures</b> - Very reserved, little or no gestures</p> <p><b>Communication Clue:</b> Asks detailed questions</p>	<p><b>The D is looking for: RESULTS</b></p> <p><b>Quick Observations:</b> Faster paced, task-oriented</p> <p><b>Communication:</b> Direct</p> <p><b>Overextension:</b> Impatient</p> <p><b>Organization:</b> Efficient, not neat.</p> <p><b>Body Language:</b>  <b>Stance</b> - Forward leaning, hand in pocket  <b>Walks</b> - Fast, always going somewhere  <b>Gestures</b> - A lot of hand movement when talking, big gestures</p> <p><b>Communication Clue:</b> Doesn't want others' opinions, only facts</p>
<b>S STEADINESS</b>	<b>I INFLUENCE</b>
<p><b>The S is looking for: STABILITY</b></p> <p><b>Quick Observations:</b> Slower paced, people-oriented</p> <p><b>Communication:</b> Indirect</p> <p><b>Overextension:</b> Possessiveness</p> <p><b>Organization:</b> Usually some type of system. A little on the sloppy side.</p> <p><b>Body Language:</b>  <b>Stance</b> - Leaning back, hand in pocket  <b>Walks</b> - Steady, easy pace  <b>Gestures</b> - Will gesture with hands</p> <p><b>Communication Clue:</b> Has a "poker" face</p>	<p><b>The I is looking for: INTERACTION</b></p> <p><b>Quick Observations:</b> Faster paced, people-oriented</p> <p><b>Communication:</b> Indirect</p> <p><b>Overextension:</b> Disorganized</p> <p><b>Organization:</b> Disorganized. A lot of piles.</p> <p><b>Body Language:</b>  <b>Stance</b> - Feet spread, two hands in pockets  <b>Walks</b> - Weaves, people focused, may run into things  <b>Gestures</b> - A lot of big gestures and facial expressions when talking</p> <p><b>Communication Clue:</b> Talks with hands</p>

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Let's be real, this is great information, but it will not give you conclusive evidence, which only comes when someone completes a well-developed scientific survey that can then pinpoint characteristics based on their own answers about themselves.

But, it is a great start to connecting with people through clearer communication to understand better, connect quicker and accomplish more, faster and accurately.

Remember – START WITH YOU! You must begin with yourself and understand what your observable behaviors are and how others may perceive them. Perception is the variable that can change relations between people in an instant.

Think about it – If you have concluded someone has good intentions and something goes wrong – how do you react? You support them, accept the mistake and move on.

But, if you have concluded someone has bad intentions and something goes wrong – BAMM! The results are totally different. There is certainly blame, and possibly anger about the same situation.

Another example of perception differences is having ten people in the room experience the same thing. It is most likely you will get ten different descriptions of the same experience.

So – knowing this brings us to the next level of understanding Observable Behaviors and DISC. Individuals bring different values to the team depending on their style.

On the next pages are the Style Charts of each: D, I, S & C. You will see their descriptors (words that describe them), ideal environment (what they need to be most successful) and their tendency under stress (if we see these behaviors it is a sign to stop and ask questions).

You will also find the value to the team and possible limitations of each behavior style in the chart. This is the true magic! Understanding our strengths and potential limitations can assist us to know ourselves better, but also to understand and support others in their uniqueness.

**WARNING!!!!** *DO not use this information for any career moves, jostling of staff or employee review actions unless you have the actual scientific data in front of you and are working with a certified coach in this area. Human relations, stages of growth of a business and environment have an effect on results and if you are not identifying facts correctly, you can cause more harm than good.*

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People may not identify with ALL Descriptors in their chart. Different levels of each behaviors style usually exist in EVERY PERSON. What levels of each style exist and how they cohabitate inside a person influence which characteristics they identify in themselves.

A person may have a blend of behaviors (which is identified when they take the scientific survey) and they could have descriptors from two of the charts. It is important to only use this information for connecting in relations NOT requiring a substantial amount of understanding. Sales transactions, teaching moments and simple relations can be enhanced with this data. But, long term relations in the workplace, between co-workers and management REQUIRES a more scientific approach in order to experience success.

With the state of the workforce and employee relations as they are today –coaches are needed to assist a team in changing the dynamic of their culture.

If you practice identifying observable behaviors with these charts – you will be on your way to learning to engage in connected communication!

YOU WILL EXPERIENCE BETTER RELATIONS, A HIGHER UNDERSTANDING OF OTHERS & A DEEPER ACCEPTANCE & USE OF YOUR TALENTS.

## General Characteristics of the D

<b>D</b>	<b>VALUE TO THE TEAM:</b>	<b>TENDENCY UNDER STRESS:</b>
	<ul style="list-style-type: none"> <li>•Bottom-line organizer</li> <li>•Forward-looking</li> <li>•Challenge-oriented</li> <li>•Initiates activity</li> <li>•Innovative</li> </ul>	<ul style="list-style-type: none"> <li>•Demanding</li> <li>•Argumentative, opinionated</li> <li>•Aggressive</li> <li>•Egotistical</li> </ul>
<b>DESCRIPTORS:</b>	<b>IDEAL ENVIRONMENT:</b>	<b>POSSIBLE LIMITATIONS:</b>
	<ul style="list-style-type: none"> <li>•Freedom from controls, supervision and details</li> <li>•An innovative and futuristic-oriented environment</li> <li>•Forum to express ideas and viewpoints</li> <li>•Non-routine work</li> <li>•Work with challenge and opportunity</li> </ul>	<ul style="list-style-type: none"> <li>•Overuse of position</li> <li>•Set standards too high</li> <li>•Lack tact and diplomacy</li> <li>•Take on too much, too soon, too fast</li> </ul>
<ul style="list-style-type: none"> <li>Adventuresome</li> <li>Competitive</li> <li>Daring</li> <li>Decisive</li> <li>Direct</li> <li>Innovative</li> <li>Persistent</li> <li>Problem Solver</li> <li>Result-oriented</li> <li>Self-starter</li> </ul>		<b>EMOTION OF THE HIGH D: Anger</b>

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# General Characteristics of the I

<b>I</b>	<p><b>VALUE TO THE TEAM:</b></p> <ul style="list-style-type: none"> <li>•Optimism and enthusiasm</li> <li>•Creative problem solving</li> <li>•Motivates others toward goals</li> <li>•Team player</li> <li>•Negotiates conflicts</li> </ul>	<p><b>TENDENCY UNDER STRESS:</b></p> <ul style="list-style-type: none"> <li>•Self-promoting</li> <li>•Overly optimistic</li> <li>•Gabby</li> <li>•Unrealistic</li> </ul>
<p><b>DESCRIPTORS:</b></p> <p>Charming Confident Convincing Enthusiastic Inspiring Optimistic Persuasive Popular Sociable Trusting</p>	<p><b>IDEAL ENVIRONMENT:</b></p> <ul style="list-style-type: none"> <li>•High degree of people contacts</li> <li>•Freedom from control and detail</li> <li>•Freedom of movement</li> <li>•Forum for ideas to be heard</li> <li>•Democratic supervisor with whom he can associate</li> </ul>	<p><b>POSSIBLE LIMITATIONS:</b></p> <ul style="list-style-type: none"> <li>•Inattentive to details</li> <li>•Be unrealistic in appraising people</li> <li>•Trust people indiscriminately</li> <li>•Situational listener</li> </ul>
	<p><b>EMOTION OF THE HIGH I: optimism</b></p>	

# General Characteristics of the S

<b>S</b>	<p><b>VALUE TO THE TEAM:</b></p> <ul style="list-style-type: none"> <li>•Dependable team player</li> <li>•Work for a leader and a cause</li> <li>•Patient and empathetic</li> <li>•Logical step-wise thinker</li> <li>•Service-oriented</li> </ul>	<p><b>TENDENCY UNDER STRESS:</b></p> <ul style="list-style-type: none"> <li>•Non-demonstrative</li> <li>•Unconcerned</li> <li>•Hesitant</li> <li>•Inflexible</li> </ul>
<p><b>DESCRIPTORS:</b></p> <p>Amiable Friendly Good Listener Patient Relaxed Sincere Stable Steady Team Player Understanding</p>	<p><b>IDEAL ENVIRONMENT:</b></p> <ul style="list-style-type: none"> <li>•Stable and predictable environment</li> <li>•Environment that allows time to change</li> <li>•Long-term work relationships</li> <li>•Little conflict between people</li> <li>•Freedom from restrictive rules</li> </ul>	<p><b>POSSIBLE LIMITATIONS:</b></p> <ul style="list-style-type: none"> <li>•Yield to avoid controversy</li> <li>•Difficulty in establishing priorities</li> <li>•Dislike of unwarranted change</li> <li>•Difficulty dealing with diverse situations</li> </ul>
	<p><b>EMOTION OF THE HIGH S: Non-emotional</b></p>	

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# General Characteristics of the C

C	<b>VALUE TO THE TEAM:</b>	<b>TENDENCY UNDER STRESS:</b>
	<ul style="list-style-type: none"> <li>•Maintains high standards</li> <li>•Conscientious and steady</li> <li>•Defines, clarifies, gets information and tests</li> <li>•Objective – “the anchor of reality”</li> <li>•Comprehensive problem solver</li> </ul>	<ul style="list-style-type: none"> <li>•Pessimistic</li> <li>•Picky</li> <li>•Fussy</li> <li>•Overly critical</li> </ul>
<b>DESCRIPTORS:</b>	<b>IDEAL ENVIRONMENT:</b>	<b>POSSIBLE LIMITATIONS:</b>
	<ul style="list-style-type: none"> <li>•Where critical thinking is needed</li> <li>•Technical work or specialized areas</li> <li>•Close relationship with small group</li> <li>•Familiar work environment</li> <li>•Private office or work area</li> </ul>	<ul style="list-style-type: none"> <li>•Be defensive when criticized</li> <li>•Get bogged down in details</li> <li>•Be overly intense for the situation</li> <li>•Appear somewhat aloof and cool</li> </ul>
<ul style="list-style-type: none"> <li>Accurate</li> <li>Analytical</li> <li>Conscientious</li> <li>Courteous</li> <li>Diplomatic</li> <li>Fact-finder</li> <li>High Standards</li> <li>Mature</li> <li>Patient</li> <li>Precise</li> </ul>		<b>EMOTION OF THE HIGH C: Fear</b>

There are 5 Sciences of Self.

1. Observable Behavior: DISC (How)
2. Driving Forces (Why)
3. Emotional Quotient (Impulses & Emotion)
4. Top Performing Competencies (superior performers have 18 well developed)
5. Acumen (how you see the world and yourself in it)

Are you using scientific data to connect in the workplace to co-workers and customers?

If not –you should be. It helps build strong culture, increase employee engagement and makes managing others much easier with better results.

Looking for a coach to help you take it to the next level?

I am Shari Pheasant, CPBA, CPDFA, CPEQA. I am a Certified Professional Behavioral Analyst and rock at identifying what isn't seen by others and what is left unsaid.

I would love to help you!