



# Sally Sample

Style: Precisionist CS

## Communication Impact Report

Tuesday, November 7, 2017

# Communication

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Congratulations on exploring your communication style!

Each of us is wired with a very unique style of communication and collaborating with others. When we take our best and use it to serve people and projects, we can enjoy a higher degree of performance and a lesser degree of difficulty in our interactions with others.

Based on your responses to the online assessment, this report shows your communication style and offers tips on how you can connect more effectively with others. It also provides information on your strengths in influencing results, all of which are important to communicate, connect, and collaborate with others.

Decades ago in business, it was not uncommon for people to think, “If I won, then you lost; and if you won, I lost.”

It was purely competitive, and healthy competition is good. However, today's growth-oriented companies and business professionals know that success comes through powerful collaboration, and that always begins with communication.

According to a recent magazine article, Warren Buffett said “Without good communication skills, you won't be able to convince people to follow you, even though you see over the mountain, and they don't.”

In the same article, Bill Gates notes the need for good communication in order to collaborate with people across the board...and indeed, across the world. Entrepreneur Richard Branson promotes good communication from a connection standpoint – realizing the connections you have help get you where you want to go.

If you are participating in one of our Communication programs, you will learn even more and be equipped and empowered to fully utilize the best method to communicate and do great work with others!

Now let's discover your communication style...

# Introduction

Your report uses the DISC Personality System. The DISC Personality System is the universal language of behavior. Research has shown that behavioral characteristics can be grouped together in four major groups. People with similar styles tend to exhibit specific behavioral characteristics common to that style. All people share these four styles in varying degrees of intensity. The acronym DISC stands for the four personality styles represented by the letters :

- D = Dominant, Driver
- I = Influencing, Inspiring
- S = Steady, Stable
- C = Correct, Compliant

Knowledge of the DISC System empowers you to understand yourself, family members, co-workers, and friends, in a profound way. Understanding behavioral styles helps you become a better communicator, minimize or prevent conflicts, appreciate the differences in others and positively influence those around you.

In the course of daily life, you can observe behavioral styles in action because you interact with each style, to varying degrees, everyday. As you think about your family members, friends and co-workers, you will discover different personalities unfold before your eyes.

- Do you know someone who is assertive, to the point, and wants the bottom line?

Some people are forceful, direct, and strong-willed.

***This is the D Style***

- Do you have any friends who are great communicators and friendly to everyone they meet?

Some people are optimistic, friendly, and talkative.

***This is the I Style***

- Do you have any family members who are good listeners and great team players?

Some people are steady, patient, loyal, and practical.

***This is the S Style***

- Have you ever worked with someone who enjoys gathering facts and details and is thorough in all activities?

Some people are precise, sensitive, and analytical.

***This is the C Style***

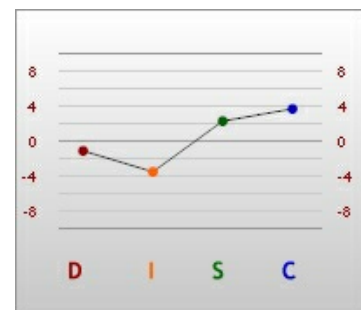
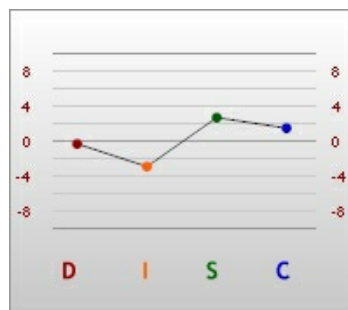
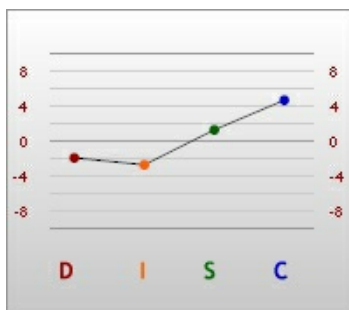


The chart below helps put the four dimensions of behavior into perspective.

	<b>D = Dominant</b>	<b>I = Influencing</b>	<b>S = Steady</b>	<b>C = Compliant</b>
<b>Seeks</b>	Control	Recognition	Acceptance	Accuracy
<b>Strengths</b>	Administration Leadership Determination	Persuading Enthusiasm Entertaining	Listening Teamwork Follow-Through	Planning Systems Orchestration
<b>Challenges</b>	Impatient Insensitive Poor Listener	Lack of Detail Short Attention Span Low Follow-Through	Oversensitive Slow to Begin Dislikes Change	Perfectionist Critical Unresponsive
<b>Dislikes</b>	Inefficiency Indecision	Routines Complexity	Insensitivity Impatience	Disorganization Impropriety
<b>Decisions</b>	Decisive	Spontaneous	Conferring	Methodical

Because human personality is comprised of varying intensities of the four behavioral styles, the DISC graph helps make the personality style more visual. The DISC graph plots the intensity of each of the four styles. All points above the midline are stronger intensities, while points below the midline are lesser intensities of DISC characteristics. It is possible to look at a DISC graph and instantly know the personality and behavioral characteristics of an individual.

Below are your three DISC graphs, and a brief explanation of the differences between the graphs.



**DISC graph 1 represents your "public self" (the mask)**

This graph displays the "you" others see. It reflects how you perceive the demands of your environment, and your perception of how you believe others expect you to behave.

**DISC graph 2 represents your "private self" (the core)**

This graph displays your instinctive response to pressure, and identifies how you are most likely to respond when stress or tension are present. This would be your instinctive reaction.

**DISC graph 3 represents your "perceived self" (the mirror)**

This graph displays the manner in which you perceive your typical behavior. It could be referred to as your self perception. Although at times you may be unaware of the behavior you use with other people, this graph shows your typical approach.

# Description

## understanding your style

### Sally's style is identified by the keyword "Precisionist".

Sally, as a Precisionist style, is a systematic thinker who tends to follow procedures in both personal and business life. Proceeding in an orderly, predetermined manner, Precisionists are precise and attentive to detail. They act in a highly tactful, diplomatic fashion and rarely antagonize their associates consciously. Being extremely conscientious, Sally painstakingly requires accuracy in work and maintains high standards. Precisionists may tend to get bogged down in details, particularly when decisions must be made. Sally desires standard operating procedures and no sudden changes.

As a Precisionist, Sally likes a protected and secure environment governed by rules and regulations. A Precisionist enjoys people, but prefers a few close friends to having many acquaintances. Precisionists prefer small groups rather than large crowds. They will be correct most of the time due to how precise they are. Precisionists may be overly sensitive and perhaps do not handle critique well. They may need to develop confidence and be more independent. They tend to be somewhat concerned about what people think of them and they avoid conflict and change at all costs.

Being exact is imperative in everything Sally does. Precisionists can be counted on to carry out any tasks correctly. They want exact facts and figures before they will make a decision; they feel uneasy when forced to make a quick decision. Precisionists will often keep feelings to themselves. Others may not be aware of their strong beliefs. Sally will not blow up easily when pressured or stressed, but may withdraw. Sally wants a steady home and work environment which promotes security. The more stable, organized and non-confrontational the environment, the happier a Precisionist will be.

Sally prefers to work through problems by analyzing things that worked in the past. This is someone who is able to lead, if necessary, but usually prefers to wait and see if another person volunteers first. Sally is willing to follow another person's lead if they display adequate ability and if Sally has confidence in their ability.

Sally prefers a rational and moderate approach when first entering new situations and tries to avoid extremes. Sally likes the company of others, but is equally comfortable spending a quiet evening alone. A realist who will always weigh options before making a decision to move ahead, Sally thinks through alternatives and choices carefully.

A loyal friend, Sally is patient and caring when attending to the needs of others. This is usually an even-paced individual who thrives in a peaceful, harmonious environment. Sally tends to be quite predictable, sticking with proven, reliable methods of dealing with situations rather than taking chances with a new, unproven approach.

Systematic and detailed, Sally focuses on processes. Others see this individual as practical and logical. Sally tends to be sensitive to criticism, but prefers to internalize emotions rather than expose them. Sally likes to clarify expectations before undertaking new projects because of the hard work they will do to meet those standards.

**Careful, methodical,  
thinking things through**  
**Sensitive, practical**  
**Loyal, predictable**  
**Disciplined, logical**

#### *General Characteristics*

**Recognition for loyalty and  
dependability**  
**Approval of their high  
quality work**  
**Orderliness and neatness**  
**Activities to start and see  
through to the end**

#### *Motivated By*

**Practical procedures and  
systems**  
**Stability and predictability**  
**Neat and orderly**  
**A team atmosphere**

#### *My Ideal Environment*

# Communicating

## with the Precisionist style

### Remember, a Precisionist may want:

- Security in situations, sincere appreciation, repeated work patterns, time to adjust to change, limited territory of responsibility, identification with group, areas of specialization, clear definitions of their roles

### Greatest fear:

- Being criticized, especially by a close friend or relationship

### When communicating with Sally, a Precisionist, DO:

- Create a favorable environment that is personal and agreeable
- Express a genuine interest in them as a person
- Provide them with clarification for tasks and answers to "how" questions
- Present ideas in a non-threatening manner, be patient with timelines as they are thorough and conscientious
- Clearly define goals, procedures and their role in the overall plan
- Explain any changes to them in advance and give them time to adjust

### When communicating with Sally, a Precisionist, DO NOT:

- Be pushy, overly aggressive, or demanding
- Be too confrontational or critical of their actions
- Make sweeping or sudden changes
- Expect them to make decisions without all of the facts

### While analyzing information, Sally, a Precisionist may:

- Be openly agreeable but inwardly unyielding
- Internalize their concerns and doubts
- Hesitate to share feedback during presentations
- Require additional information and supporting materials

### Motivational Characteristics

- **Motivating Goals:** Quality results, correct procedures, security
- **Evaluates Others by:** Precise standards based on what they do
- **Influences Others by:** Attention to detail
- **Value to Team:** Conscientious, maintains standards, concerned about quality
- **Overuses:** Dependency; adherence to standard operating procedures
- **Reaction to Pressure:** Defensive, strict, slows down processes
- **Greatest Fears:** Antagonism, criticism
- **Areas for Improvement:** Increase self-confidence; don't be overly sensitive



Knowledge comes, but  
wisdom lingers.

- Alfred Lord Tennyson

# Communicating

## with the Precisionist style

### Value to the group:

- Reliable, steady, loyal team worker, compliant towards authority
- Analytical with processes and procedures
- Calculated risk taker, conservative viewpoints
- Will take a task from beginning to end

### Precisionists possess these positive characteristics in groups:

- Adds a sense of continuity to the team
- Participative managers who accomplish goals through personal relationships
- Make others feel like they belong
- Provide specialized skills
- Show sincerity are diplomatic and strive to keep the peace
- Can be counted upon to finish what they start, disciplined approach
- Are patient and accepting of all types of people
- Can develop and follow processes for doing tasks
- Able to control quality, thorough, and methodical
- Intuitive about people and relationships
- Able to give common sense, realistic, and practical viewpoints
- Buy into team goals when the "why's" are explained
- Dependable, steady, and loyal
- Consider all the elements of a project

### Personal growth areas for Precisionists:

- Be more open to change, develop more flexibility
- Be more direct in your interactions, show more initiative in team roles
- Focus on overall goals of the team rather than specific procedures
- Deal with confrontation constructively
- Increase pace to accomplish goals
- Work at expressing your thoughts, opinions and feelings



You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere.

- Lee Iacocca

# Effective Communication

Effective communication requires that we use the method that works best for the other individual, not ourselves.

In his book, *Everyone Communicates, Few Connect*, author and leadership expert John C. Maxwell says there are five practices we can follow to connect with others.

1. Connectors connect on common ground. This requires moving away from what is different about you and the other person, to focusing 100% of your attention on the common ground between you and the person with whom you are trying to connect.
2. Connectors do the difficult work of keeping it simple.
3. Connectors make it an experience everyone enjoys.
4. Connectors inspire people. □
5. Connectors live what they communicate.

By participating in one of our upcoming Communication programs, you will learn even more as we dig into deeper ways you can connect.

But what about difficult people?

Sooner or later, each of us will likely face the challenge of dealing with difficult people. The problem is simple: people don't come with an instruction manual!

Each of us is a unique blend of personality, talents, skills, and experience, which would require much more than one book could possibly hold. There are, however, some tools that can help us communicate and connect with difficult people, and approaching communication through the lens of their style is key. A wise person will make it a point to get to know others well and actively seek opportunities to help them grow and develop. This is true in families, as much as it is true in business.

In addition to the five practices, here are several keys to working with a difficult person.

- Determine the real issue. Often what a person says is the issue is just the surface. Dig deeper with them to get to the heart of the matter.
- Attack the issue and not the person. Once you know the real heart of the matter, attack the problem, not the person. Many people make the mistake of attacking the person instead of working together to attack the problem.
- Guide the conversation while remaining open. If you are in a work situation, remember that, while you may be guiding the conversation, you must also remain open to providing an opportunity for the team member to share their point of view. Communication is dialogue, not monologue.
- Always offer respect. Respecting a difficult person can be a challenge because your natural inclination may be more easygoing. As such, it can be difficult to understand why someone else would not be that way as well. Realize the person who is being difficult may see things from a very different perspective than you. Discuss the different perspectives, and always with respect.

On the next page, we have provided an easy way for you to identify the best approach for various individuals.



# Communication Tips

If you are **COMMUNICATING** with someone with  
**THESE CHARACTERISTICS:**

Consider using this  
**COMMUNICATION APPROACH:**

**Confident**  
**Assertive or aggressive**  
**Challenges the status quo**  
**Seems to like control**  
**Dislikes routine**

- Be direct and brief.
- Stay in the big picture.
- Don't try and share all of the details.
- For a decision, provide them with options.
- Maintain your focus on results, not process.

**Talkative**  
**Optimistic**  
**Encourages others**  
**Fun to be around**  
**Very social**

- Allow them the opportunity to share their ideas.
- Keep the conversation fun.
- Don't overwhelm them with too much data.
- Expect to follow up with them.
- Provide short, concise information in a friendly way.

**Loyal**  
**Reliable**  
**Good listener**  
**Avoids confrontation**  
**Mediator**

- Keep the conversational tone pleasant and friendly.
- Steer clear of confrontational words or attitude.
- Express your appreciation for their dedication and loyalty.
- Focus on maintaining a supportive tone.
- Provide them with time to adjust to changes.

**Analytical**  
**Organized and structured**  
**Works well with a schedule**  
**Prefers to work alone**  
**Quiet and reserved**

- Focus on facts.
- Keep the tone professional.
- Give them all of the details.
- Provide them with time to analyze options for decisions.
- Remember they may ask many questions, because they process by gathering more facts.

# Bonus Information About Your Style

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Our goal is to exceed your expectations, so we are providing you with this bonus information!

In the next few pages, we have provided some additional insight - based on your D.I.S.C. style – which you may find helpful in both professional and personal situations.

Just as each of us is naturally wired with a communication style, there are workplace characteristics and methods in which we influence results that are uniquely our own.

First, we will share with you information on some key **Workplace Characteristics** you display. This will help you understand the characteristics you bring in your approach to work.

Then our **POWER DISC** indicates your level of intensity in seven areas to influence results. Any of the seven areas at or above the mid-line are considered areas of strength for you. No one is expected to be great at all seven. Focusing on your particular areas of strength will help you improve results.

Consider the method of neutralizing the other areas by working collaboratively with people who have the strengths you do not possess to a high level. This collaborative approach in work groups, sports teams, families, and organizations is a successful method for sustaining great performance over the long term.

*As you discover areas where you are naturally gifted,  
look for parallel skills that go with them. - John C. Maxwell*

# Workplace

## your professional style

You will see C style people hard at work in the workplace. They work diligently because work is task-oriented and C styles are the most task-oriented of all the DISC styles. In the workplace, C styles are reserved, quiet, conscientious individuals who take their work seriously and often become experts in their professions because of their self discipline and high standards.

High C styles may be modest, but they are also extremely complex, extraordinary individuals whose minds are always busy. They will be found creating, developing, solving, researching, analyzing, and synthesizing. Their patient nature gives them the perseverance for trial and error investigation and meticulous attention to detail. Level-headed, logical and conscientious, C style workers gravitate towards the following field subjects: technical, engineering, statistical, research, aesthetic, creative and conceptual. Organizations rely upon their ability for quality control, number crunching and understanding organizational data. Many C style individuals develop specialized skills that co-workers appreciate and admire.

Since C styles don't have a high need for relationship building in the workplace, they are able to work independently and can be very self-sufficient. Their independence comes from an emphasis on their internal logical strength - drawing upon the resources they have cultivated within. Whatever the task, the C style will be exacting and following through with quality. They would rather not undertake a task at all than leave a task unfinished or done poorly.

C style managers maintain high standards for themselves and others. They measure the performance of others by their ability to complete tasks and responsibilities important to the C manager. Whatever they put their signature on must reflect excellence. Because they want to avoid criticism, they will do what is necessary to handle the details.

As team members, Cs are valuable in quality control and testing functions. Before a project is completed, it must meet a C's exacting standards. Cs also contribute in conceptual, planning, organizing, and record-keeping capacities.

Often other more-relational workplace styles view C styles as unemotional, detached or withdrawn. This may not always be the case once you get to know them. To others, C styles appear to have a quiet self confidence due to their self reliance. Quick decision making is not a strength of the C style. They require extensive time to collect information before deciding. Their need to be correct and minimize their risk often shades their choices. The greatest limitation of the C style in the workplace is their critical, picky, often perfectionistic nature. In the right profession, this limitation could also be a strength.

### Compliant Workplace Style Characteristics:

1. Has a task-oriented communication style with associates
2. Self-disciplined in their work pursuits
3. Over analyzes the solutions to their work-related problems
4. Tends to avoid risks taking the conservative approach
5. Expects others to do things "the right way"
6. Desires to be hands-on and consistently involved in work-related processes
7. Researches and gathers the facts in all work areas
8. Reserved around associates and team members; may not appear "warm" or approachable
9. Afraid to take bold leadership roles and would prefer someone else to take the risk
10. Highly intuitive thinkers
11. Maintains high standards for themselves and others
12. Very dependable and loyal team member
13. Independent, self-reliant worker

# Workplace

## tips for your professional style

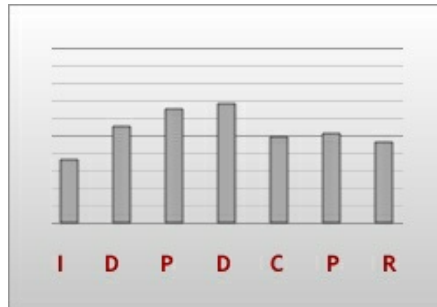
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### Tips for High C Personality Styles in the Workplace

Tips for self-growth and to enhance communication in the workplace:

- C's maintain high standards for themselves and others. Many times a critical or perfectionist nature is a blind spot. **Practice flexibility and understand that your co-workers' styles may not be well-disciplined, conscientious and thorough. Try appreciating their strengths and accepting their differences. Their mistakes will make them better in the long run.**
- C's are reserved and conservative. Reserved and conservative associates work well with other reserved and conservative associates, but more aggressive styles can cause trauma for the C style. **Don't be too timid or passive when the situation calls for bold decisions or conviction. Establish that you are confident with more aggressive personalities, they will respect this in you.**
- C's are slow to make decisions while they analyze and gather facts. Many times the workplace calls for quick, on the spot decisions without knowing all of the facts. Some C styles have "analysis paralysis". They take too much time deciding upon the "right" thing or making the "correct" move and then it's too late. **Rely on your intuition and go with your first thoughts when time is limited.**
- C's are very task oriented. Since C's are very task oriented and highly skilled at tasks, communication is often facilitated through research, analysis, or solving complex problems for others. Other more-relational styles may not realize this is how you communicate. **Remember to show warmth, positive body language and openness when communicating with high I and S styles.**
- C's don't like to make mistakes, are self-critical, and desire to follow the letter of the law. C styles can be very self-critical. Often, they take policies, procedures or rules as literal "absolutes". In other words, they "major" on the "minors" in life. **Try to be more forgiving of policy adherence and more concerned about the big picture. Be more flexible and not so hard on yourself. Remember that mistakes are good and help build essential skills as well as character.**
- C's prefer to work independently and are very self-reliant. Because C styles are so self sufficient, they have difficulty collaborating and partnering with others of different styles. Cs may also find it difficult to delegate tasks to others because they don't want to put the quality control in other hands. **Remember to collaborate and delegate more.**
- C's are very objective thinkers. High C style individuals should practice empathy by trying to see things from other individuals' perspectives. It is often difficult for C styles to see the gray areas since they are often assessing situations based upon the extent of it either being good or bad, right or wrong. Many times subtle relational issues are lost in this type of objectivity.

## your strengths in leadership



### **INFLUENCING** - Adequate

Leading and influencing others is something that comes easier for others, but you are willing to step up to the role when no one else volunteers. You prefer an association with a strong leader who has the same goals and values that you do.

### **DIRECTING** - Above Average

Quality work and meeting tight deadlines are only two of your strengths others see. You may appear a bit task-oriented at times, but your attention to detail and your inner drive allow others to respect you and see the great value you add to the team. Take time to let others get to know you. They like you for a person as well as what you do for them.

### **PROCESSING** - Highly Effective

You are invaluable in your ability to take an idea and make a workable model around the concept. You like to be hands on, and you are great at following through and finishing strong the tasks you undertake. You are a loyal team player who shares recognition with other members of the team.

### **DETAILING** - Highly Effective

You are valued for your precision and accuracy and others know they can count on you. Your motto is "Do things right the first time." Your personal standards for excellence often exceed others' standards. Not only do you have high standards, but you are a thinker who is able to solve problems logically and methodically.

### **CREATING** - Above Average

You like to use your creativity to perfect basic concepts that other team members develop. You can oversee and help keep accountability in areas that others may compromise.

### **PERSISTING** - Above Average

Others like working together with you because you typically do more than your share of whatever is required and this makes the entire team look good. You will maintain a hands-on approach and let others visibly see that you are a team player.

### **RELATING** - Good

You tend to be task oriented, but know that people and relationships cannot be ignored. You may get caught up in getting things done, but you make up for that by taking time to nurture close relationships.

Developing excellent communication skills is absolutely essential to effective leadership. The leader must be able to share knowledge and ideas to transmit a sense of urgency and enthusiasm to others. If a leader can't get a message across clearly and motivate others to act on it, then having a message doesn't even matter.

- Gilbert Amelio

# Your Next Step

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Communication may not be a natural strength for you, but it is a skill that everyone can develop. Whether you are an introvert or extrovert, it is a skill that should be honed and used throughout your lifetime.

Now that you have learned more about your communication style, you have an opportunity to apply this new knowledge.

If you are not already enrolled in one of our Communication programs, the John Maxwell Team member who supplied you with this report can provide you with options for the various programs available so you can dig in and learn the principles and practices John Maxwell so masterfully has outlined.

If you are already enrolled in an upcoming program, your new level of effectiveness will impact your communication and influence, and you will find new strategies and ideas to move into deeper connection with those around you!

*People may hear your words, but they feel your attitude. - John C. Maxwell*