

Indigo Pathway

Level 1 Certification: Session 2 DISC and Communication



DISC Session Agenda:

1. Review Motivators In Between Activity
2. Accessing DISC Results
3. DISC Foundations
4. DISC Applications
5. Communication Breakout
6. In Between Activity
7. Q & A

In-Between Activity Review

(1) Explore our Indigo in Careers page.

<https://www.indigopathway.com/database/indigo-in-careers/> .

For each motivator, try to think of a few jobs, activities even companies in your area that someone with each motivator could be interested.

(2) Have someone you know take IndigoPathway and review their motivators with them. Discuss how their current/desired job either aligns or does not align with their motivators and the implications of that.



Review Motivators In Between Activity



TRADITIONAL:

Beliefs, Values,
Family



INDIVIDUALISTIC:

Independence,
Freedom, Choice



SOCIAL:

Helping Others, Making
a Difference, Impact



UTILITARIAN:

Efficient, Money,
Practical



AESTHETIC:

Art, Beauty, Music,
Nature, Harmony



THEORETICAL:

Knowledge, Truth,
Learning



- There are no right or wrong/ better or worse scores
- Avoid “judging” your natural style.
- Remember, you can adapt to any style for a short period of time, but extended adaptation causes stress.
- You will have the most energy when staying in your natural style.
- The DISC Model of Behavior was first proposed in 1928 by Dr. William Moulton Marston, a physiological psychologist, in his book Emotions of Normal People.

Accessing DISC Results



Login to your Results

<https://www.indigopathway.com/survey/login>

Hi, Sheri!

Independent, Big-Picture, One-of-a-Kind for a Cause

Top Two Motivators:

Social



Individualistic



Dominance ▾

88%

Influencing ▾

100%

Steadiness ▾

11%

Compliance ▾

3%

Indigo Code: UHDI ULSC So UHIn

ABOUT SHERI

You are a friendly and direct person who wants to be seen as a leader for a cause that is important to you.

STRENGTHS

People-oriented, Will drive results, Flexible and Big-picture thinker

JOB STRATEGY

Look for a job where you can help people, your way, and preferably lead in that effort.

Share with Friends

<https://www.indigopathway.com/survey/shared/6hn1zpjpg4>



DISC Profile Page

[HOME](#)[MY RESULTS ▾](#)[SERVICES ▾](#)[LOG OUT](#)

Sheri's Results

[Results Summary](#)[What Motivates You](#)[Your DISC Profile](#)[Career Matches](#)[Maximize My Results](#)[Communication Tips](#)[Reflections and Goals](#)[Resources](#)[Download PDF](#)

Use your results on
your resume and
LinkedIn

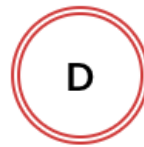


Give back, buy
our starter pack



Your DISC Profile

DISC is the world's most popular behavioral assessment tool. There are no right or wrong DISC scores.



Your Dominance score is:

87%



Dominance explains how we approach problems and conflict. Your score is “High Dominance” meaning that you tend to be direct, results-oriented, and bold.

- *We recommend a results-focused job where you have opportunities to lead and your opinions are heard.*



Communication Tips


Sheri's Results

 Results Summary

 What Motivates You

 Your DISC Profile

 Career Matches


 Maximize My Results


 Communication Tips

 Reflections and Goals

 Resources

Download PDF


 Use your results on your resume and LinkedIn

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Communication Tips

 Why is this important?

 What can I do with this?

Top communication tip

You prefer direct yet friendly communication. You would prefer that people who communicate with you avoid getting too bogged down in the details, stealing the spotlight, or taking credit for your ideas.



Because you scored High Dominance

- You prefer a direct, unfiltered communication style where people are clear and get to the point quickly.
- Be aware that some people who may be intimidated by your direct communication style might try to speak in a slower and more collaborative manner.

BRIDGE

Evenly spread DISC scores are typically “bridges” on a team.

Evenly Spread Bridge = **All** scores are between 35 and 65.

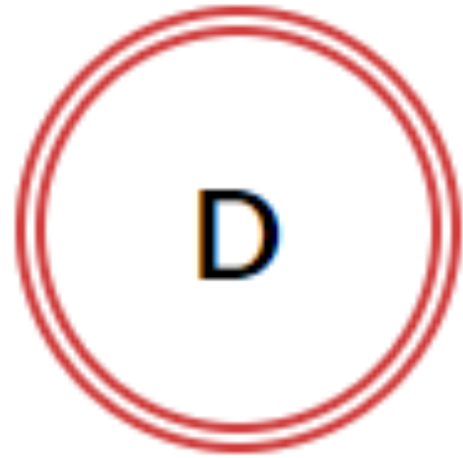
Highly adaptable individuals.



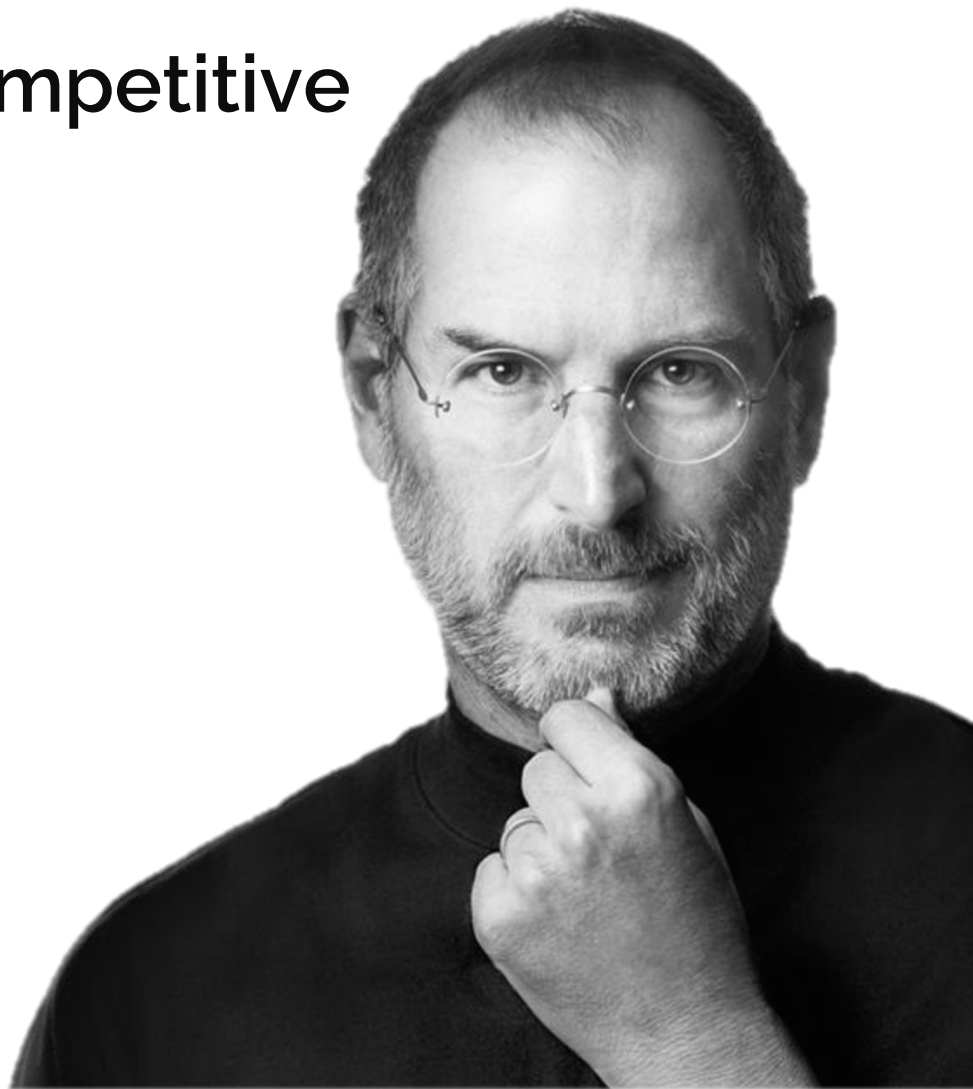
Dominance Video



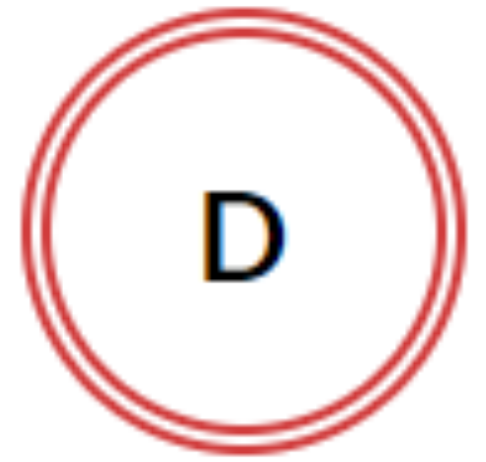
HIGH



- Shares opinions
- Energy from conflict
- Competitive



LOW



- Cooperative
- Energy from peace
- Works well
in teams



Influencing Video



HIGH



- Likes to be around people
- Energetic
- Loves to talk



LOW



- Likes to think more than talk
- Like to work alone or with small groups
- Good listeners



Steadiness Video



HIGH



- Patient and plans
- Like routines/structure
- Tends to be express emotions less



LOW



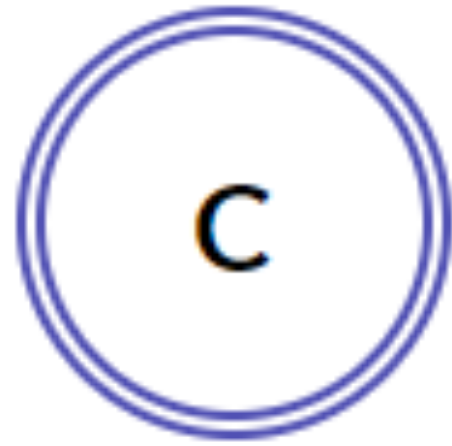
- Multi-tasker
- Likes to try new things/variety
- Tends to be antsy/restless



Compliance Video



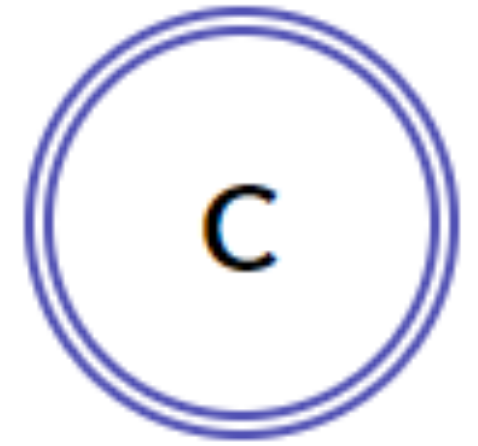
HIGH



- Thinks before acting
- Great with details
- Does things correctly



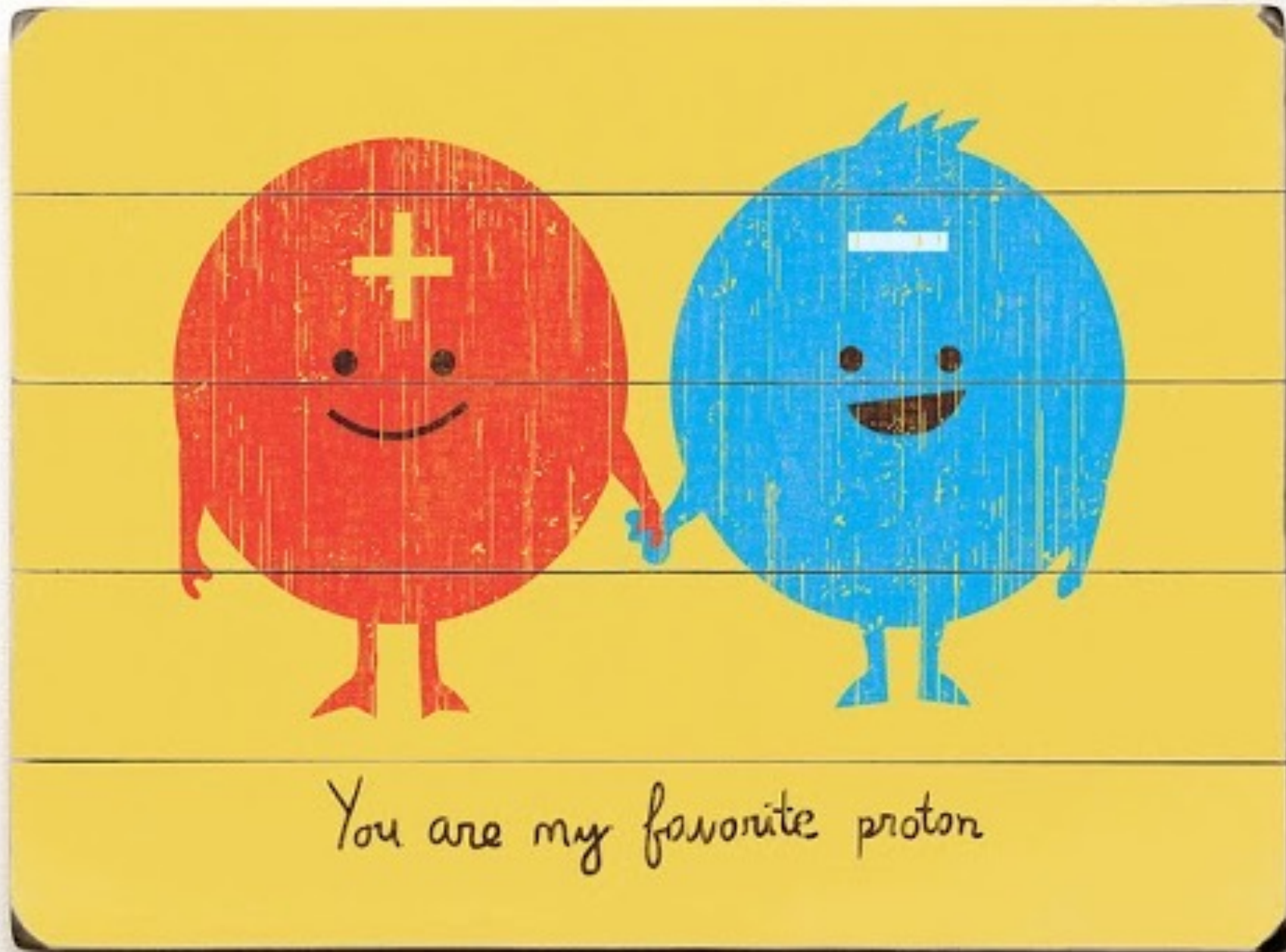
LOW



- Big picture
- Likes to wing it
- Results
> process



Opposites really do attract!





**Sueann Casey – Co-Founder
Chief Customer Experience Officer**

Top Two Motivators:

Social



Individualistic



Dominance



Influencing



Steadiness



Compliance



Indigo Code: IS So In



**Sheri Smith – Founder
Chief Executive Officer**

Top Two Motivators:

Social



Individualistic



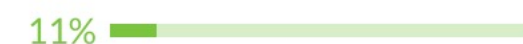
Dominance



Influencing



Steadiness



Compliance



Indigo Code: UHDI ULSC So UHIn

The golden rule does
NOT apply to
communication.

Communicate in *their*
style, not yours.

Communication Tips


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Communication Breakout

1. Share your DISC results with your partner.
2. Find at least one area where you are different.
3. Share the different communication tips.
4. Discuss how you might help someone with this opposite style of you differently in the future.

In Between Activity

(1) Using what stands out to you about yourself according to your DISC indicators, create a short personal statement or ideal work environment statement (the stress slide can help with words).

High DI, Low S, High C example, "I want an environment where I can interact with people, my opinions are heard, my questions are answered and there is variety."

(2) Find time to meet with someone on the call and review your DISC "Communication Tips" pages together. Especially focus on areas where you are opposites. Discuss how this may impact your communication styles and work/personal dynamics?



Q & A



Write in the chat,
one take away from
this session.

Contact



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LinkedIn: <https://www.linkedin.com/in/sheriannsmith>



Appendix I: DISC and Stress

Stay in your Natural DISC Style to reduce stress

D

1. Share your opinions.
2. Ask for the communication you need.
3. Separate what you can control from what you can't and take action on things you can control.

I

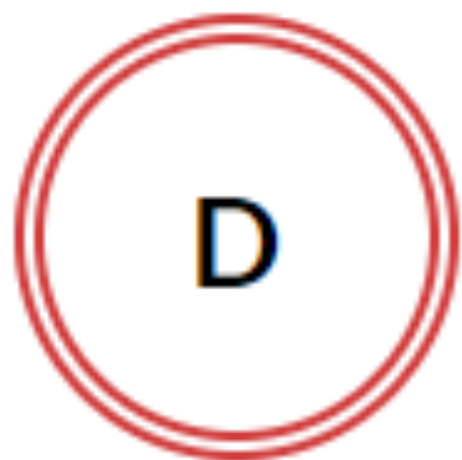
1. Make time for friendly relating or go into the office.
2. Find a “vent” (external processing) buddy.
3. Encourage, inspire and compliment others daily.

S

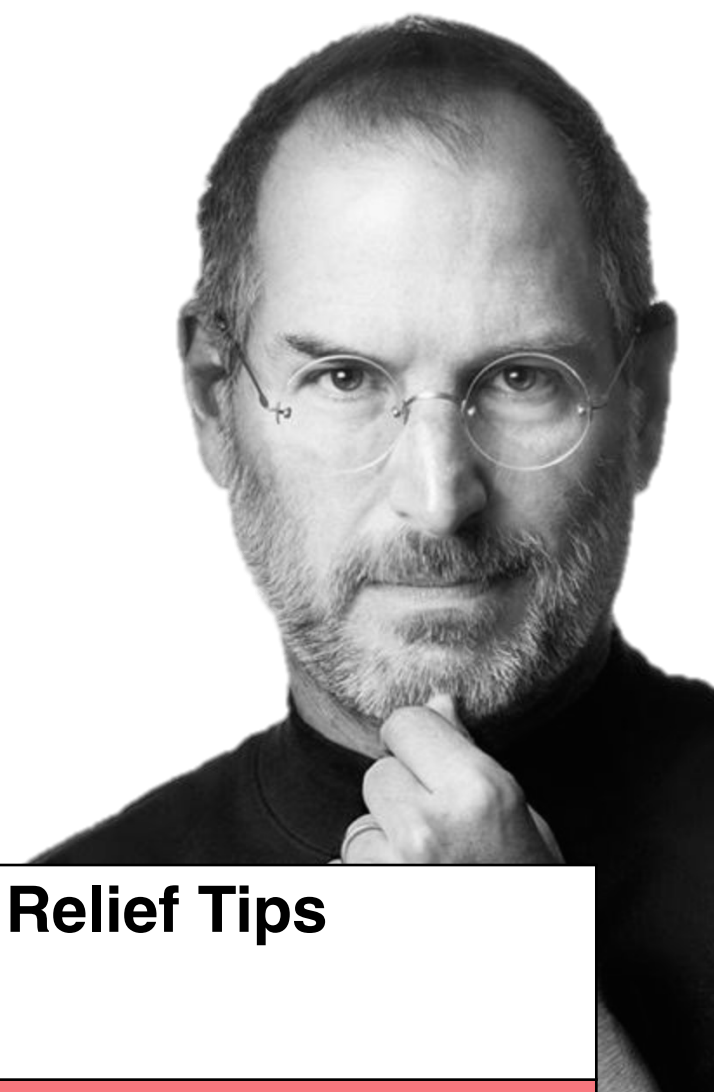
1. Create a daily “must do” checklist and do that first.
2. Do one thing at a time and say no to unnecessary distractions.
3. Practice a ritual that makes you feel great at the same time daily.

C

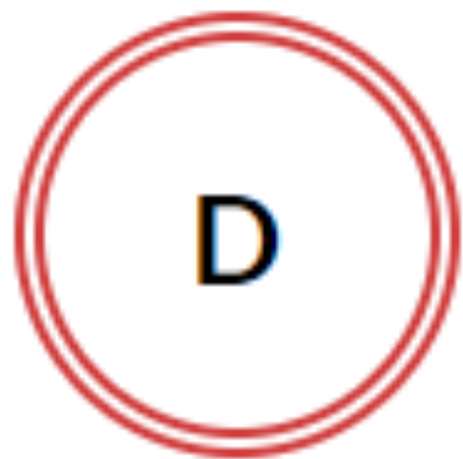
1. Create processes that make your life easier.
2. Define what “success” looks like for each task (that is not perfection).
3. Make a decision making tree that you and your team use regularly (mine data).



HIGH



Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
High D's Direct Competitive	<ul style="list-style-type: none">• Not feeling in control (external).• Feeling helpless/ can't take action.• Not being communicated with.	<ul style="list-style-type: none">• Angry• Exaggerate• Focus on self• Don't listen well	<ul style="list-style-type: none">• Exercise• Praise them for taking actions that they can.• Don't order them, ask them questions.• Let them lead something.



LOW



Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
Low D Cooperative Agreeable	<ul style="list-style-type: none">• Anger-charged situations.• Being challenged/ bossed around.• High Ds!	<ul style="list-style-type: none">• Withdraw• Passive• Aggressive• Blow-up under extreme pressure	<ul style="list-style-type: none">• Give space for collaborative ideas.• Quieter/ calmer voices.• Activities with everyone succeeding.



HIGH



Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
High I Friendly Enthusiastic	<ul style="list-style-type: none">• Being/ feeling alone.• Having to “bottom-line” their thoughts/ actions/ conversation.• Having hard deadlines.	<ul style="list-style-type: none">• Talk too much and faster.• Act impulsively.• Think less before speaking.• Mask their sadness.	<ul style="list-style-type: none">• Interact with others.• Take frequent breaks from focused activities.• Praise them and provide enthusiastic feedback.• Have a fun experience or conversation!



LOW



Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
Low I Reserved Matter-of-Fact	<ul style="list-style-type: none">• Group activities.• Activities with prolonged interaction.• Leaving the zoom video on.• High I's trying to get them to verbalize feelings and participate.	<ul style="list-style-type: none">• Withdraw even more.• Speak softly.• Note: <i>this is very dependent on their other DISC styles.</i>	<ul style="list-style-type: none">• Writing/ journaling/ drawing.• Opportunities to demonstrate learning other than verbally.• Alone time.



HIGH



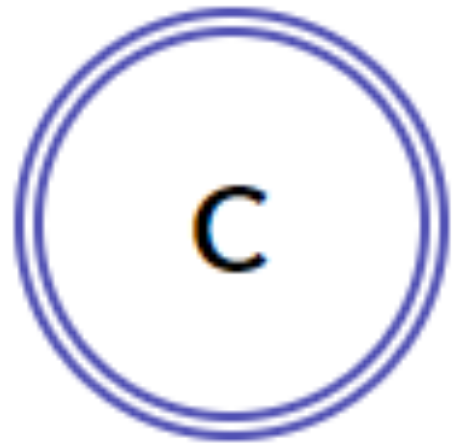
Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
High S Patient Consistent	<ul style="list-style-type: none">• Chaos and change.• Feeling out of control (internal).• No time to plan.• Feeling rushed.• Surprises.	<ul style="list-style-type: none">• Get more controlling externally.• Internalize emotions.• Take things personally.	<ul style="list-style-type: none">• Figure out what you can control.• Create a new schedule.• Take personal time.• Create a list and check off one task at a time.



LOW



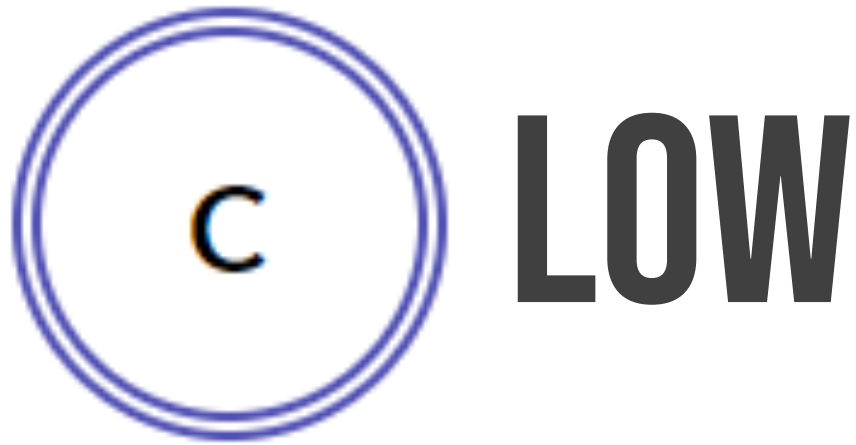
Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
Low S Flexible Restless	<ul style="list-style-type: none">• Feeling confined.• Unvarying work routines.• Highly structured activities.• Minimal choice or flexibility.	<ul style="list-style-type: none">• Even more impulsive.• Excessively show emotion.• Create chaos.• Become frantic/scattered.	<ul style="list-style-type: none">• Flexible activities with choices.• Activities with physical movement.• Change locations.• Spontaneous (yet safe) action.



HIGH



Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
High C Precise Cautious	<ul style="list-style-type: none">• Not having enough or accurate information.• Tasks without clear expectations.• Risky situations.• Perceived failure.• Heightened emotion.	<ul style="list-style-type: none">• Either withdraw or ask a lot of questions.• Decision Paralysis.• Become more self-critical.	<ul style="list-style-type: none">• Provide them with all the details they need or the space to gather that.• Give authentic validation.• Give them a clear road map to success.• Help them feel seen and heard.



Behaviors	What Causes Stress	How they Behave Under Stress	Stress Relief Tips
Low C Unsystematic Independent	<ul style="list-style-type: none">• Lots of rules.• Detail and precision.• Too many questions.• Mistakes are viewed as failures.	<ul style="list-style-type: none">• Take risks• Ignore important details.• Act out in one of their high DISC styles.	<ul style="list-style-type: none">• Look for where you have freedom.• Being able to focus on results not process.• Focus on the big picture.• Dream with me!

Beware of Saboteurs that aren't really you...

D

Watch out for the
angry, frustrated
“judge”.

I

Watch out for the
“people pleaser” who
needs to be liked.

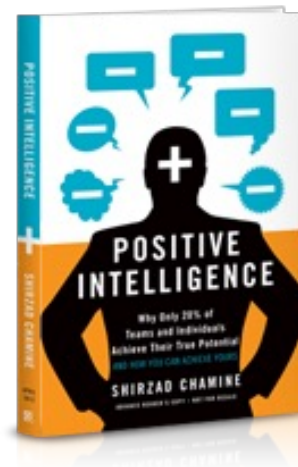
S

Watch out for the
“controller” who
wants everything to
be a certain way.

C

Watch out for the
“hyper-vigilant” who is
always on alert and
berates you for failure.

Learn more about Saboteurs:
<https://www.positiveintelligence.com/>



Can also watch Dr. Shirzad Chamine's
[Ted Talk](#) on this topic.

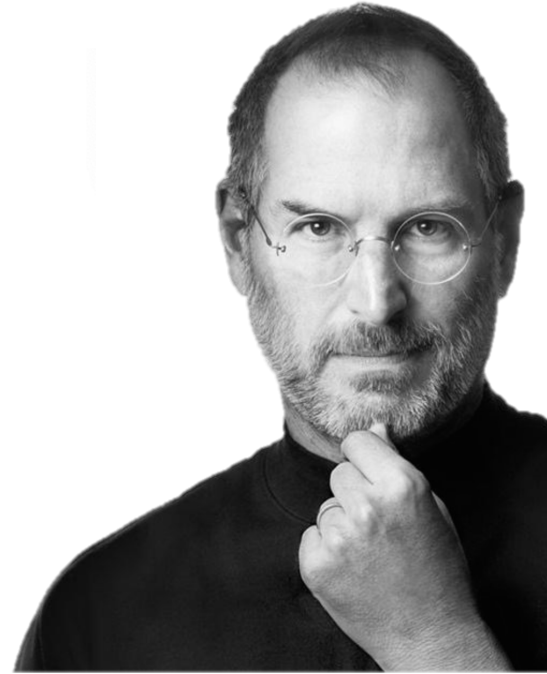
Appendix II: DISC and Remote Communication

High D

Direct

When communicating online with a person who is ambitious, forceful, decisive, strong-willed, independent and goal-oriented:

- ✓ Don't waste time. Move quickly. Plan video meetings only when necessary and confirm availability via chat.
- ✓ Provide written correspondence with direct answers to questions and using concise bullet points.
- ✗ Don't waste their time with rhetorical or useless questions.



Low D



Reflective

When communicating online with a person who is cooperative, low-key, modest and mild:

- ✓ Offer to virtually collaborate on a tough project or be a sounding board for their decisions.
- ✓ Give an opening for them to share their opinions in video meetings.
- ✗ Don't pressure them when making difficult decisions.

High I

Outgoing

When communicating online with a person who is magnetic, enthusiastic, friendly, demonstrative and conversational:



- ✓ Use video communication whenever possible — this will make them feel more connected and allow you to engage with them at a deeper level. And keep them from being distracted.
- ✓ Follow-up with action steps, due dates in writing and ask for feedback.
- ✗ Don't be too factual or formal. There is limited non-verbal communication in the virtual environment.

Low I

Reserved

When communicating online with a person who is restrained, controlled, non-animated, reflective and reserved:

- ✓ Have a clear plan of action for virtual collaboration.
- ✓ Stick to the specifics of the project at hand.
- ✗ Don't call on them to speak in heavily attended virtual meetings.



High S

Predictable

When communicating online with a person who is patient, predictable, reliable, steady and relaxed:

- ✓ Ask open-ended questions to draw out their responses via email or written chat.
- ✓ Allow them time and space to think before answering. Give them time to think.
- ✗ Don't put them "on the spot," or make them the first person to respond to a topic during a meeting.



Low S

Dynamic

When communicating online with a person who is active, flexible, eager and fast-moving:

- ✓ Provide time to think out loud during virtual meetings.
- ✓ Be open to discussing multiple topics in a single chat or call.
- ✗ Don't make decisions on their behalf.



High C

Compliant

When communicating online with a person who is dependent, neat, conservative, careful and compliant:

- ✓ Demonstrate you have taken an organized and objective approach.
- ✓ Communicate with messages that focus on facts not emotion.
- ✗ Don't be vague around expectations and accountabilities.



Low C



Pioneering

When communicating online with a person who is uninhibited, open-minded, independent, unconventional and intuitive:

- ✓ Provide an outlet for unconventional topics.
- ✓ Explore creative solutions to remote communication.
- ✗ Don't leave a meeting without summarizing the main points.