

Effective Relationship Direct Series Excerpt 1

This cast provides guidance to a manager who is a High S in the DiSC model, who has a High I direct working for them.

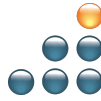
Understanding your directs' behavioral tendencies is a core part of what makes effective managers effective. They know that great managers manage individuals, not the entire team. They know that one direct can be pushed, and will respond with energy and drive, while another needs to be encouraged and reinforced. Great bosses know that respect for diversity is at the heart of what they do. If we only manage our directs based on what would make sense to *us*, we run the risk of getting it right about 25% of the time.

We're all different, sure enough. As managers, we have to get the most out of every individual. Here's how to do that.

- 1. Your Direct's Tendencies And Desires**
- 2. What Your Direct Wants From You As a Manager**
- 3. What Your Direct *Doesn't* Want From You as a Manager**
- 4. How Your Direct Works With Others**
- 5. How Your Direct Handles Deadlines**
- 6. How Your Direct Handles Conflict**
- 7. How Your Direct Wants To Be Recognized**
- 8. How Your Direct Communicates Overall**
- 9. How Your Direct Communicates Face To Face**
- 10. How Your Direct Communicates in Meetings**
- 11. How Your Direct Communicates By Email**
- 12. How Your Direct Handles Projects**
- 13. Manager Tools Managerial Behaviors – One on Ones**
- 14. Manager Tools Managerial Behaviors – Feedback**
- 15. Manager Tools Managerial Behaviors – Coaching**
- 16. Manager Tools Managerial Behaviors – Delegation**



Each Section is followed by, "what this means for YOU," based on YOUR DiSC Profile



This is an excerpt from a single cast

1. Your Direct's Tendencies And Desires.

As a High I, your direct is most motivated by new ideas and new targets to strike at.

- A High I prefers to skim the top of any subject and swiftly move on to another rather than delving deep.
- She believes that as long as everything's moving everything will get done.
- She believes, and to some extent she's right, that every problem can be solved by speaking to the right person and by getting them on her side.

Your direct loves to talk.

- 'Shooting the breeze' is his favorite form of communication.
- He'll move from topic to topic seemingly with no rhyme or reason.
- He'll have every conversation in the world to avoid making a decision or discussing the topic at hand. Baseball scores, the barbecue he had at the weekend, the off-site he went to, anything.

Your direct wants you to be in that conversation with him.

- He wants to feel like you are buddies, that you have something in common, that it's not all about this work stuff.
- It's frustrating for a High I to be constantly brought back to the subject at hand. It feels too serious.
- Most of all a High I wants to have fun, because if we all have fun the work will get done.

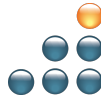
Your direct doesn't want to spend time telling you about or even thinking about fine details.

- He doesn't *believe* that a small difference between two variables of ten is really the key to understanding something. Not only does he not believe it, he doesn't even want to think about it.
- He believes that anything can be overcome with the conversation. Anybody can be won over by his charm and charisma and any problem can be solved.
- Those details just don't matter to him because in his experience obstacles are overcome by relationships.

Your High I direct absolutely wants results.

- High I's like to be seen and praised in public.
- Part of the reason there are a lot of them in sales is because they react well to the types of rewards that sales has. Big flashy sales meetings, with holidays to be won and prizes given out might be your idea of hell but it's what the High I organizes for his friends.

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Effective Relationship Direct Series Excerpt 2 (Different Cast)

What “Your Direct’s Tendencies and Desires” Mean For You.

Your High C direct focuses on tasks like you.

- However, you are assertive and your direct is reserved. He will wait for the ‘right’ moment and take the ‘right’ action.
- He’s still thinking about options when you’ve already made the decision and started on action.
- You can tell your direct what to do, but you’ll get better results if you work with him and let him work out the right path.

You will have to spend more time than you want explaining the task.

- High C’s need to have the security of more detail before they start the task. They have to understand the context so that they feel they can complete the task accurately.
- This can benefit you – if you’re used to giving drive-by delegations and wonder why you don’t always get the results you want, it might be because you’re not giving enough detail.

You will have to wait longer than you want for the results of the work you allocate.

- High C’s take longer to do work, because they do it ‘right’. They think more about the approach they are going to take before they start the work.
- There is activity going on in the long gap between you allocating the work and the direct returning the work – it’s preparation.

Your direct will almost certainly demonstrate less passion about work than you.

- It’s not that she doesn’t care. It’s that she’s less emotionally demonstrative than you.
- She won’t engage in an argument with you. You overwhelm her when you start to get passionate and she starts to back down.
- High C’s sometimes use aggression as a form of defense. If you see this, calm the conversation in order to get to the root of the issue.