

DISC & EI Difficult Conversations Worksheet

Using your knowledge of Emotional Intelligence and holding difficult conversations, imagine a useful conversation to have with each style around a topic of your choice:

DISC Style	Tips for Managing Difficult Conversations
D Dominant	<ol style="list-style-type: none"> 1. Be careful about interrupting others 2. When disagreeing, choose your words carefully 3. Ask more questions and listen 4. Provide compliments 5. Before deciding, involve others 6. Moderate your tone so you do not appear angry
I Influential	<ol style="list-style-type: none"> 1. Stick to the topic being discussed 2. Think before you speak (use filters) 3. Use pauses to provide opportunities for others to speak 4. Listen more than you speak 5. Do not sugar coat. Speak the truth in neutral tones. 6. Ratchet your energy level down a few notches 7. Use direct statements rather than roundabout questions
S Steady	<ol style="list-style-type: none"> 1. Instead of not speaking, interrupt others when you need to speak 2. Speak at a faster pace and louder tone 3. Use direct statements rather than roundabout questions 4. Bring your energy level up 5. Provide recommendations and your opinions 6. Speak candidly
C Conscientious	<ol style="list-style-type: none"> 1. Instead of not speaking, insert yourself into the conversation 2. Speak at a faster pace and louder tone 3. Use direct statements rather than roundabout questions 4. Bring your energy level up 5. Provide recommendations and your opinions early on 6. Use a strong and confident voice 7. Increase the frequency of which you speak in a conversation