

| ▼ Management Approaches   | ► Person's DiSC Style:   |   |   |   |
|---|--|---|---|---|
|   | <b>D</b><br>Dominance  | <b>i</b><br>Influence   | <b>S</b><br>Steadiness  | <b>C</b><br>Conscientiousness   |
| <p><b>DIRECTING</b></p> <p>Use when this person has</p> <ul style="list-style-type: none"> <li>• few skills;</li> <li>• high motivation.</li> </ul>   | <ul style="list-style-type: none"> <li>• Firmly and directly tell them the expected key results.</li> <li>• Define the follow-up process and the limits of their authority.</li> <li>• Supervise progress, offering redirection if necessary.</li> </ul>           | <ul style="list-style-type: none"> <li>• Tell them the priority order of the results to be achieved.</li> <li>• Highlight the benefits to them and to others.</li> <li>• Request specific feedback to check for understanding and to supervise progress.</li> </ul>             | <ul style="list-style-type: none"> <li>• Tell them in concrete terms the results to be achieved.</li> <li>• Lay out a step-by-step plan.</li> <li>• Define their role as well as yours and others'.</li> <li>• Provide regular informal feedback on performance.</li> </ul>                     | <ul style="list-style-type: none"> <li>• Tell them the expected results in exact terms.</li> <li>• Check understanding and acceptance of outcomes.</li> <li>• Provide time to process information and new skills.</li> </ul>  |
| <p><b>COACHING</b></p> <p>Use when this person has</p> <ul style="list-style-type: none"> <li>• some skills;</li> <li>• low motivation.</li> </ul>    | <ul style="list-style-type: none"> <li>• Show them how to get expected results.</li> <li>• Ask for their suggestions in getting the desired outcome.</li> <li>• Offer ways of increasing results.</li> <li>• Continue to supervise and praise progress.</li> </ul> | <ul style="list-style-type: none"> <li>• Show them a specific, simplified action plan to accomplish goals.</li> <li>• Use enthusiastic public praise.</li> <li>• Provide opportunities to review progress casually.</li> <li>• Provide support for handling details.</li> </ul> | <ul style="list-style-type: none"> <li>• Show them how the project will strengthen the stability of the present environment.</li> <li>• Compliment their efforts at creating stability and building relationships.</li> <li>• Provide regular opportunities for informal discussion.</li> </ul> | <ul style="list-style-type: none"> <li>• Show them the basis for the task.</li> <li>• Move toward increasing agreement about the outcome and systematic plans to accomplish tasks.</li> <li>• Allow them to become experts with this project.</li> <li>• Compliment performance.</li> </ul> |
| <p><b>SUPPORTING</b></p> <p>Use when this person has</p> <ul style="list-style-type: none"> <li>• many skills;</li> <li>• some motivation.</li> </ul> | <ul style="list-style-type: none"> <li>• Ask how they can achieve desired results.</li> <li>• Encourage them to find their own methods.</li> <li>• Praise achievement.</li> <li>• Listen to their suggestions for accomplishing tasks.</li> </ul>                  | <ul style="list-style-type: none"> <li>• Ask for their input showing you value their opinion and commitment.</li> <li>• Provide structure and focus for tasks.</li> <li>• Praise the benefit to you and others in the organization.</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Ask them what approaches they might comfortably use to deal with a new project.</li> <li>• Provide assistance in creating a plan.</li> <li>• Praise quick decisions and assertive behavior.</li> </ul>   | <ul style="list-style-type: none"> <li>• Ask them to review their work and praise their strengths.</li> <li>• Encourage them to capitalize on the strengths of others.</li> <li>• Provide time to think about the solution before committing to a plan.</li> </ul>                          |
| <p><b>DELEGATING</b></p> <p>Use when this person has</p> <ul style="list-style-type: none"> <li>• many skills;</li> <li>• high motivation.</li> </ul> | <ul style="list-style-type: none"> <li>• Let them manage situations of importance to them.</li> <li>• Note your confidence in their ability to get the desired results.</li> <li>• Allow them to direct others.</li> </ul>   | <ul style="list-style-type: none"> <li>• Let them determine an action plan.</li> <li>• Support them in accomplishing objectives.</li> <li>• Provide opportunity to interact with others.</li> </ul>   | <ul style="list-style-type: none"> <li>• Let them outline how they handled a similar situation and review.</li> <li>• Communicate the sincerity of your interest.</li> <li>• Be available for regular follow-up with them.</li> </ul>   | <ul style="list-style-type: none"> <li>• Let them present plans for achieving desired outcomes.</li> <li>• Allow them to tell you how they want support.</li> <li>• Explain the importance of the project to the overall organization.</li> </ul>   |

### Key Points:

- Profile your follower - What is their primary DISC style?
- Decide the correct management approach - directing, coaching, supporting or delegating.
- Make a plan to optimize your management approach.