

# The DISC Platinum Rule Behavioral Style Assessment

*“Custom Edition For the University of Phoenix”*

*The Platinum Rule™*

**“Do Unto Others As They  
Would Have You Do Unto Them.”**

Personalized Report For:  
LOIS WACHEL-TIERNO

Based Upon *The Platinum Rule™*  
Model of Behavioral Styles  
by Dr. Tony Alessandra

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## Introduction to The DISC *Platinum Rule*™ Behavioral Style Assessment

Dear LOIS,

Congratulations on your decision to use The DISC *Platinum Rule*™ Behavioral Style Assessment. Completing the Assessment could be one of the most important relationship building decisions you will ever make.

With your personalized and comprehensive DISC *Platinum Rule*™ Behavioral Style Assessment, you have the tools to be successful. Your assessment will not only help you become a better you, it will help you behave more maturely and productively by teaching you how to focus on your goals instead of your fears. Then you can develop and use more of your natural strengths, while recognizing, improving upon and modifying your limitations. This report does not deal with values or judgments. Instead, it concentrates on your natural tendencies that influence your behavior.

### HOW TO USE THIS REPORT

Begin today. First, read through the entire report. You'll see that it is divided into two parts. The first part focuses on understanding your style characteristics at work, under stress, etc., and offers strategies for increasing your personal effectiveness. **Please note** that there is no 'best' style. Each style has its unique strengths and opportunities for continuing improvement and growth. The strengths and weaknesses, and any behavioral descriptions mentioned in this report, are *tendencies only* for your style group and may or may not specifically apply to you personally.

The second part offers action plans for you and others who interact with you. It is recommended that you show these action plans to the appropriate parties as it can greatly enhance each of those relationships.

Study the characteristics of your style and how it relates to others. Practice 'reading' the signals others will send you and master it. Your success truly depends on the relationships you build. Why not build them on a foundation of proven, reliable skills?

### BEHAVIORAL STYLES

Historical as well as contemporary research reveals more than a dozen various models of our behavioral differences, but many share one common thread: the grouping of behavior into four categories. **The Platinum Rule**™ focuses on patterns of *external, observable* behaviors using scales of directness and openness that each style exhibits. Because we can see and hear these external behaviors, it becomes much easier to 'read' people. This model is simple, practical, and easy to remember and use.

Here are the four **DISC Platinum Rule** primary behavioral styles:

**The Dominance Style (D Style):** The Dominance Styles are forceful, take-charge people: direct, decisive, determined...and often domineering. They're born leaders who are neither shy nor subtle. Driven by an inner need to get results, they're firm in their relationships with others and more concerned with outcomes than egos. Often in a hurry, always working toward a goal, frequently opinionated, the highly competitive D Style stirs up dust and creates energy wherever they go.

**The Interactive Style (I Style):** The friendly, enthusiastic Interactive Styles want to be in the middle of the action, whatever and wherever it is. While also fast-paced, they most value admiration, acknowledgement, and applause. Flashy and popular, they're trendsetters who sport the latest fashions, spout the hippest lingo, and toss around the newest ideas. They're much more people-oriented than task-oriented, but sometimes have a short attention span.

**The Steadiness Style (S Style):** The teddy bears of the human zoo, the Steadiness Styles make you feel good just by being around. They're people-oriented. So having close, friendly relationships is one of their highest priorities. Easy-going and slower-paced, they believe in self-control and tend to follow the rules. But they dislike conflict so much that they sometimes can be unassertive, overly sensitive, and easily bullied.

**The Cautious Style (C Style):** The Cautious Styles are results-oriented problem-solvers - but in a quiet, low-key way that's less likely to ruffle feathers. They are analytical, persistent, independent, and well organized. Not wanting to call attention to themselves, they prefer to work quietly alone, emphasizing accuracy and "correctness" - so much so that they're sometimes seen as aloof, picky, and critical.

We generally develop our behavioral style in our childhood. It is the result of some possible genetic predisposition and our early life experiences. Everyone has a primary style that we tend to use most of the time. Although each of us has his or her own primary style, only a small percentage of the total population can be understood clearly by just these four primary styles. Each primary style also contains four secondary styles. In other words, each quadrant can be further divided into four subcategories. The Primary Style is the uppercase letter. The Secondary Style is the lower case letter following the Primary Style. Consider the following example: Not every Interactive Style (I) is equally direct and equally open; therefore, each takes on some of the tendencies of other styles. An Interactive Style who is less direct than other Interactive Styles could be an Interactive Style with a secondary Steadiness Style (Is) or an Interactive Style with a secondary Cautious Style (Ic), depending on his or her degree of openness. An Interactive Style who is more direct than other Interactive Styles could be an Interactive Style with a secondary Dominance Style (Id) or a core Interactive Style (Ii), also depending on his or her degree of openness. We all use some of the behaviors of the other styles in our daily work, social, or family lives to some greater or lesser degree.

## ADAPTABILITY

This report will identify ways that you can apply your style strengths or modify your style weaknesses in order to meet the needs of a particular situation or relationship. This is called adaptability. Social scientists call it 'social intelligence.'

There's been a lot written lately on how your social intelligence is just as important as your Intelligence Quotient (IQ) in being successful in today's world. In some cases, social intelligence is even more important than IQ.

It makes sense when you think about it. Often, when we do what comes naturally we alienate others without realizing it. Why? Because that same behavior may not be natural for them. It's essential that we become aware of our natural tendencies - and their natural preferences! Then we can defuse extreme behaviors before we sabotage ourselves. We do this by quickly identifying the individual needs of others based on the behavioral signals they will send to us, and then adapting our own behavior to make them feel comfortable. Your ideas don't change, but you can change the way you present those ideas. And the best part of it is - *people will teach you how to treat them if you know how to read the signals their behavioral styles will send you!*

A study was done at the famous Bell Labs think tank near Princeton, New Jersey. They surveyed teams of electrical engineers. They were asked to name the most valued and productive engineers on the teams. Surprisingly, those who were named were not the people with the highest IQs, or the highest academic credentials or the best scores on achievement tests. The most valued team members were the people whose social intelligence, or adaptability, was highest.

## HERE IS THE VALUE OF ADAPTABILITY...

It can't be overstated. It's a linchpin of **The Platinum Rule**™ and the key to building successful relationships of all kinds. Adaptable people realize there is a difference between their *self* (who they are) and their *behavior* (how they choose to act). Adaptable people consciously decide whether and how to respond to a person, a situation, or an event.

Less adaptable people, on the other hand, respond in a more habitual manner, regardless of whether the response is likely to be appropriate or effective. But even if you are a person who's been wedded to your own ways of thinking and doing for a very long time, there is hope.

You can commit to learn to be more adaptable. When you understand each of the four styles, how to recognize them in others, and how to adapt to them in key ways, you can have command of almost any interpersonal situation.

Whether someone is male or female, young or old, part of a Western culture or some other, our behavioral style is often evident. Let's face it, we may all be created equal, but we surely do not all act the same. And we don't all want to be treated the same. What may be a good response or reaction toward one person may be all wrong for the very next.

Now, it's true, we don't always act the same. You might behave differently with your best friend than with your boss. You don't act at a cocktail party as you do at church. While your style may have its own particular twist, like a song that's interpreted differently by various artists, it's still clearly one of the four basic styles. You're constantly sending out signals revealing that style, through the words you choose, body language, the speed and rhythm of your speech, how you dress, how your space is organized, how fast you walk.

Imagine the benefits of understanding how to treat people the way *they* want to be treated! Your interactions with people can change dramatically. Shaky relationships can suddenly become good ones. Good relationships can now be even better than before. If only for the stress it eliminates in interpersonal relationships, this profile is worth its weight in ...**platinum!**

## **OBSERVER COMPOSITE REPORT**

Another exciting aspect of The DISC *Platinum Rule*™ Behavioral Style Assessment package is The DISC Platinum Rule Observer Composite Report. After at least five business or five school observers have responded, you also receive this report. It will help you interpret the composite results of your observers. This is an important component because it truly completes the 360-degree perspective for you.

Isn't the Self-Assessment Report accurate? Yes, but only from your personal point of view. Quite often, the behaviors we're measuring are more easily observed by others than by yourself. You know better than others what your own thoughts and motives are. But others may be more accurate observers of your actual behavior... and it is behavior that we're intending to measure here.

Once you have the Observer Composite Report, you will learn two things: (1) Your Behavioral Style through the eyes of others, and (2) Your degree of self-awareness. You will know more about your self-awareness because you will be able to compare your self-assessment with the accurate composite assessment of your observers (business and/or school associates), and see how similar they are.

## A Snapshot of Your Primary and Secondary Style

### INTERACTIVE STYLE WITH A CAUTIOUS SECONDARY STYLE (Ic)

You are predominantly an **Interactive Style**.

You also tend to use the **Cautious Style** as a secondary set of behaviors on a regular basis, although somewhat less frequently than the Interactive Style behaviors. You are unlikely to be naturally motivated to use the behaviors of the other two styles, although you may have learned to use them in certain situations in order to be more effective.

The primary goal that motivates you is to win with flair.

However, you do not want to win at any cost or hurt others' feelings. Taking shortcuts seems like cheating to you, so you avoid such behaviors. You can become impatient with those who procrastinate about getting started. At times, you can get so involved with getting a job done that you stretch the truth a bit.

### YOUR TENDENCIES INCLUDE

- Wanting to achieve results with flair
- Seeing winning as an all-or-nothing proposition
- Judging people by their ability to make things happen
- Working harder when bigger risks or rewards are at stake
- Preferring to share in work and goals with people
- Being concerned about looking bad
- Wanting to do things the "best" way
- Becoming restless, short-tempered, and even lashing out when under pressure

### YOUR GROWTH OPPORTUNITIES

#### *With Tasks:*

You tend to underestimate the time and effort required by you or others to accomplish tasks. So you should pace yourself better and draw on outside resources. Be more selective about the tasks you take on and don't hesitate to ask others to do their parts.

#### *With People:*

Your hard-driving approach means you tend to be impatient, especially when stressed or under the gun. If you blow off steam, you may later regret what was said or done because of its impact on your image. So learning to relax and to enjoy regular recreation is important for recharging your battery.

### PERSONAL EMPOWERMENT POINTERS

- Pace yourself better by adding one-third to one-half the time to original estimates of when tasks can be done. Similarly, reduce by one-third to one-half the number of projects you take on.
- Maintain your perspective by seeking to be less emotional and intense about non-critical situations.
- Take a stress-management course and learn simple breathing exercises as a way to deal with pressure.

## An Overview of Your Primary Behavioral Style

You are fast-paced and people-focused. You are also open and direct, exhibiting characteristics such as animation, intuitiveness, and liveliness.

Your actions and decisions are spontaneous. You are seldom concerned about facts and details and try to avoid them as much as possible. Your motto is "Don't confuse me with the facts." This disregard for details sometimes prompts you to exaggerate and generalize facts and figures. It also gives you a built-in excuse when you are wrong: "I didn't have all the facts!" You are more comfortable with "best guesstimates" than with exact, empirical data.

Your primary strengths are your enthusiasm, persuasiveness, and delightful sociability. Your primary weaknesses are getting involved in too many things, impatience and your short attention span, which causes you to become bored easily. You can sometimes be viewed as manipulative, impetuous, and excitable when displaying behavior inappropriate to the situation.

You are an idea person. You have the ability to get others caught up in your dreams because of your good persuasive skills. You influence others and shape your environment by bringing others into alliance to accomplish results. You seek approval and recognition for your accomplishments and achievements. You have that dynamic ability to think quickly on your feet.

You are a true entertainer. You love an audience and thrive on involvement with people. You tend to work quickly and enthusiastically with others. If you had a motto that would aptly describe your behavior, it might be: "Ain't we got fun!"

You are stimulating, talkative and gregarious. You tend to operate on intuition and like to take risks. Your greatest irritations are boring tasks, being alone, and not having access to a telephone.

You may find yourself in occupations such as sales, entertainment, public relations, professional hosts, politicians, social directors, and other glamorous, high profile careers. In the business environment, you like other people to be risk-takers and to act quickly. In a social environment you like others to be uninhibited, spontaneous and entertaining.

You design and use your space in a disorganized and cluttered manner; however, you know if something is missing. Your walls may contain awards, stimulating posters or notes and motivational, personal slogans. The seating arrangement indicates warmth, openness and a willingness to make contact. Since you are a toucher and don't mind a slap on the back or a warm handshake, you often move to alternative seating arrangements when talking with visitors. There is little danger of alienating you by standing too close or playing with something on your desk.

To achieve more balance and behavioral flexibility, you need to: control your time and emotions; develop a more objective mindset; spend more time checking, verifying, specifying and organizing; develop more of a task-focus; and take a more logical approach to projects and issues.

### YOUR MOTIVATORS

In general, you are stimulated by the positive response you elicit from others - applause, laughter, compliments, or other acknowledgments. This explains your "it's show time" behavior. Your theme in life could well be "let me entertain you." Your need for recognition explains your highs and lows. When recognition is not present, you lose your energy and interest. Among athletes and other professional performers, Interactive Styles like you feel that "it's not just whether you win or lose - it's actually how you *look* to others while you play the game."

The loss of recognition, especially from significant people and groups in your life, would be the ultimate personal disaster for you. No matter what the situation – business or social - the loss of recognition is likely to trigger varying levels of humiliation and feelings of worthlessness.

Since you are people-oriented, it might seem that your only core competencies would be your people-skills. This is not the case. You also possess a trait that is valuable for performing tasks: you tend to be very receptive to change. You like to be part of new, varied, or different experiences, especially if they will benefit you. As a result, you can be an impressive, eloquent, silver-tongued spokesperson for change.

As a change-advocate, you can contribute other skills such as enthusiasm and optimism - exactly what people respond to when hopes, dreams, and opportunities are in limbo. In addition, you tend to be a quick decision-maker who is fast-paced. In situations where the problem has been studied and the solution found, you may excel at getting people to buy in quickly.

You possess the talent that sales trainers and social psychologists have identified as the single most valuable trait - personal warmth. Your down-to-earth approach often results in comments such as, "we just met twenty minutes ago and yet I feel as though I have known you all my life."

You have a natural charisma. You do well at building relationships and often have long lists of people whom you describe as " friends." Finally, you tend to be a naturally fun-loving personality. Your theme song might be "Celebration!"

## **YOUR GROWTH OPPORTUNITIES**

You are interested in a variety of things, so you tend to have a shorter attention span than people with the other behavioral styles. This is often manifested in your avoidance of details or your lack of follow-through. You may become easily bored by repetitive routines and complexities that take you away from your first love - interacting with people!

When you feel pressured or stressed, you become emotional and impulsive and exhibit actions that are unplanned, nonsystematic, disorganized, and inconsistent. During such times, you are likely to respond to tasks either superficially or incompletely. You may also fail to perform up to expected standards.

You tend to avoid conflicts at all costs. Conflicts pose the possibility of loss of recognition and approval, which is antithetical to your *raison d'être*. You can benefit from controlling your emotional responses and your tendency to wear your heart on your sleeve. You need to learn effective conflict-management skills and effective listening and questioning skills. You may often be talking when you really need to be listening.

You need to get involved with people more slowly, which would help you avoid interactions that you later regret. You need to place greater emphasis on your sense of self-worth and self-esteem. You need to strive for congruency between what you value and what you think you need in life. You would benefit from being more inner-directed rather than letting the reactions of other people determine so many of your choices in life.

## A Summary of LOIS's Primary Style

### IN A NUTSHELL:

- You're fast-paced and people-focused
- Your actions and decisions are spontaneous
- You like involvement
- You dislike being alone
- You exaggerate and generalize
- You tend to dream and get others caught up in your dreams
- You jump from one activity to another
- You work quickly and excitedly with others
- You seek esteem and acknowledgement
- You have good persuasive skills

**STRENGTHS:** Persuading  
Optimistic  
Motivating  
Enthusiastic

**WEAKNESSES:** Disorganized  
Careless  
Exaggerates  
Poor follow-through

**PACE:** Fast/Spontaneous

**GOALS:** Applause  
Involvement  
Recognition

**FEARS** Loss of prestige  
Social rejection

**MOTIVATORS:** The Chase  
Attention  
Opportunities to talk

**IRRITATIONS:** Routine  
Perfectionism

**UNDER STRESS:** Become superficial

**DECISIONS ARE:** Spontaneous

**FOCUS:** People

**WORKPLACE:** Stimulating  
Cluttered

**GAINS SECURITY THROUGH:** Others' approval  
Playfulness

## Observable Characteristics of LOIS's Style

### VERBAL (words):

- Tells stories, anecdotes
- Shares personal feelings
- Informal speech
- Expresses opinions readily
- Flexible time perspective
- Digresses from conversation

### Typical Statements:

- "Hey! Here's an idea! Whattaya think?"
- "Why don't you noodle on that concept for a while."
- "I feel this is the way to go to..."
- "Tell me what you think about..."
- "Spare me the details. Just give me the drift."
- "I think we're making good progress. Now let's..."
- "My sense is that..."
- Let's try it a different way, just for kicks."

### VOCAL (tone of voice):

- Lots of inflection
- Pitch variation
- Variety in vocal quality
- Dramatic
- High volume
- Fast speech

### VISUAL (body language):

- Animated facial expressions
- Lots of hand/body movement
- Contact oriented
- Spontaneous actions

## **LOIS on the Job**

### **YOUR TYPICAL BUSINESS CHARACTERISTICS**

- Like to brainstorm and interact with colleagues and others
- Want freedom from control, details, or complexity
- Like to have the chance to influence or motivate others
- Like the feeling of being a key part of an exciting team
- Want to be included by others in important projects, activities, or events
- May trust others without reservations - taking them at their word and not checking for yourself
- Typically have a short attention span, so you do well with many short breaks

### **YOUR PREFERRED BUSINESS SITUATIONS**

- Like to work participatively with others
- Need immediate feedback to get or stay on course
- Like to mingle with all levels of associates and call them by their first names
- Enjoy compliments about yourself and your accomplishments
- Seek stimulating environments that are friendly and favorable
- Motivated to work toward known, specific, quickly attainable incentives or external motivators; dislike pursuits which drag out over long time periods
- Open to verbal or demonstrated guidance for transferring ideas into action
- Like to start projects and let others finish them

### **SUGGESTIONS TO BE MORE EFFECTIVE AT WORK**

- Take time to negotiate and clarify realistic time frames with associates in order to avoid misunderstanding and disappointment... don't take on more than you can handle just to avoid saying "no" to someone
- Avoid exaggeration and hyperbole... be realistic in your work-related comments
- Use a simple calendar or reminder system to keep track of your commitments, appointments, and deadlines... remember that most tasks will take more time than you think is necessary
- Acknowledge that your success is often dependent upon the work of others... be sure to publicly acknowledge their contributions and thank them frequently
- Whenever possible, delegate the more detailed tasks that you are not comfortable doing... being sure to specify exactly what you want done and the time you need it and setting up a process to monitor the progress on the projects you have delegated
- Avoid relying too heavily upon your feelings and emotions... focus on the results you desire and don't sacrifice productivity in order to please everyone
- Write things down... don't rely on your memory for important facts and details

## **LOIS's Behavior and Needs Under Stress**

Under stress, you will tend to disregard it.

An example of a typical response to a stressful situation from you might be:  
"Hey, let's get on to something more positive!"

### **UNDER STRESS YOU MAY APPEAR**

- Manipulative
- Overeager
- Impulsive
- Inconsistent
- Superficial
- Unrealistic
- Wasteful of time

### **UNDER STRESS YOU NEED**

- To get credit
- Action and interaction
- A quick pace for stimulation and excitement
- Prestige

## How to Reduce Conflict

### YOUR TYPICAL BEHAVIOR IN CONFLICT

- You are quite uncomfortable with conflict, aggression and anger. You do whatever you can to avoid them. If possible, you may physically avoid an environment filled with conflict or anger. If that is not possible, you will probably seek to use your natural humor and story-telling ability to reduce the level of tension. If neither approach works, you may attempt to ignore the conflict. Given your strong focus on relationships, however, this tactic is rarely successful.
- Your anger is generally a response to a personal attack on you or, possibly, the failure of someone to support you when you were really counting on that person's support. Of course you may interpret a comment intended to refer to a task-related problem as a personal attack, especially if it concerns your contribution to the problem.
- If a conflict persists or your anger increases, you are likely to lash out with a strong verbal (or, possibly, even physical) attack on the other person. This may have a startling effect on others since it is so unlike your normal behavior.
- You may experience a desire to get even if someone thwarts a major component of your personal agenda, however you are not very likely to follow through. You may choose to overlook the matter in order to preserve the relationship or you may simply lash out in anger.

### STRATEGIES TO REDUCE CONFLICT AND INCREASE HARMONY WITH OTHERS

- Recognize that you can never resolve a conflict by avoiding it. Risk damaging a relationship or losing someone's approval by stating your feelings and clarifying your expectations. Be sure, of course, to listen attentively to the responses of others.
- Take time to clarify the commitments and expectations of others. Do not make any assumptions about what others will do. Always get a specific commitment.
- Avoid giving others a false impression of the level of support you will give them. When promising your support, make clear precisely what it is that you will do.
- Be sure to fulfill all of your commitments. If you will be unable to keep a commitment or meet a deadline, inform the people involved as soon as possible. Don't assume that others will automatically step in to cover for you.

## Tension Among the Styles

Each style has a unique set of priorities as to whether the relationship or the task aspect of a situation is more important; and each has its own pace in terms of how fast things should be done.

The Tension Among the Styles Model on the next page relates pace and priority characteristics to behavioral styles. Refer to this model while reading this section.

Notice that the Dominance Style (D) and Interactive Style (I) tend to prefer a faster pace; the Steadiness Style (S) and Cautious Style (C) both tend to prefer a slower pace. These style combinations will get along well as far as pace is concerned, but watch out for their priorities!

Take the D-I relationship. Both are relatively fast-paced behavioral types. Yet the Interactive Style places more emphasis on people than on tasks, while the Dominance Style tends to pursue goals with less concern for relationships or feelings. Some degree of tension is likely to result in their interaction due to their difference in priority.

Where priorities are concerned, the Interactive Style does better with the Steadiness Style. These two will still be getting to know each other while the Cautious Style and the Dominance Style are headlong into the task. However, without some awareness and accommodation for their differences in pace, tension may build as well in the I-S interaction when these two finally do get around to the tasks at hand. The I Style usually wants it yesterday, whereas the S Style wants to take a slower and steady approach.

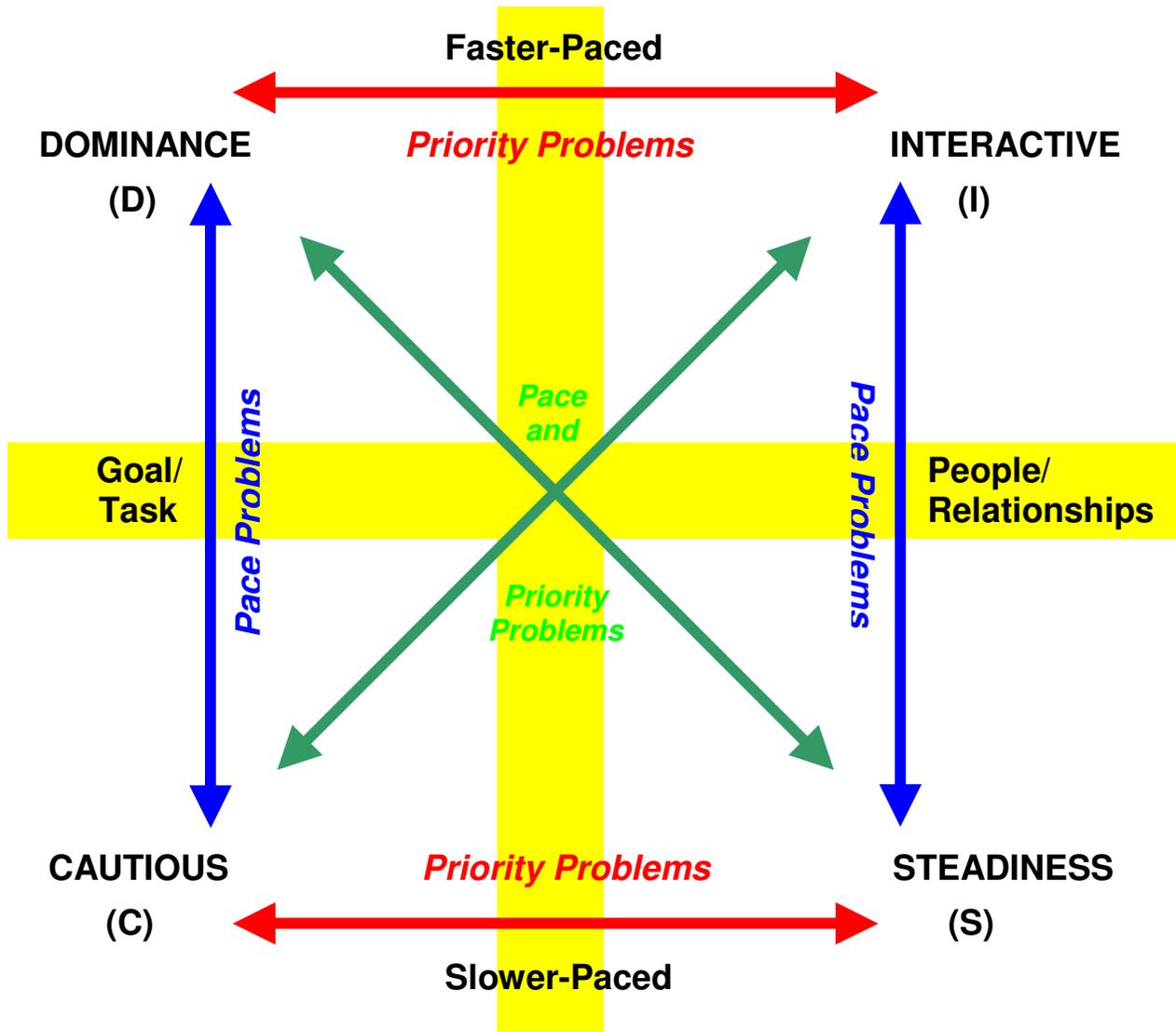
Consider the goal/task-oriented team of the Dominance Style and Cautious Style (D and C), another example of pace-based tension. The faster-paced D Style likes to make quick decisions. The slower-paced C Style gets uptight when having to make decisions without an opportunity to fully analyze all the alternatives.

When dissimilar pairings occur, as they often do in many business and social encounters, one or the other of the individuals must make adjustments in his style to avoid increasing tension in the other person. This does not mean you must sacrifice your personality or become something you're not. Ideally, both persons would demonstrate some adaptability and move part of the way. Depending on the circumstances however, only one of the individuals may recognize the potential problem, or be sufficiently motivated to do something about it.

When interactions join styles that differ in **both** their pace and priority preferences, things really get interesting! Here the probability of relationship tension is even greater. This occurs in D-S relationships, as well as I-C relationships.

Take the case of the D-S interaction: the Dominance Style (D) should try to show some concern for people rather than appearing to treat them only as a resource toward goal accomplishment. The Steadiness Style (S) should try to show more concern for task completion, even if it means putting the personal relationships aside temporarily. When the D Style meets the S Style (a diagonal relationship), both individuals should attempt adjustments in both pace and priority. The same applies to the Interactive Style and the Cautious Style (I-C) relationship. The key to managing tension is to know when to expect pace and priority problems, and have a strategy to prevent or deal with these differences in preference.

### Tension Among the Styles Model



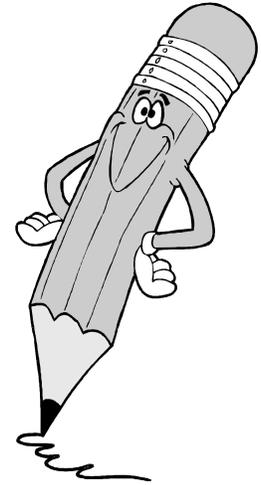
- Priority Problems
- Pace Problems
- Pace and Priority Problems

# Action Plan...

Behavioral adaptability is the key to success with different styles. It can be defined as the willingness and ability to engage in a range of behaviors not necessarily characteristic of your style in response to effectively dealing with the requirements of a situation or relationship. It involves making adjustments to your methods of communicating and behaving based on the particular needs of the relationship at a particular time. Adaptable people make the choice to go beyond their own comfort zone so others also feel more comfortable.

On the next few pages are action plans to give you suggestions on how to adapt your own behavior as well as ideas for others to help you be more adaptable. It will give them clues to understand your behavioral tendencies.

To make the most effective use of these assessments and action planners, have all those you interact with complete a response form on how they see you as well as an assessment on themselves. Then set aside some time to discuss strategies you each can use in adapting your behaviors to create greater ease and less conflict in the relationships.



## LOIS:

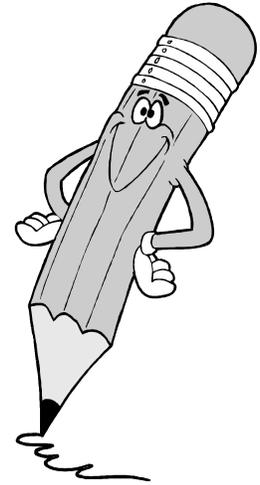
- Is concerned with approval and appearances
- Seeks enthusiastic people and situations
- Thinks emotionally
- Wants to know the general expectations
- Needs involvement and people contact
- Likes changes and innovations
- Wants others to notice her
- Needs help getting organized
- Dislikes conflict
- Looks for action and stimulation
- Surrounds herself with optimism
- Wants feedback that she “looks good”

## For Others...

- Show her that you admire and like her
- Behave optimistically and provide an upbeat setting
- Support her feelings when possible
- Avoid involved details, focus on the “big picture”
- Interact and participate with her
- Vary the routine; avoid requiring long-term repetition by her
- Compliment her personally and often
- Do it together
- Act non-aggressively and avoid arguing directly on a personal basis
- Keep up a fast, lively pace
- Support her ideas and don’t poke holes in her dreams; show her your positive side
- Mention her accomplishments, progress and other genuine appreciation

# Action Plan...

## ON THE JOB



### For LOIS:

- Attend to key details, when appropriate
- Improve your follow-through efforts
- Monitor socializing to keep it in balance with other aspects of life
- Write things down and work from a list, so you'll know what to do when
- Prioritize activities and focus on tasks in order of importance
- Become more organized and orderly in the way you do things
- Get the less appealing tasks of the day over with
- Pay more attention to time management of activities
- Check to make sure you're on course with known tasks or goals

### For Others Working with You

Show interest in her by:

- Supporting her opinions, ideas, and dreams when possible
- Being upbeat, stimulating, and fast-paced
- Tolerating digressions and not hurrying a discussion
- Not arguing, if possible - you'll seldom win
- Being enthusiastic, spontaneous, and casual
- Explaining how action can enhance her image and visibility
- Sparing her the details

*NOTE: To be more effective, have other people you work with take the assessment on themselves. Then set aside some time to share the results. Discuss how you each can adapt your behaviors to create more satisfying working relationships.*

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