

January 2012

Paving the Way for 2012

What are your goals for 2012? If you are like most people, your goal is to improve both personally and professionally this year. Performance Excellence plans to help you reach these goals by providing you with monthly tips to increase your effectiveness in your world of work and in your personal life.

DISC Population Study

Have you ever wondered what percentage of our population is a high D, I, S, or C? Research conducted in 2011 identified that statistically we are more likely to encounter someone with a high S or a high I ($n = 17,382$).

D (dominance): 19%

I (influence): 32%

S (steadiness): 35%

C (compliance): 14%

*What are some
ways you can
adapt to
communicate
more effectively
with others?*

Improve Your Communication

To communicate with others most effectively you must first be able to identify your communication style. One way you can do this is by taking the DISC assessment. Once you know your style and familiarize yourself with the traits of each behavioral style, you can learn to identify how others communicate. At that point you can adapt your style to match the style of others.

Following the simple suggestions listed on the right can revolutionize the way you interact with your clients and coworkers. Being intentional about communicating effectively with others can increase sales, improve your customer service, and foster a better team environment.



*Visit our website
today to access
more free resources!*

Adapting to a High “D”

Body Language: Keep your distance, strong handshake, direct eye contact, controlled

Tone of Voice: Confident, strong, clear, louder

Pace (Speech and Action): Fast

Words that Work: Win, now, results, new, challenge, lead the field

Adapting to a High “I”

Body Language: Get close, relaxed humor, friendly eye contact

Tone of Voice: Enthusiastic, high and low modulation, friendly, energized

Pace (Speech and Action): Fast

Words that Work: Fun, I feel, sociable, exciting, will make you look good

Adapting to a High “S”

Body Language: Relaxed, methodical, lean back, friendly eye contact, small gestures

Tone of Voice: Warm, soft, steady, soft volume

Pace (Speech and Action): Slow, logical

Words that Work: Step-by-step, help me out, guarantee, promise, think about it

Adapting to a High “C”

Body Language: Keep your distance, firm posture, direct eye contact, no gestures

Tone of Voice: Controlled, direct, thoughtful, little modulation

Pace (Speech and Action): Slow, methodical

Words that Work: Here are the facts, no risk, proven, analysis, guarantees

Who We Are

Performance Excellence delivers solutions for the people areas of your business through the use of effective and efficient strategic solutions. Our valid and time-tested assessments, coaching sessions and other business solutions provide managers and supervisors with tools and systems that increase employee productivity, job satisfaction and overall organizational effectiveness. Performance Excellence can help your business reach its maximum potential by developing your company's most valuable asset - its people.