



# Communicating effectively - How to Adapt Your Style to Build Relationships and Communicate with Others



Tuesday  
25 October  
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# Your Host Today...



**Imrah Mughal**  
Career Development & Experience  
Analyst

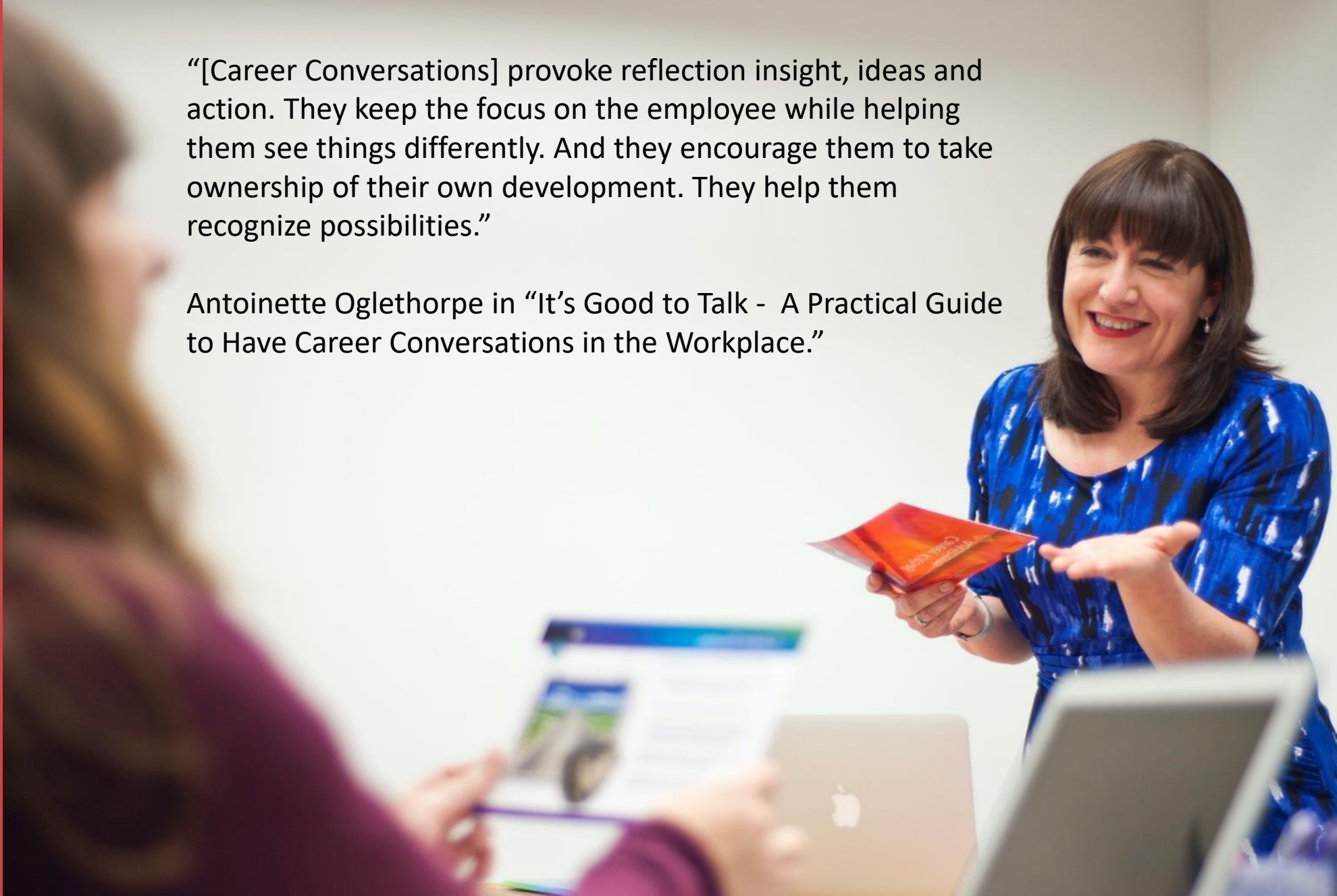
# Antoinette Oglethorpe

>25 years of experience developing leaders in the Private Sector and now consulting with the UN System

- Speaker and Author on Talent Development
- Professional Career Coach and Counsellor

“[Career Conversations] provoke reflection insight, ideas and action. They keep the focus on the employee while helping them see things differently. And they encourage them to take ownership of their own development. They help them recognize possibilities.”

Antoinette Oglethorpe in “It’s Good to Talk - A Practical Guide to Have Career Conversations in the Workplace.”



# As a result of attending this webinar, you will:

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Understand the different behaviour and communication styles



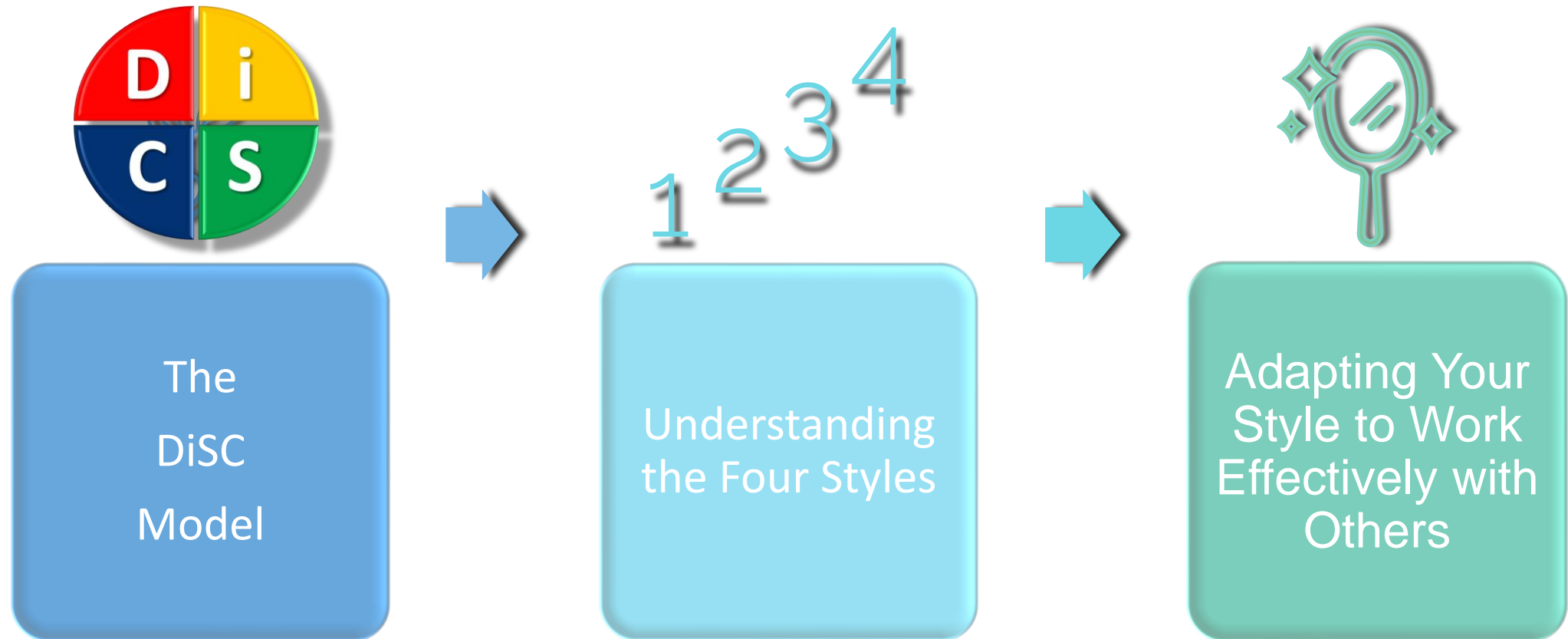
Have greater awareness of your own communication style



Be able to adapt your own communication style to work effectively with others

# What we'll cover in this webinar:

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# Poll

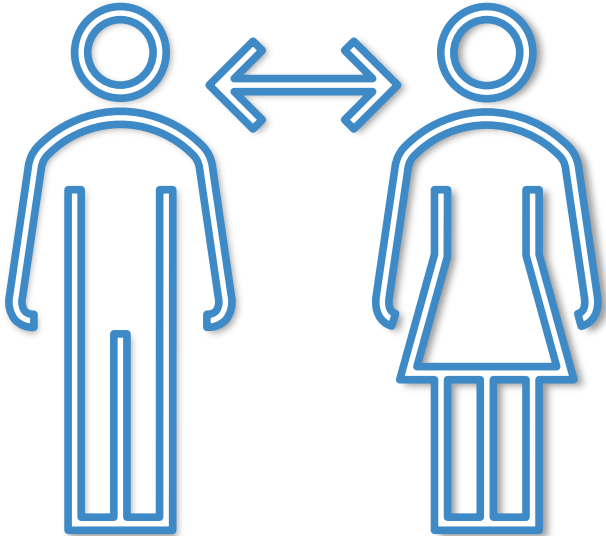
Have you completed a DiSC profiling assessment before?

- Yes
- No
- Maybe. I can't remember



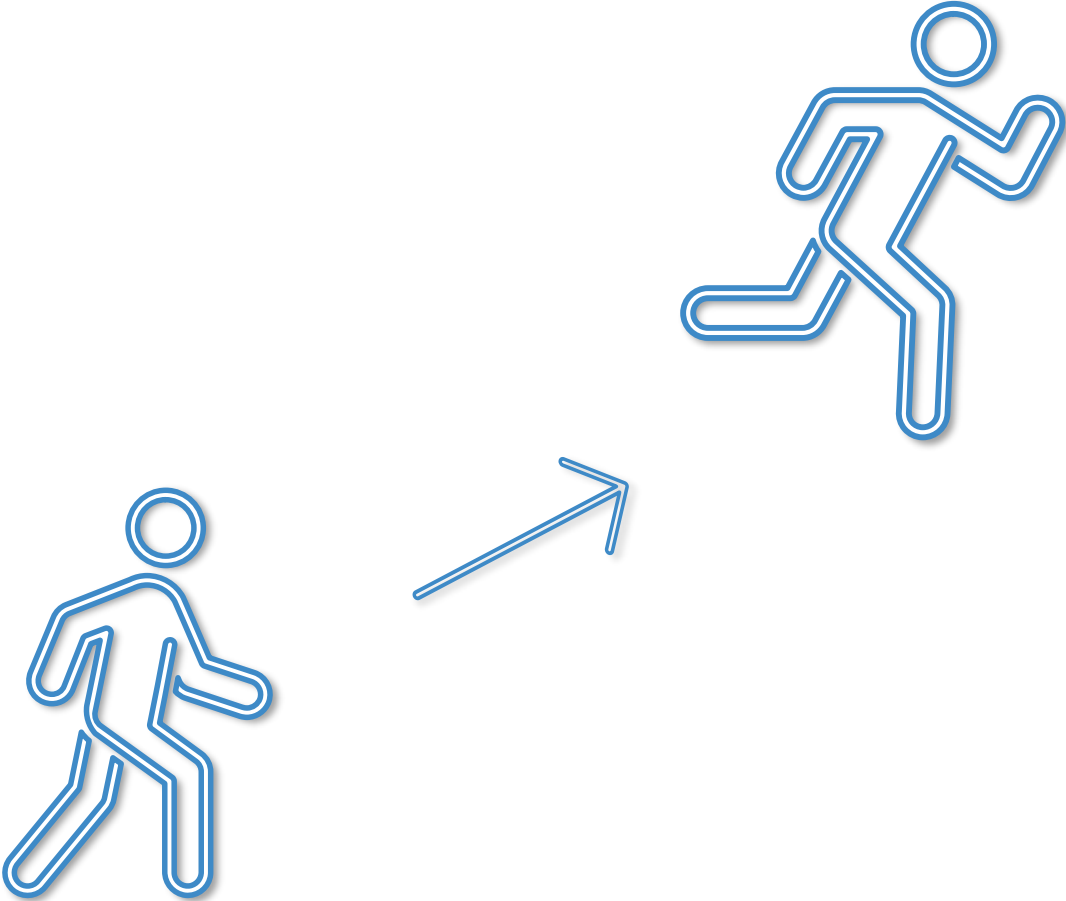
# The DiSC Model

# Two Scales



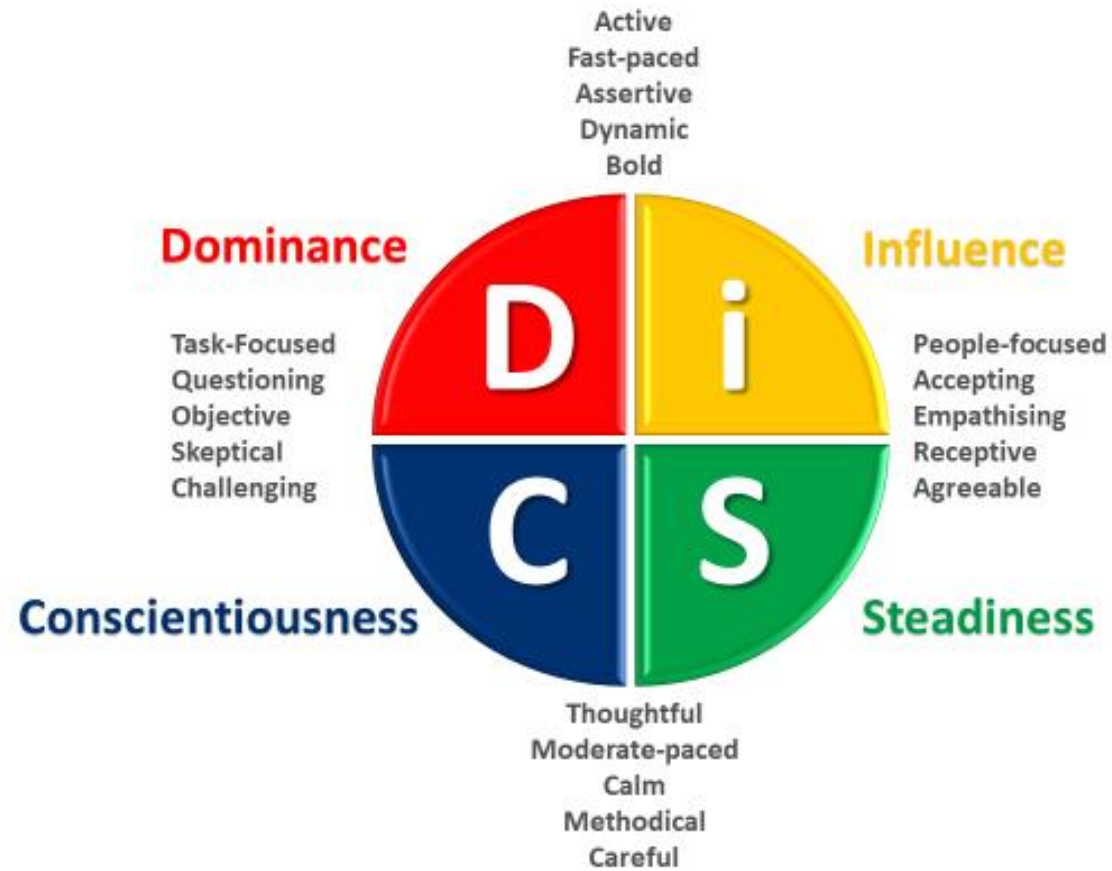


# Two Scales



# The DiSC Model

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# Four Behavioural Styles

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- **Dominance** – emphasis on accomplishing results, the bottom line, confidence
- **Influence** – emphasis on influencing or persuading others, openness, relationships
- **Steadiness** – emphasis on cooperation, sincerity, dependability
- **Conscientious** – emphasis on quality and accuracy, expertise, competency

# Health Warning!

There are no “good” or “bad” styles

There is no “best” style

All styles have strengths and limitations

All styles can be more or less effective

People are a blend of all four styles



# Understanding the Four Styles

# The Dominance Style

## Dominance Behaviours

- Driven
- Direct
- Decisive
- Strong-willed
- Self-confident
- Daring
- Determined
- Fast-paced
- Results-orientated
- Straightforward/demanding

## Dominance – Motivations, Values, Fears

Motivated by power and authority,  
winning, competition, and success

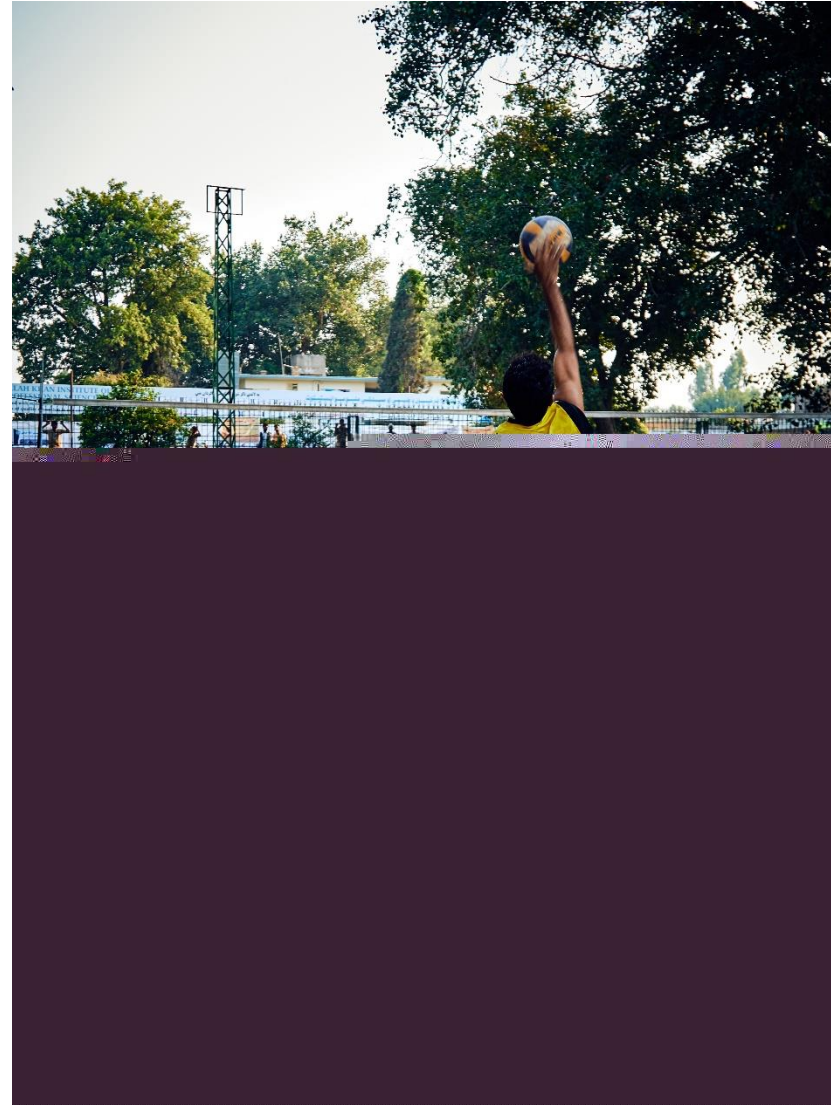
Values competency, concrete results, and  
personal freedom

Fears loss of control, being taken  
advantage of, and vulnerability



“What’s the point  
of playing if  
winning isn’t the  
goal?”

J.D. Robb, Author



# The Influence Style



- Talkative
- Animated
- Charming
- Collaborative
- Energizing
- Trusting
- Enthusiastic
- Impulsive
- Optimistic
- Persuasive



## Influence Behaviours

Motivated by social recognition, group activities, and relationships

Values coaching and counselling, freedom of expression, and individuality

Fears social rejection, disapproval, loss of influence, and being ignored



**Influence –  
Motivations, Values, Fears**

“Whoever is  
happy will make  
others happy too”  
Anne Frank



# The Steadiness Style



# Steadiness Behaviours

- Calm
- Patient
- Predictable
- Deliberate
- Stable
- Warm
- Passive
- Loyal
- Supportive
- Steady

# Steadiness – Motivations, Values, Fears

Motivated by cooperation,  
opportunities to help, and sincere  
appreciation

Values loyalty, helping others, and  
security

Fears loss of stability, change, loss of  
harmony, and offending others



“The invariable  
mark of wisdom  
is to see the  
miraculous in the  
common.”  
Ralph Waldo  
Emmerson





# The Conscientious Style

# Conscientious Behaviours

- Structured
- Careful
- Cautious
- Systematic
- Private
- Objective
- Analytical
- Diplomatic
- Accurate
- Reserved

# Conscientious - Motivations, Values, Fears

Motivated by opportunities to gain knowledge, showing their expertise, and quality work

Values quality, accuracy, and challenge

Fears criticism, slipshod methods, and being wrong

“It takes less time  
to do a thing right  
than to explain  
why you did it  
wrong.”  
Henry Longfellow





## Reflection



What's your natural DiSC style?

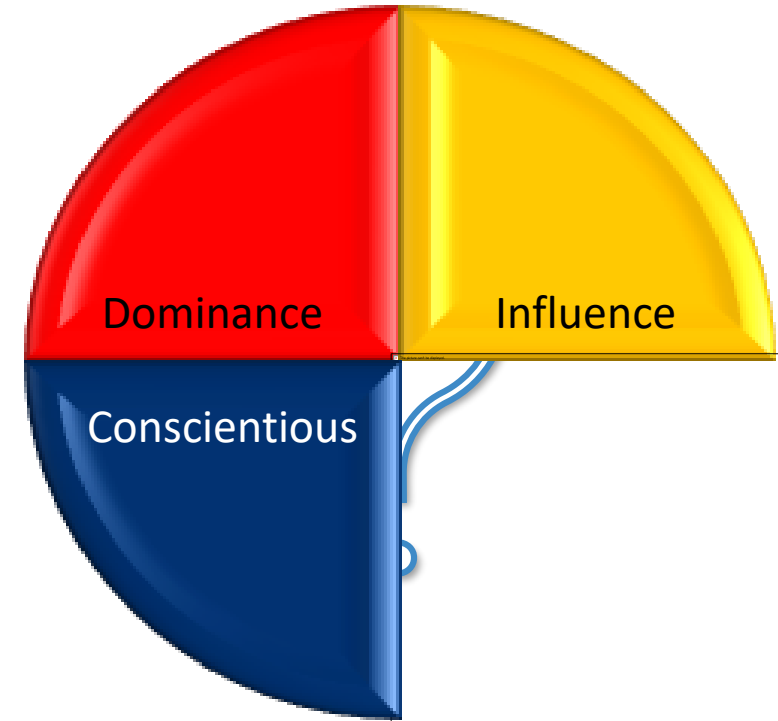
What are the strengths and limitations of your style?

Please type any comments or questions into the chat box.

# Poll

What Style do you think you are?

- **Dominance**
- **Influence**
- **Steadiness**
- **Conscientious**





# Adapting Your Style to Work Effectively with Others



## The Dominance Style

High Ds want others to be direct, straightforward, and open to their need for results

## Communicating with the Dominance Style

Give them the bottom line

Be brief and speak up

Focus your discussion narrowly

Avoid generalizations

Refrain from repeating your yourself

Be prepared and organized

Present the facts logically

High i's want others to be friendly, emotionally honest, and to recognize the high i's contributions

The Influence Style

Allow time for relating and socializing

Share your experiences

Talk and ask about their ideas and goals

Focus on the positives

Avoid overloading them with details

Don't interrupt them

Show respect for their spontaneity, high energy, and optimism



**Communicating  
with the Influence Style**

# The Steadiness Style

High S's want others to  
be relaxed, agreeable,  
cooperative, and  
appreciative

# Communicating with Steadiness Style

Be personal and amiable

Express your interest in them

Let them know what you expect of them

Take time to provide clarification

Be polite. Don't interrupt as they speak.  
Listen carefully

Avoid being confrontational or too aggressive

Don't force them to make a quick response

# The Conscientious Style

High C's want others to minimize socializing, give details, and value accuracy

# Communicating with the Conscientious Style

Focus on facts and details

Minimize “pep talk” or emotional language

Be patient, persistent, and diplomatic

Respect their preference to work independently

Don't be put off by their more detached approach

Allow time to get to know each other better to avoid misunderstanding

Don't force a quick decision



# Help Them Use Their Strengths

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**Dominance Style** – Problems and Challenges



**Influence Style** – People and Contacts



**Steadiness Style** – Pace and Collaboration



**Conscientiousness Style** – Policy and Constraints

# Help Them Use Their Strengths

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**Dominance Style** – help them learn to listen more, be more empathetic and patient



**Influence Style** – help them to recognize their emotions and how it affects their decisions. Also, help them to get organized, follow-through and see the details.



**Steadiness Style** – help them to speak up and be more assertive. Help them to put their own needs first and not be too willing. Help them cope with change.



**Conscientious Style** – help them to be okay with not getting it perfect. Support them to make a decision without all the information. Support them to come up new ideas and innovations.



# Reflection



Please type any comments or questions into the chat box.

Identify the person you wish to work effectively with  
Consider whether this person tends to be more active and fast-paced or thoughtful and moderate-paced

Then, consider whether this person also tends to be more questioning or accepting

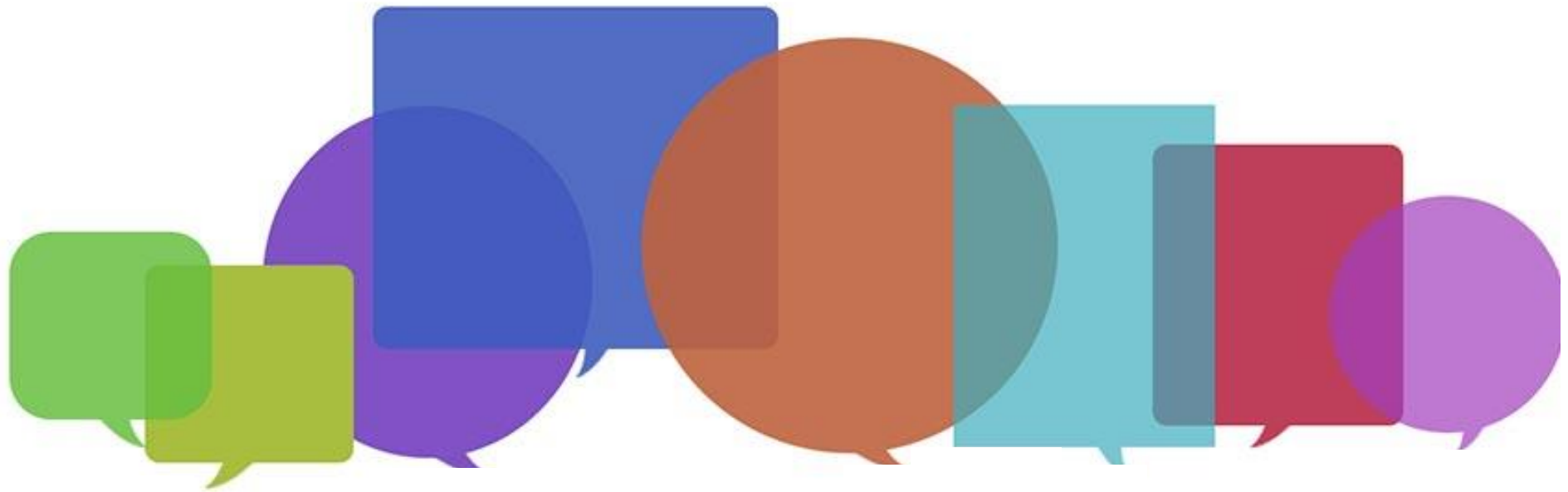
Now, combine this person's tendencies to determine his or her DiSC behavioural style

What are his/her characteristics?

What are their likely fears?

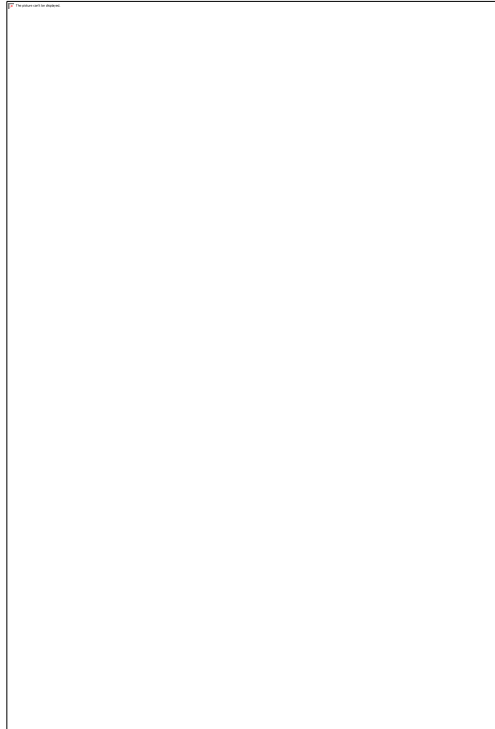
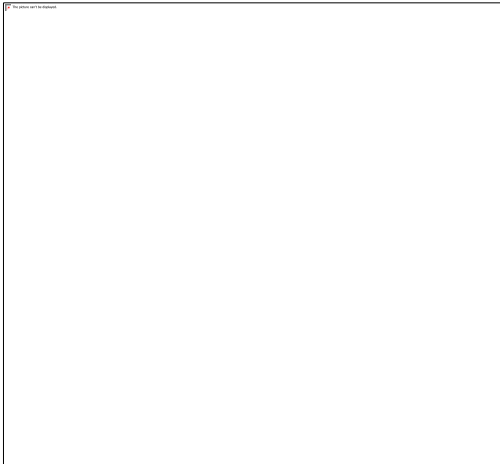
What are their needs?

What should you do to relate more effectively to them?



What questions or comments do you have?

# Thank You!



For any further questions, reach out to us on:

**E-mail:** [career.development@undp.org](mailto:career.development@undp.org)

**Yammer:** Career Development & Experience

Or visit our intranet page on:

<https://undp.sharepoint.com/teams/TalentDevelopmentHub>