

Understand How To Get  
The Best Out of People:

# Motivators & Stressors of the Different Styles

by **Flow**<sup>®</sup>  
beyond DISC 

# Motivators & Stressors of the Different Styles



In order to fully understand the four DISC styles, you will need to pay close attention to the “motivators” that are often associated with each style, as well as “stressors” that might impact their effectiveness in the workplace.

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# What is the D Style?



Within the DISC model, the D quadrant represents Dominance. D styles are commonly perceived as being direct, decisive, risk-takers, and self-starters.

You will recognise people who are high in the Dominance quadrant by their high self-confidence, assertiveness, goal orientation, competitiveness and high sense of urgency.

This is not to say other styles aren't competitive, just that people who plot high in the D dimension tend to show their competitiveness outwardly, to the extent of being verbally competitive and enjoying getting into debates or arguments.



## Motivators of the "D" Style

The D style reflects individuals who desire to be in control and to win. They want to see positive results and know that they had a hand in them. This type of person likes to be challenged and to solve problems, so don't be shy in giving them one or two. Let them know when you observe their results.

If you don't have a strong vision and the strategies to achieve it, the D style might try to take things into their hands. To a person of this style you should avoid giving orders and instead present a number of options for them to consider.

### Motivators for the D style may include:

- Setting results focused goals
- Independence in how to accomplish a task (when possible)
- Opportunities for competition when appropriate
- New and challenging projects



## Stressors of the "D" Style

Whilst those who sit within the D style are characteristically quite strong-minded and as with all of the DISC styles, they can be limited when operating in an environment that causes them stress.

These stressors typically stem from their need for control of their environment and may lead to the person taking extreme measures to prevent these fears from materialising - often acting impatiently or insensitively with the main goal being to get the task finished with little emotional involvement.

### Stressors of the D style may include:

- Falling into a routine
- Being taken advantage of
- Tight supervision
- Having their authority or control threatened

## How to draw the best out of the D style

This style is primarily results driven and is best left to maintain control of a situation. Those within the 'D' style will strive for the best results possible, but may need help to take into consideration the needs of others within their team.

For this reason, you may find it more beneficial to provide as much autonomy as possible, helping them to understand the needs of their team, and providing varied tasks to keep them from feeling like they are falling into a routine.

# What is the I Style?



The I style of the DISC model represents Influence.

Individuals who belong to the Influence category are generally considered outgoing, social, and enthusiastic.

People high in the Influence quadrant are often articulate, enthusiastic, optimistic, and show high energy. They often verbalise ideas and concerns to others and appreciate an opportunity to "talk out their ideas" as a way to come to a decision or conclusion. They are open with their feelings and tend to be very expressive with their tone of voice, their facial expressions and in their mannerisms.



## Motivators of the "I" Style

The I-style is motivated by social recognition, group activities and relationships. They will appreciate being given the authority and recognition. Let them be your advocate and be sure to praise them for their efforts.

They will enjoy achieving results as part of a group effort. A person with the I style might want to be a spokesperson for your campaign. You might also want to let them work on something other than facts, policies and procedures. They will appreciate not being bogged down with the details.

### Motivators for the I style may include:

- Opportunities to work in teams
- Social recognition
- Feelings and concerns listened to
- New and exciting projects



## Stressors of the "I" Style

As could be expected, the primary stressor of those high in the I style is rejection by others, particularly relationships in which they have invested time and energy.

As the I personality styles are always on the lookout for social gratification, their fears will stem from any signs of them not receiving this. They will often try different methods to achieve this result and will suffer a lack of motivation and fulfillment if not resolved.

### Stressors of the I style may include:

- Conflict-ridden environments
- Loss of social recognition
- Too much detail
- Boring or routine work

## How to draw the best out of the I style

In order to appropriately communicate with and motivate this style, you should approach this person informally and in a relaxed manner - listening to how they feel and keeping the conversation light and humorous.

You should aim to give them praise when deserved, but making sure that they are not viewed by their peers as a favourite.

# What is the S Style?



The S style of the DISC model represents Steadiness.

Individuals who fall in the Steadiness category are known for being calm, easy-going and they place great value on stability and security.

You'll notice calmness and patience with people high in the Steadiness quadrant. They are cooperative and friendly, although because they are more reserved, their friendliness is more low-key than the effervescence of the I dimension. You may need to pay closer attention to their mannerisms to see their friendliness, until you get to know them.



## Motivators of the "S" Style

The S style values doing a good job and developing a routine that produces consistently good work. Sudden change to that routine, without preparation can often create stress. Therefore it is essential for S's to be given time to both understand the change that is coming as well as an opportunity to ask questions that will help them prepare for it.

As they are also very co-operative and friendly, a high priority is to maintain the status quo whilst being able to complete tasks calmly and efficiently. Although the unknown may be an interesting concept to them, they prefer to keep things as they are.

### Motivators for the S style may include:

- Maintaining stability
- Providing support
- Achieving results through collaboration
- Security in their environment



## Stressors of the "S" Style

The overriding concern of the S style is that the unknown may be even more unpleasant than the present. In order to cope with any changes that may have happened, this style will often try to relate changes back to a previous situation - trying to find a solution through experience.

If this solution is not found they will begin to feel demotivated, insecure and feel a sense of instability.

### Stressors of the S style may include:

- Disorganisation
- Sudden changes
- Disruption in their routine patterns
- Confrontation

## How to draw the best out of the S style

Being able to provide stability and opportunities to collaborate with team members will make sure that they are comfortable.

Finding the elements of sameness within the changes faced will greatly help to put at ease those who fall under the S style. This should be followed by a logical and systematic approach to the message being translated across, telling them about any changes early and letting them adapt slowly.

# What is the C Style?



The C style of the DISC assessment represents Compliance.

Individuals who have a high C style are analytical and conscientious when dealing with tasks and are often perfectionists.

What you may notice first about people high in the Conscientiousness quadrant is their concern for accuracy and high standards. They have an analytical mind, an eye for detail and typically enjoy solving problems. They usually keep their feelings to themselves, which can make it more difficult to get to know them. They are more cautious in answering questions and communicating information because they need to think through what they say and make sure it is accurate before they say it.



## Motivators of the "C" Style

The C Styles will quite often find themselves more concerned with their own personal performance, showing less interest in the praise that may be given as a result. They have a need to understand the research, logic and approach behind any new ideas, processes or systems. They look for potential issues and obstacles with any new initiative in order to prevent problems later.

When the C style feel that things are not going to plan, they will challenge assumptions in order to gain absolute clarity so that they can deliver on their goals. Their primary concern is accuracy, which means that human emotions may be ignored.

### Motivators for the C style may include:

- To ensure accuracy
- Detailed information and explanations
- To constantly grow their knowledge and expertise
- Opportunity to work independently



## Stressors of the "C" Style

The C style experiences stress when they are given unclear objectives, incomplete information or unrealistic timelines. They are also stressed when parameters or requirements of a project are changed midstream.

The C style usually prefers not to deal with people who beat around the bush, those who are highly emotional, and those who just throw out ideas.

### Stressors of the C style may include:

- The consequences of illogical and irrational acts
- Criticism as a result of under planned actions
- Uncontrolled emotions of others
- Too much people interaction or collaboration

## How to draw the best out of the C style

Those that score high in the C style typically require you to be very concise with your message. They respond well to clear expectations and you should be prepared to answer many questions about your instructions.

The best way to motivate a C is to be tactful and reserved, refraining from showing too much emotion and demonstrating your genuine appreciation for high standards.



# EMOTIONAL INTELLIGENCE

## What is Emotional Intelligence?

Everyone experiences emotions. Often unnoticed, although always present, these emotions impact us, and those around us each and every day.

In the workplace and in our personal lives, how we think, feel and act defines who we are.

Emotional intelligence describes a way of identifying, assessing and controlling these emotions so that they work with us, not against us.

It provides us with insight and awareness, and is responsible for influencing our behaviours and interactions with those around us.

It is important to remember that your capacity to recognise your emotions, and how these impact on the way you interact with others, will improve your communication skills and help you build stronger and more productive relationships.

## Domains of Emotional Intelligence



**Self-awareness** is the keystone of emotional intelligence. Before you can make changes in yourself you have to know what there is to work with. Becoming self-aware is about the process of understanding yourself, being aware of the way you feel and the impact your feelings can have on decisions, behaviour and performance.



**Awareness of others** can be described simply as the ability to understand and respond to the needs of others. Get this right and people feel valued, listened to, cared for, consulted, and understood. Get it wrong and you'll be seen as uncaring and insensitive.

How often do you spend time reflecting on how you are feeling?

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How easy do you find it to control your emotional responses?

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How attuned to the emotional and behavioural cues of others are you?

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Do you find it easy to express your awareness of others emotions?

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