

# WHAT PLANET ARE YOU ON?

*How to work with difficult  
people...or are they just  
different?*



Authorized Partner  
EVERYTHING **DiSC**  
A Wiley Brand

## **ARGUMENTS!**

Think about the last time you were in an argument. How did you feel? Energised, alive and focused on winning the day or drained, deflated and looking for the door?

As you think about it, do you think you were working through issues logically, analysing every detail or were you getting emotional, upset and het up?

Did you find yourself questioning and challenging everything, maybe even sceptically or were you looking for common ground, trying to find areas of agreement to smooth things over?

Whatever your response, in an argument or disagreement, many people experience a sense of just not understanding or 'getting' the other person - that feeling of 'what planet are you on?!' Why are you being so unreasonable, so problematic, and so difficult?!



## **COULD THIS BE FOR YOU?**

Whether you're someone who's grappling with a difficult relationship right now, or a trainer, coach or HR professional looking for more effective ways of helping others create better relationships at work, this report offers some powerful, fresh ways of looking at these kinds of age-old problems!

## **HELLO!**



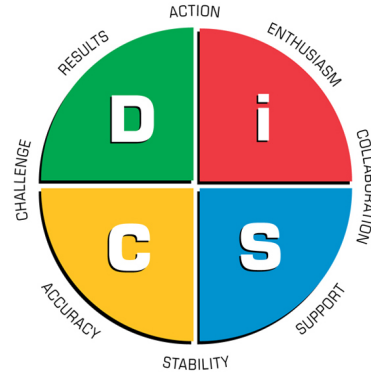
My name's Julie French and as well as being a human being with relationships just like everyone else that sometimes go smoothly and at other times not (!), I'm also a trainer and coach.

I have the pleasure of working with people to improve the way they work together, whether they're managers, leaders or members of a team.

## JUST DIFFERENT...

One of the most powerful tools in my toolbox is a behavioural profiling model called DiSC®.

As well as using it in all my management, leadership and team development training, as an International Business Partner of Wiley, we're also able to deliver Trainer Certification in DiSC® too.



I was struck recently by this comment from a manager who'd recently done some management training with us.

***'What I'm taking away from this DiSC® training is the profound realisation that people who I used to think of as 'difficult', I now realise are just DIFFERENT!'***

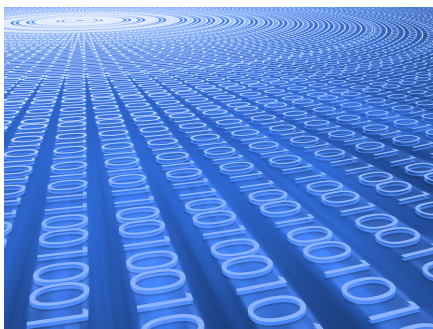
You can imagine the impact that kind of shift of thinking can have on a relationship. It means that instead of feeling stuck in a cycle of

blame and victim, we can start to dissolve judgement and start problem solving!

## A UNIQUE BLEND

Let's face it, we can all find other people's behaviour baffling at times, be it in a conflict situation or not. "Why on earth did he do that?" "What was she thinking when she took that decision?" I'm sure are phrases you've muttered to yourself. As our delegate's 'light bulb moment' highlights - everybody is indeed DIFFERENT!

We all have a unique blend of behaviour, preferences, priorities, needs and motivations. It's what makes human society and relationships so fascinating!



**Given these differences, couldn't we all benefit from easy ways of making sense of the people around us?**

Imagine having a simple 'de-coder' for actually figuring out 'what planet you are on'. Think of the advantages of being able to

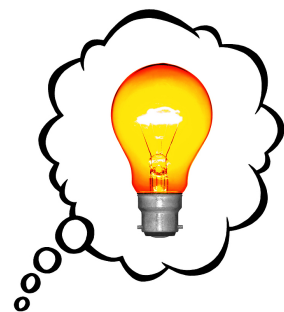
accurately 'read' people's behaviour, to appreciate their motivations and needs.

Consider the benefits of teams in organisations or managers and leaders having a shared language to talk about and appreciate their differences. With this 'de-coder' you get a signpost as to what to do differently in order to bring out the best in others. When others feel understood, they trust you more and relationships start to flourish - despite differences.

## **BENEFITS!**

I've been lucky enough to experience these benefits first hand. I've seen managers build better relationships with their teams and leaders receive clear feedback on their interpersonal strengths and 'opportunities'.

I've experienced teams work through challenging conflict situations to become stronger and more aligned. I've witnessed many 'light-bulb moments' as individuals 'get' why they've had issues working with somebody.



## ***COLD, HARD RESULTS!***



Ultimately all these moments of self-awareness, appreciation and understanding lead to stronger, more productive relationships.

This isn't simply about everybody getting on better (although often that's a bonus in itself!). This is about the cold, hard business reality that more productive and effective working relationships lead to better results. With less time wasted on conflicts and misunderstandings, teams can focus on the job in hand.

## ***IT'S NOTHING PERSONAL..***

A simple, yet profound, advantage of working with DiSC® is that it helps take the heat out of interpersonal conflict by focusing on the BEHAVIOUR and not the PERSON. This is an important distinction because it de-personalises issues, making them easier and more comfortable to discuss.

By behaviour, we're talking about what we say or do in a particular situation. Behaviour is temporary and changeable, depending on the context we find ourselves in. Our 'personality' tends to be seen as more fixed and constant – it's more about who we are. DiSC® allows us to make sense of BEHAVIOUR, to talk about it and make choices to behave differently to help resolve interpersonal conflict and build more effective connections with others.

## AND IN THE BEGINNING...



You might be wondering where this DiSC® model originated. It all began with a certain Dr William Moulton Marston. He was a psychologist working in the 1920's and 30's who was intrigued to make sense of the differences between ordinary people. In fact, his first key book that laid out the foundations for the modern day DiSC® model is called 'The Emotions of Normal People'.

Marston began by exploring our different perceptions of the environment around us and our responses to it. He observed that some people perceive themselves to have more power and control



over their environment than others. He also noticed that some people perceive the environment to be more favourable and 'friendly' than others.

These observations lead to him defining 4 basic styles of thinking, feeling and behaving. 'D' which stands for 'Dominance', 'I' standing for Influence, 'S' standing for 'Steadiness' and 'C' standing for 'Conscientious'.

## FOUR BASIC STYLES

These 4 basic styles make up the DiSC® model. One of the many reasons why people love working with DiSC® is because it's very simple and easy to understand and yet deep and complex at the same time – just like people!

So let's go back to how you feel in an argument to illustrate the model further. As you think about a specific situation, think about the person you were arguing with....



- How were they communicating with you?
- How were they approaching the issue, task or problem in hand?

# D

If they were leaning towards the 'D' or Dominance style you might have noticed that their main priorities are **GETTING RESULTS, TAKING ACTION** and **CHALLENGE**.

**They might have come across as:**

Loud, competitive, fast-paced, interrupting, direct, independent, questioning, assertive, blunt, forceful, wanting to take charge, impatient, results-oriented

**Top Tips for a better connection:**

- Communicate briefly and get straight to the point
- Respect their need for autonomy
- Show them you are competent
- Focus on results
- Accept their bluntness...it's just a style!

## i

If they were leaning more towards the 'i' or Influence style you might have noticed that their main priorities are **TAKING**

**ACTION, ENTHUSIASM** and **COLLABORATION**.

**They might have come across as:**

Optimistic, lively, persuasive, emotional, a need for the limelight, fun-oriented, easily distracted, talkative, informal, seeking variety, unfocused, overselling ideas, illogical

**Top Tips for a better connection:**

- Convey optimism and enthusiasm
- Let them verbalise thoughts and feelings
- Acknowledge their feelings
- Use humour - lighten up!
- Make sure to build a relationship

# S

If they were leaning more towards the 'S' or Steadiness style you might have noticed that their main priorities are

**COLLABORATION, SUPPORT** and **STABILITY**.

**They might have come across as:**

Quiet, indecisive, going with the flow, unhappy with change, following rather than leading, methodical, team-focused, having difficulty identifying priorities, patient, accommodating, seeking security.

**Top Tips for a better connection:**

- Let them adapt slowly to change
- Be systematic in your approach
- Let them know what's coming
- Avoid pushing or rushing
- Focus on the needs of the team

# C

If they were leaning more towards the 'C' or Conscientious style you might have noticed that their main priorities are **STABILITY**, **ACCURACY** and **CHALLENGE**.

**They might have come across as:**

Cautious, pedantic, reserved, formal, paying attention to detail, private, preferring to work on their own, having high standards, being 'picky', negative, focused on facts, evidence based.

**Top Tips for a better connection:**

- Avoid displays of emotion
- Be precise and focused
- Express value of high standards
- Demonstrate your dependability
- Do your homework!

## AND FINALLY, SMILE!

By knowing the DiSC® model ourselves and teaching it to our colleagues, teams, departments (and even family and friends!) we have the insight and awareness to 'de-code' these uncomfortable situations and to fully appreciate the clash of needs that is often happening.



This doesn't mean we'll never have arguments! – Heaven forbid - as some form of disagreement and healthy debate often leads to more creativity and even better outcomes. It does however mean we can make sense of the interpersonal 'stuff' that frequently gets in the way of healthy debate.

It brings a new level of awareness that helps us recognise, appreciate (even laugh about!) our differences. When we know 'what planet' the other person is on, we can smile about what we are noticing, acknowledge the differences and even enjoy the whole experience!

**For more details about how you can  
use DiSC® in your training,  
consultancy and /or coaching to  
solve a range of problems and issues  
simply call Julie on:**



**0044(0)7989 991056**

or email [jfrench@aha-success.com](mailto:jfrench@aha-success.com)

[www.aha-disc.co.uk](http://www.aha-disc.co.uk)

*I look forward to hearing from you!*