

Four Key Drivers of Behavior

<p>Dominance:</p> <ul style="list-style-type: none"> • Task focused • Results oriented • Impatient • Tells rather than asks • May be pushy, even rude <p>You need to be: Direct and Straightforward</p>	<p>Influence:</p> <ul style="list-style-type: none"> • Warm & engaging • Go off on tangents • Exaggerate • Tells rather than asks • Express their feelings <p>You need to be: Friendly and emotionally honest</p>
<div style="border: 1px solid black; padding: 2px; display: inline-block;">Extroverts</div>	
<p>Conscientious:</p> <ul style="list-style-type: none"> • Process and task oriented • Orderly and meticulous • Listen more than talk • Hard to read <p>You need to: Give accurate and precise details, minimize small talk</p>	<p>Steadiness:</p> <ul style="list-style-type: none"> • Consult others before deciding • Patient and tolerate • Service oriented • Asks rather than tells <p>You need to be: Relaxed and agreeable, show appreciation</p>

Figure 3. Example of behaviors for each of the four quadrants and what behavior is needed from the consultant to appeal emotionally to the patient. From the DISC Profile.