



INTEGRIS
PERFORMANCE ADVISORS

Please fill in tables up front



INTEGRIS
PERFORMANCE ADVISORS



Solving The People Problem

Brett Cooper & Evans Kerrigan



Everyone, every day passionately improving
to create more value for the people we serve



King County







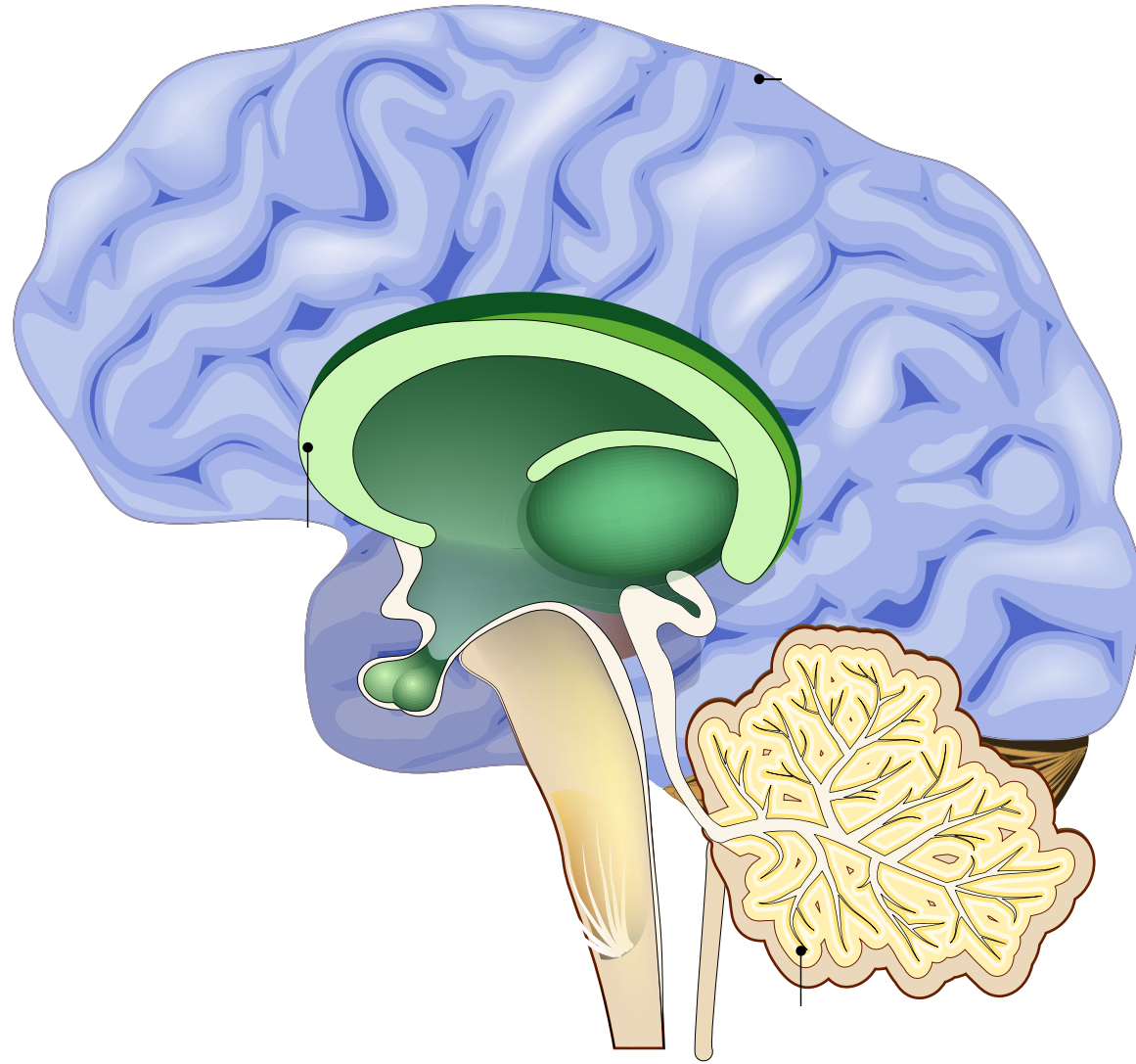




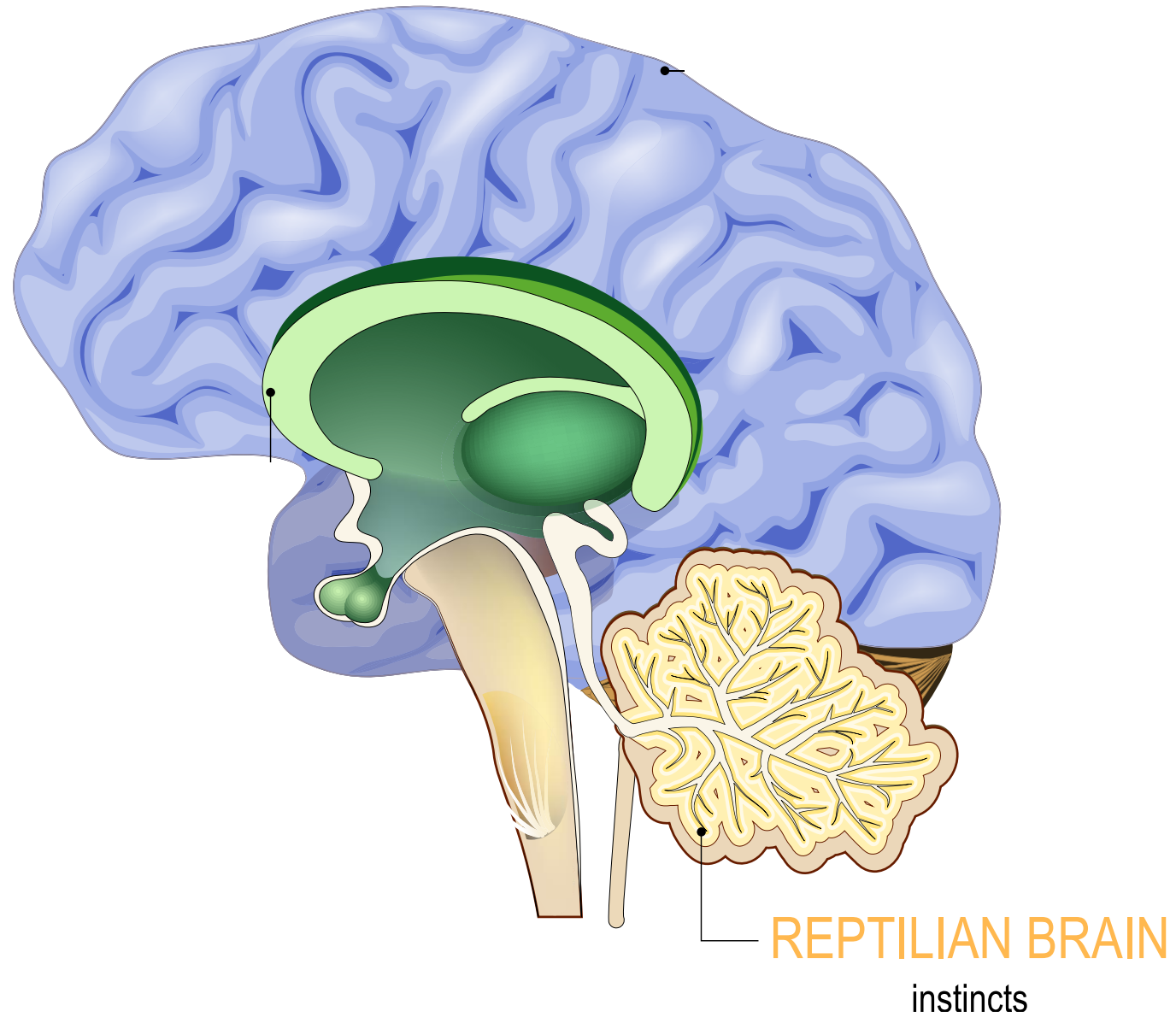


DISC EQ

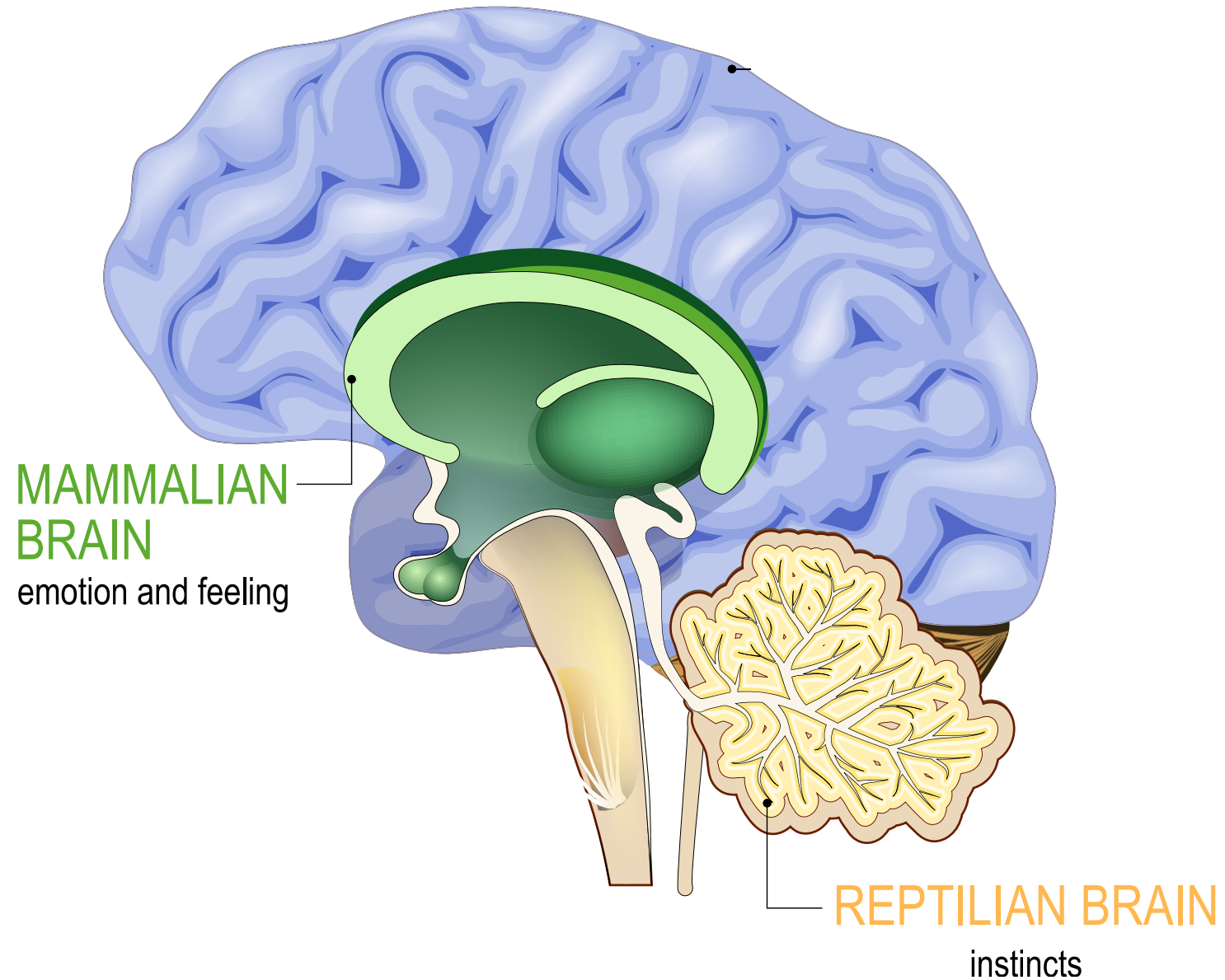
The Science of DISC EQ



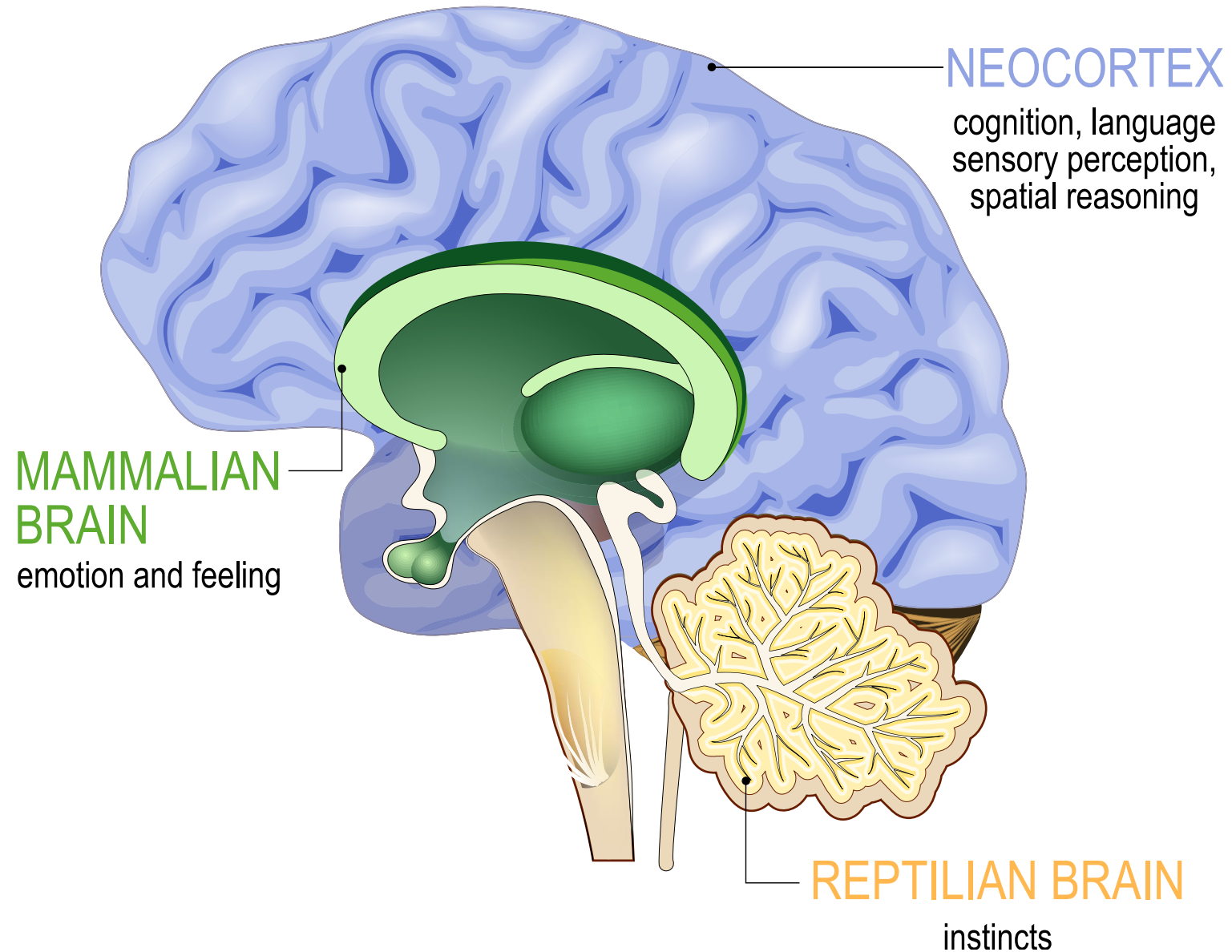
The Science of DISC EQ



The Science of DISC EQ



The Science of DISC EQ



Self



Social

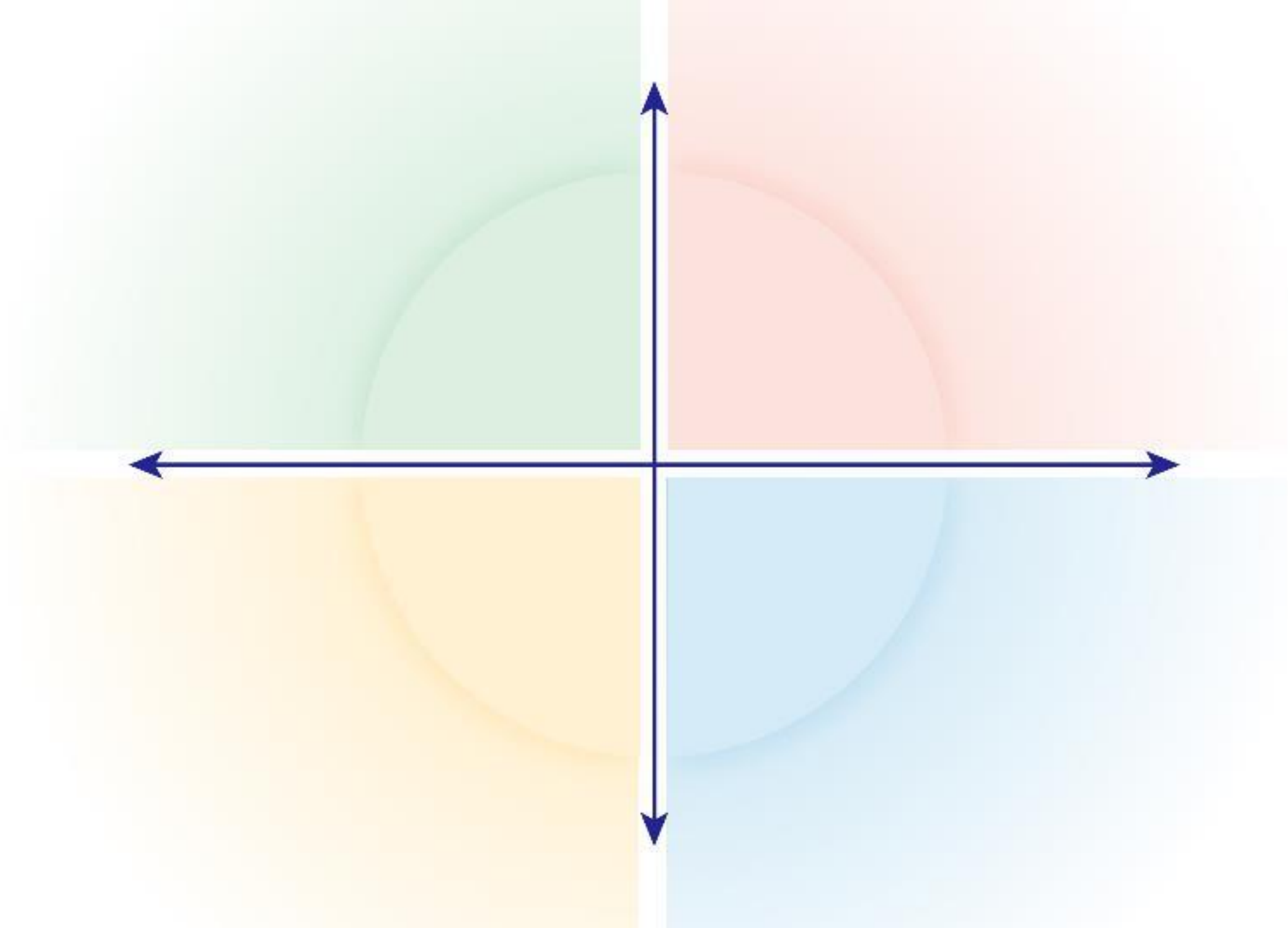
Self



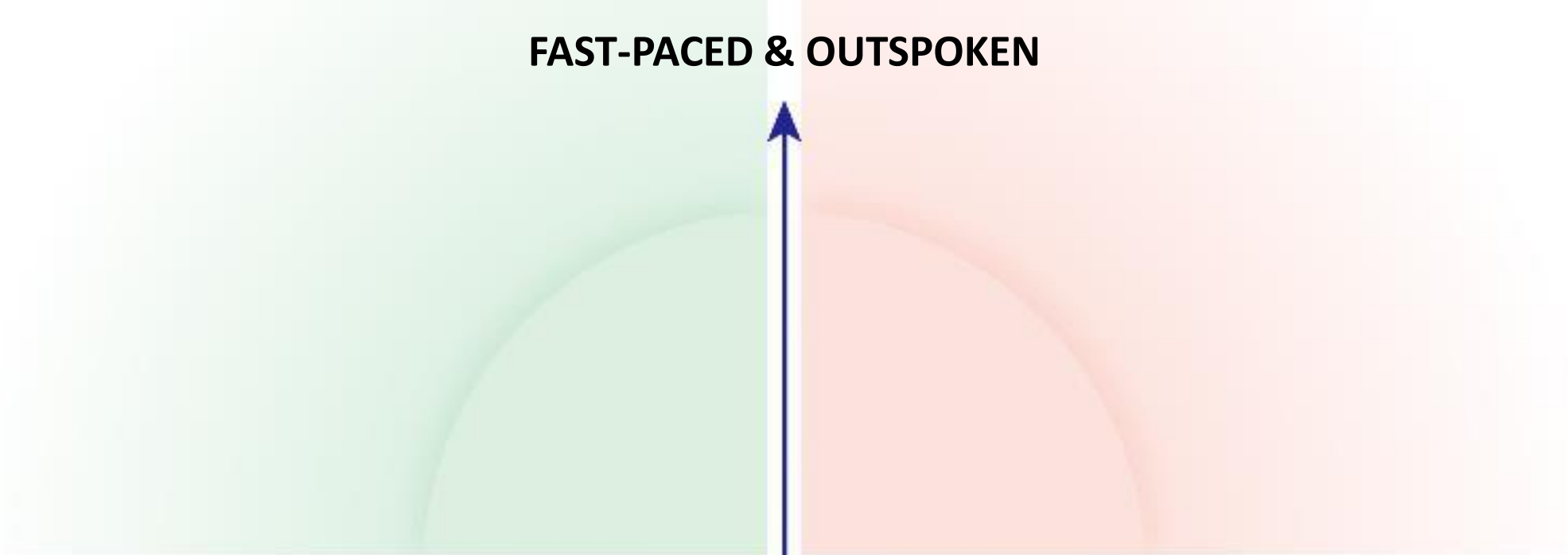
Self



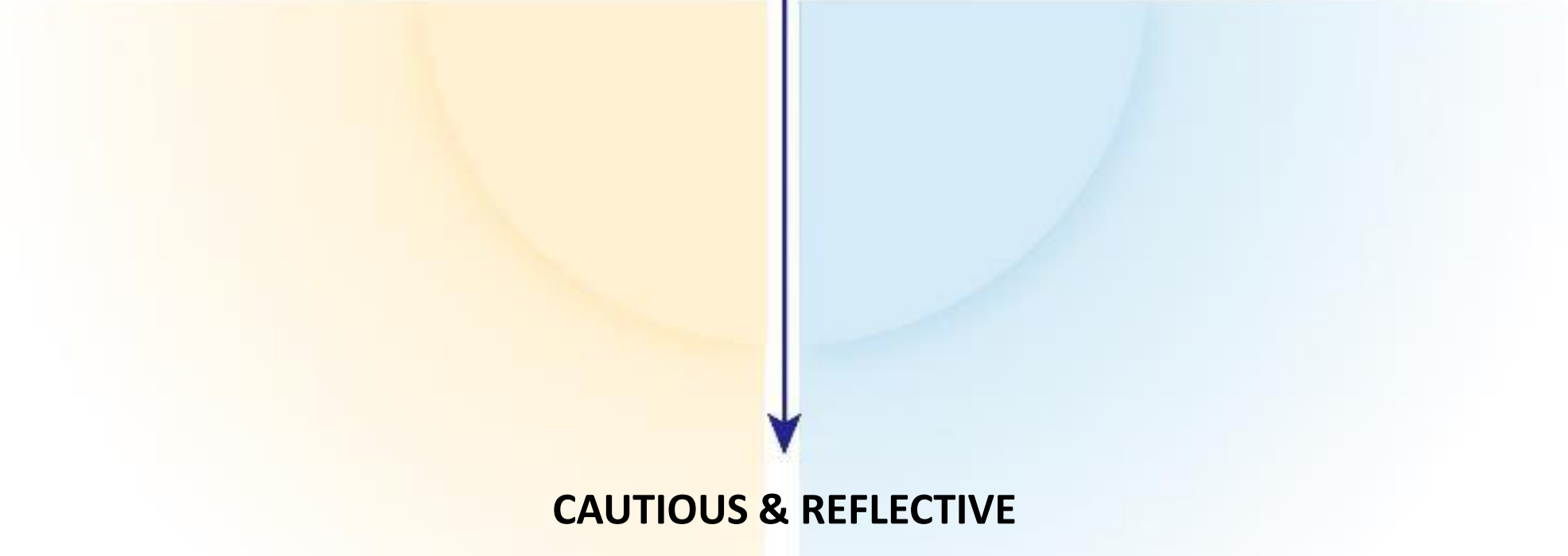
Awareness



FAST-PACED & OUTSPOKEN



CAUTIOUS & REFLECTIVE



**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

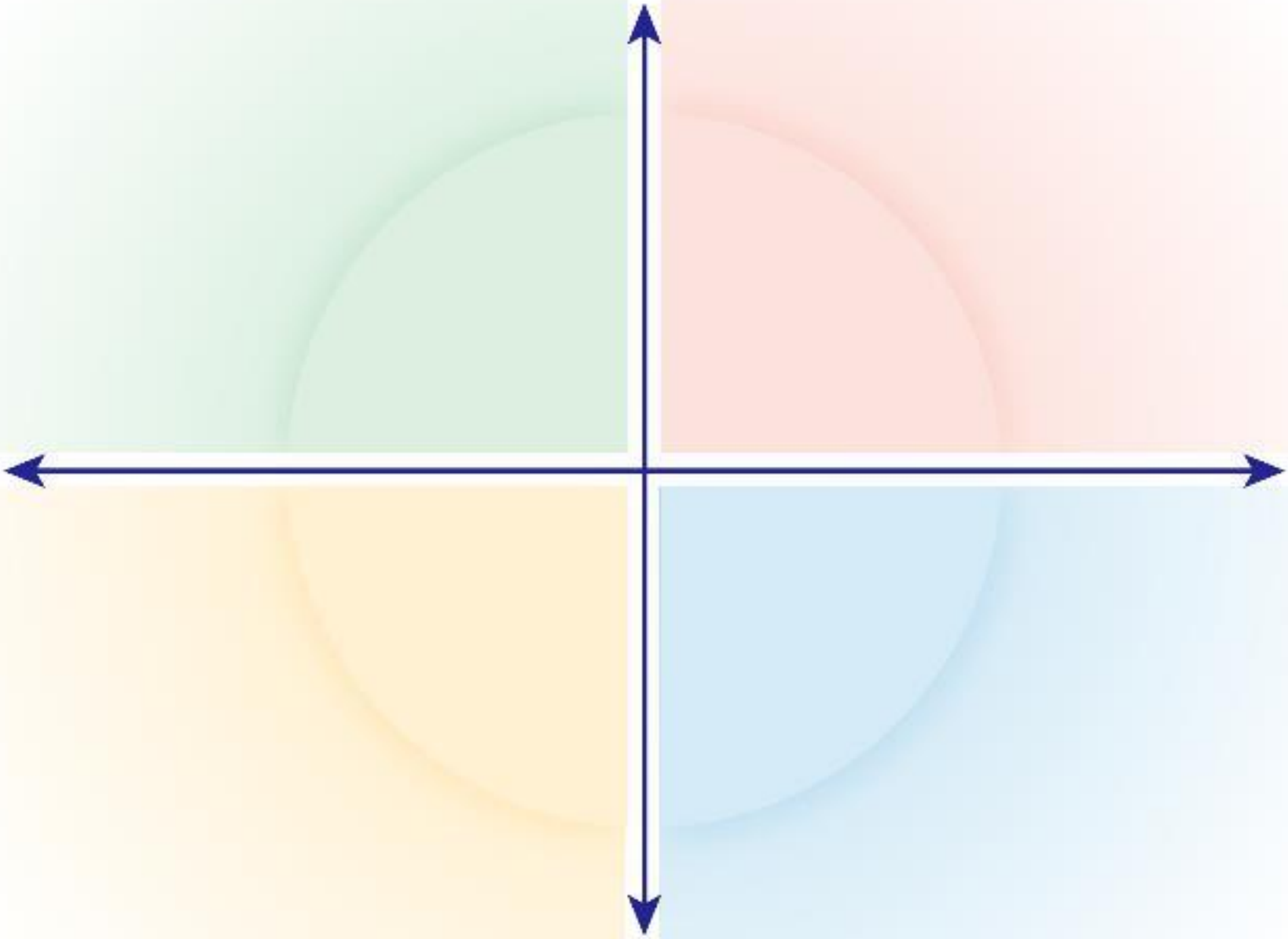


FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE

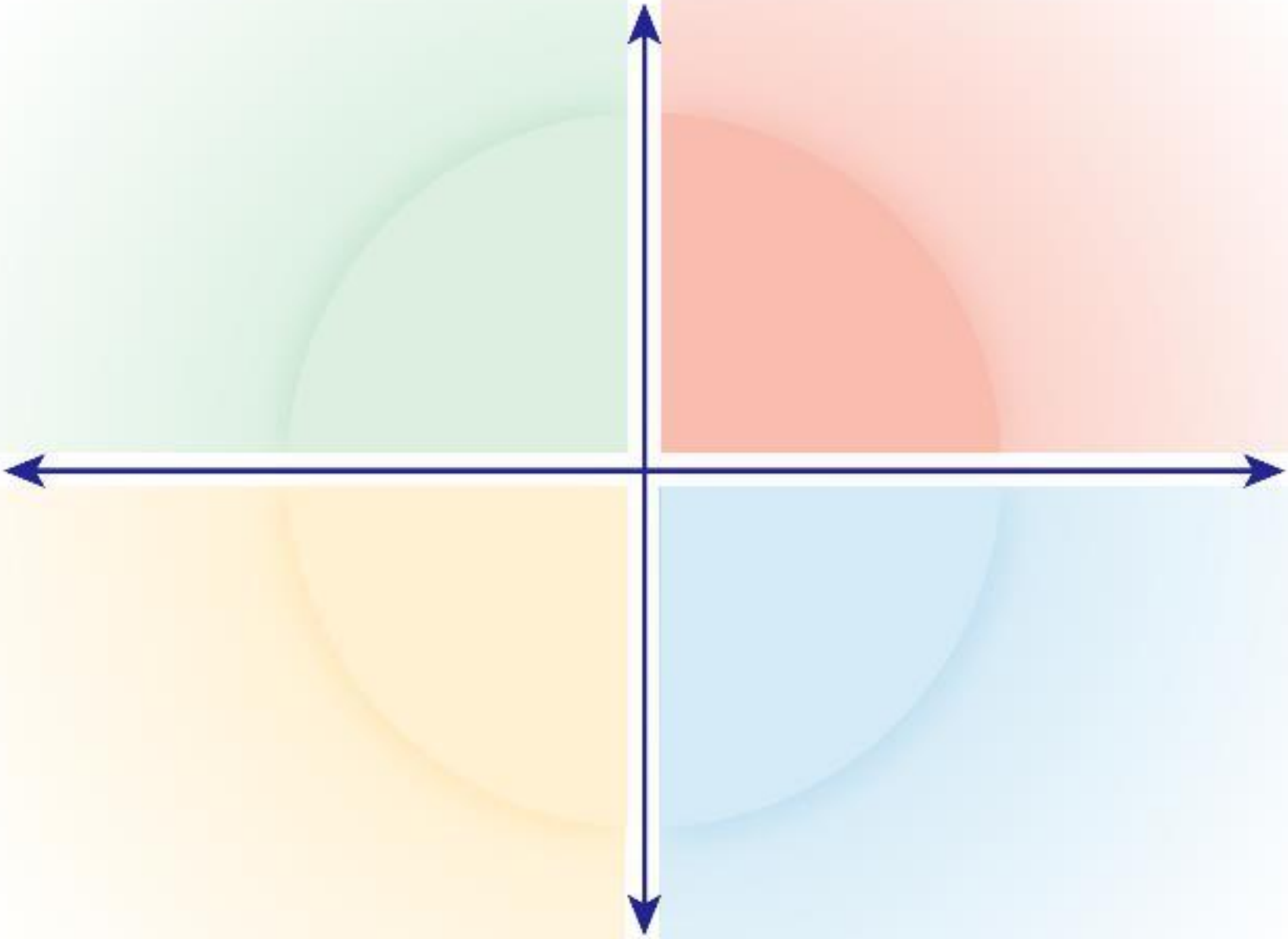


FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE



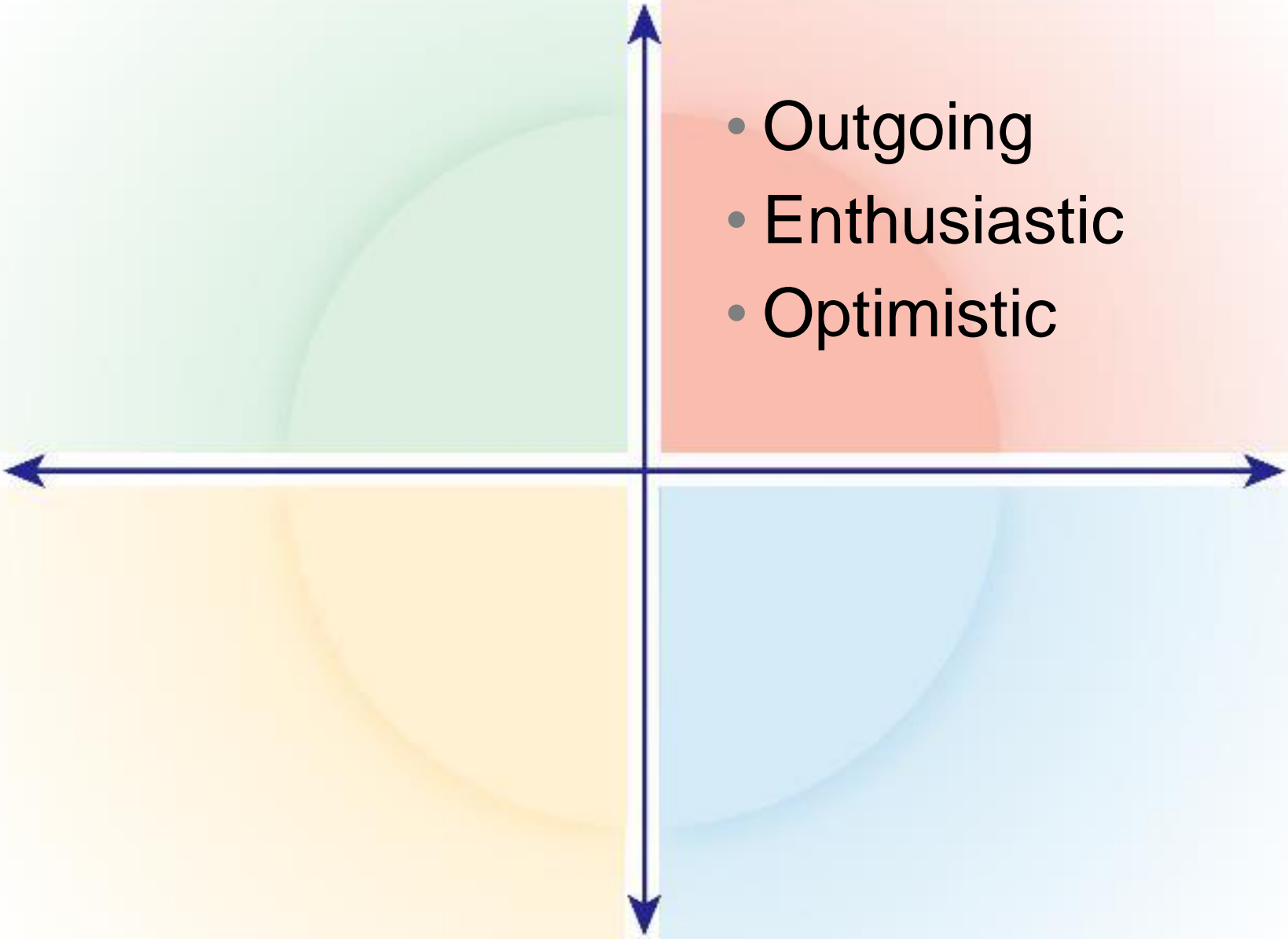
FAST-PACED & OUTSPOKEN

- Outgoing
- Enthusiastic
- Optimistic

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE



FAST-PACED & OUTSPOKEN

- Outgoing
- Enthusiastic
- Optimistic



**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

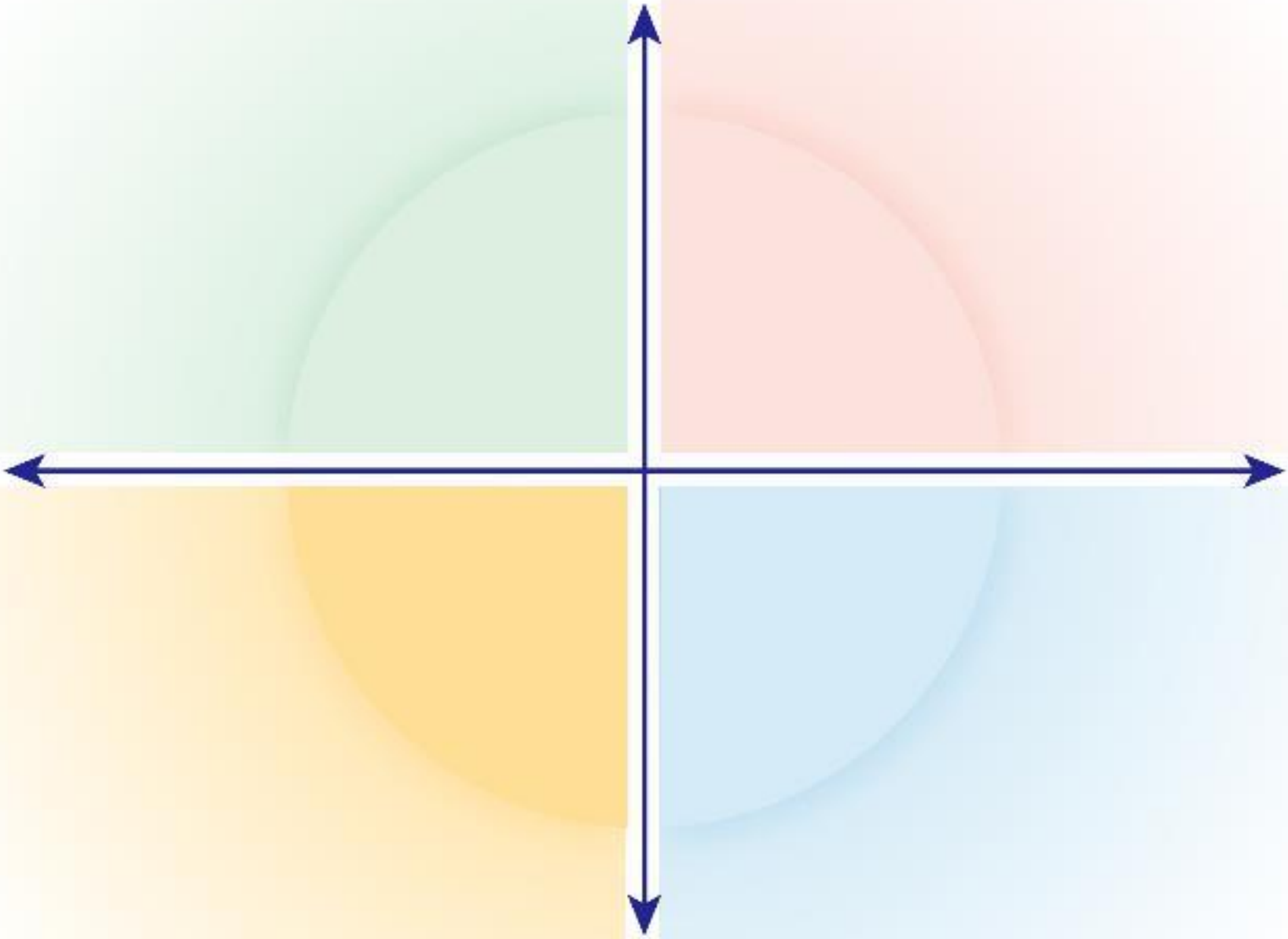
CAUTIOUS & REFLECTIVE

FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE



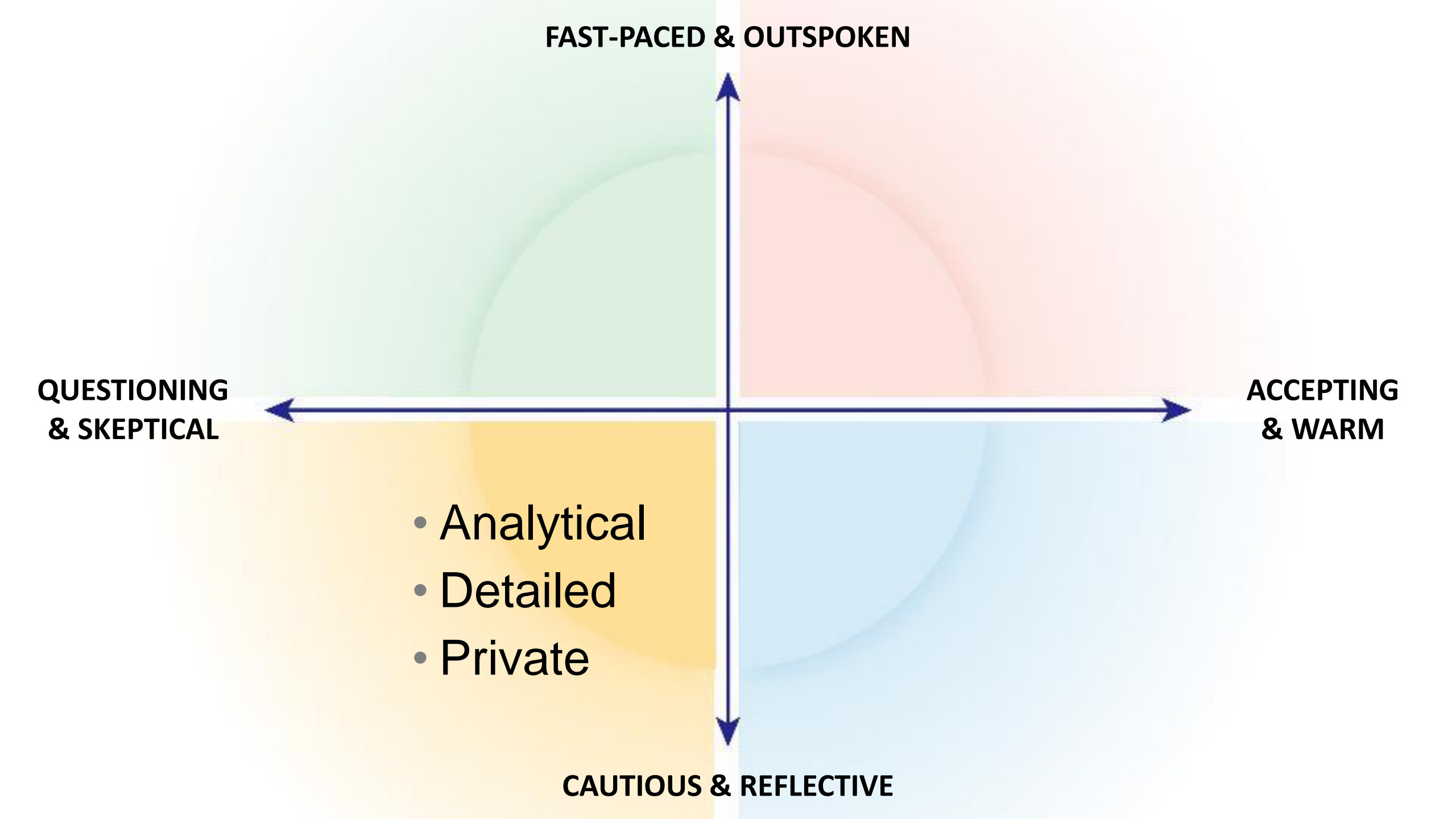
FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

- Analytical
- Detailed
- Private

CAUTIOUS & REFLECTIVE



FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

- Analytical
- Detailed
- Private



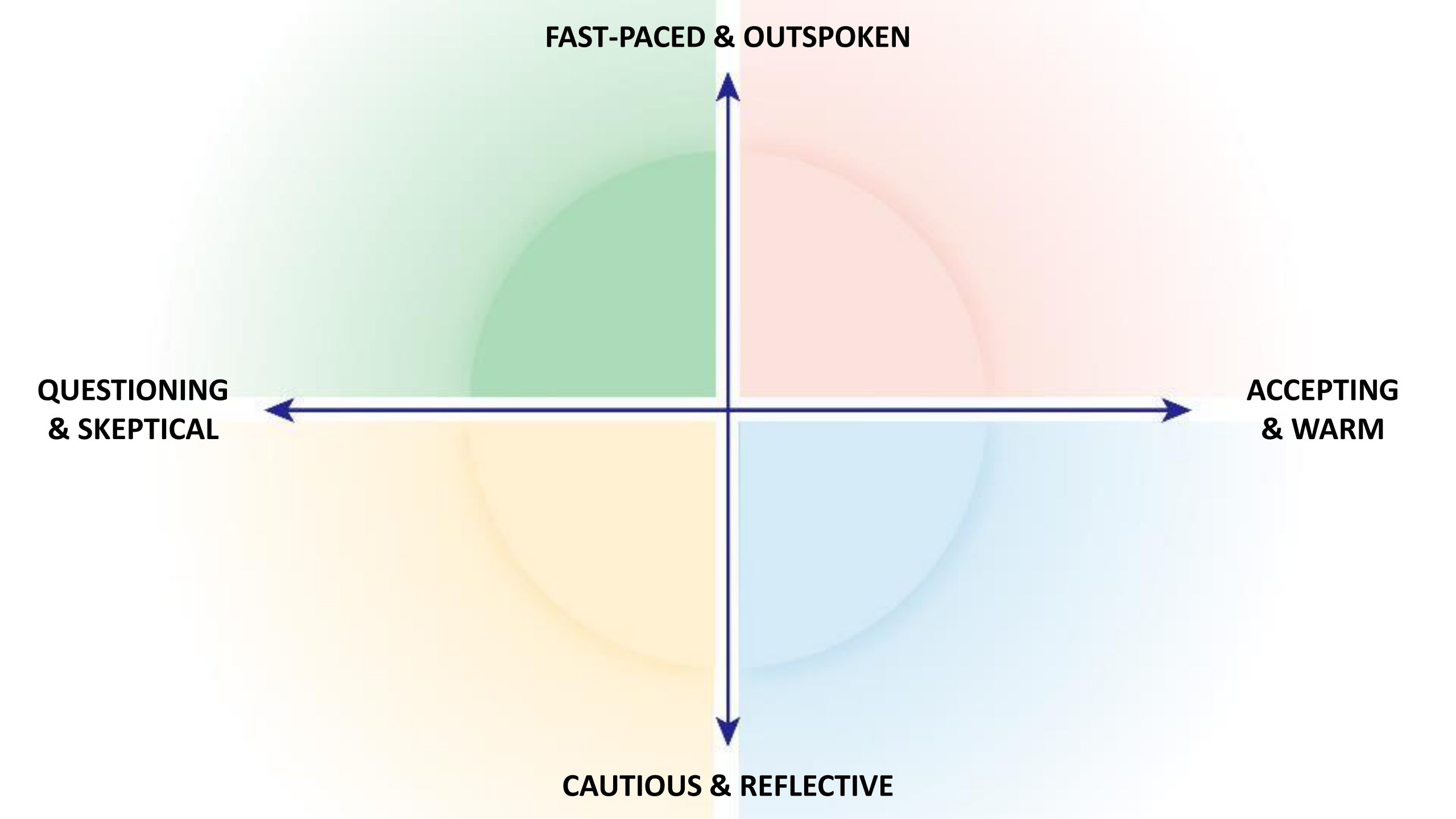
CAUTIOUS & REFLECTIVE

FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE



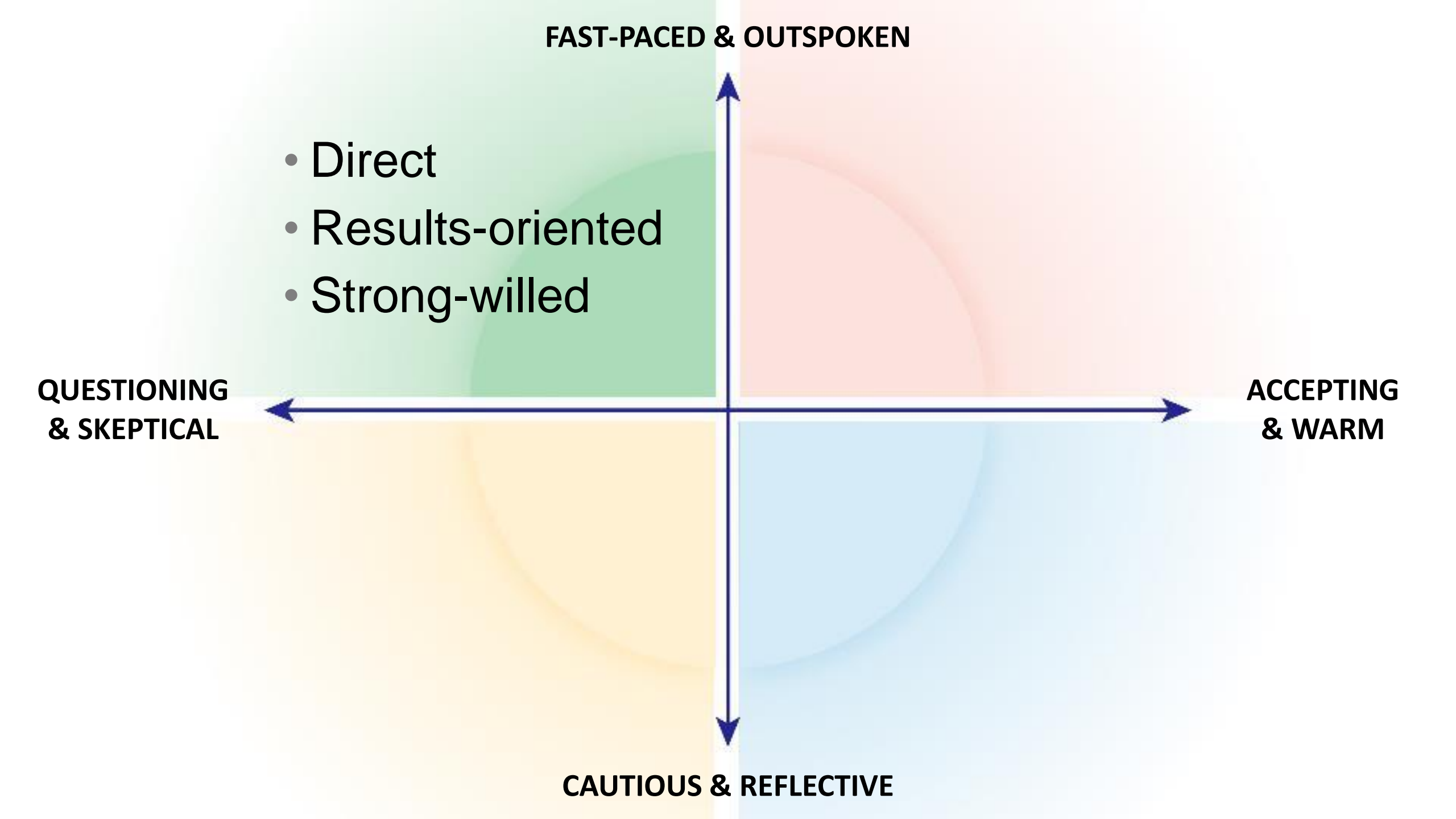
FAST-PACED & OUTSPOKEN

- Direct
- Results-oriented
- Strong-willed

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE



FAST-PACED & OUTSPOKEN



- Direct
- Results-oriented
- Strong-willed

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

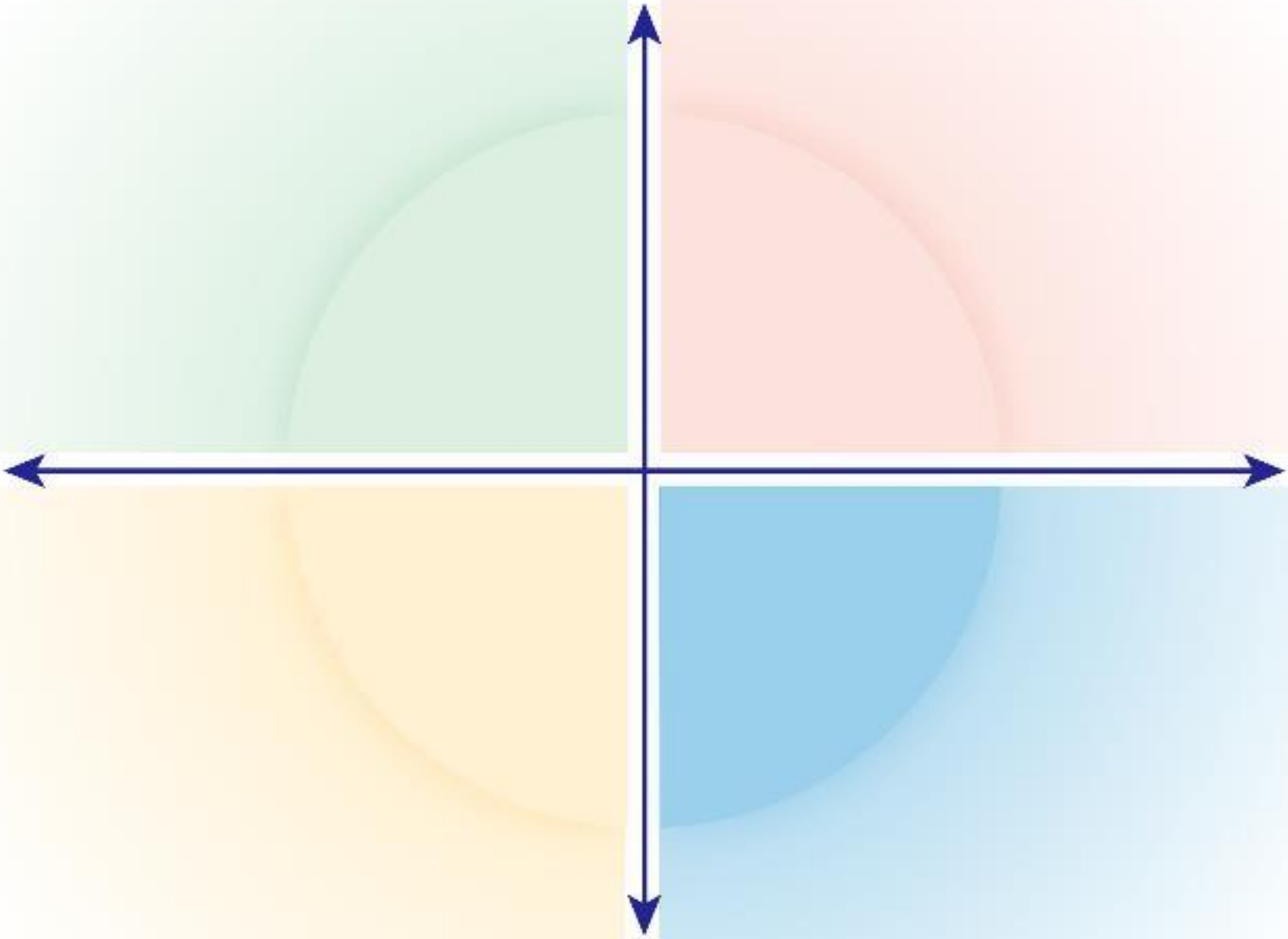
CAUTIOUS & REFLECTIVE

FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE



FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

- Supportive
- Accommodating
- Humble

CAUTIOUS & REFLECTIVE

FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

- Supportive
- Accommodating
- Humble



CAUTIOUS & REFLECTIVE

FAST-PACED & OUTSPOKEN

- Direct
- **Dominance**
- Strong-willed

- Outgoing
- **Influence**
- Optimistic

QUESTIONING
& SKEPTICAL

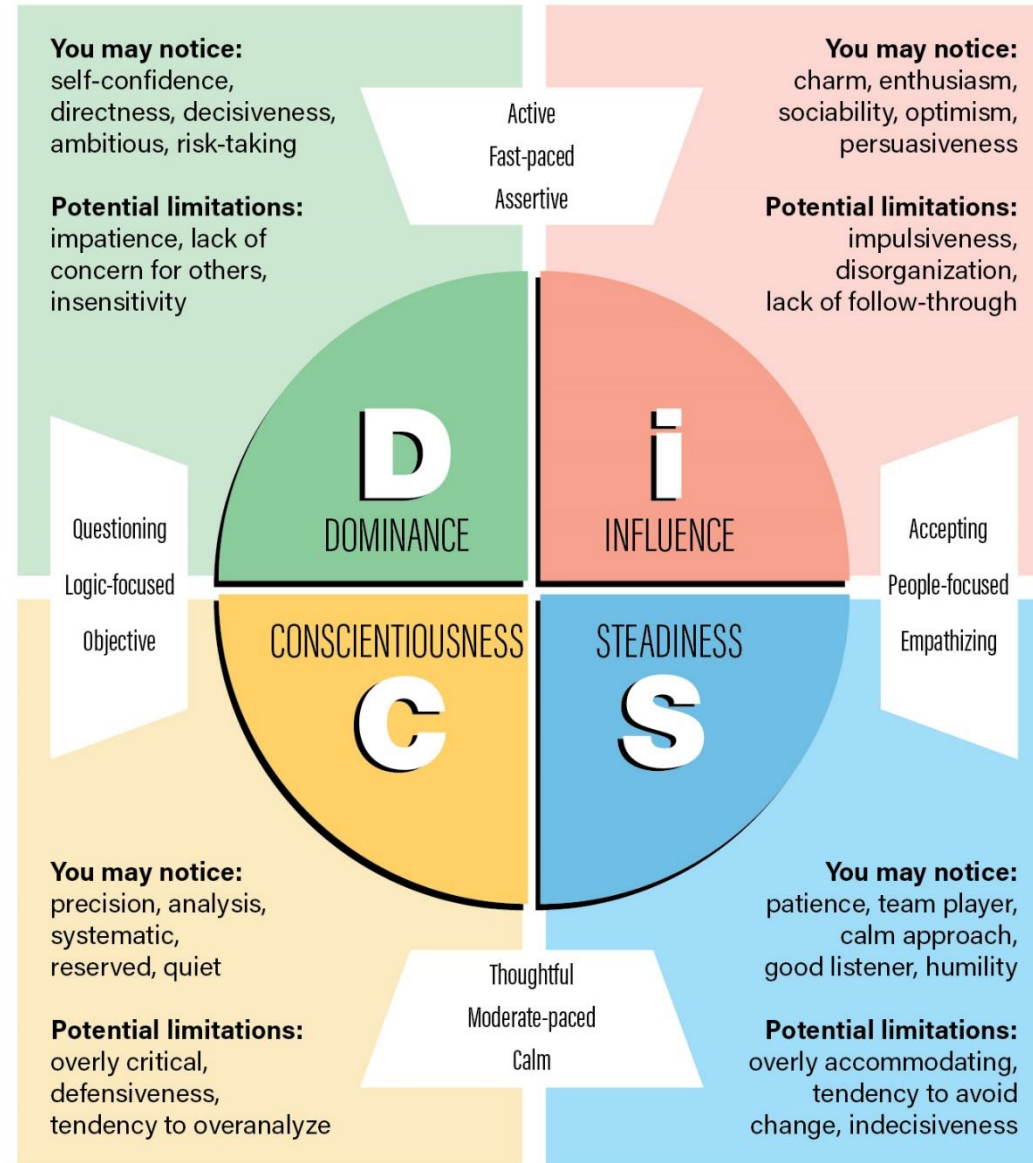
ACCEPTING
& WARM

- Analytical
- **Conscientiousness**
- Private

- Supportive
- **Steadiness**
- Humble

CAUTIOUS & REFLECTIVE

WHAT DO YOU NOTICE IN YOURSELF? IN OTHERS?



Objective

CONSCIENTIOUSNESS

C

You may notice:

precision, analysis,
systematic,
reserved, quiet

Potential limitations:

overly critical,
defensiveness,
tendency to overanalyze

Thoughtful

Moderate-paced

Calm

Self



Awareness

Self



Management

Working with your vendor, QuikFast

- 12 years working together
- They have 65% of your business
- Historically good service
- Problems over last 4 months caused delays for your business
- Offered 8% discount on future services
- Small family business
- Owner's son diagnosed with chronic illness
- The owner has apologized

**Without talking, write down the first question
you would ask the owner.**

Where We Focus

Stability

Collaboration

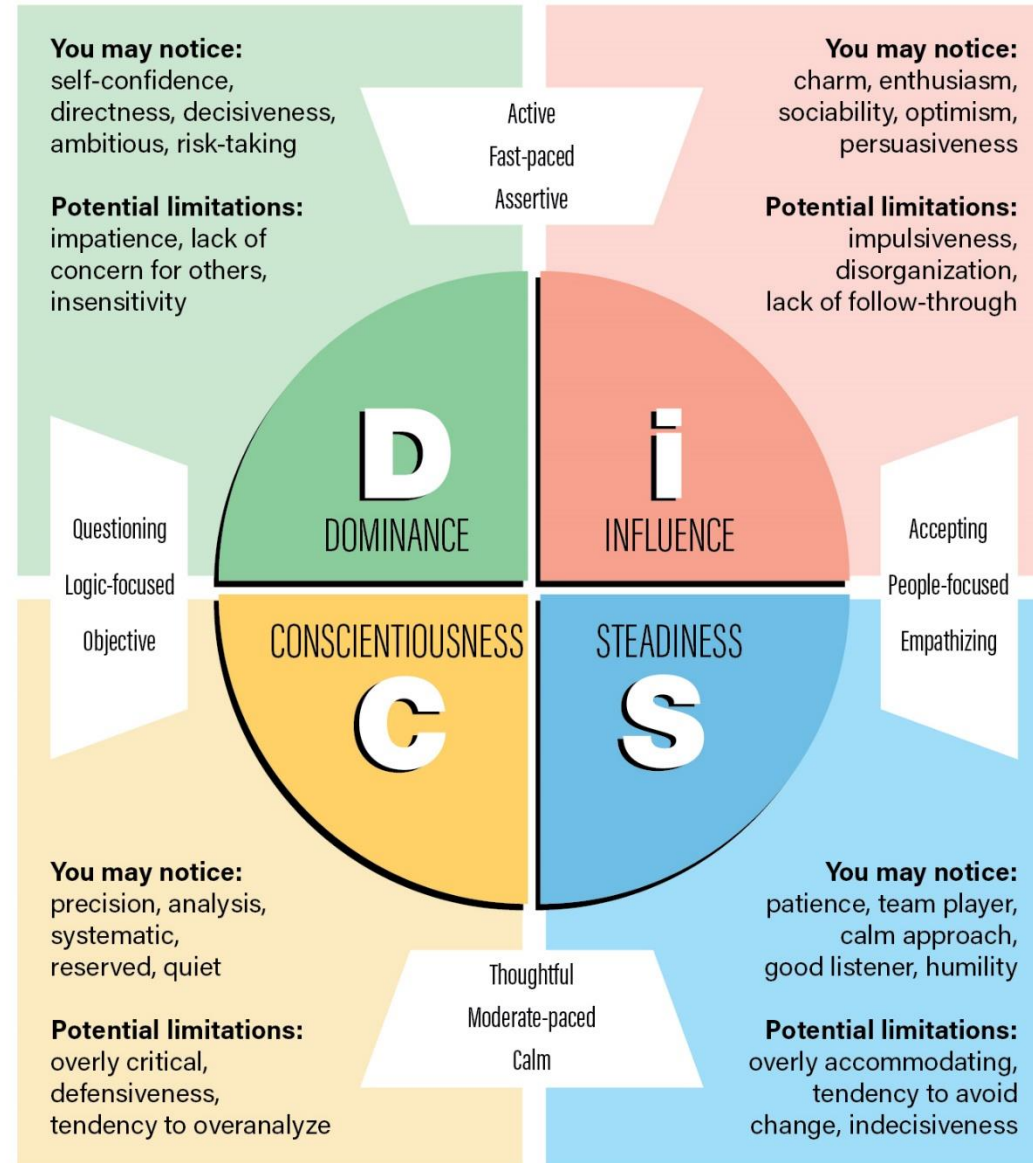
Support

Accuracy

Results

Action

WHAT DO YOU NOTICE IN YOURSELF? IN OTHERS?



STEADINESS

S

People focused

Empathizing

You may notice:

patience, team player,
calm approach,
good listener, humility

Potential limitations:

overly accommodating,
tendency to avoid
change, indecisiveness

thoughtful

steady-paced

calm

tive
paced
artive

You may notice:

charm, enthusiasm,
sociability, optimism,
persuasiveness

Potential limitations:

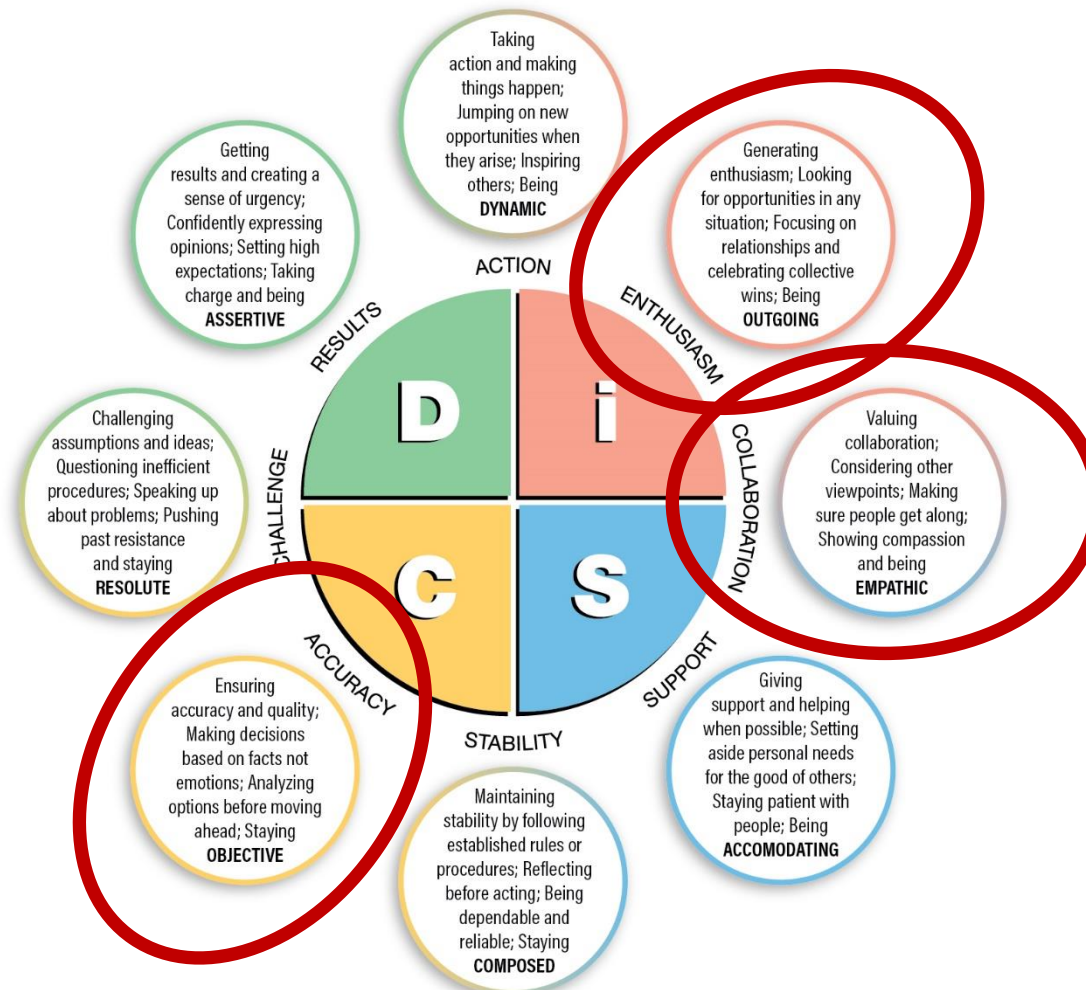
impulsiveness,
disorganization,
lack of follow-through

i
INFLUENCE

Accepting

People-focused

DISCOVERING PRIORITIES and MINDSETS



1. Think of a past situation (or even an ongoing habit) where relying too heavily on your natural mindset might have limited your effectiveness or made things more difficult for you.
2. Introduce yourself (state your primary DiSC style)
3. Share your natural mindsets from #1 above and discuss what you could you do differently next time

Self



Self



Social



Social



Social

Awareness

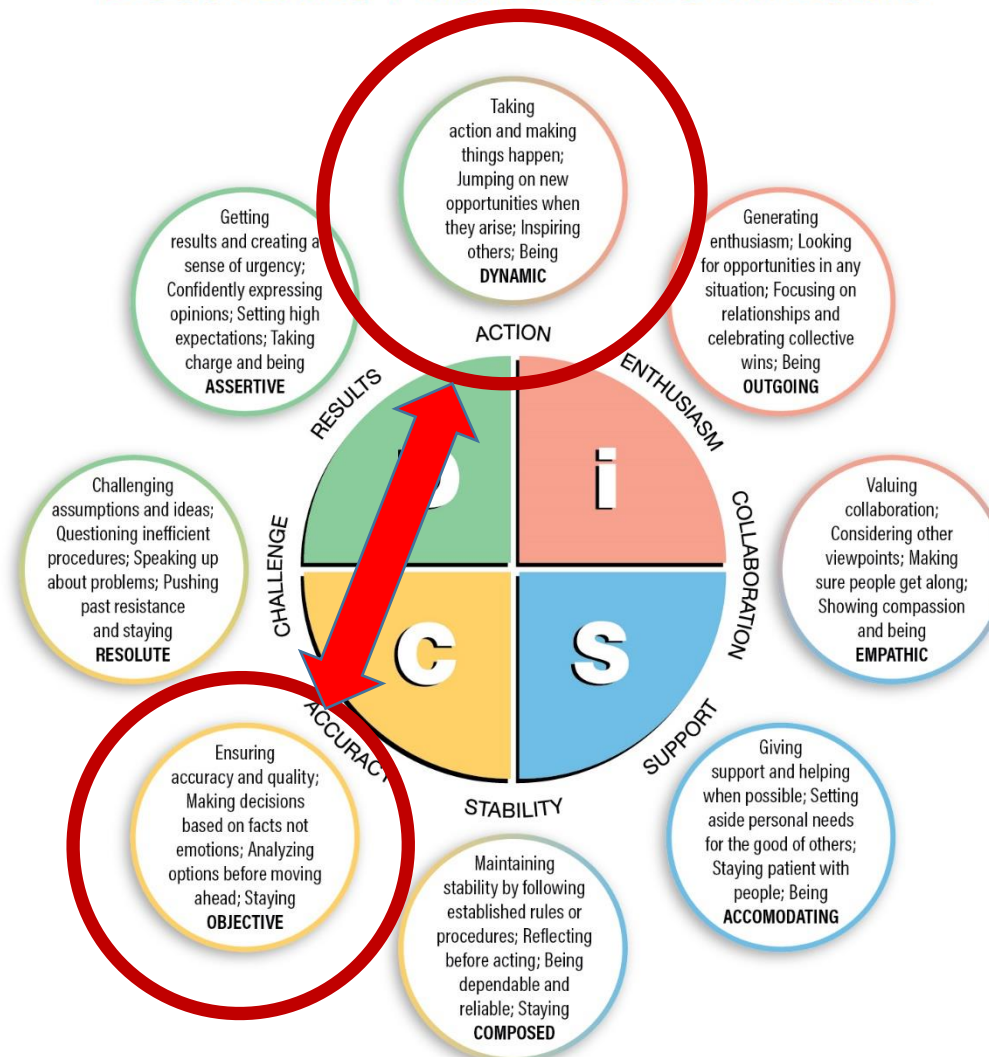
As professionals in government,
we work with a lot of _____ people.

As professionals in government,
we work with a lot of **DIFFERENT** people.

62% BLAME
WORKPLACE CONFLICT ON
PERSONALITY & STYLE
DIFFERENCES

- CPP Global Human Capital Report

DISCOVERING PRIORITIES and MINDSETS



FAST-PACED & OUTSPOKEN

D

I

QUESTIONING
& SKEPTICAL

ACCEPTING
& WARM

C

S

How Do You See
Those Around You?

CAUTIOUS & REFLECTIVE

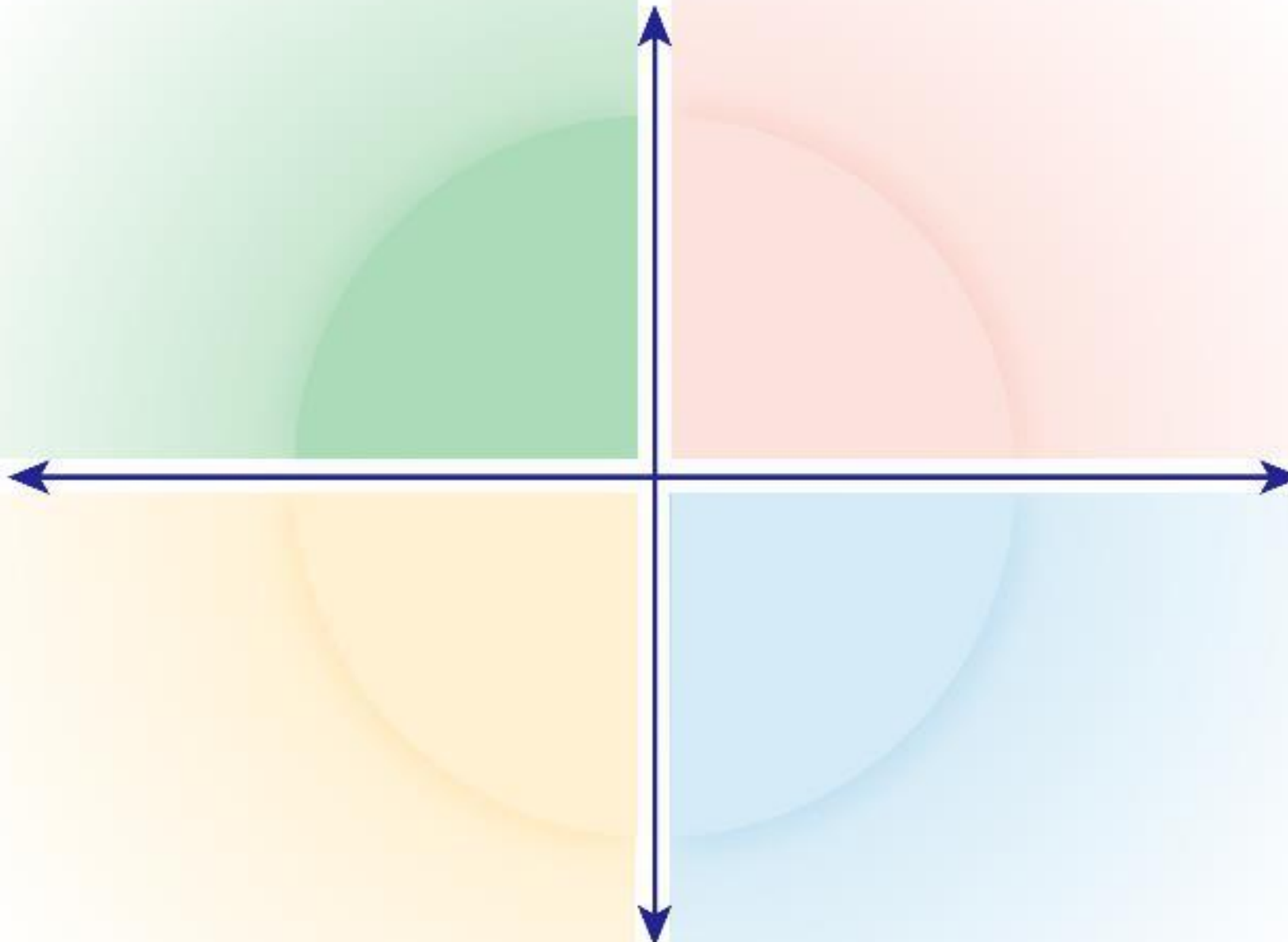
D

FAST-PACED & OUTSPOKEN

**QUESTIONING
& SKEPTICAL**

**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE



D

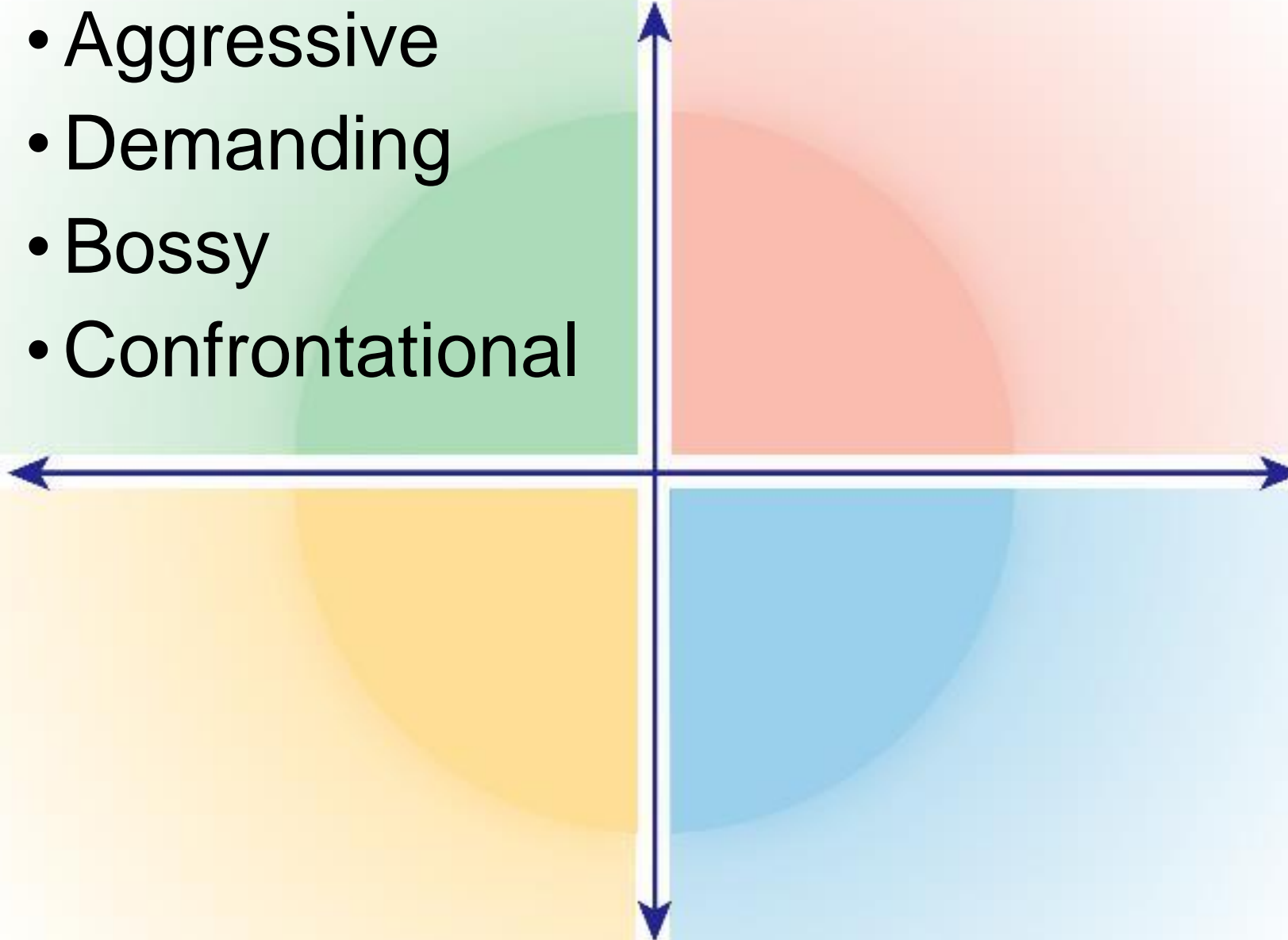
- Aggressive
- Demanding
- Bossy
- Confrontational

FAST-PACED & OUTSPOKEN

QUESTIONING
& SKEPTICAL

ACCEPTING
& WARM

CAUTIOUS & REFLECTIVE



D

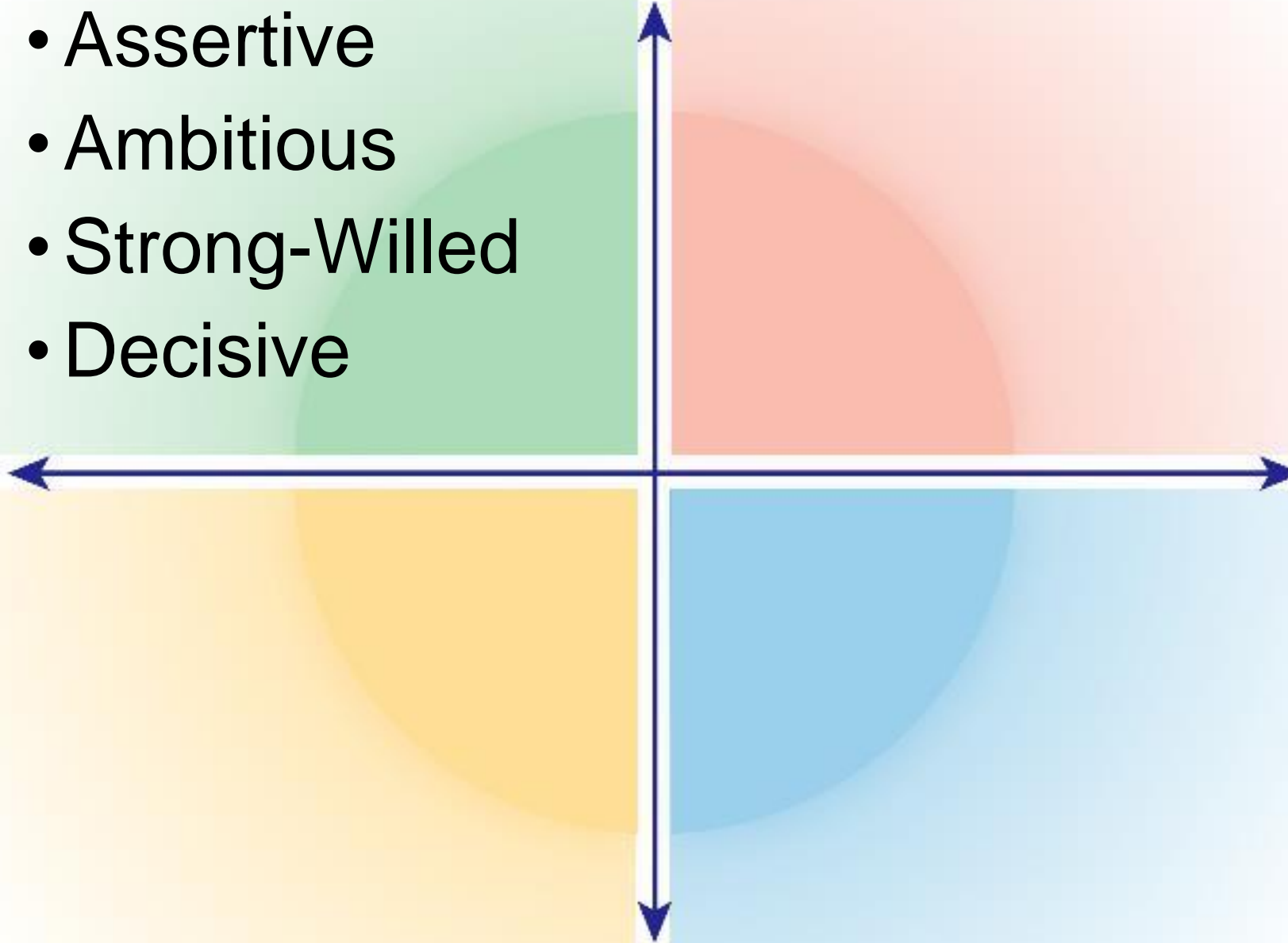
- Assertive
- Ambitious
- Strong-Willed
- Decisive

FAST-PACED & OUTSPOKEN

QUESTIONING
& SKEPTICAL

ACCEPTING
& WARM

CAUTIOUS & REFLECTIVE



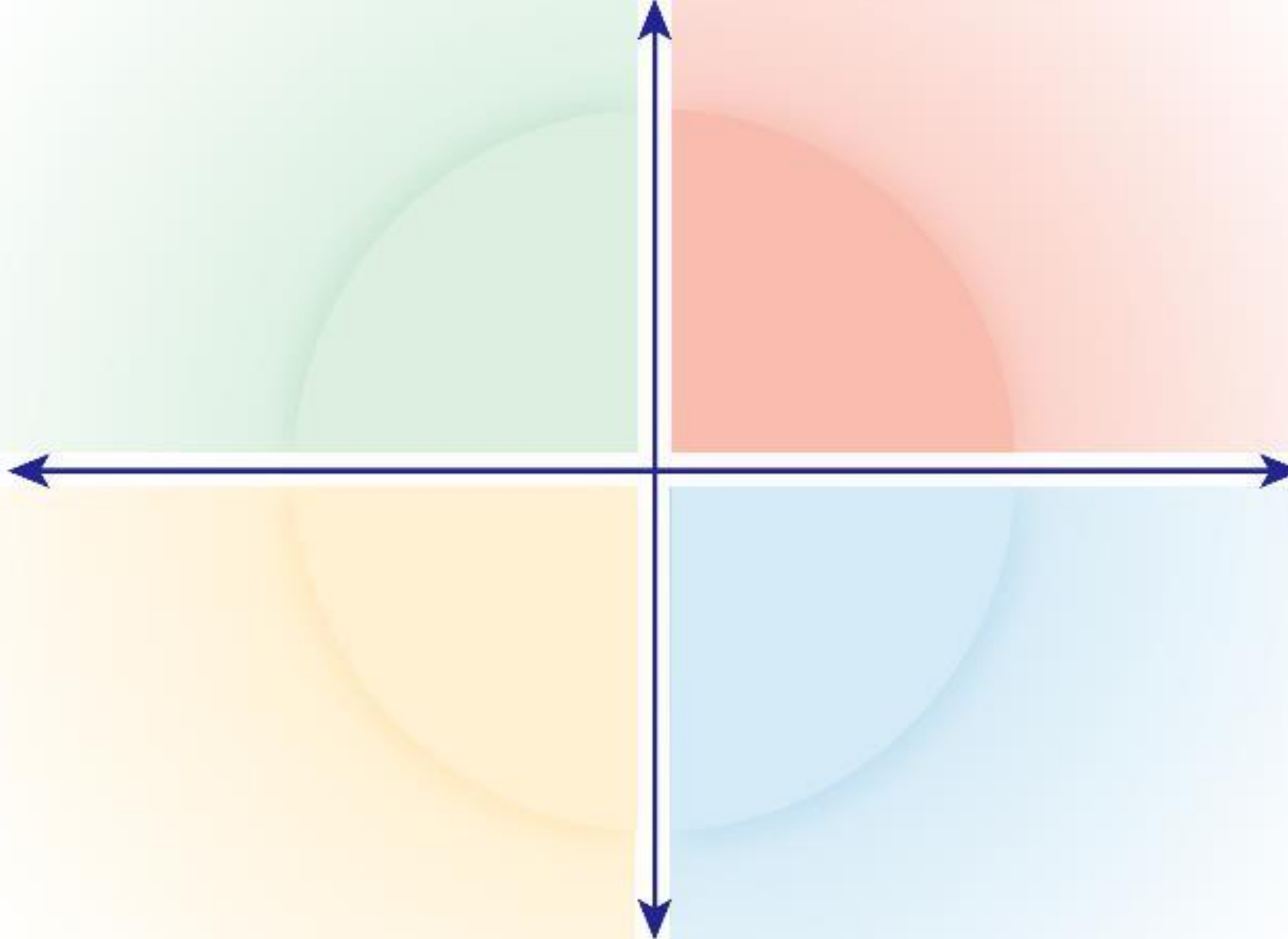
FAST-PACED & OUTSPOKEN



**ACCEPTING
& WARM**

CAUTIOUS & REFLECTIVE

**QUESTIONING
& SKEPTICAL**



FAST-PACED & OUTSPOKEN

- Easily Distracted
- Selfish
- Sloppy
- Impulsive



**ACCEPTING
& WARM**

**QUESTIONING
& SKEPTICAL**

CAUTIOUS & REFLECTIVE

FAST-PACED & OUTSPOKEN

- Warm
- Enthusiastic
- Engaging
- Persuasive



**ACCEPTING
& WARM**

**QUESTIONING
& SKEPTICAL**

CAUTIOUS & REFLECTIVE

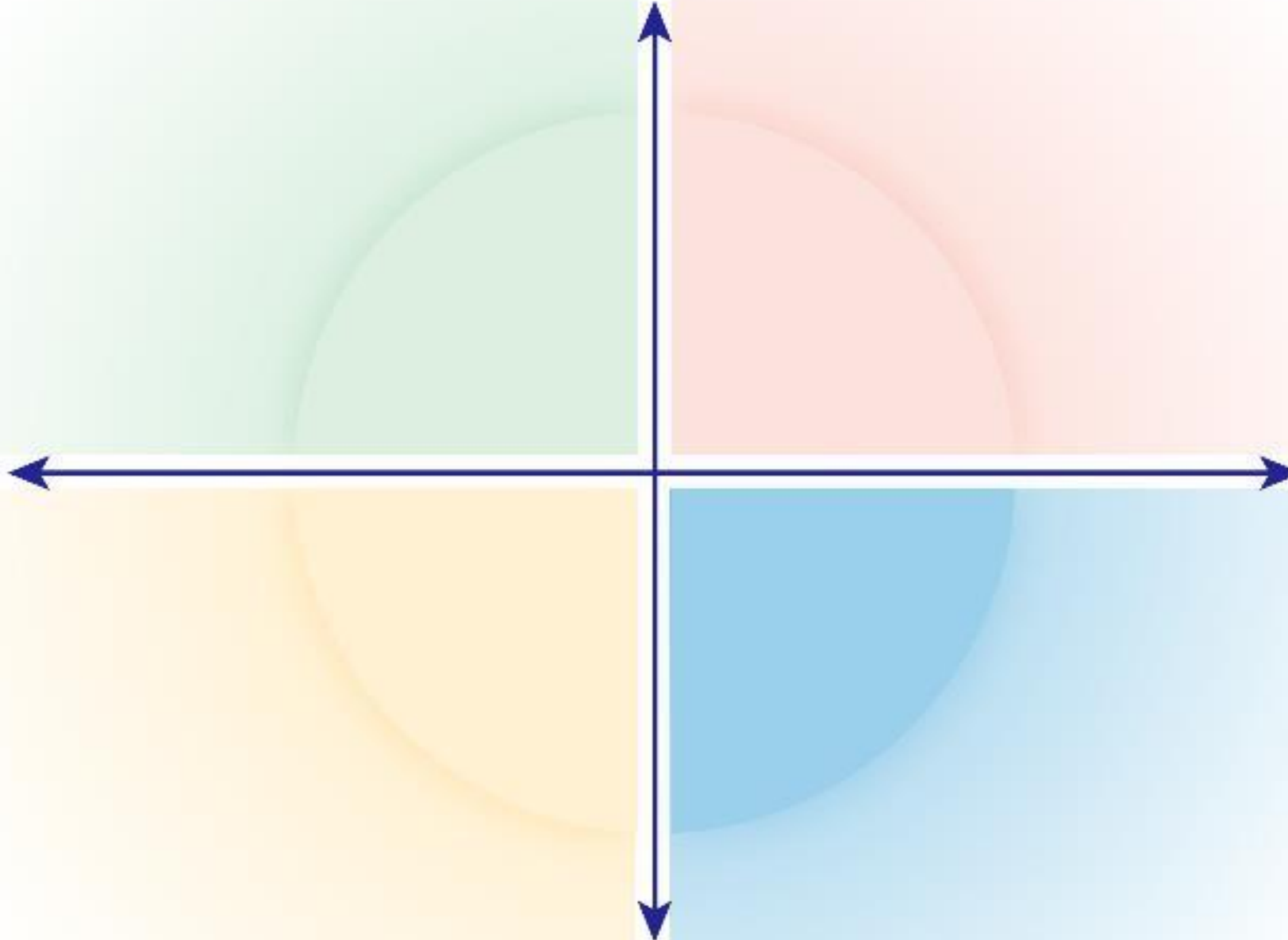
FAST-PACED & OUTSPOKEN

**ACCEPTING
& WARM**

S

CAUTIOUS & REFLECTIVE

**QUESTIONING
& SKEPTICAL**



FAST-PACED & OUTSPOKEN

**ACCEPTING
& WARM**

**QUESTIONING
& SKEPTICAL**

- Resistant to Change
- Passive
- Slow
- Stubborn

CAUTIOUS & REFLECTIVE

S

FAST-PACED & OUTSPOKEN

**ACCEPTING
& WARM**

**QUESTIONING
& SKEPTICAL**

- Patient
- Predictable
- Supportive
- Good Listener

CAUTIOUS & REFLECTIVE

S

FAST-PACED & OUTSPOKEN

**ACCEPTING
& WARM**

**QUESTIONING
& SKEPTICAL**

CAUTIOUS & REFLECTIVE

C

FAST-PACED & OUTSPOKEN

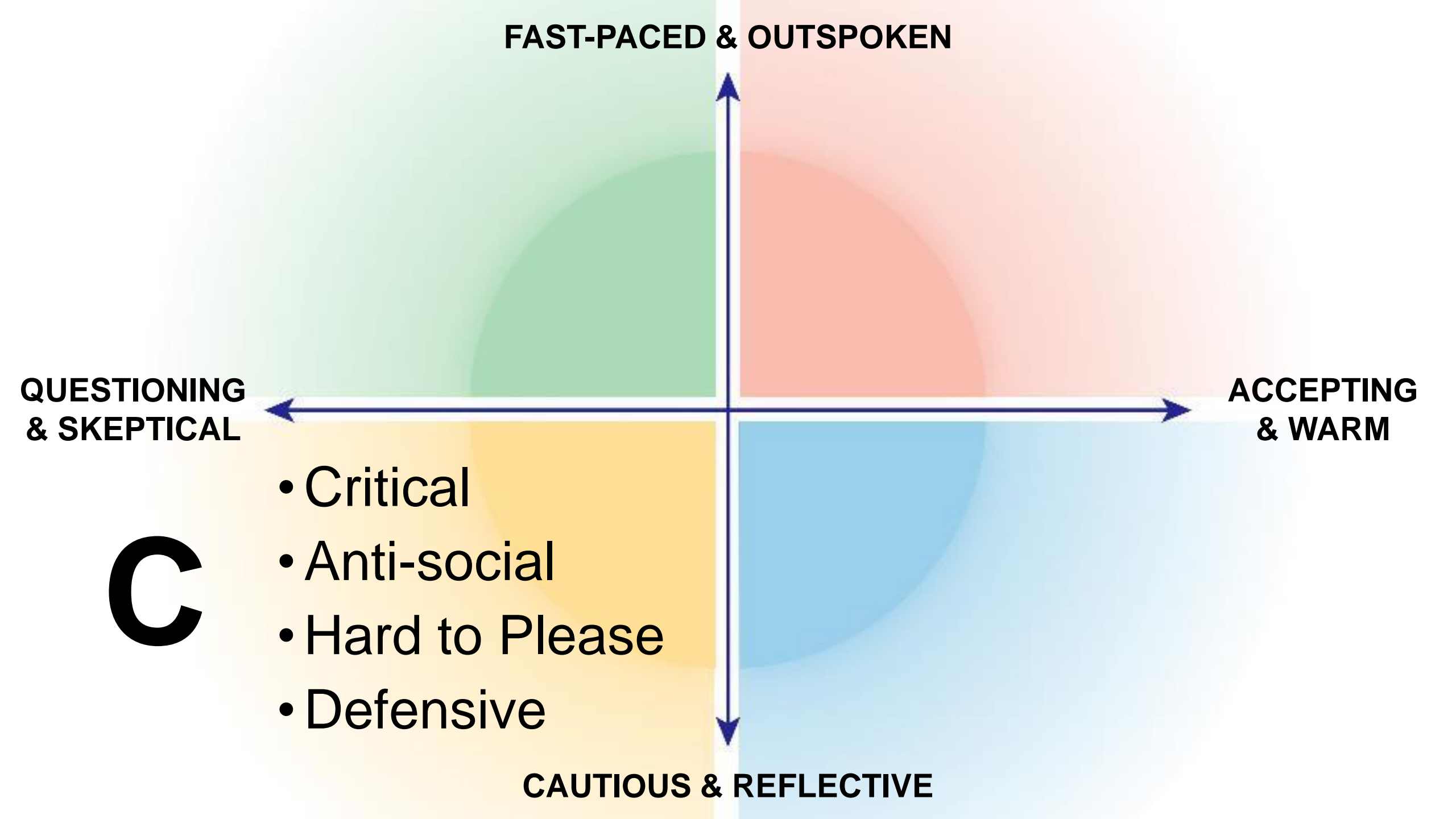
**ACCEPTING
& WARM**

**QUESTIONING
& SKEPTICAL**

CAUTIOUS & REFLECTIVE

- Critical
- Anti-social
- Hard to Please
- Defensive

C



FAST-PACED & OUTSPOKEN

**ACCEPTING
& WARM**

**QUESTIONING
& SKEPTICAL**

CAUTIOUS & REFLECTIVE

C

- Detailed
- Meticulous
- Systematic
- Thorough

FAST-PACED & OUTSPOKEN

D

I

QUESTIONING
& SKEPTICAL

ACCEPTING
& WARM

C

S

How Do You See
Those Around You?

CAUTIOUS & REFLECTIVE

1. Think of a person that you have had some challenges with over time.
2. What do you see as their style?
3. Does the style contribute to the conflict?
4. What words do you think of to describe them?



Social

Awareness



Social

Management

Examples of Emotional Intelligence?



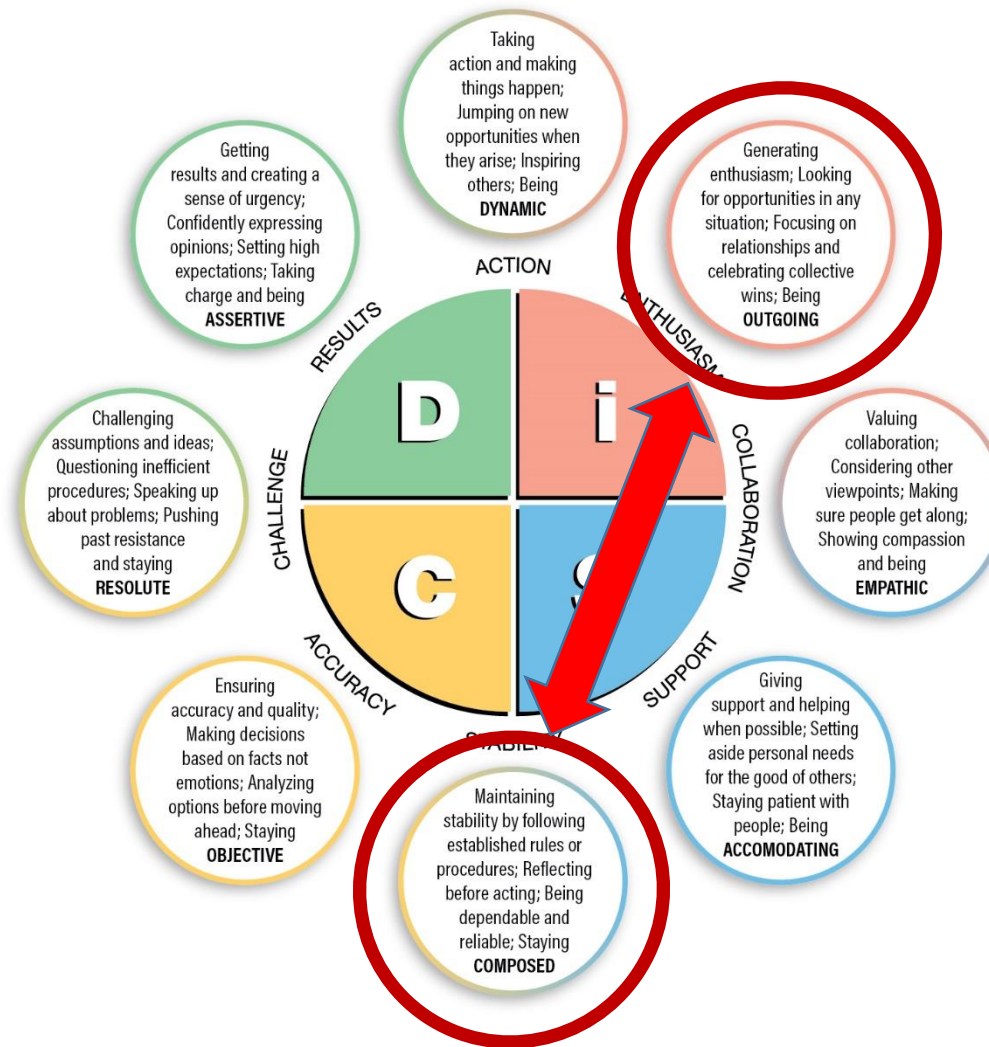
Examples of Emotional Intelligence?



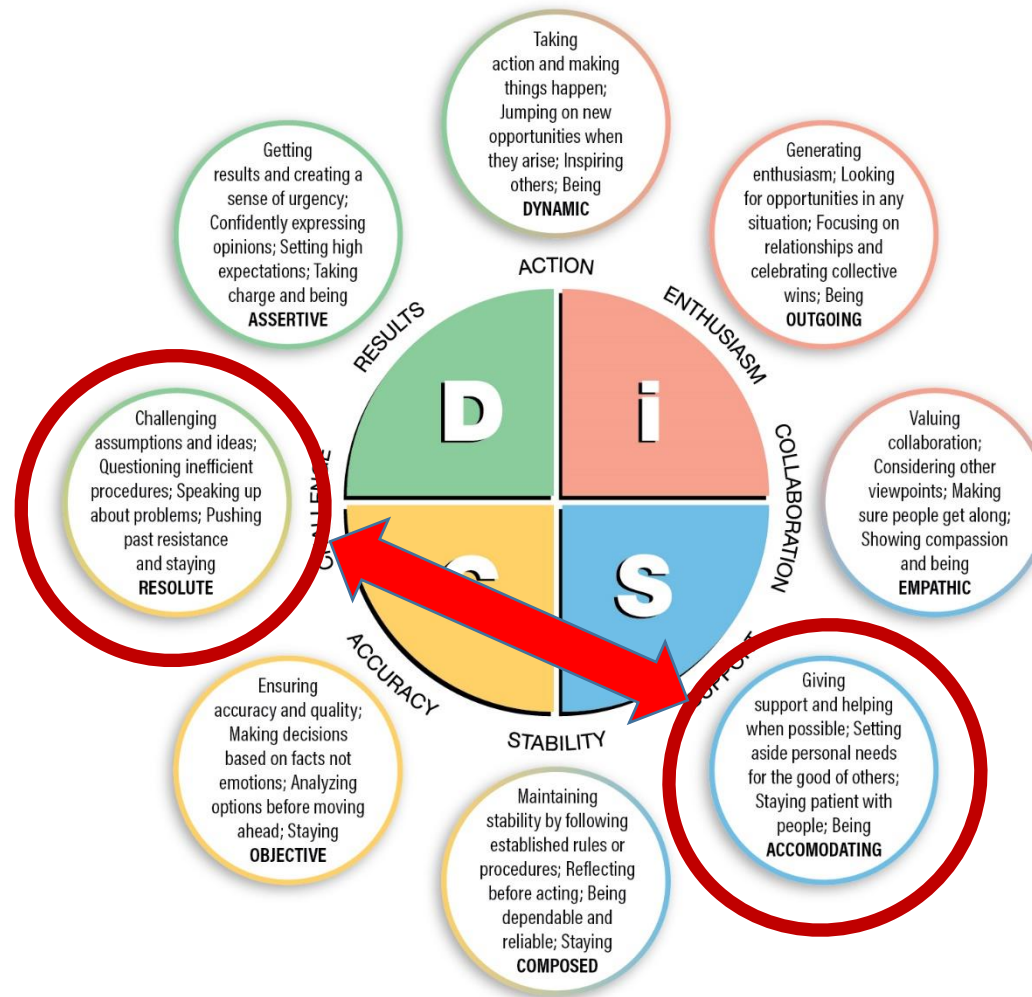
What examples of poor DISC-EQ did you see?



DISCOVERING PRIORITIES and MINDSETS



DISCOVERING PRIORITIES and MINDSETS



FAST-PACED & OUTSPOKEN

D

QUESTIONING
& SKEPTICAL

ACCEPTING
& WARM

C

How Do You Want
The World To See You?

S

CAUTIOUS & REFLECTIVE

Think of the person you identified earlier. Based on the stories you have just heard, how could you approach the relationship differently?

1. How could you capitalize on the other person's mindsets and priorities?
2. Identify what you want to do to make the effort to improve the situation and share at your table.

“It gave me a way
to start conversations
with people I didn't know.”

- Mike

“I visualize the DiSC wheel and gear
my conversation to the style of the
person I’m speaking with.
And I use my DiSC knowledge to take
social cues from the interaction.”

- Rachel

“I now recognize that each person brings
an individual strength to the team.

I have a new appreciation for
contributions which I may not have
previously valued.”

- Kyla

“We now onboard new staff with an emphasis on supporting each other, being open to different ideas and perspectives, and accepting that we have more than one way to accomplish the good work we do each day.”

- Lisa

FAST-PACED & OUTSPOKEN

D

QUESTIONING
& SKEPTICAL

ACCEPTING
& WARM

C

How Do You Want
The World To See You?

S

CAUTIOUS & REFLECTIVE



Social

Self



Social



DISC EQ



Meet Drew



INTEGRIS
PERFORMANCE ADVISORS



Solving The People Problem

Brett Cooper & Evans Kerrigan