

How to Coach Each DISC Style

For a D

Focus on obstacles in the way of results and how any changes will improve results.

Help them lower their defenses by requesting solutions from them.

What actions can they take to eliminate the gap in performance?

Define time limits and consequences clearly.

For a C

Keep it factual, logical, accurate, impersonal.

Talk through why a change is necessary.

Reduce defensiveness by acknowledging where they are competent.

Get a clear commitment on a timeframe and specific actions.

Clarify expectations, including how you measure results.

Provide them time to think about it.

For an I

Give them a chance to express thoughts and feelings, and acknowledge those by reflecting them back.

Keep the discussion focused on facts and results, not feelings or things outside of their control.

Drill down to specifics of changes in performance (not general statements about improving attitude, etc.).

For an S

Keep it low-key, informal, nonaggressive.

Take time to draw out their thoughts and feelings about the issue.

Balance it with bright spots where they are meeting expectations.

Help them develop a step-by-step plan, with a timeline.

Provide regular follow-up feedback and a reminder: This stressful effort will lead to a better relationship with the company.

