



LEADERSHIP SERIES

# Learn How to Interact With Your Co-Workers

In this activity, we will learn to better understand employees who have different DISC styles.



**Dominance**

- Active
- Fast-paced
- Assertive
- Dynamic
- Bold

**Influence**

- Accepting
- People-focused
- Empathizing
- Receptive
- Agreeable

**Steadiness**

- Thoughtful
- Calm
- Methodical
- Moderate-paced
- Careful

**Conscientiousness**

- Questioning
- Logic-focused
- Objective
- Skeptical
- Challenging

## Instructions

1. For each scenario below, each person in your pair should choose a role to play.
2. Your instructor will assign each of you a DiSC style to role play. It should be a style that is different than your natural style.
3. Spend about 5 minutes creating a conversation that would likely occur between two employees, given the scenario.

### SCENARIO 01

You have been asked to train a new employee how to use the point-of-sale system at the cashier’s station. You know the training is important, but you are not sure how to fit it in with all of the other work your manager has assigned you that day. The new employee asks a lot of questions. Then, when you help them try to ring up a customer on their own, they make several mistakes.

*Have one person play the role of the new employee and the other play the trainer. To play out the scenario, start a conversation where the trainer gives feedback to the new employee right after helping the customer. When you’re busy and frustrated, how easy is it to give patient feedback?*

### SCENARIO 02

A particular member of the team habitually shows up late. However, the manager always seems to give them a pass because they are part of the owner’s family and they are very knowledgeable about home improvement. Today, this employee arrived 30 minutes late, saying they got into a lot of traffic due to an accident on the road. Because they were late, you had to take on extra responsibilities and you’ve had a hectic morning.

*Have one person play the role of the late worker and the other play the one doing the extra work. To play out the scenario, the employee who was late clocks in, smiles and asks you how work is going today. Do you find that you’re annoyed because of the extra work? How do you handle the situation?*



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### SCENARIO 03

Last weekend, for the first time, your business hosted a customer appreciation event. Attendance was better than expected and overall the event went well. Sales for the day were up and people left positive comments on the store’s Facebook page. You did notice a few things that could be improved for next year. For example, a lot of children attended the event, and while there was a game for them to play, few of them seemed interested. You think there should be more exciting children’s activities. Also, everyone enjoyed the burgers and hot dogs you served on the grill, but a few people wished there could have been a meatless option. Monday morning, everyone on staff is in a good mood and riding the high of a successful event.

*Have one person play the role of the manager and the other play the employee with some possible suggestions for improving the event. To play out this scenario, host a pretend store meeting where the manager asks if anyone has feedback about the event. How likely are you to share your opinion?*

### SCENARIO 04

A new employee has been on the job for a few days. The days have been busy and the new person has spent most of their time training and with their mentor. Today, you head into the break room and see that the new person is eating lunch alone at the table.

*Have one person be the new employee and the other play the employee getting ready to take a lunch break. Start a discussion. How eager are you to get to know the new person?*