

**PATRIOT BUSINESS COACHING
CLARITY OF PURPOSE, SYNERGY OF GOALS**

Do I Need To Learn About The DISC Behavioral Assessment?

DISC is the behavioral model based on the work of William Moulton Marston (1893-1947) to examine the behaviors of individuals. This model is based on his book, "The Emotions of Normal People" and focuses on the styles and preferences of human behavior.

Understanding the term DISC is very easy and incredibly powerful. DISC stands for **D**ominance, **I**nfluence, **S**teadiness, and **C**ompliance. These all have different areas of definition in themselves. Each area gives us information on:

- ✓ How you approach problems & challenges
- ✓ How you deal with people and information
- ✓ How you relate to the pace of the environment and change
- ✓ How you respond to procedures, rules, and constraints



Learning the DISC behavioral assessment will help you: Understand your own behavioral style, Understand & appreciate others styles, and How to Adapt for better communication and understanding

DISC is often used in employee selection and retention, as well as professional development but helps in more ways than one would think, such as,

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How To Successfully Fix The Hiring Process With Job Benchmarking

If you missed our previous articles "Job Benchmarking To Improve the Bottom Line," and/or "Using Job Benchmarking To Avoid Unnecessary Costs" please contact us.

Sometimes the hiring process can be very tricky. The things that we look for when we're hiring somebody are not necessarily the things that are going to make them successful in a particular role. When you consider what a hiring individual will look at and how they will react to a candidate you can see how mistakes might happen in the hiring process.

You've probably heard the expression that first impressions are important. This is very true and there are differing opinions about how long it takes for one individual to assess another person. The general consensus is that it does not take very long for one person to decide whether or not they like another person. It's easy to see how this can influence people to make hasty decisions about hiring somebody for a job.



The reasons that one person hiring another might have bias can come from a number of different sources. It can come down to the color of the clothes that the interviewee is wearing. The interviewer might not do this consciously, as if they don't like the color of a blouse or a tie the candidate is wearing they might be judging them adversely without even knowing it.

There can be positive bias as well. Sometimes a more attractive candidate ends up getting the role as opposed to somebody who is not ready to be on the cover of a magazine.

It has nothing to do with whether or not they are a good candidate.

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One Minute Ideas

Put Some Positive Energy In Your Life

Identify activities that make you feel good, then do more of them every day. Asking these questions will help you identify such activities:

- ✓ What always makes me smile?
- ✓ What makes me feel fulfilled?
- ✓ What small things make me feel content?

Family Circle, 110 Fifth Ave, New York, NY 10011

Avoid Distractions At Work

Jumping from one thing to the next indicates an undisciplined commitment to priorities.

12 Simple Secrets of Happiness at Work by Glen Van Ekeren

Postage Stamps to Help Shelter Animals

Now you can buy stamps at the post office that help buy food for shelter pets. You can also order them online. This is a great thing to spread around. Could you please forward to your contacts?

www.stampstotherescue.com



Patriot Management Systems

has provided Coaching and Consulting Services to companies nationwide at all levels of the organization from executives, managers, supervisors, and sales managers, to front line staff. We are dedicated to helping people and companies achieve their dreams and goals.

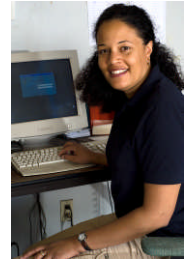
Visit our website at:
www.plangoals.com



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executive or professional coaching, training & development, communication, promotion, team building, goal setting, sales, social relationships, career planning, etc...

Once you have an understanding of DISC and its benefits you will quickly see how it will help you... daily! Plus the DISC assessment is not time consuming. A good DISC behavioral assessment will only take you about 10 minutes to complete but the value of the information will help you for a lifetime.



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Dealing with people is probably the biggest problem you face, especially if you are in business. Yes, and that is also true if you are a housewife, architect or engineer.

~ Dale Carnegie

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The person being interviewed might have something in common with the interviewer or they may be a friend of a friend and nobody else in the company knows that that person is pretty much a lock to get the role before the interview even starts.

To solve the problem, companies need to engage in job benchmarking. Instead of starting with a stack of 100 resumes and trying to pick out the ones that are free from spelling errors, it makes a lot more sense to start with the role / job. Once the accountabilities of that role have been identified, only then should a company start to look for a suitable candidate to fill those requirements.



Sometimes this is not easily done by someone who is inside the company. They may have other responsibilities and they are not likely fully trained to benchmark a position. They may not be asking themselves the right questions when they try to figure out what that role means to the company and what the person who fills that role should be responsible for in order to be successful in the job. Assessments are the key to doing this correctly and without personal bias.

You might drive your car every day but when it comes time to get it fixed, it's not something you try to do yourself. Somebody in your company might be the best manager possible, but they may not have the skills to choose the perfect candidate for a role on their team. If you engage the services of a good job benchmarking company, then it will allow the manager to focus on their job while someone else helps to choose the right candidate.

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Stubbornly persist, and you will find that the limits of your stubbornness go well beyond the stubbornness of your limits.

~Robert Brault



Yogi Berra's observation on the economy: "A nickel ain't worth a dime anymore"

Emotional and Social Intelligence



Bob Stinson

Leadership is one of the most important attributes of a successful business person. Emotional intelligence has long been discussed as a key factor of leadership style. A sub-classification within that subject, social intelligence is a concept also worth understanding.

Researcher Daniel Goleman first discussed the subject in his book, *Emotional Intelligence*. He explained that charismatic and transformational leaders use emotions as a catalyst for achieving better results. In brief, a leader needs to understand how what he or she does effects the emotions of others and how those emotions can be used to motivate performance and change. Leaders also need to understand how to control and use their own emotions as a interpersonal tool. One of my early mentors told me, "Don't get mad unless it serves a purpose."

Daniel Goleman and Richard Boyatzis recently coauthored an article in the Harvard Business Review entitled, *Social Intelligence and the Biology of Leadership*. In this article, they narrowed the focus from the broader subject of emotional intelligence to a more specific subject of social intelligence. How do the social skills of leaders impact followers?

They start with an explanation of how this works. Smiles and laughter promote optimism and positive attitudes. "A boss who is self-controlled and humorless will rarely engage those positive attitudes in his team members, but a boss who laughs and sets an easygoing tone puts those positive emotions to work." Research has found that top-performing leaders elicit laughter from their subordinates three times as often, on average, as did midperforming leaders.



The authors once analyzed a video of Herb Kelleher, a cofounder and CEO of Southwest Airlines, strolling down the corridors of Love Field in Dallas, the airline's hub."We could practically see him activate the mirror neurons, oscillators and other social circuitry in each person he encountered. He offered beaming smiles, shook hands with customers as he told them how much he appreciated their business, hugged employees as he thanked them for their good work. And he got back exactly what he gave. Typical was a flight attendant whose face lit up when she unexpectedly encountered her boss. 'Oh, my honey!' she blurted, beaming with warmth and gave him a big hug. She later explained, 'Everyone just feels like family with him.'

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People often ask whether gender differences factor into the social intelligence skills needed for outstanding leadership. The answer is yes and no. It's true that women tend, on average, to be better than men at immediately sensing other people's emotions, whereas men tend to have more social intelligence, at least in work settings. However, gender differences in social intelligence that are dramatic in the general population are all but absent among the most successful leaders.

Social intelligence is developed primarily through experience, but it can be coached. Specialists in this area can appraise an individual's interactions with team members, make suggestions and work for improvements.

Are You a Socially Intelligent Leader?

- Do you understand what motivates other people, even those from different backgrounds?
- Are you sensitive to other's needs?
- Do you listen attentively and think about other's feelings?
- Are you attuned to others' moods?
- Do you appreciate the culture and values of the group or organization?
- Do you understand social networks and know their unspoken norms?
- Do you persuade others by engaging them in discussion and appealing to their self-interest?
- Do you get support from key people?
- Do you coach and mentor others with compassion and personally invest time and energy in mentoring?
- Do you provide feedback that people find helpful for their professional development?
- Do you articulate a compelling vision, build group pride, and foster a positive emotional tone?
- Do you lead by bringing out the best in people?
- Do you solicit input from everyone on the team?
- Do you support all team members and encourage cooperation?

Some Thoughts on Teamwork

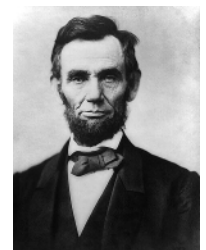


It's better to have one person working with you than having three people working for you.

Dwight D. Eisenhower

A house divided against itself cannot stand.

Abraham Lincoln



Either lead, follow or get out of the way

Sign on Ted Turner's desk

They say you have to use your best player, but I found out you win with the five that fit together.

Red Auerbach



Upon taking over at Chrysler
People in engineering and manufacturing almost have to sleep together; these guys weren't even flirting. For our team to be successful, we have to start flirting with each other.

Lee Iacocca