

# Improve Your Team From The Inside Out

- Cindy Miller, CEO
- Cindy Miller, Inc.



# Your Presenter



Why Cindy?  
Who is she?  
What does she know?  
How can she help?

# Workshop Objectives

- Self understanding
- Analyzing the team
- Adapting to others
- Raise workplace productivity
- Applying what we've learned

# The Characteristics



Process/Procedure

Trust/ Respect

Confidence

Accountability

Consistency

Self Awareness

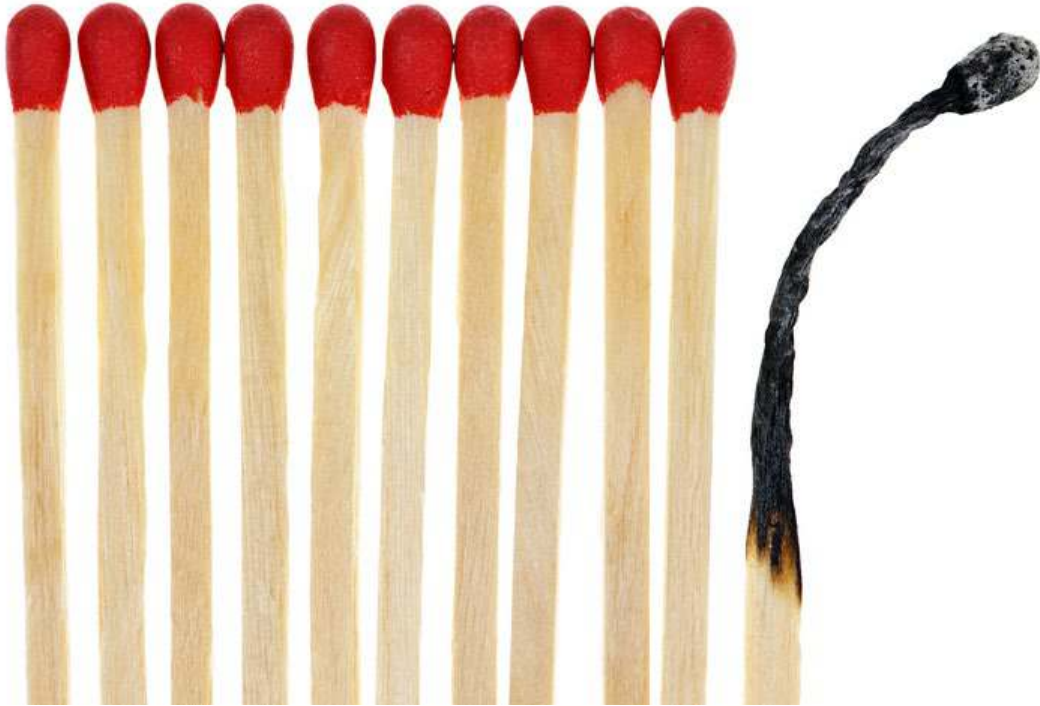
Situational Adaptations

Performing Under Pressure

Follow Through



I Quit....  
I just forgot to tell you.



# The Facts

People do business with  
people they like.  
Do people like you?

Passion  
Authenticity  
Trust  
Loyalty  
Customer for Life



# Relationships with Others



# What is Measureable?

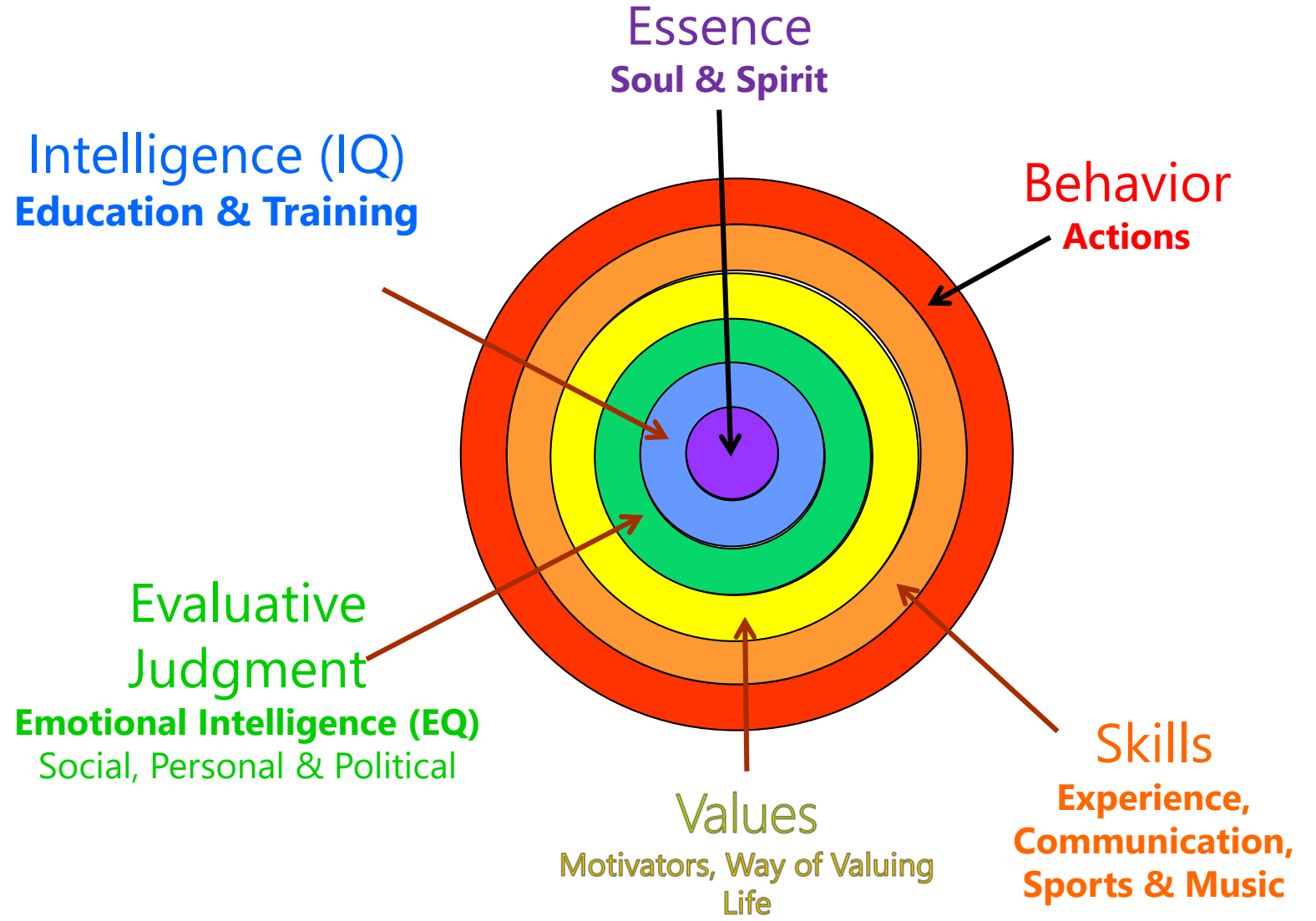
Behavior

Passion/Values/Motivators

Skills & Competencies

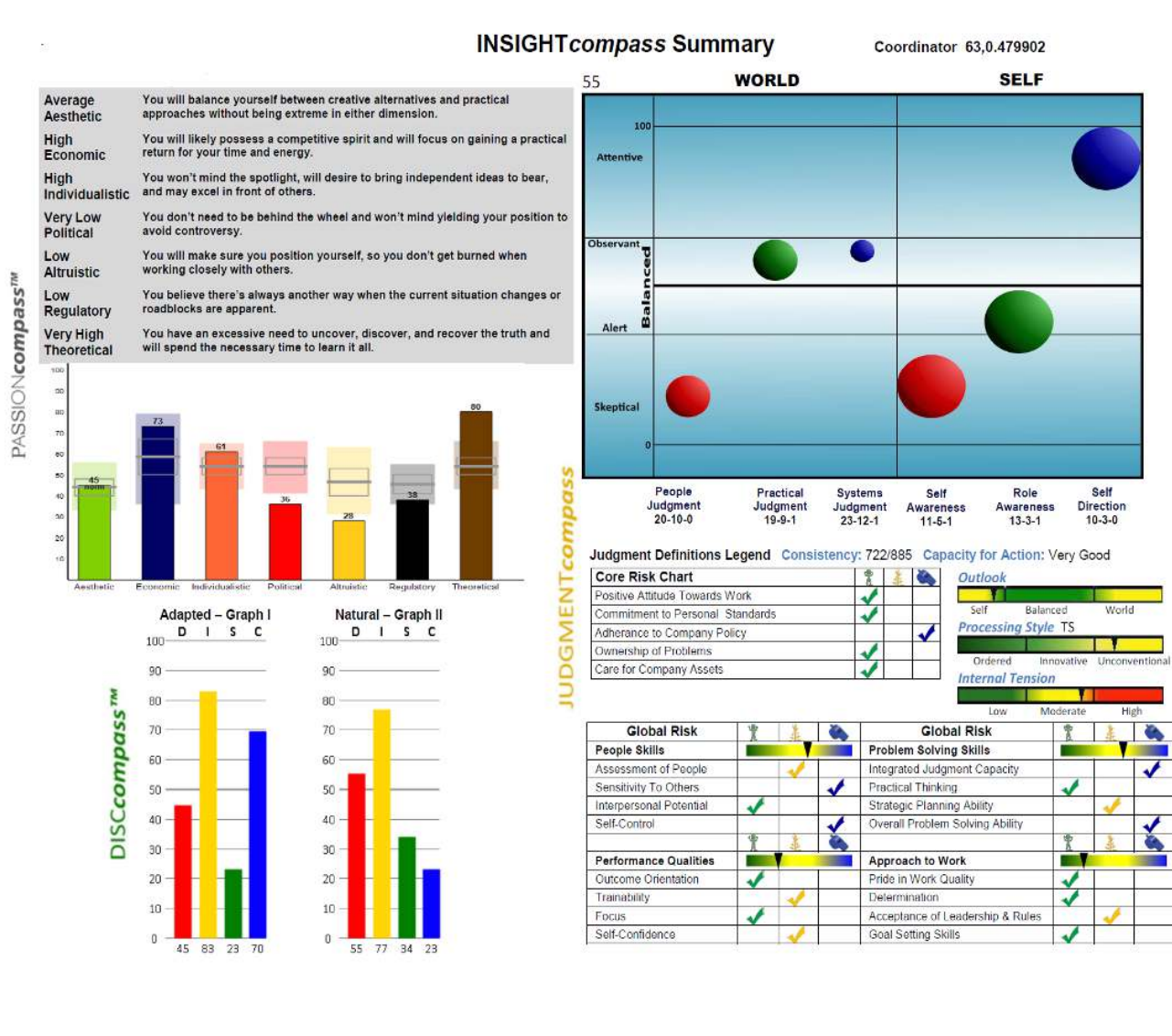
Judgment/ Acumen

Emotional Intelligence





# A Snap Shot



# Why ?



- Of your actions
- The motivators that drive your actions.
- Learn to understand causes of conflict.

# What is The Motivation/ Passion?



**Theoretical:** A passion to search for knowledge and understanding.

**Economic:** A passion to gain return on investment of time, resources, and money.

**Aesthetic:** A passion for beauty, form, harmony, and balance.

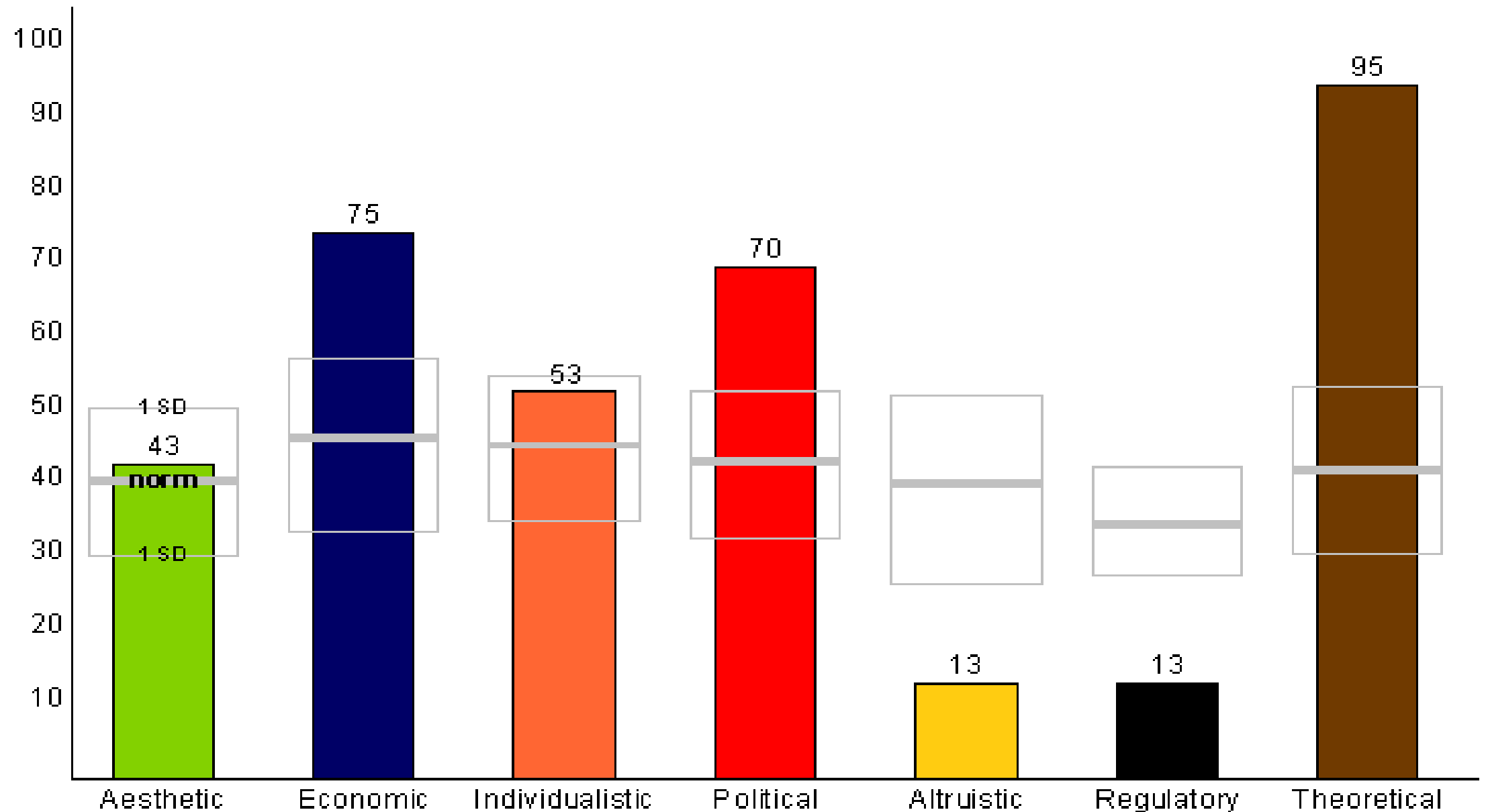
**Altruistic:** A passion to serve and help others.

**Individualistic:** A passion for independence and uniqueness.

**Regulatory:** A passion for structure, order and routine.

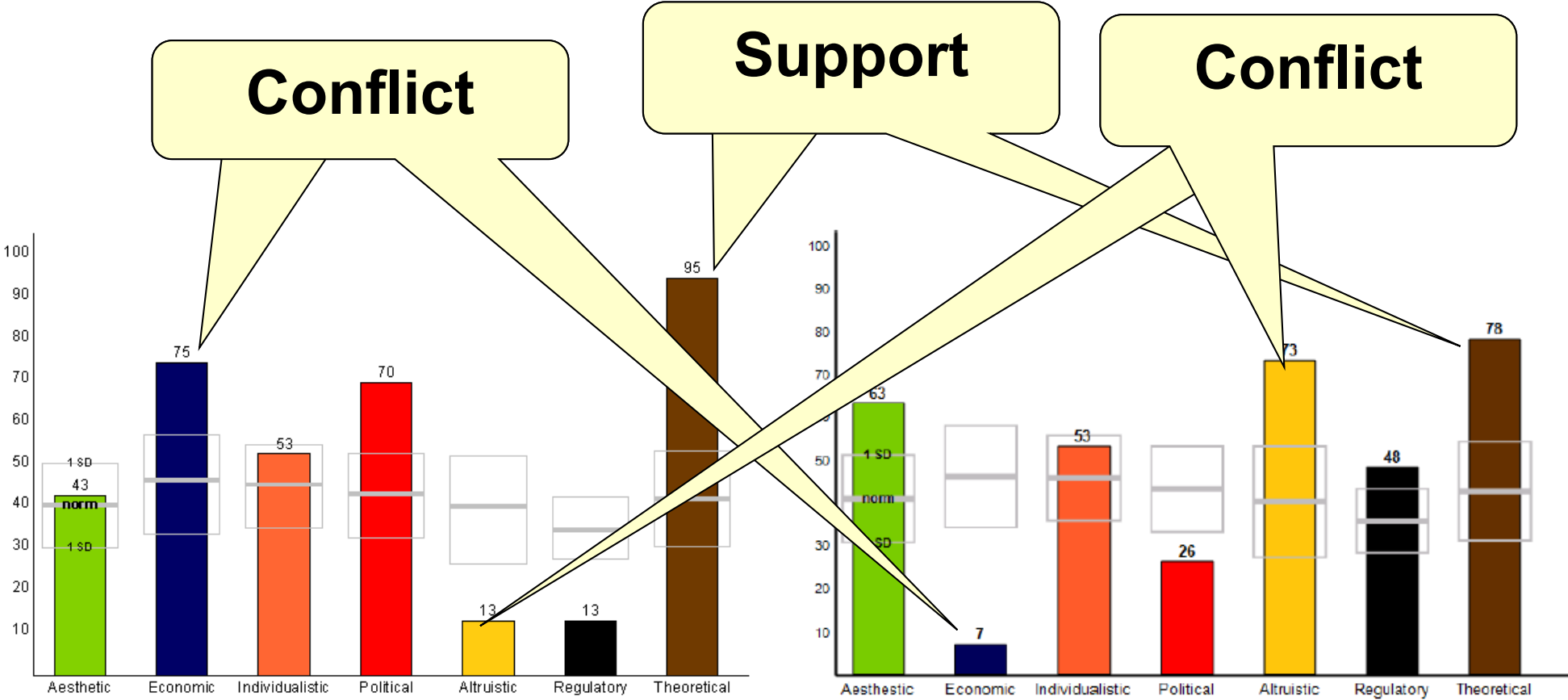
**Political:** A passion for control, power, influence, and leading.

# The National Mean





# Comparing Passions



# What are the challenges?

## Theoretical vs. Utilitarian

**Theoretical:** A passion to discover, systematize, and analyze; a search for knowledge.

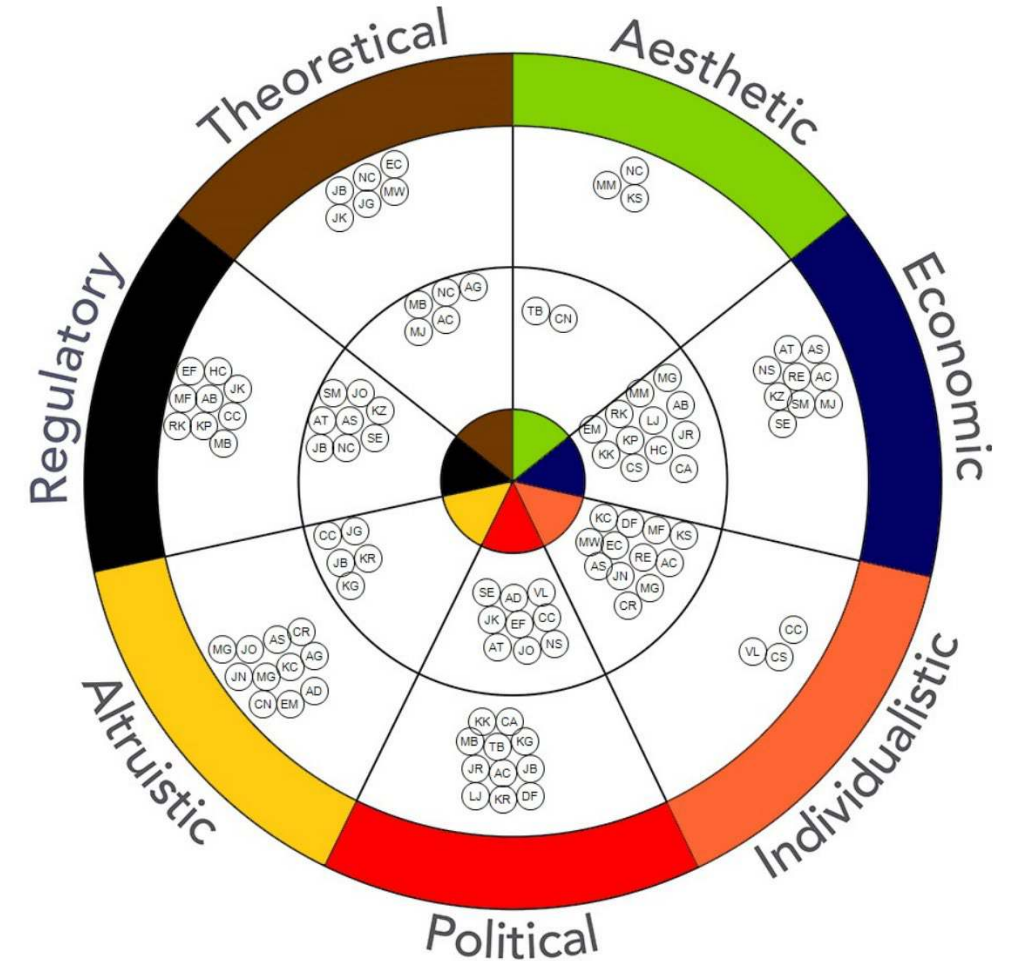
**Utilitarian:** A passion to gain return on investment of time, resources, and money.

The CEO of a company is looking to build the bottom line. He has the CFO going through data to research how they can lower costs. The CFO is concerned and motivated by getting all the right facts.

The CEO wants results and believes the CFO is taking too long. How can they better resolve this conflict?

Motivators Group Graph

WILL



# DISC *compass* measures four attributes we each possess –

**D**

Dominance = How you handle Problems/Challenge

**I**

Influence = How you handle People/Contacts

**S**

Steadiness = How you handle Pace/Consistency

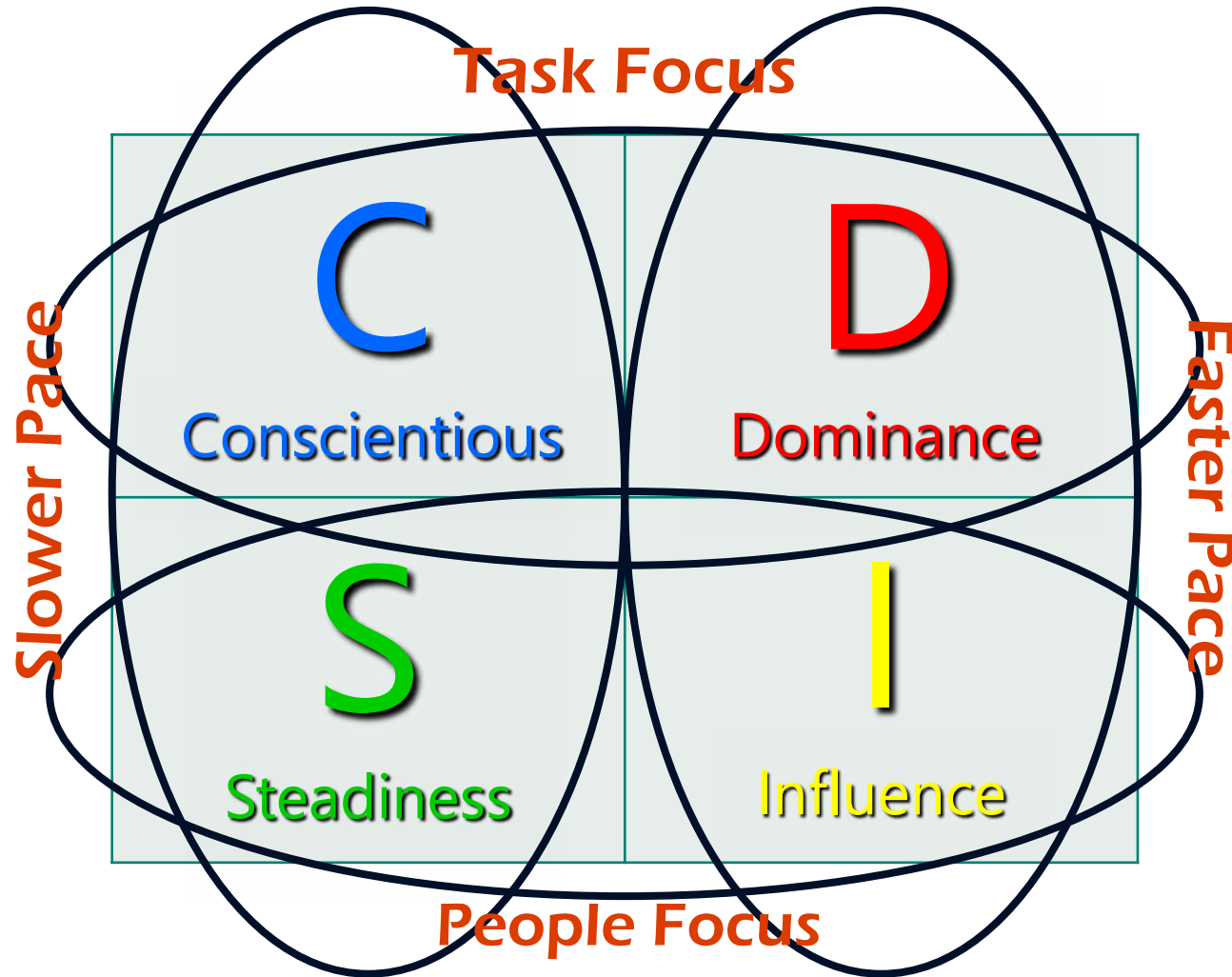
**C**

Compliance= How you handle Procedures/Constraint

***Our particular combination of these traits determines  
how we behave***

# DISC Matrix Theory

Compliance  
**20-25%**



Dominance  
**15%**

Steadiness  
**30-35%**

Influencing  
**25-35%**



# The Personality Types

## How TO Communicate

### Compliance

DO:

- Use data and facts
- Answer questions patiently
- Give time to think and decide
- Do not touch

### Steadiness

DO:

- Slow down/take your time/build trust
- Involve him/her in the planning
- Provide assurances, support
- Give enough time to decide

### Dominance

DO:

- Focus on the task; stick to business
- Be direct, brief and to the point
- Ensure he/she wins
- Identify opportunities/challenges

### Influencing

DO:

- Speak about people and feelings
- Focus on the positive, make it fun
- Let him/her talk
- Give recognition

# Strengths Weaknesses

## Compliance

- Moody & depressed
- Deep need for approval
- Withdrawn & remote
- They think too much
- Threat of Moods

## Steadiness

- Resents being pushed
- Indecisive
- Too shy & reticent
- Seems to not care
- Procrastination

## Dominance

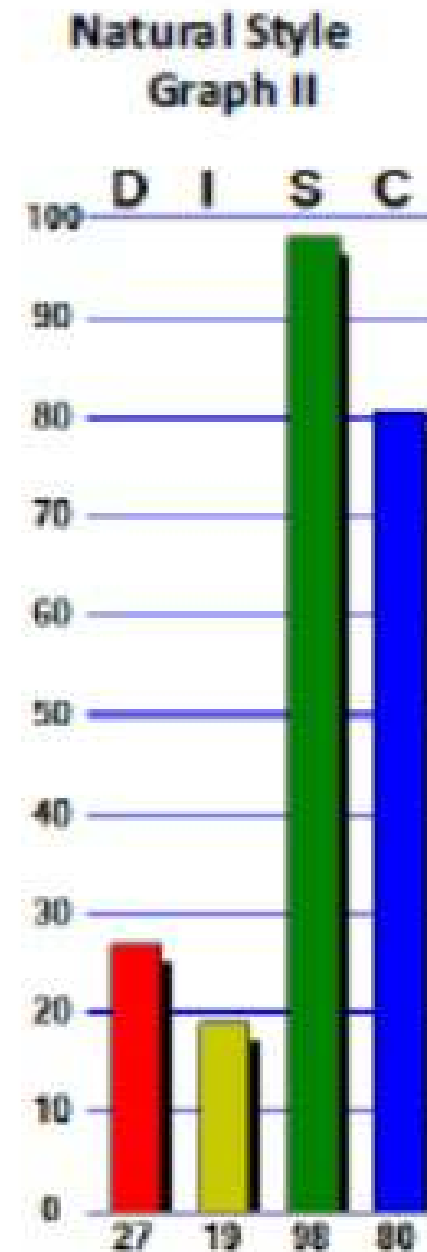
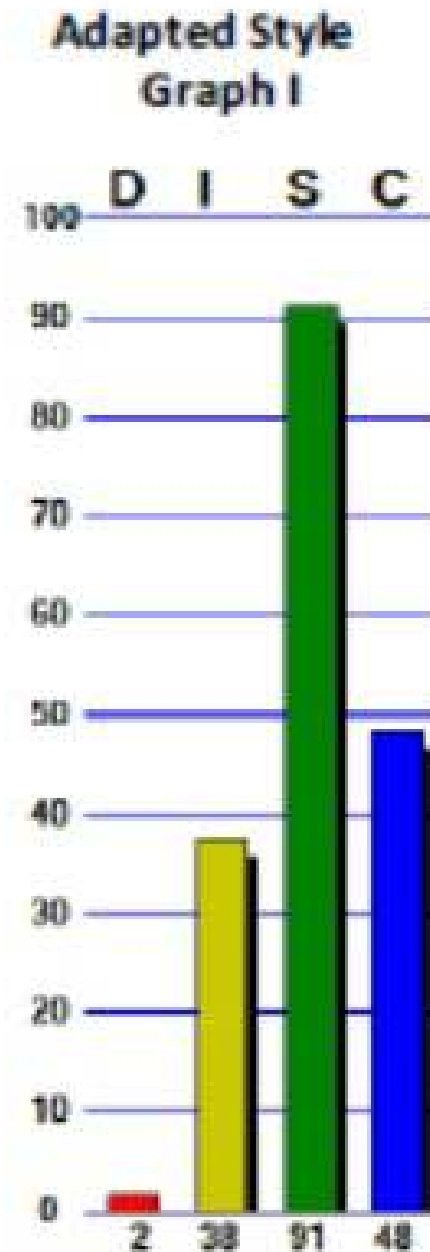
- Bossy
- Quick tempered
- May make rash decisions
- Control freak
- Threat of Anger

## Influencing

- Not serious enough
- Easily distracted
- Makes excuses
- Very forgetful
- Charm

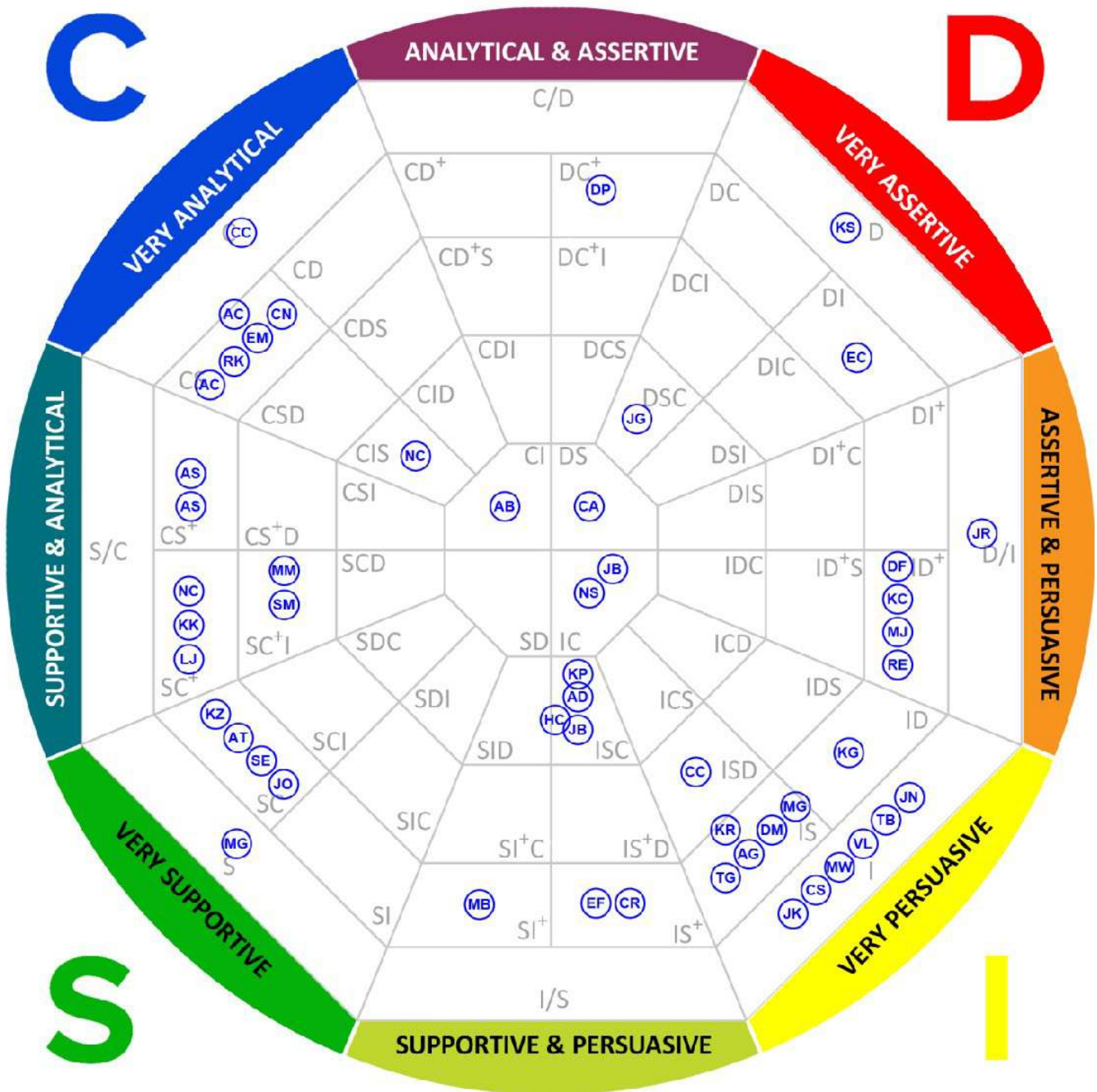
# DISC Graphs

## Natural/ Adapted



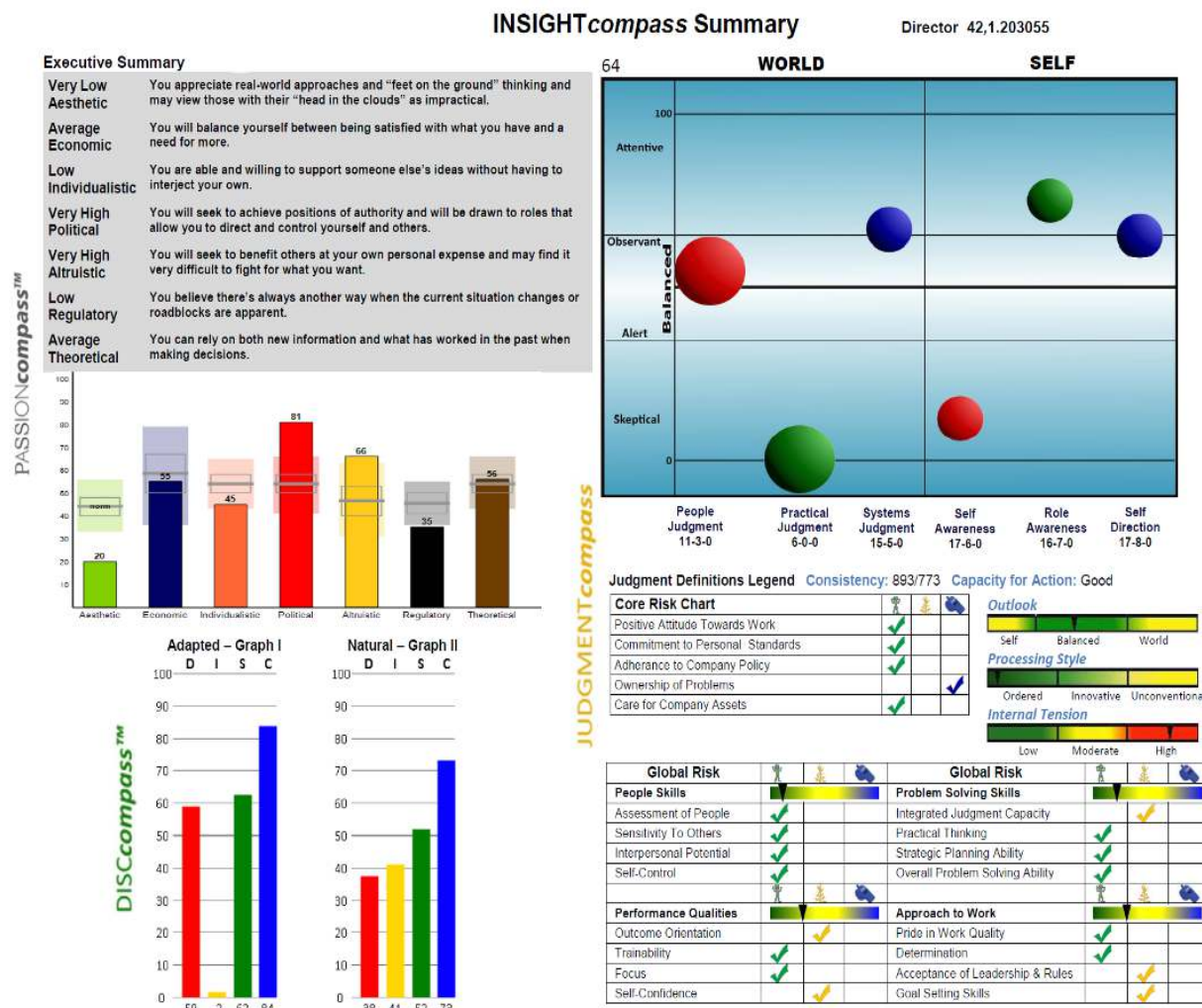
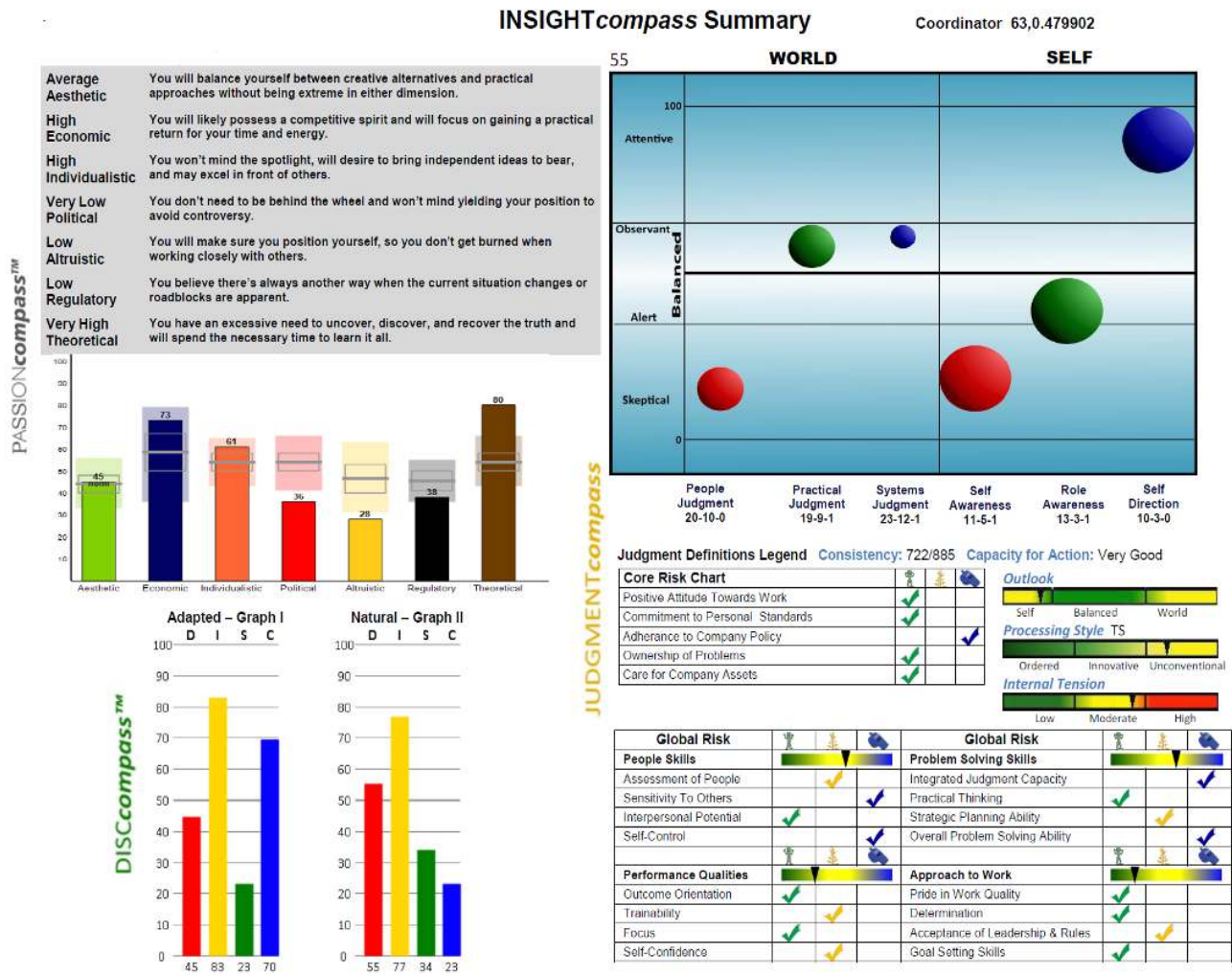
Behavioral Style Group Report - Natural

Who  
are you?



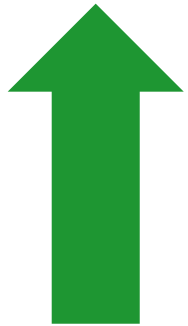


# A Snap Shot



# What If?

- Communication
- Bench Mark Your Rock Stars
- Engaged
- Productive
- Retention
- Leadership Development
- Peak Efficiency
- Company Culture



The Bottom Line



A Nail... A Mirror... A Seed



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