## 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

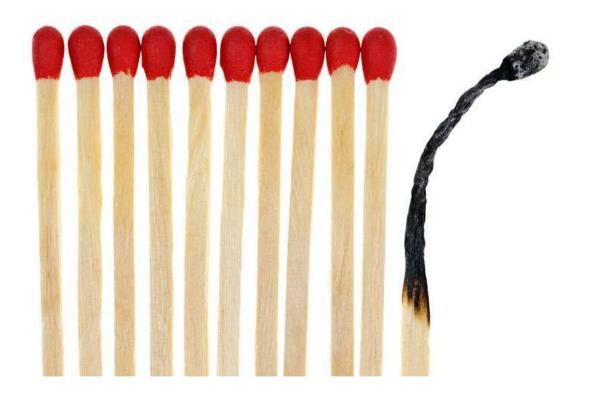


#### The Characteristics



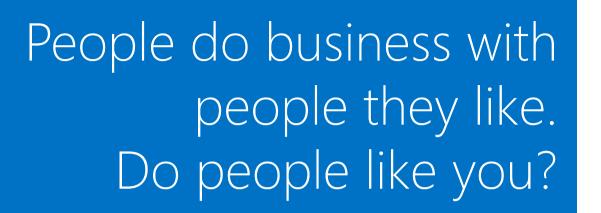
Process/Procedure Trust/ Respect Confidence Accountability Consistency Self Awareness Situational Adaptations Performing Under Pressure Follow Through

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





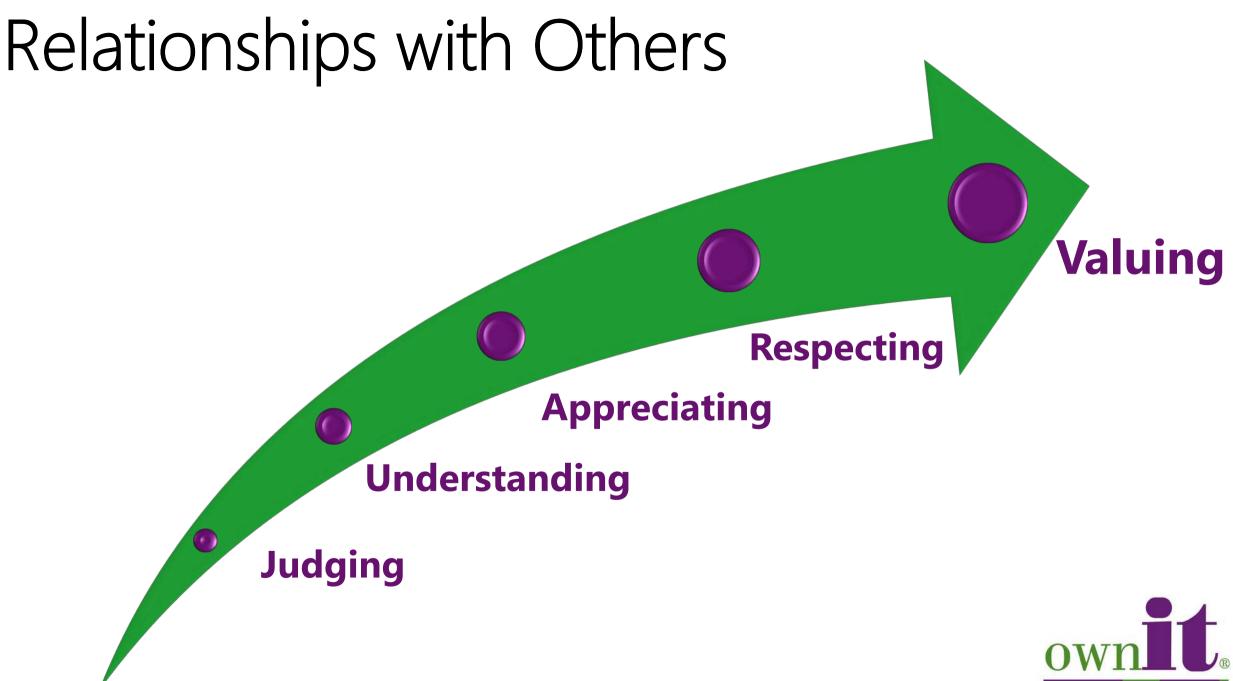
## The Facts





Passion Authenticity Trust Loyalty Customer for Life

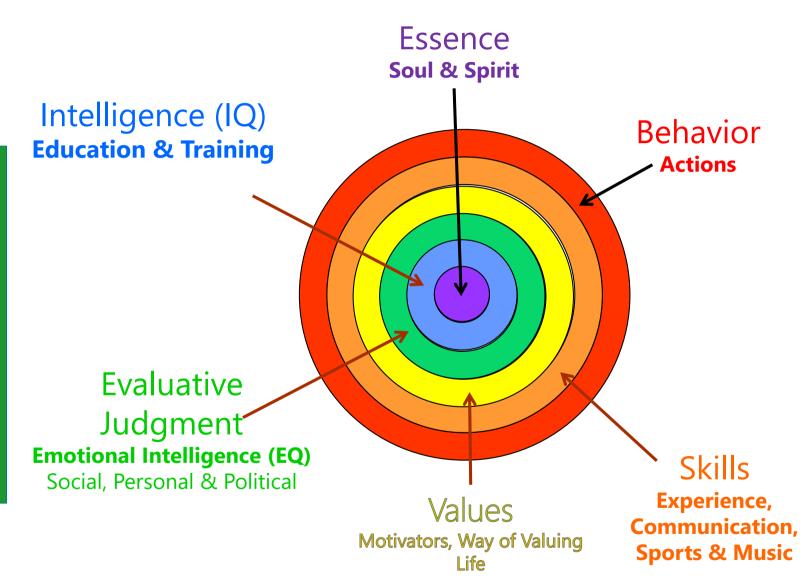
(c) Copyright 2019 Cindy Miller, Inc.



(c) Copyright 2019 Cindy Miller, Inc

### What is Measureable?

Behavior Passion/Values/Motivators Skills & Competencies Judgment/ Acumen Emotional Intelligence



## A Snap Shot

High

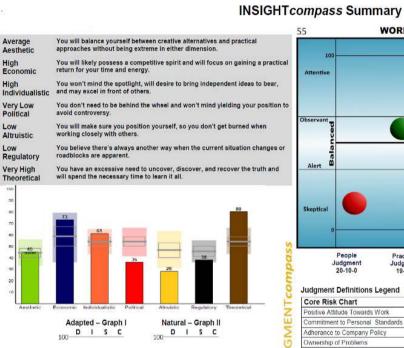
High

1 OW

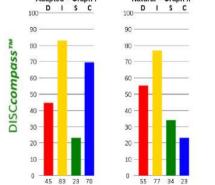
1 ow

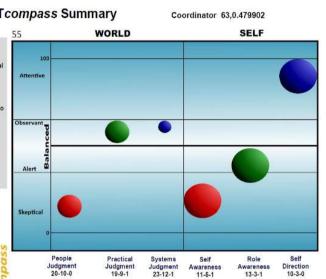
compa

PASSION



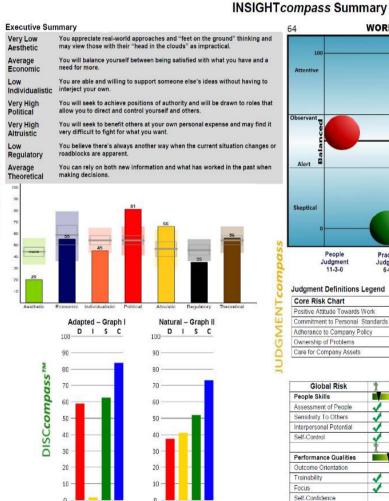
C





Judgment Definitions Legend Consistency: 722/885 Capacity for Action: Very Good





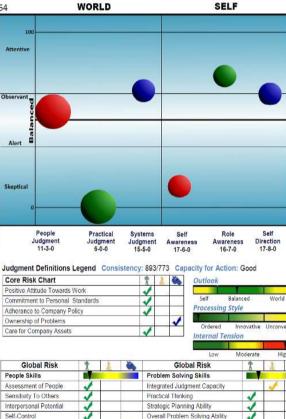
38 41 52 73

2 62 84

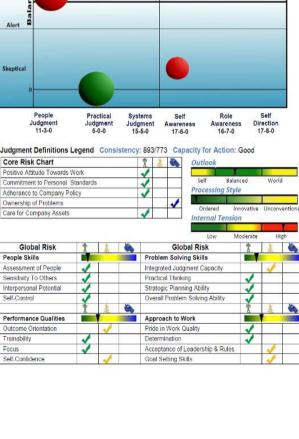
ass

comp

PASSIO



Director 42.1.203055



# Why?



# Of your actionsThe motivators that drive your actions.Learn to understand causes of conflict.

(c) Copyright 2019 Cindy Miller, Inc.

## 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.

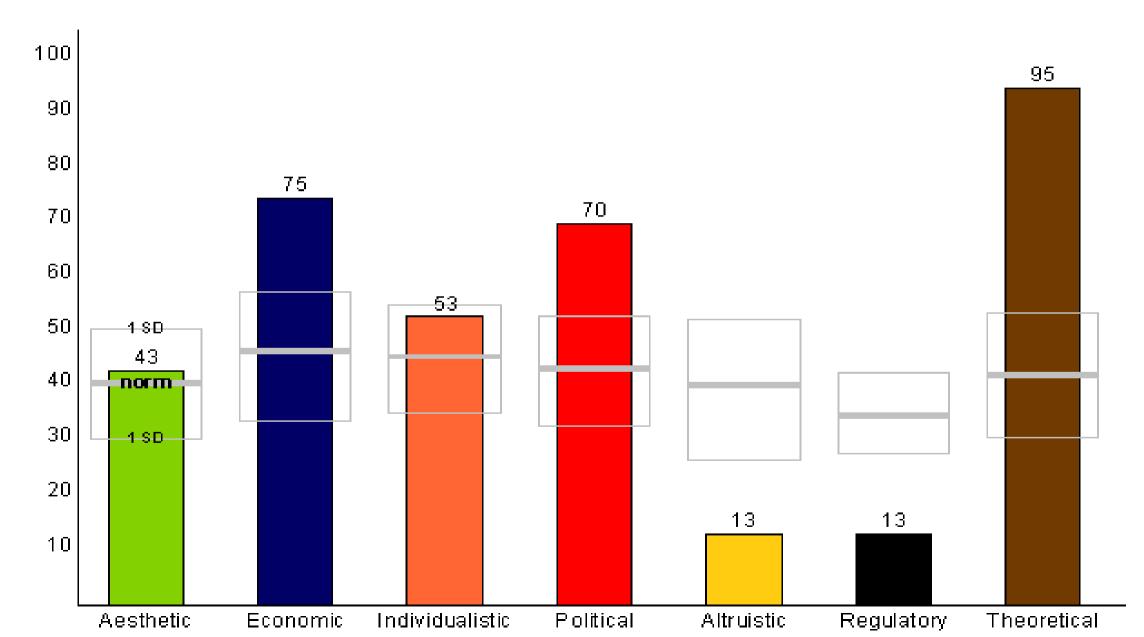
Altruistic: A passion to serve and help others.

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

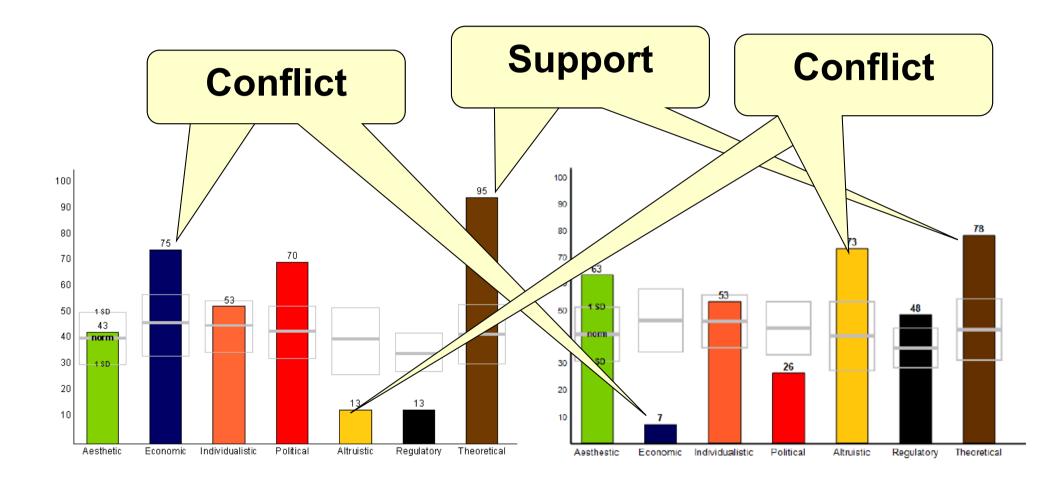
**Regulatory:** A passion for structure, order and routine.

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

#### The National Mean



#### Comparing Passions



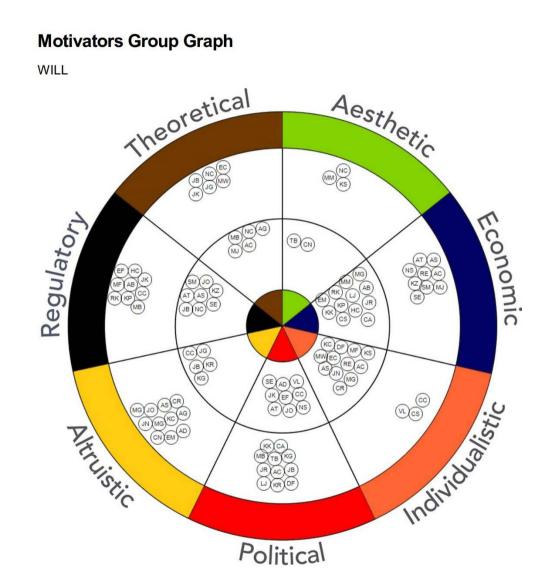
## What are the challenges?

#### **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?

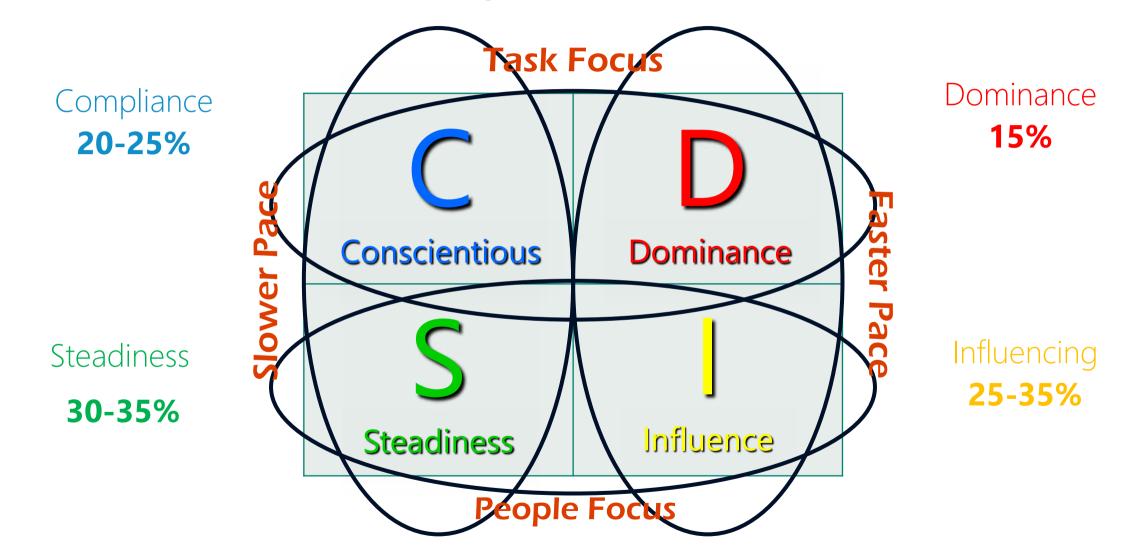


# DISC compass measures four attributes we each possess –

- Dominance = How you handle Problems/Challenge
  - Influence = How you handle People/Contacts
  - Steadiness = How you handle Pace/Consistency
  - Compliance = How you handle Procedures/Constraint

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

## DISC Matrix Theory



#### The Personality Types How <u>TO</u> Communicate

## <u>Compliance</u>

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

#### <u>Dominance</u>

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





### <u>Compliance</u>

- 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

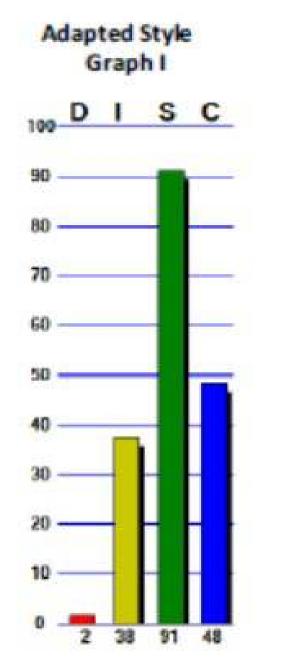
#### <u>Dominance</u>

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

## **Influencing**

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





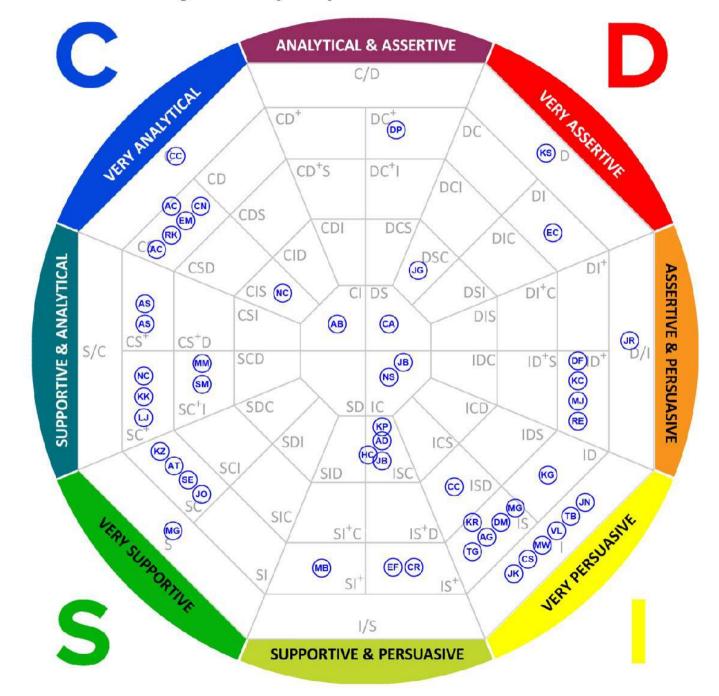
(c) Copyright 2019 Cindy Miller, Inc.

Natural Style Graph II C S 



#### **Behavioral Style Group Report - Natural**

## Who are you?



## A Snap Shot

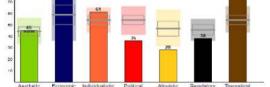
#### **INSIGHT**compass Summarv

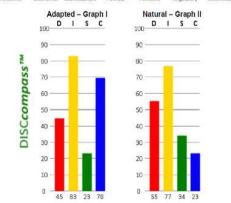


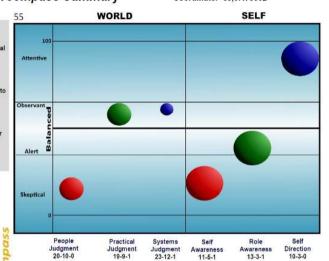
comp

PASSIO

You will balance yourself between creative alternatives and practical Average approaches without being extreme in either dimension. Aesthetic You will likely possess a competitive spirit and will focus on gaining a practical High return for your time and energy. Economic You won't mind the spotlight, will desire to bring independent ideas to bear, High and may excel in front of others. Individualistic You don't need to be behind the wheel and won't mind yielding your position to Very Low Political avoid controversy. You will make sure you position yourself, so you don't get burned when Low working closely with others Altruistic You believe there's always another way when the current situation changes or Low roadblocks are apparent Regulatory Very High You have an excessive need to uncover, discover, and recover the truth and will spend the necessary time to learn it all. Theoretical

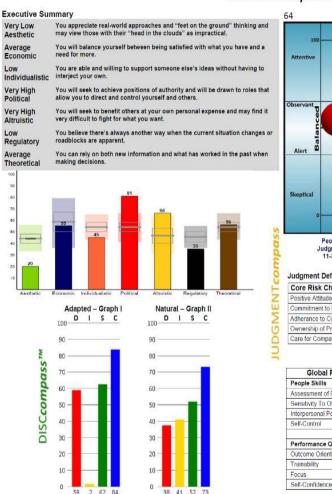


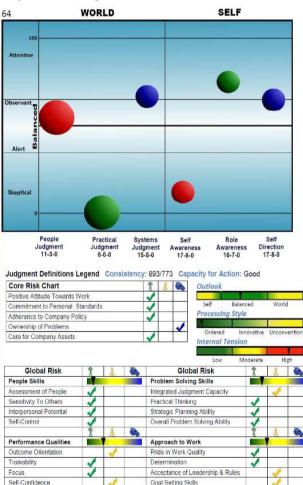




Judgment Definitions Legend Consistency: 722/885 Capacity for Action: Very Good







e

Director 42.1.203055

**INSIGHT**compass Summary

## What If?

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

# The Bottom Line





Cindy Miller PO Box 51 Silver Creek, New York 14136 (716) 984-6730 cindy@cindymillergolf.com @cindymillergolf f cindymillergolf f Cindy Miller