

# Improving Results

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*By Facing Our Challenges, We Discover Our Potential*

**STRATEGIC SOLUTIONS 510-432-7596**

## ***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,

*Continued on page two – DISC*

### **INSIDE THIS ISSUE**

- ◆ ***Do You Need to Learn About the DISC Behavioral Assessment?***
- ◆ ***How to Successfully Fix the Hiring Process With Job Benchmarking***
- ◆ ***One Minute Ideas***
- ◆ ***Web Site of the Month***

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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.

*Continued on page three – Job Benchmarking*



# One Minute Ideas

## Put Some Positive Energy In Your Life

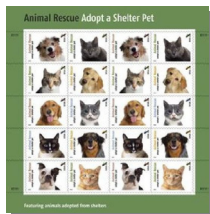
Identify activities that make you feel good, then do more of them every day. Asking these questions will help you identify such activities:

- ✓ 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

## 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](http://www.stampstotherescue.com)



Hank Sullivan is President of Strategic Solutions in Hayward, CA and a Nationally Certified Business Coach. He provides processes to assist individuals and businesses in improving results. He concentrates on leadership development/coaching in areas such as Management, Sales, Customer Service, and Strategic Thinking and Business Planning. In addition, he offers a program for youth leadership called America's Rising Stars.

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Continued from page one – **DISC**

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

Continued from page one – **Job Benchmarking**

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

