Don’t be a Duffer!
Play a Better Game:
Skills You Need to Build Your Championship Team

Presented by Nora Riva Bergman, J.D
Great golfers use the right club at the right time.
What behaviors did you observe?
What was I thinking about?
What happens when we try to identify someone else’s thoughts or intentions?
Behavior
Tone of voice
Body Language
93% of Communication
The Cost of Poor Communication

- Increased conflict
- Lack of teamwork
- Increased turnover
- Increased absenteeism
- Poor customer service
- Rumors & gossip
One of the primary causes of workplace conflict is Poor Communication
2.8 Hours

The average number of hours per week spent on dealing with workplace conflict in the U.S.
Effective leaders focus on behavior.
The most effective leaders understand their own behavior and adapt to work with others who have a different style.
DISC Golf
DISC is not:

- A measure of intelligence
- An indicator of values
- A measure of skill or experience
- A measure of education
- About good or bad styles
- A box
DISC is:
• The universal language of observable behavior
• A tool to help us understand ourselves and others
• A predictor of behavior
• A four-letter acronym for the four dimensions of behavior
Dominance  Influence  Steadiness  Compliance
We are all a mix of all four dimensions.
What’s your primary DISC style?
Task/Detail
Focused
Active
Fast-Paced
Bold

People/Relationship
Focused
Thoughtful
Moderate
Careful
Task/Detail
Focused
Active
Fast-Paced
Bold

real life practice
a sound balance
Task/Detail
Focused
Thoughtful
Moderate
Careful
People/Relationship
Focused
Thoughtful
Moderate
Careful
People/Relationship
Focused
Active
Fast-Paced
Bold
Using DISC to Improve Communication and Teamwork
Communication Focus RESULTS

Task/Detail  Active
Focused     Fast-Paced, Bold

**DO**
- Be clear, specific, and brief
- Stick to business
- Be prepared and well-organized

**DON’T**
- Stray off topic
- Leave loopholes/cloudy issues
- Appear disorganized
Communication Focus EXPERIENCE

People/Relationship
Focused

Active
Fast-Paced, Bold

DO
Be warm and friendly
Put details in writing
Ask “feeling” and opinion questions

DON’T
Be curt, cold, or tight-lipped
Try to control the conversation
Drive facts, figures or abstractions
Communication Focus LISTENING
People/Relationship  Thoughtful
Focused  Moderate, Careful

**DO**
- Begin with a personal comment
- Present your case thoughtfully
- Ask questions to draw them out

**DON’T**
- Rush straight into business
- Be domineering or demanding
- Force them to respond quickly
Communication Focus DATA

**DO**
- Prepare in advance
- Stick to business
- Be accurate and realistic

**DON’T**
- Be informal, giddy, or loud
- Push too hard on deadlines
- Be disorganized or messy
What will you do differently?
Points to Remember

• There is no good, bad, better, or best behavioral style
• Adapting is key
• Behavioral style is not a box
• The most effective teams include a combination of styles
Thank you!