

# TAKING FLIGHT PROFILE



*Take Flight Learning*

## INDIVIDUAL REPORT



**Crystal Owlfeather**  
March 29, 2022



# Taking Flight Profile for Crystal Owlfeather



Welcome!

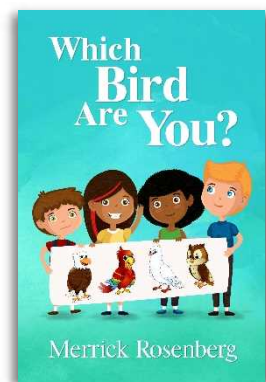
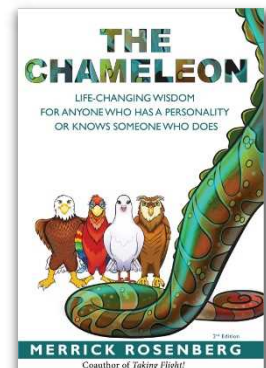
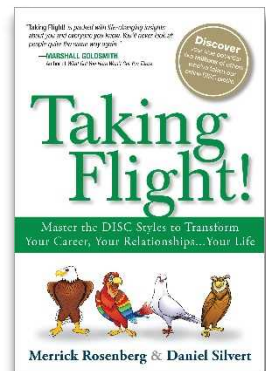
The *Taking Flight with DISC* report is based on the DISC styles originally created by Dr. William Moulton Marston in 1928. Through his work, along with the extensive research of those who followed in his footsteps, traits have been grouped together into four major styles. People with similar styles tend to exhibit specific behavioral characteristics common to that style. Of course, nobody is just one of these styles, as all people share these four styles in varying degrees of intensity.

In its current form, the DISC acronym is represented by the words, Dominant, Interactive, Supportive, and Conscientious. In 2012, Merrick Rosenberg, in his first book, *Taking Flight!*, linked the four styles to Eagles, Parrots, Doves, and Owls to make the styles more visual and easier to remember. This was followed by *The Chameleon* in 2016, which introduced 22 short fables on how to be flexible and adaptable with your style while staying true to yourself, and *Which Bird Are You?* in 2021 to introduce the birds to children.

Understanding the styles can help you better understand yourself and everyone you encounter. This can lead to more robust and healthier relationships, greater success at work, and a more joyful life.

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### Eagles



**Eagles represent the D Style.** In the wild, Eagles are wired for the big picture and often claim a vast territory. They're in charge! They embody conviction, authority, and confidence. Without hesitation, Eagles can dive at tremendous speed and seize their prey in mid-flight. Eagles are so driven to achieve their goal, once their talons have locked onto their prey, they would rather drown before releasing it. That's commitment! Eagles are designed for vision, power, and results.



**Be brief. Be brilliant. Be gone.**







## Taking Flight Profile for Crystal Owlfeather



### Eagles

#### Tendencies

- Seek immediate results
- Cause action
- Accept challenges
- Make quick decisions
- Question the status quo
- Solve problems

#### Desired environment

- Power and authority
- Prestige and challenge
- Direct answers
- Opportunity for advancement
- Freedom from controls
- Many new and varied activities

#### To be more effective

- Understand that others are needed to increase success
- Consider all options before deciding
- Be aware of the emotional needs of others
- Communicate more respectfully under stress
- Verbalize reasons for conclusions
- Be aware of existing norms and expectations
- Relax more and slow down the pace
- Listen more effectively

#### Stress Response

- Overstep boundaries
- Act restlessly
- Pressure others to achieve results
- Make reckless mistakes
- Overrule others
- Speak bluntly and sarcastically
- Steamroll others
- Become restless with routine
- Resist team participation





### Parrots



**Parrots represent the I style.** Enter a forest filled with Parrots, and you will immediately feel their energy. They are colorful, charismatic, and talkative. They're social creatures that love to be where the action is... so they can comment on it. Parrots are in perpetual motion and seek near constant entertainment. They are the ultimate multi-taskers who jump from one object to another, then back again to what originally caught their attention. Parrots are truly the life of the forest.



**I'm not here to be average, I'm here to be awesome!**





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### Parrots

#### Tendencies

- Connect with people
- Add fun to the environment
- Motivate and encourage others
- Generate enthusiasm
- View people and situations optimistically
- Participate in a group

#### Desired environment

- Popularity and social recognition
- Public recognition of ability
- Freedom of expression
- Freedom from control and detail
- Opportunity to verbalize ideas
- Coaching and counseling
- Positive and upbeat work environment

#### To be more effective

- Be objective in decision-making
- Be more realistic in appraisals
- Set priorities and deadlines
- Talk less and listen more
- Complete one task before starting another
- Follow through on commitments
- Pay more attention to the details
- Practice good time management skills

#### Stress response

- Act impulsively
- Make gut decisions without facts
- Overestimate the abilities of others
- Oversell
- Inattentive to detail
- Trust people indiscriminately
- Lose focus
- Underestimate the time needed
- Become overly optimistic





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### Doves



**Doves represent the S style.** Unlike Eagles who demand their space, Doves nest with hundreds of other Doves in close proximity, sharing resources and supporting each other. Throughout history, Doves have been the universal symbol of peace and love. Doves place a high priority on the needs of those in their flock and when they find food, they are quite willing to call to their friends to share in the bounty. As creatures of habit, Doves have been known to travel in groups of up to 4000 birds to return to their former nesting sites.



Can't we all just get along?







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### Doves

#### Tendencies

- Desire to help others
- Create a stable, harmonious work environment
- Demonstrate patience
- Show loyalty
- Listen with empathy
- Perform in a consistent, predictable manner

#### Desired environment

- Maintenance of the status quo
- Predictable routines
- Calm working conditions
- Sincere appreciation
- Identification with a group
- Minimal conflict
- Credit for work accomplished

#### To be more effective

- Validate their own self-worth
- Become involved in more than one thing
- Set limits with others
- Encourage creativity
- State needs during times of change
- Be more assertive
- Step out of comfort zone and try new things
- Accept that conflict can lead to a better solution

#### Stress response

- Insist on maintaining status quo
- Help others before themselves
- Take a long time to adjust
- Have trouble multitasking
- Need to be kept fully informed
- Difficulty with innovation
- Wait for orders before beginning
- Need structured guidance
- Appear calm while stressed







### Owls



**Owls represent the C style.** With large, penetrating eyes and a turn of the head, Owls can literally see 360 degrees around them. They are equipped to take in every detail of their world. Owls can spot a mouse in near darkness 100 yards away and their directional hearing is so precise, they can adjust their trajectory in mid-flight. The unrivaled accuracy of the Owl is evident in everything they do. Owls don't seek the spotlight. They work mostly at night and are far more numerous than you might think.



If I'm going to do something, I'm going to do it right.





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### Owls

#### Tendencies

- Concentrate on important tasks
- Think analytically, weighing pros and cons
- Act in a diplomatic way with people
- Check for accuracy
- Analyze performance quality
- Use a systematic approach to solve problems

#### Desired environment

- Clearly defined performance expectations
- Valuing quality and accuracy
- Reserved, business-like atmosphere
- Control over factors that affect performance
- Opportunity to ask “why” questions
- A framework to work within
- Time to perform up to their high standards

#### To be more effective

- Consider the intent of rules and guidelines
- Respect personal worth as much as accomplishments
- Exhibit enthusiasm and excitement for success
- Tolerate ambiguity
- Develop tolerance for conflict
- Delegate important tasks
- Initiate and facilitate discussions
- Make decisions without all of the information

#### Stress response

- Require clear direction to act
- Hesitant to decide without data
- Bound by existing procedures
- Make slow, thoughtful decisions
- Avoid interpersonal conflict
- Focus exclusively on tasks
- Internalize stress
- Impose rigid restrictions on others
- Rely solely on facts, not intuition









## Taking Flight Profile for Crystal Owlfeather



### Characteristics of Each Style



|                         |   |                                     |                            |                                |
|-------------------------|--|--|--|---|
| Traits                  | Decisive<br>Competitive<br>Daring<br>Direct<br>Innovative<br>Persistent<br>Adventurous<br>Problem Solver<br>Results Oriented | Charming<br>Talkative<br>Convincing<br>Enthusiastic<br>Inspiring<br>Optimistic<br>Persuasive<br>Sociable<br>Trusting | Calm<br>Friendly<br>Good Listener<br>Patient<br>Harmonious<br>Sincere<br>Empathetic<br>Steady<br>Team Player | Accurate<br>Logical<br>Analytical<br>Questioning<br>Diplomatic<br>Detailed<br>Fact Finder<br>Objective<br>Precise |
| Tends to Be             | Assertive  | Enthusiastic   | Caring   | Contemplative   |
| Primary Drive           | Independence   | Interaction  | Stability  | Correctness   |
| Personal Strength       | Driver   | Motivator  | Supporter  | Organizer   |
| Comfortable with        | Taking charge  | Social friendliness  | Being part of a team   | Order and planning  |
| Preferred Tasks         | Challenging  | People related   | Standardized   | Structured  |
| Needs                   | Control  | Positivity   | Routine  | Standards   |
| Desires                 | Control, Action  | Approval, Less Structure   | Routine, Harmony   | Standards, Quality  |
| When in Conflict        | Demands Action   | Deflects   | Accommodates   | Analyzes  |
| Personal Fear           | Losing   | Rejection  | Sudden Change  | Being Wrong   |
| Irritations             | Indecision, Inefficiency   | Routines, Complexity   | Insensitivity, Unexpected change   | Mistakes, Irrationality   |
| Measures Worth by       | Impact or results, Track record  | Acknowledgments, Compliments   | Compatibility, Contributions   | Precision, Accuracy, Quality of results   |
| Under Stress May Become | Dictatorial, Aggressive  | Sarcastic, Superficial   | Submissive, Indecisive   | Withdrawn, Headstrong   |
| Measuring Maturity      | Giving up control  | Objectively handling rejection   | Standing up for self when confronted   | Not being defensive when criticized   |
| Needs to Work on        | Empathy and patience   | Controlling emotions and follow-through  | Being assertive and direct   | Worrying less about perfectionism   |



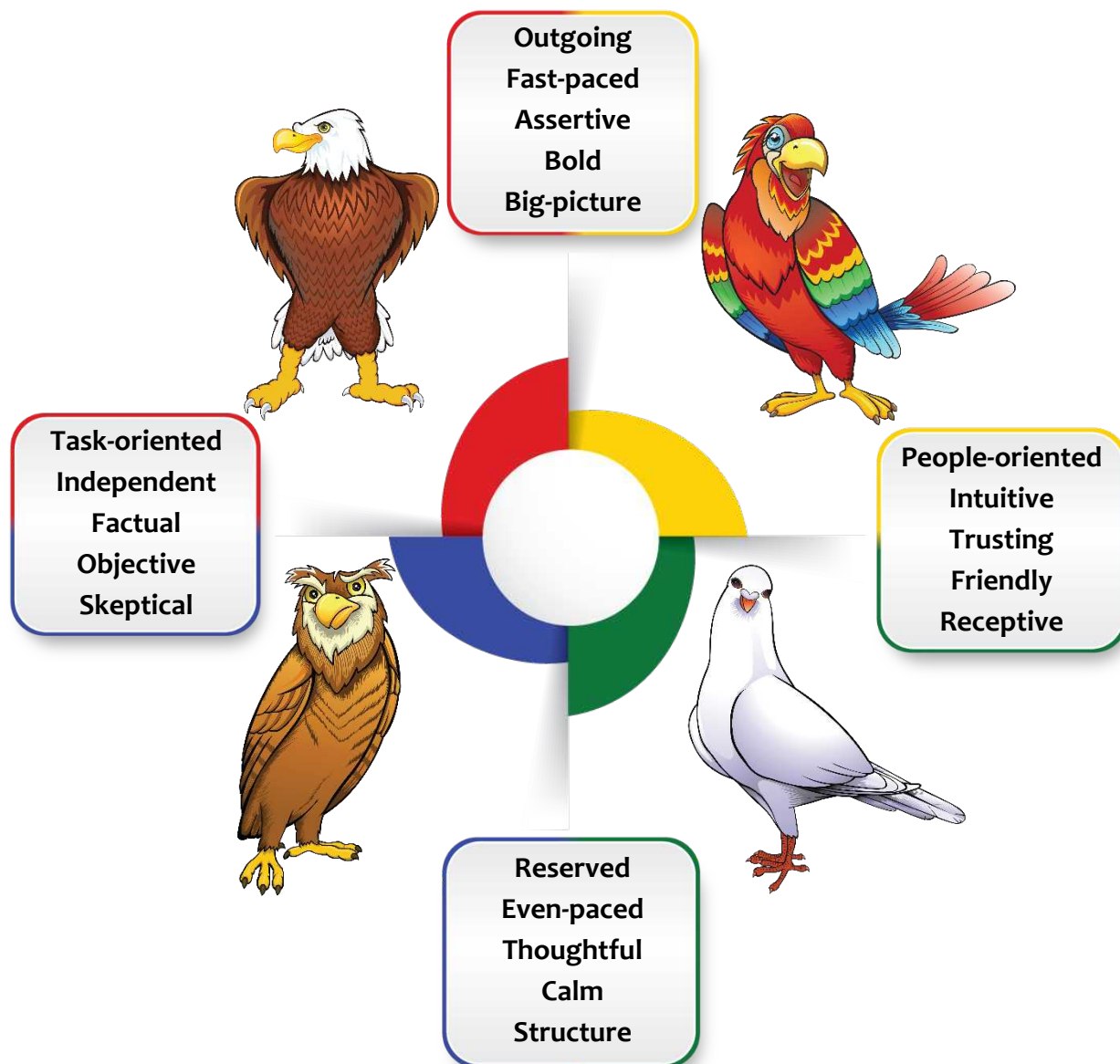


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### Shared Style Characteristics

Sometimes characteristics are shared by pairs of styles, helping to bridge the gap from one quadrant to the next. For example, Eagles and Parrots are both outgoing, while Eagles and Owls both share an independent nature.







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### Your Graph Explanation

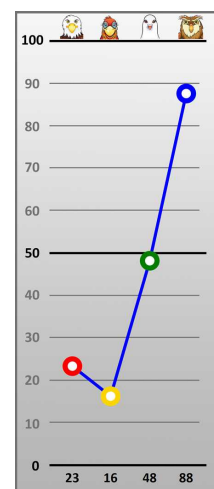
Everyone has some of each of the four styles. Nobody is just an Eagle, Parrot, Dove, or Owl. The highest point on your graph represents your strongest style. The combination of the four points creates your overall behavioral pattern. The information contained in this report is based on Graph 3, your Overall Style.

The midline represents a line of energy. The points above the line are likely to energize you. The points below the line are likely to drain you of energy. The numbers on the left side of the graph indicate the intensity of each style and the greater the likelihood that you display that style with great frequency.

There are many configurations of the graphs and none are good or bad. Some graphs hover towards the midline, while others may have high highs and low lows. If a style is high on the graph, such as above 80, you likely exhibit behaviors related to that style with great frequency and they likely feed you. Styles that have points below 20 are likely displayed less often and likely take energy to exhibit.

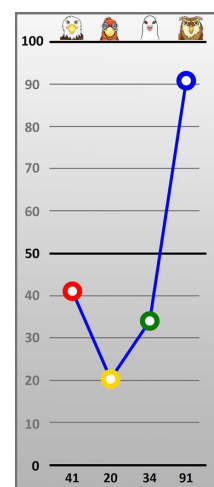
#### Graph 1 – Adapted Style / Public Self

This graph indicates how you may be adapting to the world around you. If you thought of yourself in a work setting as you took this profile, this graph likely symbolizes how you act at work. Sometimes, we do not reveal our core self because our natural approach is inconsistent with the culture we are in or the job requirements of the role we are playing. The desire for acceptance or to facilitate harmony may also cause a person to display different behaviors than their Natural Style. This graph may change when you change roles or move to a different environment.



#### Graph 2 – Natural Style / Private Self

This graph indicates the intensity of your instinctive behaviors, motivators, and fears. This is your core approach to the world and it is likely to capture the "real you." This is how you act when you feel comfortable in your home and are not attempting to impress others or flex to a job or the environment. This graph tends to be more stable over time.





### Your Graph Explanation Continued

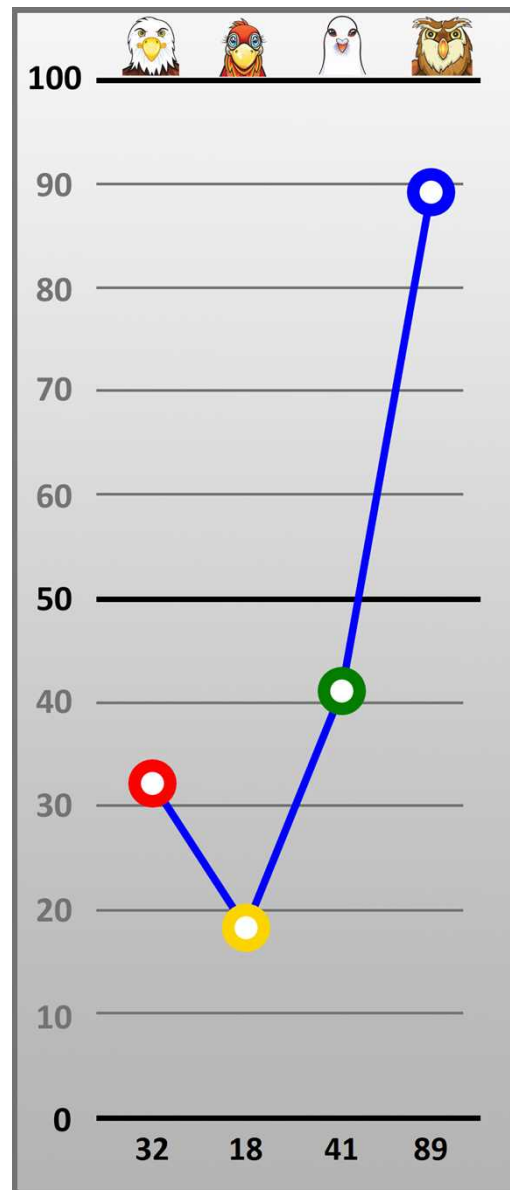
#### Graph 3 – Overall Style / Perceived Self

Since you see yourself at home, at work, and everywhere you go, you are the only person that has a holistic view of how you act in the world. This graph represents how you are likely to see yourself as it captures how you act and respond to people and situations.

Little or no difference between your Public and Private Selves indicates that you use the same natural behaviors throughout your life. In this case, there is not much need for you to adapt your style to the environment. For instance, if you thought about yourself at work as you took this assessment, your job allows you to display your core self and does not often require you to stretch out of your natural approach.

If the Public Self is different from the Private Self, you may perceive a need to flex your style to fit your job, the work environment, or the expectations that have been placed upon you given your role. This may create stress or fatigue over a long period of time as working outside of your Natural Style takes energy.

If this graph is relatively flat (e.g. all points fall between 40 and 60), you may be experiencing significant change in your life. Major life events, such as starting a new job, getting married, or having a child, can temporarily flatten this graph as you navigate the behaviors that are needed in your new reality. Compare Public and Private Self graphs and look for differences. Consider what might be causing those discrepancies and consider whether this depletes your energy or causes stress.





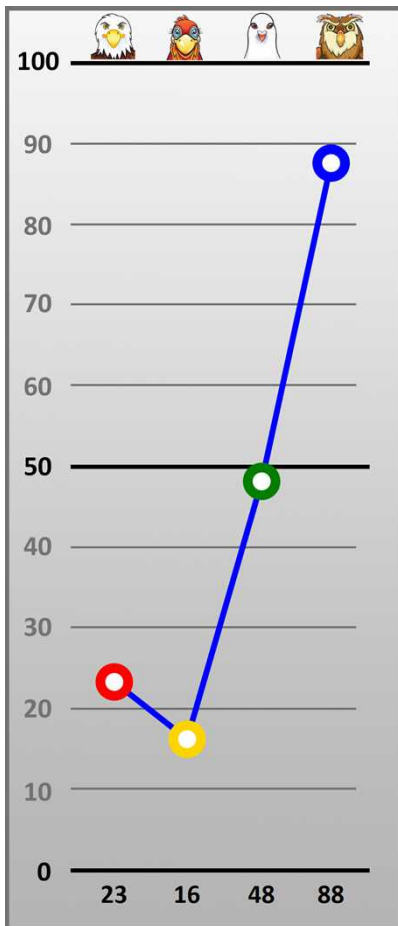
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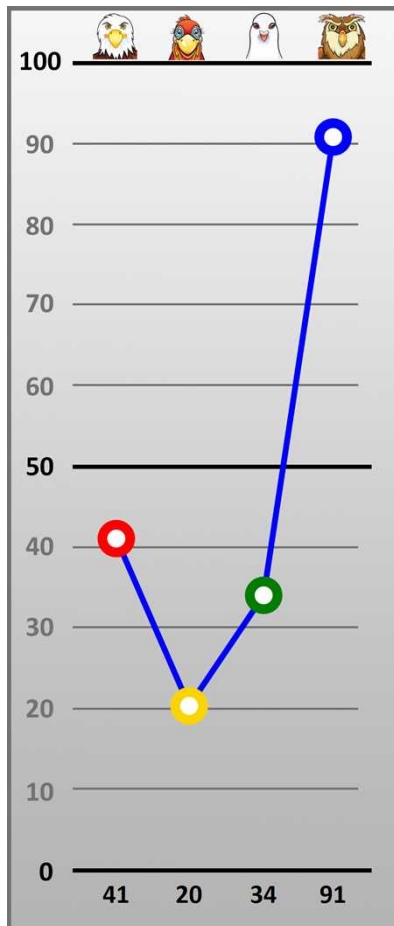
### Your Graphs

These three graphs represent a snapshot of your style.

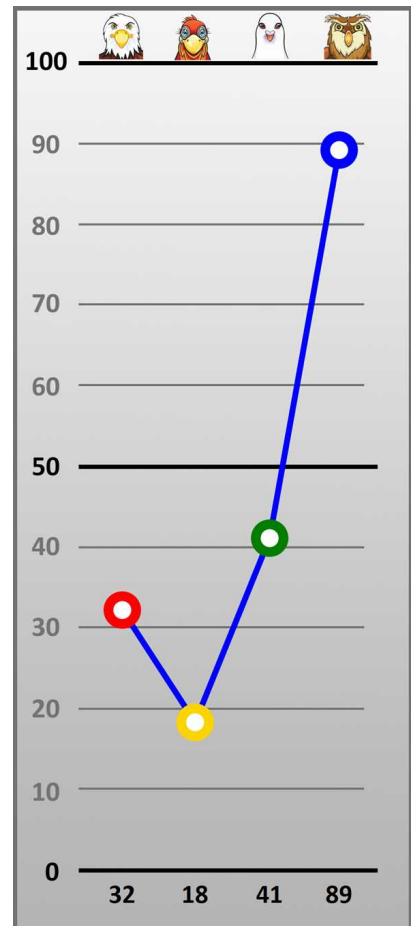
Graph 1 - Adapted Style/Public Self



Graph 2 - Natural Style/Private Self



Graph 3 - Overall Style/Perceived Self





### Understanding Yourself

You like to be aware of rules, procedures, and protocol so that you can adhere rigidly to them. You may express disappointment when others don't meet the same standards. Rules were meant to be followed, not bent or broken. If all members of the team understood that, there would be fewer snags in the midst of projects. When things are written down, they are clear for all to understand and act upon. Mistakes happen when corners are cut, when things move in a rapid or careless way, or when members invent their own rules and make arbitrary, situational changes to them.



You may neglect to verbalize criticism of processes unless asked, at which point you may suddenly provide a wealth of practical information and ideas. Your attention to details is valuable to the team, but you may need to learn to vocalize concerns more quickly and assertively. Resist the thought that you might be making waves; instead, reason that you may be helping to calm future waves.

You like to be on time for meetings and appointments and expect others to do the same. Your response pattern indicates that people who score like you are models of time management. They are where they are supposed to be, and they are there on time. As students in high school or college, their assignments were done on time, and sometimes even submitted early. If these sentences describe you as well, then you are among a rare group of people who wish that others would do the same.

You provide facts to support any statement you make, and expect the same supporting documentation from others. You score like those who do their homework and tend to be prepared for meetings, presentations, and conferences. These people also maintain a substantial memory file of facts and information that helps to respond quickly to inquiries in meetings or presentations. This consistent pursuit of the facts brings credibility to the workplace and the organization.

Your response pattern shows that you demonstrate excellent critical thinking ability. This strength is especially important for leaders, who often must verbalize opinions convincingly to the team or organization at large. Others tend not to think as deeply or as critically as you, making your skill valuable in the workplace.

You may hesitate to trust new or unfamiliar people until they have established their credibility. Your scores indicate a high interest in quality control and a strong preference for hard facts and analysis, over hype and emotion. When a presenter delivers a hyped-up message, people who score like you tend to stop listening. When a presenter provides facts, data, and evidence cited from credible and respected sources, you tend to listen and accept the message.

You have a talent for asking the right questions in order to get into the details of an issue. You score like those who are excellent fact-finders thanks to their analytical thinking, and the systematic way by which they gather and study information. You have the ability to work alone on such investigations, or to raise objective and unemotional questions during a meeting or conference call. Your insight helps your team consider all data before coming to a conclusion.

Crystal, your pattern of responses on the instrument indicate that you tend to set high quality control standards for yourself and others in order to minimize mistakes and loose ends. This is a strength to any team, as long as there remains an awareness of the "revenue clock" ticking in the corner of the room. Superior quality control often comes at an opportunity cost. While taking more time will surely minimize mistakes, it may also increase costs. You should be prepared to make your case when requesting more time for costly quality control on a project.







### Style Overview

#### General Characteristics:

- **Emotional characteristic:** Avoid unsafe or risky ideas or relationships.
- **Goals:** Safety and accomplishment through correctness.
- **How others are valued:** Others' ability to effectively use logic and data.
- **Influences group:** Encourages and supports attention and focus on quality of evidence and analytical thinking.
- **Value to the organization:** Gets the facts, reviews the findings and brings analytical clarity to the project.
- **Cautions:** Subject to "analysis paralysis"; may try to indirectly impose a more controlled environment.
- **Under Pressure:** Can become overly alarmed and anxious in risky or uncertain work situations.
- **Fears:** Other's erratic behavior or facing strong criticism or blame.



#### Your Strengths:

- If given the responsibility to maintain high standards, you will meet those standards.
- You make decisions based on factual data.
- You are technically skilled and highly proficient in your area of specialty.
- You tend to be well-prepared for meetings or contributions to report documents. You do your homework and expect the others to do the same.
- You have a strong ability to clarify complex issues, and to define the essence of a problem or solution.
- Others on the team may seek you out to answer detailed or process-oriented questions.
- You bring a unique combination of accuracy and intuition to projects.

#### Your Potential Development Areas:

- You may be overly defensive about your position, especially when faced with change or threats.
- You may tend to avoid taking responsibility for problems and failures.
- You may tend to withdraw ideas in order to avoid controversy.
- You may be too cautious when making decisions, tending to second-guess yourself, rather than standing firmly behind your decision.
- You may require a complete explanation of details before making a decision.
- You may tend to hesitate under intense pressure to make a proper decision.
- You may allow yourself to get bogged down in the details, especially when the climate becomes pressured.





Each of us tends to act within a range of behaviors based on our style. We can imagine that Parrots bring enthusiasm to the workplace while Doves seek to create harmony. Eagles keep people focused on the goal while Owls ensure quality. Of course, anyone can display any behavior, but we all have tendencies that are seen on a regular basis. We also have an ideal work environment that resonates with our style. When we work in that type of culture, we feel at ease and comfortable. This section describes Crystal's behavioral tendencies while at work as well as the type of environment in which Crystal will thrive.



#### **Your Work Style Tendencies:**

- You may hesitate to trust newer people in the organization, until they have established their credibility.
- You have an instant awareness of mistakes and instances of lapsed quality control.
- You tend to be most effective in a work culture featuring minimal conflicts.
- You are likely to be one of the few members of the project team who has read all of the "fine print" featured in policies or procedures.
- You prefer precise time management and enjoy meetings that begin and end on time.
- You demonstrate a high degree of quality control awareness.
- You are somewhat conventional and a bit cautious when it comes to making decisions that impact quality or policy.

#### **You Tend to Be Most Effective In Environments That Provide:**

- Standard, accepted operating procedures that sometimes support complex processes.
- Encouragement to make decisions by logic, rather than emotion.
- Freedom from intensely pressured decisions.
- Complete explanations of areas of responsibility and control.
- Time to reflect and think about pros and cons to solutions.
- Highly specialized assignments and technical areas of responsibility.
- Complete information, details, and examples, with no gaps or surprises.





### Needs and Motivators

As Dr. William Maslow explained, we all have physiological needs, such as food, water, and shelter. We also have safety and security needs, social needs, esteem needs, and the desire for self-actualization. If we extend this model, individuals also have needs based on their style. For example, Eagles have a high need for accomplishment and a desire to win. Parrots need copious amounts of positivity and excitement. Doves need acceptance and harmony. And owls need structure and accuracy. Each person, based on their style, is motivated to take action to meet their needs. Following are Crystal's style-driven needs and motivators.



#### **Needs:**

- Sufficient time for effective planning.
- Increased authority to delegate routine tasks and procedures.
- Increased confidence in your own decision-making ability.
- Job descriptions which are presented clearly, with no ambiguities.
- Greater participation in team efforts and activities.
- To spend less time on details, and more attention to the big picture.
- A wider scope of perspective and operations.

#### **Motivators:**

- Standard operating procedures that can support a quality initiative without being changed dramatically.
- Detailed examples and specific information about suggested changes in processes that may have an impact on quality.
- Quality control standards that are respected by all members of the organization, not just by a few people.
- The knowledge that the products and services offered are of the highest quality.
- Environments in which changes are controlled and made only when proven to be necessary.
- Sufficient time to consider all options before making a final decision.
- Being included as a part of the group in social functions.





### Leading in Style

#### **Leading at its best:**

As leaders, we communicate, delegate, and give feedback. We weigh options, make decisions, and own the outcomes. We create a culture, share a vision, and rally others to come along. We join diverse personalities together into a team or community. No bird style is “better” or “worse” at leadership. Rather, each style approaches leadership differently and must navigate its strengths and challenges. The following are your unique strengths and contributions as a leader.



- When emotions run high, you offer an objective, data-driven stance on the decisions at hand.
- You ask incisive questions that push people to think carefully and notice their own assumptions.
- You set clear expectations and specify what to do, how, when, where, and why.
- Before backing or rejecting people’s ideas, you collect data, ask lots of questions, and evaluate all available information.
- You run organized meetings, most likely with a preset structure and agenda.
- You develop systems to document and share information that can help everyone you lead.

#### **Leadership under stress:**

Every personality style can provide effective leadership, especially under ideal conditions. We tend to express our strengths and manage our weaknesses gracefully when everything goes well. But under the most daunting, stressful, and challenging circumstances, we risk overusing our strengths. We may express sides of our style that serve neither us nor the people we lead. By anticipating how our personality may stumble in tough conditions, we can catch ourselves before we fall. We can muster the style flexibility and emotional awareness to stay on our feet and move nimbly through a rough environment. Here’s what your leadership style may look like when you are not at your best:

- Afraid of losing control, you take on more tasks and decisions than you can handle effectively.
- You micromanage people in a way that creates tension and limits their sense of autonomy.
- You focus on why ideas can’t work rather than propose refinements or alternatives.
- You ruminate on mistakes and feedback, sapping your focus on the present and next steps.
- You minimize creativity and innovation while protecting outdated processes because “they work.”
- You create a culture that prizes procedural correctness over camaraderie and shared purpose.







### Managing Stress

Stress is neither good nor bad. We intentionally stress our bodies to improve our strength and endurance. We stress our minds to grow our knowledge and capabilities. We even stress relationships to resolve conflicts and build a healthier connection. What we perceive as stressful depends on our style, but every style has the experience of being “stressed out.” That’s when our physical, mental, and emotional stressors begin to feel unbearable yet unescapable. To get relief, we often act in ways that, ironically, create even more stress for ourselves (and others). But with awareness of how we respond to stress – and what we need to overcome it – we can navigate stressful situations more gracefully.



#### ***Under Stress You May Appear:***

- Slow to act
- Resistant to change
- Withdrawn
- Unimaginative
- Over-reliant on data and documentation

#### ***Under Stress You May Need:***

- Understanding of principles and details
- A slow pace for "processing" information
- Accuracy





### Managing Conflict

Conflict often occurs when people have needs or opinions that are incompatible. Conflict also occurs when people of different styles do not understand each other. When differences are handled poorly, we can create hurt feels, make ineffective decisions, and get poor results. But if conflict is managed well, it can deepen our capacity for empathy, strengthen our relationships, and allow us to solve problems efficiently and effectively. Each style has the potential to make a conflict destructive or constructive – and when we understand how our style impacts our approach to conflict management, we can turn disagreements into positive interactions.



#### **Your Typical Behaviors in Conflict:**

- You are quite uncomfortable with overt conflict, aggression and anger. You will do whatever you can to avoid these situations and to avoid individuals with whom you have a disagreement.
- Your tendency to be something of a loner may make it more difficult for other people to trust you, although your demonstrated reliability tends to offset this.
- Since you tend to focus on quality and your own high standards, you may become demanding in order to ensure compliance.

#### **Strategies to Reduce Conflict and Increase Harmony:**

- Be sure to share the reasoning behind your decisions. Failure to do so makes them seem arbitrary.
- Include all the people involved with a project in your decision-making process. Ask for their suggestions as well as their data.
- Be more open with your friends and coworkers, sharing your feelings, needs and concerns with them.





### **Crystal's Communication Style**

When we speak and write, everything makes sense! We naturally communicate the way we would want others to communicate with us. In our minds, the substance, tone, and nonverbal content match our intent. To others, perhaps not. What may seem clear to one style may be a word puzzle or emotional riddle to another. In the absence of understanding, we are left with assumptions that take direction from who we are. But with deeper awareness of how we tend to communicate, we can become more effective at sharing our requests, ideas, feelings, and opinions. We can anticipate how our communication style will land with the other birds.



- Rather than take people at their word, you likely ask questions and challenge assumptions.
- When making requests, you provide a lot of detail on how you want things done and why.
- You read emails and messages with an eye for the follow-up questions you'll need to ask.
- When writing messages, you go to great lengths to answer all the questions you would ask.
- When communicating, you struggle to match the emotions of other people and the situation.
- You tend to communicate with carefully selected words, arguments, details, and facts.





### Communication Tips for Others

The following suggestions can help others who interact with you understand and be aware of your communication preferences. To use this information effectively, share it with others and also discuss their preferences.



#### **When Communicating with Crystal, *DO*:**

- Be certain that the information others have is credible.
- Approach issues in a straightforward, direct and factual way.
- Do your homework, because Crystal's homework will already be done.
- Give Crystal time to verify the issues and assess potential outcomes.
- Provide a specific, step-by-step timetable, complete with names and responsibilities.
- List pros and cons to suggestions you make.
- Provide logical and practical evidence.

#### **When Communicating with Crystal, *DON'T*:**

- Rush the issues or the decision-making process.
- Use unreliable evidence or testimonials.
- Push too hard.
- Be unrealistic with deadlines.
- Be casual, informal, or loud.
- Get in the habit of manipulating ideas quickly.
- Be vague about what's expected of the group.







### Communicating with the Eagle

People with the Eagle style are time-sensitive, so do not waste their time. Be organized and get to the point. Give them relevant information and options, with probabilities of success. Give them written details to read at their leisure - all on a single page, if possible. Appeal to their sense of accomplishment. Bolster their egos by supporting their ideas and acknowledge their power and prestige. Let them be in charge. If you disagree, argue facts, not feelings. In groups, allow them to have their say, as they will not take a back seat to others. In general, be efficient and competent.

#### In Relationships:

- Provide solutions rather than empathy
- State your emotions clearly rather than expecting them to intuit your emotional state
- Give them the opportunity to have input on decisions, even minor ones
- Recognize that their assertive and direct communication style does not necessarily mean they are angry or even feel strongly about something
- Let the Eagle shine when bargaining for a house or car
- Accept that the Eagle needs you to share short stories and explanations rather than the long story

#### In social settings:

- Let them know that you don't intend to waste their time
- Acknowledge their victories and impact
- Give them your time and undivided attention
- Break from the routine and be spontaneous
- Participate in friendly competition
- Give them the opportunity to make decisions

#### At work help them to:

- More realistically gauge risks
- Exercise more caution and deliberation before making decisions
- Follow pertinent rules, regulations, and expectations
- Recognize and solicit the ideas of others
- Tell others the reasons for decisions
- Cultivate more attention and responsiveness to emotions





### Communicating with the Parrot

People with the Parrot style thrive on personal recognition, so pour it on enthusiastically. Support their ideas, goals, opinions, and dreams. Try not to argue with their pie-in-the-sky visions; get excited about them. They are social butterflies, so be ready to flutter around with them. A strong presence, stimulating and entertaining conversation, jokes, and liveliness will win them over. They are people-oriented, so give them time to socialize. Avoid rushing into tasks. In general, be interested in them.

#### In Relationships:

- Look for opportunities to be spontaneous
- Let chores go in exchange for having fun first
- Celebrate their accomplishments with enthusiasm
- Break out of predictable patterns to add variety
- Understand that they aren't attached to their out-of-the-box ideas
- Accept that they talk a lot and may dominate the conversation, but reel them in when necessary

#### In social settings:

- Focus on a positive, upbeat, warm approach
- Listen to their stories and experiences
- Respond openly and congenially
- Avoid negative or messy problem discussions
- Don't require much follow-up, detail, or long-term commitments
- Don't talk too long without giving them the chance to speak

#### At work help them to:

- Prioritize and organize
- See tasks through to completion
- View people and tasks more objectively
- Avoid overuse of giving and taking advice
- Write things down
- Focus on the main goal and avoid distraction





### Communicating with the Dove

People with the Dove style are relationship-oriented and want warm and fuzzy relationships, so take things slow, earn their trust, support their feelings, and show sincere interest. Talk in terms of feelings, not facts. The Doves do not want to ruffle feathers. They want to be assured that everyone will approve of them and their decisions. Give them time to solicit co-workers' opinions. Never back a Dove style into a corner. In general, be non-threatening and sincere.

#### In relationships:

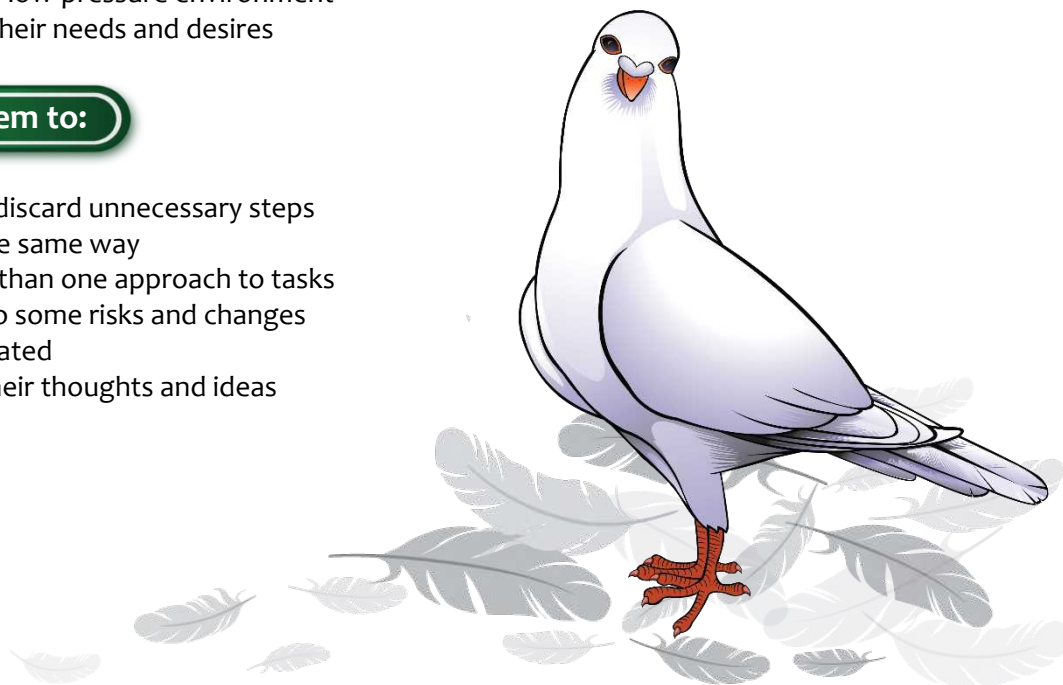
- Honor their need to talk about how they feel
- Stop doing everything else when they are talking to you and be present
- Give them time to think about major decisions
- Seek to satisfy their unstated needs
- Recognize that Doves can still be upset even when they say they are fine
- Accept that Doves value patterns and can be uncomfortable with breaking existing paradigms

#### In social settings:

- Take a measured, steady approach
- Avoid talking about controversial topics that may create conflict
- Respond sensitively and compassionately
- Privately acknowledge what makes them special
- Create a comfortable, low-pressure environment
- Invite them to share their needs and desires

#### At work help them to:

- Utilize shortcuts and discard unnecessary steps
- Avoid doing things the same way
- Realize there is more than one approach to tasks
- Become more open to some risks and changes
- Feel sincerely appreciated
- Speak up and voice their thoughts and ideas





### Communicating with the Owl

When dealing with people with the Owl style, be sensitive to their schedules. They need details, so give them data. When working with them, do not expect to become their friend. Support their organized approach to problem-solving. Be systematic, logical, well-prepared, and exact. Give them time to make decisions and work independently. In groups, do not expect them to be leaders or outspoken contributors, but do rely on them to conduct research, crunch numbers, and perform detailed footwork for the group. When appropriate, set guidelines and deadlines. In general, be thorough, well prepared, detailed, and business-like.

#### In relationships:

- Understand that Owls occasionally need some alone time away from their partner
- Allow for clearly defined ways of doing things in your relationship or your home
- Give them the chance to plan carefully for everything from large purchases to family vacations
- Provide the space to work on crafts, hobbies, or home improvement
- Recognize that their questions do not mean they don't trust you
- Accept that Owls need time and information before making big life decisions, and sometimes small ones too

#### In social settings:

- Listen to their concerns, reasoning, and suggestions
- Respond formally and politely
- Privately acknowledge them about their thinking
- Focus on how pleased you are with their procedures
- Solicit their insights and suggestions
- Don't put them on the spot to be the center of attention

#### At work help them to:

- Share their knowledge and expertise with others
- Shoot for realistic deadlines and parameters
- View people and tasks less seriously and critically
- Balance their lives with both interaction and tasks
- Keep on course with tasks, less checking
- Maintain high expectations for high priority items







### Dealing with Others

#### Connect and communicate with the Eagle by:



- Recognizing their achievements
- Being prepared, fast-paced, and to the point
- Behaving in a professional and businesslike manner
- Learning what their goals and objectives are – what they want to accomplish
- Understanding how they currently are motivated to do things and what they would like to change
- Suggesting solutions with clearly defined and agreed upon consequences
- Relating feedback specifically to their goals
- Providing options and letting them decide, when possible
- Letting them know that you don't intend to waste their time
- Conveying openness and acceptance of them
- Allowing them to speak
- Showing interest in what they have to say and listening to their suggestions

#### Connect and communicate with the Owl by:



- Preparing so that you can answer as many of their questions as soon as possible
- Greeting them cordially but proceed quickly to the task. Don't start with personal or social talk
- Asking questions that reveal a clear direction and that fit into the overall scheme of things
- Documenting how and why something applies
- Giving them time to think. Avoid pushing them into a hasty decision
- Telling them both the pros and cons and the complete story
- Using a logical approach
- Listening to their concerns, reasoning, and suggestions
- Responding formally and politely
- Privately acknowledging them about their thinking
- Soliciting their insights and suggestions
- Showing them by what you do, not by what you say





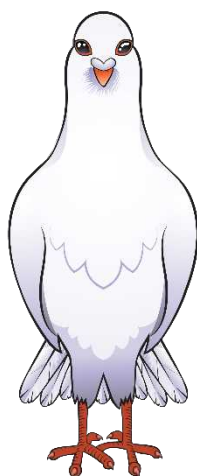
### Dealing with Others

#### Connect and communicate with the Parrot by:



- Showing that you're interested in them and letting them talk
- Allowing your animation and enthusiasm to emerge
- Taking the initiative to introduce yourself in a friendly, informal manner and being open to discussing topics that interest them
- Supporting their dreams and goals
- Illustrating your ideas with stories and emotional descriptions
- Clearly summarizing details and directing these toward mutually agreeable objectives and actions
- Focusing on a positive, upbeat, warm approach
- Listening to their personal feelings and experiences
- Responding openly and congenially
- Avoiding negative discussions
- Making suggestions that allow them to look good
- Giving them your attention, time, and presence

#### Connect and communicate with the Dove by:



- Doing what you say you will do
- Getting to know them more personally
- Approaching them in a non-threatening, pleasant and friendly but professional way
- Developing trust, friendship, and credibility at a relatively slow pace
- Asking them to identify their own emotional needs as well as their task or business expectations
- Using emotional words and phrases like "I feel"
- Avoiding rushing them
- Avoiding arguments and conflict
- Responding sensitively and sensibly
- Privately acknowledging them with specific, believable compliments
- Showing them step-by-step procedures
- Providing stability with a minimum of change





## Taking Flight Profile for Crystal Owlfeather



### Style Tips

We all respond to people and situations in different ways. Discover how the four styles vary in their level of directness, openness, pace, and priorities.

|            | Eagles  | Parrots  | Doves   | Owls  |
|------------|---|--|---|---|
| Directness | <ul style="list-style-type: none"> <li>Be direct and upfront</li> <li>State what you need clearly and concisely</li> <li>Stay focused on the goal and task at hand</li> </ul>                           | <ul style="list-style-type: none"> <li>Be direct as long as your tone is positive</li> <li>Expect time for socializing before getting down to business</li> <li>Keep it light and upbeat</li> </ul>                            | <ul style="list-style-type: none"> <li>Be polite and friendly</li> <li>Take time for pleasantries and small talk</li> <li>Watch your tone and take a softer approach</li> </ul>   | <ul style="list-style-type: none"> <li>State clear and logical facts directly</li> <li>Explain what you need in detail</li> <li>Stay business-oriented</li> </ul>   |
| Openness   | <ul style="list-style-type: none"> <li>Keep business first</li> <li>Name the elephant in the room</li> <li>Prepare to discuss accomplishments or achievements</li> </ul>                                | <ul style="list-style-type: none"> <li>Expect them to speak about themselves freely</li> <li>Prepare to share stories about commonalities</li> <li>Be willing to diverge from the agenda</li> </ul>                            | <ul style="list-style-type: none"> <li>Expect a quiet but friendly exterior at a first meeting</li> <li>Answer questions about how you're feeling</li> <li>Engage in deep personal discussions when comfortable</li> </ul>                            | <ul style="list-style-type: none"> <li>Stick to the agenda</li> <li>Maintain a polite, professional countenance</li> <li>Avoid discussing feelings or personal topics first</li> </ul>  |
| Pace       | <ul style="list-style-type: none"> <li>Let them make high-level decisions quickly</li> <li>Speak in short sound bites to get to the point quickly</li> <li>Be ready to move and work swiftly</li> </ul> | <ul style="list-style-type: none"> <li>Allow them to make quick intuitive decisions</li> <li>Increase pace of speech as excitement level increases</li> <li>Prepare for increasing work speed as deadlines approach</li> </ul> | <ul style="list-style-type: none"> <li>Allow time to consider all sides before making decisions</li> <li>Build rapport before getting to business</li> <li>Appreciate the carefully cultivated and predictable routine</li> </ul>                     | <ul style="list-style-type: none"> <li>Examine all data thoroughly before making decisions</li> <li>Allow ample time for detailed questions</li> <li>Provide the time to work accurately and for highest quality results</li> </ul> |
| Priority   | <ul style="list-style-type: none"> <li>Start with the most important item first</li> <li>Recognize Eagle accomplishments</li> <li>Allow them to control their agenda and process</li> </ul>             | <ul style="list-style-type: none"> <li>Begin by making a social connection</li> <li>Maintain optimism and positivity in their environment</li> <li>Offer freedom to be creative with little constraint</li> </ul>              | <ul style="list-style-type: none"> <li>Create a harmonious environment where everyone feels comfortable and safe</li> <li>Establish norms and consistencies so they know what to expect</li> <li>Provide opportunities to connect and bond</li> </ul> | <ul style="list-style-type: none"> <li>Appreciate their thoroughness and precision</li> <li>Allow them to work independently to avoid distractions</li> <li>Provide the opportunity to share their logic and information</li> </ul> |





### Accepting Others

Perhaps the highest level of applying the styles is elevating our perception from judging others to valuing who they are and recognizing their unique contribution. Let's take a look at how increasing our level of acceptance of others can go a long way towards improving relationships with others.

#### Eagles may need to accept that:

- Not everyone likes to engage in conflict
- They're not always right
- Patience is a good thing
- The feelings of others matter
- There's more to consider than the bottom line



#### Parrots may need to accept that:

- It's often important to create a plan before acting
- Too much enthusiasm is not welcomed by everyone
- It can't always be fun
- Other people like to talk, too
- Follow-through is critical to success



#### Doves may need to accept that:

- It's ok to say "no" - out loud
- Conflict can be good
- Change can be good
- Most relationships can be strengthened through candor
- It's better to confide early and often than rarely and too late



#### Owls may need to accept that:

- It doesn't always have to be perfect
- Sometimes you have to act without a well-thought-out plan
- Not everyone appreciates sarcasm
- Others can make effective decisions through intuition
- Remember that deadlines are needed to stay on track



When working with, coaching, or simply getting along with others, try to remember that what is obvious to you may represent a genuine blind spot for them, and vice versa. While Doves don't need to be taught the value of patience, Eagles struggle with it. Being optimistic comes naturally to a Parrot and drives their ability to solve problems with creative solutions, but Owls are skeptical that emotions like optimism can be helpful. Owls prefer rigorous analysis instead. By understanding how these qualities and preferences play out, we can walk the path from judgment to understanding, respecting, and fully valuing others.





## Taking Flight Profile for Crystal Owlfeather



### Potential Difficulties

While each style shines in different situations, there are some behaviors that each of us finds difficult to display. What's easy for one person may be challenging for another. Below you'll find examples of actions that may require more effort and energy for each style.

#### Eagles may find it difficult to:

- Appreciate that others need more processing time when making decisions
- Show empathy when someone needs validation rather than solutions
- Consider the emotional needs of others during stressful times
- Slow down and spell out the fine details when necessary
- Take the time to speak diplomatically instead of directly

#### Parrots may find it difficult to:

- Consider potential pitfalls in their optimistic ideas
- Practice good listening skills when they have a story they want to share
- Provide constructive feedback to help redirect behavior
- Finish routine tasks when more exciting tasks also need to be completed
- Take the time to appreciate the fine details when considering options

#### Doves may find it difficult to:

- Make decisions without consulting all members of the group
- Say no when they don't have the time or capacity to help someone else
- Directly state their own desires and needs
- Work quickly when under stress, even with a deadline looming
- Ask for help when they feel overwhelmed

#### Owls may find it difficult to:

- Make quick decisions when all of the data is not available
- Understand how people can make intuitive decisions without analyzing the data
- Participate in casual conversations when there is no clear goal or objective
- Decipher how much detail is needed or wanted in any given interaction
- Discuss their feelings or appreciate when others need to do so

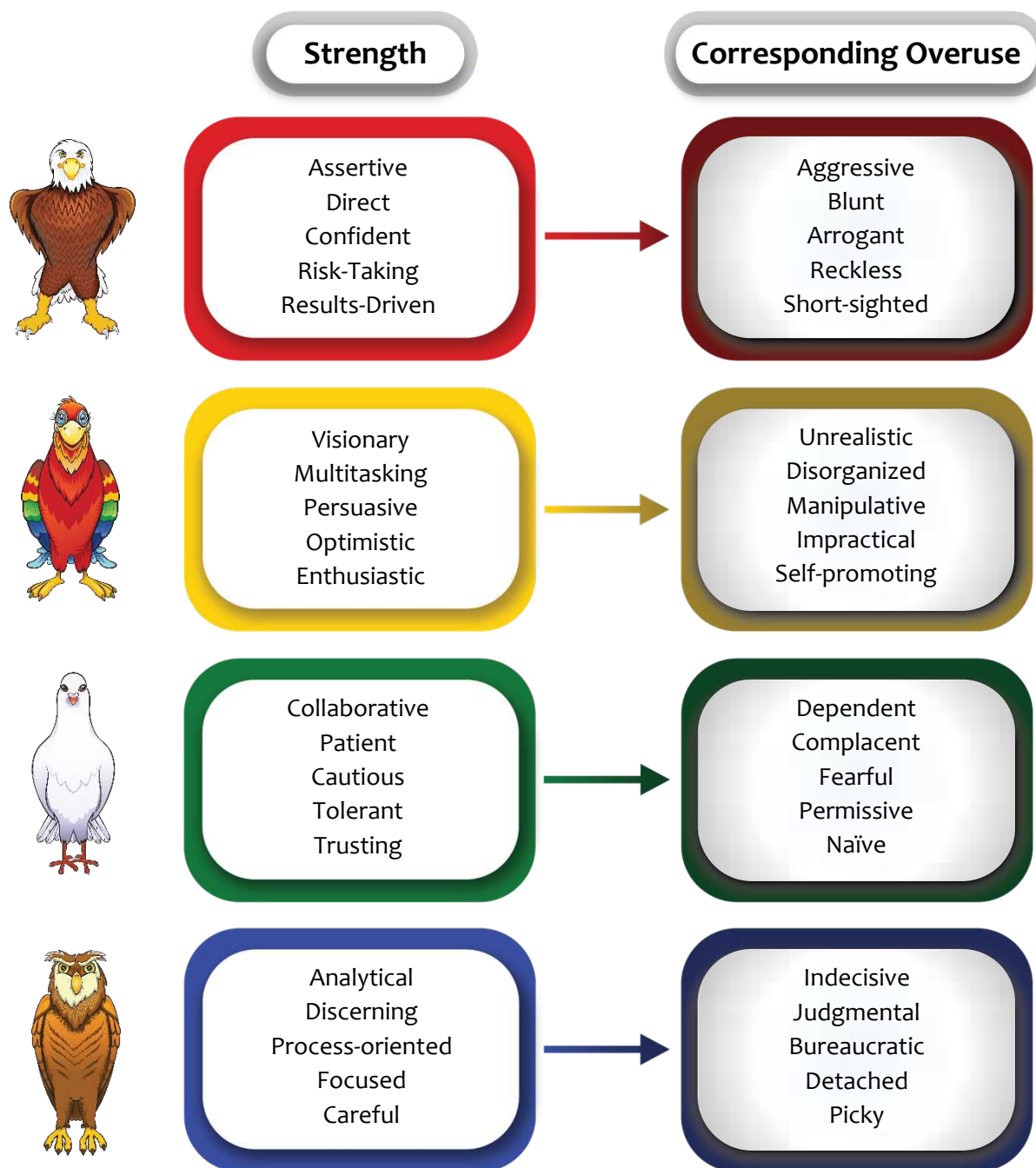






### Overusing Strengths

Understanding personal strengths is a key component to getting the most out of Taking Flight with the DISC styles. Each style brings unique talents to their work and personal lives. However, the overuse of these same qualities transforms strengths into weaknesses. Under stress, this 'shadow side' of style often emerges and can irritate others and decrease overall effectiveness. Notice how each strength can become a weakness when overused. By utilizing our strengths at a healthy level, we create space within ourselves for less frequently used styles to emerge and strengthen our ability to adapt to the right style at the right time.





### Dynamic Action Planning

Now that you've learned about your style, it's time to take action. The following questions were specifically selected based on your style. Take a moment to reflect on each question, formulate your plan, and take action. It's time to take flight with the power of the four styles.

When you're giving instructions or explaining something, do you provide too much information to some people? If so, who and what can you do about it?

When someone seems to be acting from instinct and assumptions rather than fact and logic, what steps can you take to be helpful? How can you effectively deal with people who generate ideas and opinions based on intuition rather than data?

What do you consider to be the difference between being thoughtfully discerning and being judgmental? In what situations do you tend to be judgmental, and what would a more discerning response look like?





### Dynamic Action Planning

When someone performs a task the “wrong” way (or at least differently than you would do it), how can you give feedback to people of different styles?

What is the difference between attacking an idea and refining it? What type of feedback indicates to people that you support their efforts and want to make their ideas successful?

When you’re working in a time crunch, what would it look like to balance quality with the need to meet a deadline? What sacrifices might you have to make?

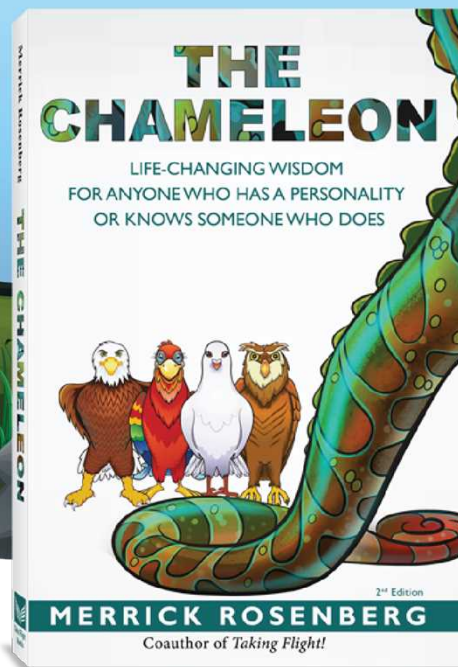




- 1. Understand your own style:** Aristotle said, “Knowing yourself is the beginning of all wisdom.” In modern times, studies repeatedly reveal that individuals with high self-awareness are happier, have stronger relationships, are better leaders, and have greater success in their careers. They tend to organize their lives around their strengths and better manage their weaknesses. Knowing your style increases self-awareness.
- 2. Recognize the styles of others:** The ability to identify someone else’s style based upon body language and tone is an important skill to master. Pay attention to how people move and speak. If their body language is confident and assertive, they are displaying Eagle energy. If they are soft-spoken and connecting, they are exuding Dove energy. If they are animated and charismatic, you are experiencing the Parrot, and if their body-language is measured and formal, that’s Owl energy.
- 3. Think about style when establishing expectations:** We often impose our own style on others by establishing expectations based on how we would act in a given situation. For example, if you take a highly organized and logical approach to decision-making, you may expect a colleague to follow a similar path. However, if that person’s approach is more intuitive, his or her decision-making process may not seem to be valid to you. Unrealistic expectations lead to frustration, conflict, and drama. Considering style when establishing expectations of others can decrease tension, improve relationships, and lead to better results.
- 4. Consider intention, not just behavior:** We judge ourselves by our intentions, but we judge others by their behavior. Better understanding of the intentions of others can prevent misinterpretations that lead to disagreements and stress. The four styles help to explain why people say and do the things they do. In general, people aim to satisfy their own needs, not create stress for others. So the next time you experience a difficult conversation, consider how their style explains their behavior. This can de-personalize the conflict and take the sting out of a difficult situation. However, just because you understand their style, it does not mean that you should tolerate disrespect, poor quality, or a failure to achieve results.
- 5. Use your strengths, but don’t overuse them:** When a strength is overused it becomes a weakness. Overuse is typically brought about by stress and each style has signature overuse behaviors that indicate they are under strain or pressure. Eagle assertiveness and directness can escalate into steamrolling and insensitivity. Parrot optimism and multi-tasking can morph into unrealistic expectations and disorganization. Dove patience and compassion can slide into complacency and a smothering of others. Owl precision can turn into paralysis and the need for perfection. Understanding one’s own personal strengths can prevent you from displaying the shadow-side of your style where your greatest assets become liabilities.
- 6. Apply the right style at the right time:** The ability to flex to the right style at the right time is a powerful way to improve many aspects of your life. Style adaptation enables you to choose your response rather than simply react based upon your primary style. Once fully developed, this skill provides you with a wide range of strategies for dealing with stressful situations and interactions.
- 7. Treat others how they need to be treated:** One of the most common mistakes people make when dealing with others is to apply the Golden Rule in matters of style. Treating people the way you want to be treated is wonderful wisdom when applied to virtues such as honesty, integrity, respect, and fairness. However, in matters of style, such as how much information to convey or the amount of energy to exude, you should treat others how *they* need to be treated. Satisfying the style-driven needs of others is a powerful way to build relationships and get results.



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