

## July 2013 – Fun at the Bowser

I've just spent the past week working with different groups, immersed in the world of Extended DISC (a behavioural profiling tool that I'm more than partial to) and given that that's where my focus has been, I thought I'd share a couple of insights if I may, that might be of interest.

Firstly, it never ceases to amaze how much awareness and knowledge of this tool helps me in my relationships, both personal and professional and what a great roadmap for behavioural change it provides! In a minute I'll get round to explaining some fun (NOT) I had at the bowser last week and how my knowledge of DISC came to my aid, but in the meantime, a smidgen of background...

Put simply, DISC stands for Dominance, Influence, Stability and Compliance. Essentially each of us is made up of these 4 different behavioural traits in different combination and degrees, which gives us clues as to who we are and explains why some people float our boats while others drive us absolutely nuts.

Imagine how cool it would be if you could get your head around these 4 styles and figure out what makes them tick and what ticks them off? Would your communication and relationships improve? You betcha! Actually, an attendee at one of my DISC trainings last week pronounced that the course was *a necessity for anyone who wants to get the most out of life*.

Well, if that comment refers to getting the most out of an experience filling up at the bowser, I'd certainly second that! Here's how it unfolded...

Picture me queuing up for petrol, waiting *patiently* in line (that's the 'S' in me) at a service station thinking I'm lucky that the line I've chosen is moving quickly (that's the 'I' in me...focus on positivity and optimism) when lo and behold this guy from behind starts blaring his horn, sticking his head out the window and shouting aggressively whilst wildly gesturing at me to move up to the bowser in front, which has now become free. If you haven't now guessed....he appears to be of the 'Dominant' variety, who are often in a hurry, can be aggressive, demanding, blunt and more (let me mention here that all styles have pluses and minuses).

So, how did I handle this 'D' situation that was on the boil? Well, I unconsciously slipped into 'D'-activation mode, giving him what his style needs in a moment like this and here's how it panned out...First, I acted quickly (important with this style) by jumping out the car. I then proceeded to point at the bowser saying "This bowser serves *premium* unleaded petrol. *That one* (said with emphasis and pointing to the one in front) *doesn't*. I'm putting premium unleaded in *my car* (pointing to the car). That's why I'm not moving forwards. Feel free to drive on ahead" (it pays to be direct with D's and provide them with alternatives.) He then proceeded to swerve past to the bowser in front and to fill up his car.

Knowing that D's like to 'win', I filled up slowly, letting him finish first and promptly followed him into the pay booth. He didn't dare make eye contact and appeared a tad embarrassed.

How did he pay for his petrol? With a Woolworths Wish Card no less that he probably purchased through the RAC giving him an extra 5% discount on top of his 4% shopping discount, leading me to believe that he's also got a lot of 'C' in him (focuses on details and studies specs and other information carefully)!

Long story short, it's not how I'd naturally have responded in this situation but the effort paid off. The guy was probably just having a bad hair day!

So here's the deal, if you'd like to know some more about the styles so that you too can put some premium unleaded into your relationships and up your game, click on:  
<http://www.carolinecrosbie.com>Contact-Us.html>, fill in your details, write 'YES PLEASE' in the enquiry box and I'll forward you some information.

Here's to celebrating difference and learning to BE THE CHANGE (FYI...Mohatma Ghandi was a DS style, fiercely independent, objective, analytical and a great team player.)

Have a great July!