

# WHO DO YOU THINK YOU'RE TALKING TO?

*COMMUNICATING FOR SUCCESS  
IN THE WORKPLACE AND BEYOND*

Inns of Court Group 1

March 16, 2017

# 93% OF COMMUNICATION IS

## non-verbal

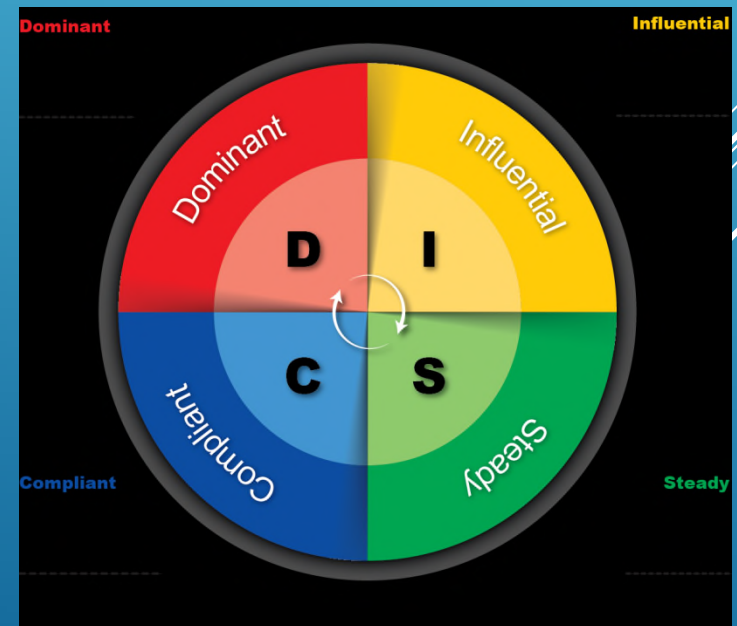
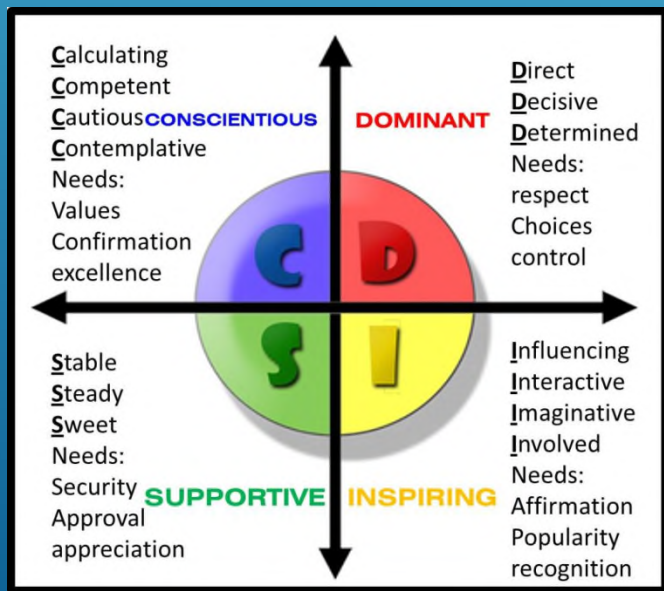
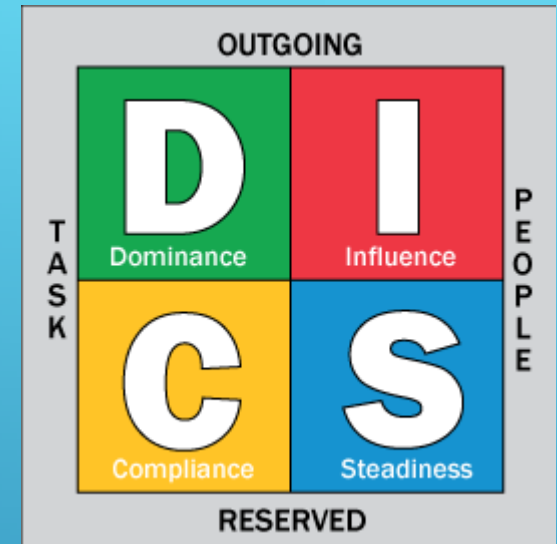
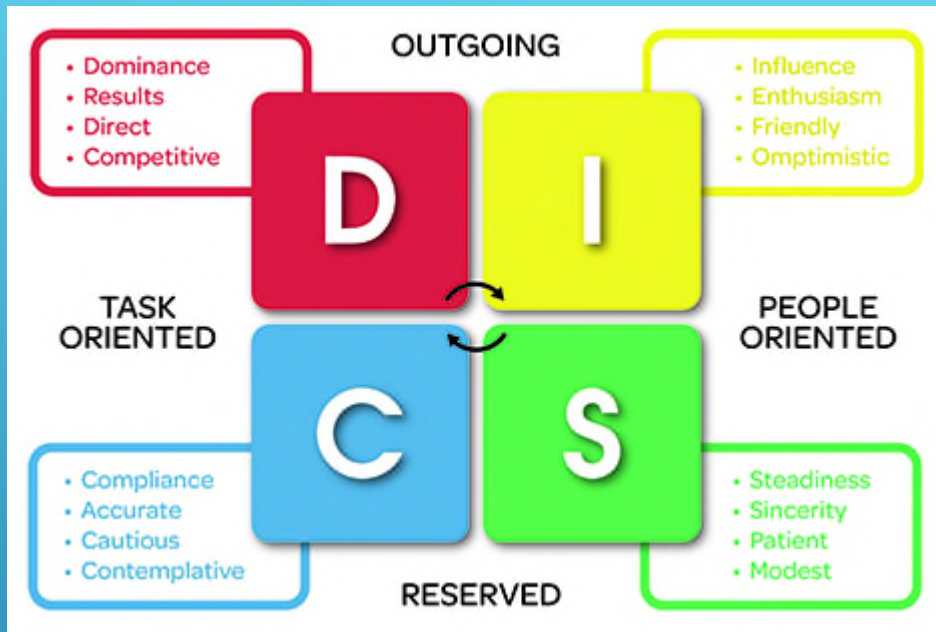


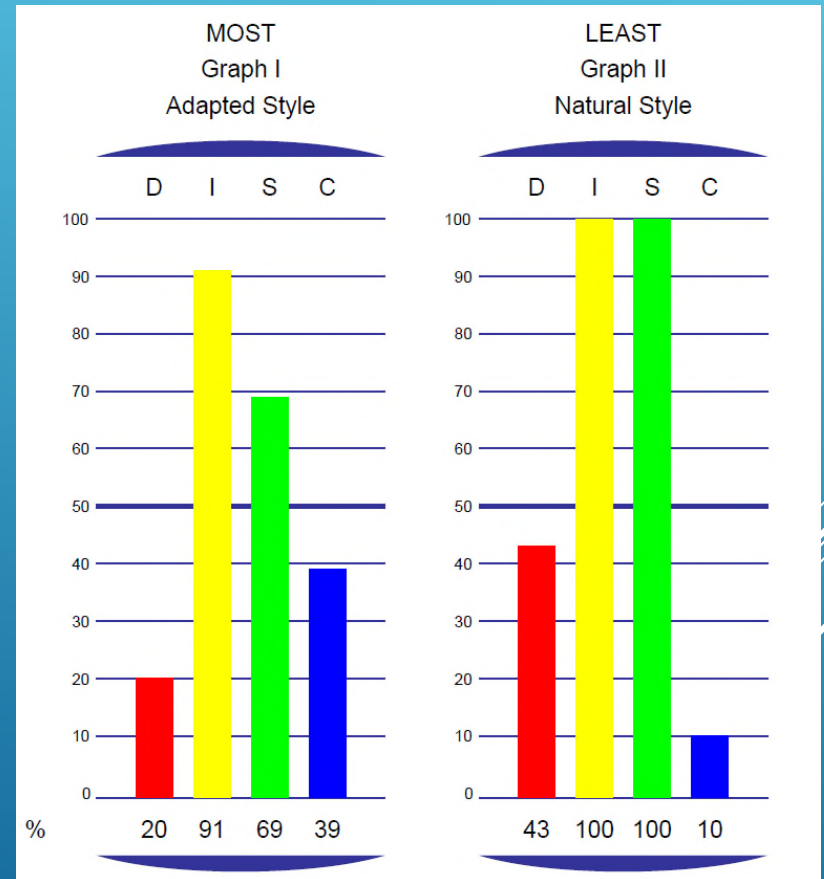
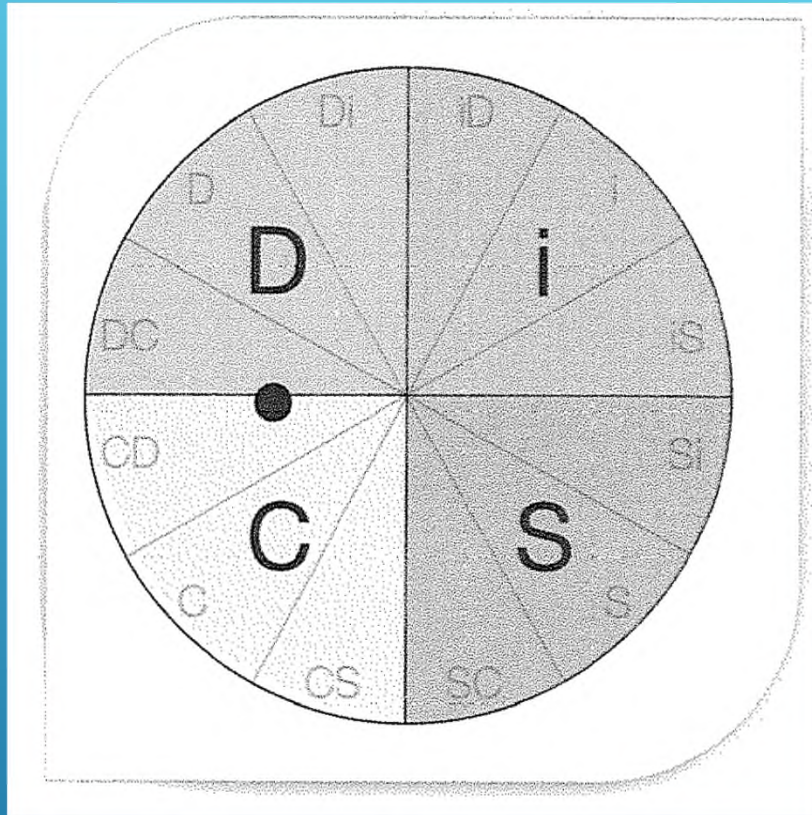
Source: Mehrabian, Albert. *Silent Messages: Implicit Communication of Emotions and Attitudes*. 2d ed. Belmont, Calif.: Wadsworth Pub. Co., 1981

“That’s a very  
compelling  
argument...”



The most effective  
leaders understand their  
own behavior and  
adapt to work with  
others who have a  
different style.










# D – The Dominator

## POSITIVE

- ▶ Result-oriented
- ▶ Direct
- ▶ Firm
- ▶ Doesn't bow easily to pressure

## NEGATIVE

- ▶ Domineering
  - ▶ Demanding
  - ▶ Imposes will on others
- 
- A series of white diagonal lines of varying lengths and thicknesses, located in the bottom right corner of the slide.



# I – The Influencer

## POSITIVE

- ▶ Outgoing
- ▶ Enthusiastic
- ▶ Optimistic
- ▶ Easily goes with the flow
- ▶ Can be the “social glue” in the office

## NEGATIVE


- ▶ Impulsive
- ▶ Little attention to detail
- ▶ Can “oversocialize” at work
- ▶ Difficulties with time management

# S – The Steadier

## POSITIVE

- ▶ Even-tempered
- ▶ Accommodating
- ▶ Patient
- ▶ Tactful
- ▶ Humble

## NEGATIVE


- ▶ Slow
  - ▶ Overly sensitive
  - ▶ Doesn't respond well to change
- 
- A series of white diagonal lines of varying lengths and thicknesses, located in the bottom right corner of the slide.

# C – The Compiler

## POSITIVE

- ▶ Analytical
- ▶ Precise
- ▶ Cautious
- ▶ Detail-oriented
- ▶ Systematic

## NEGATIVE

- ▶ Condescending
  - ▶ Coldly calculating
- 
- A series of several parallel white diagonal lines in the bottom right corner of the slide, pointing towards the bottom right.

# BASIC NEEDS

Tasks Focused

C

HOW?

- Correct
- Reason

WHAT?

D

- Control
- Advantage

Rational  
Fair  
Objective

Impatient  
Bold  
Fast Paced

WHEN?

S

- Security
- Peace

WHO?

- Connection
- Validation

People  
Focused

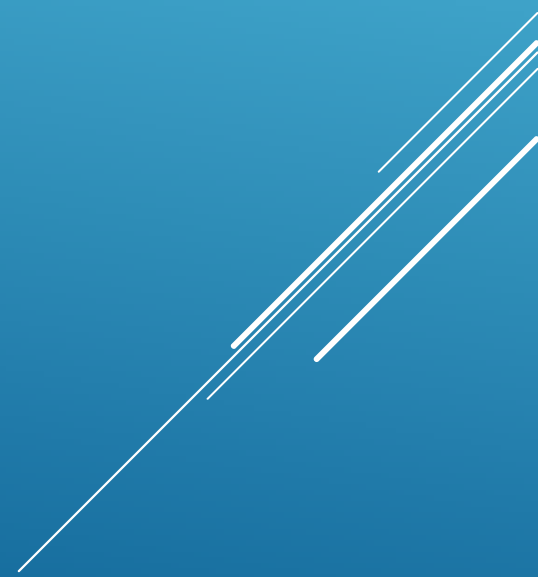
# 2.8 hours

- The amount of time employees in the United States spend per week dealing with conflict.
- \$359 billion in paid hours (based on average hourly earnings of \$17.95).
- The equivalent of 385 million working days.

*Source: 2008 CPP Global Human Capital Report: Workplace Conflict and How Businesses can Harness it to Thrive.*



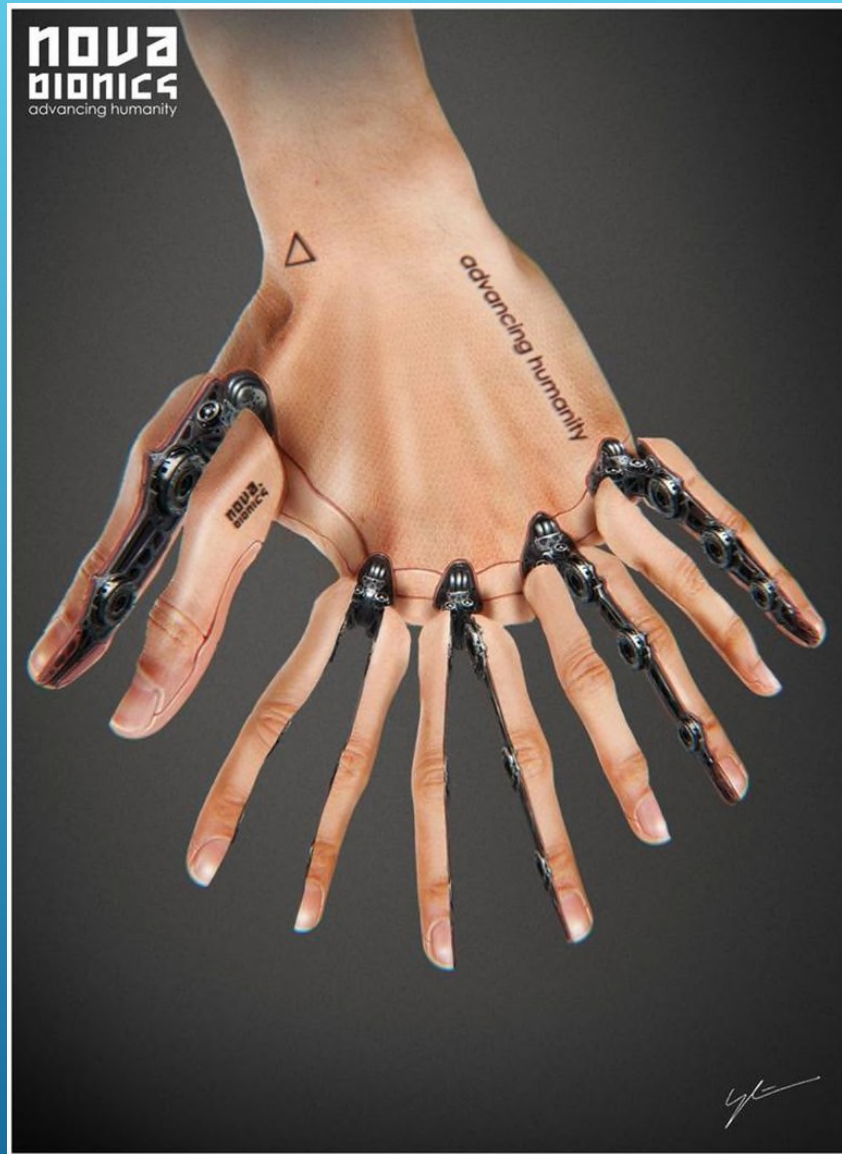
THE SETUP . . . .







© Simone Glertz















**LAWYER**

**BECAUSE  
BADASS  
MOTHER F---ER  
IS NOT AN OFFICIAL  
JOB TITLE**







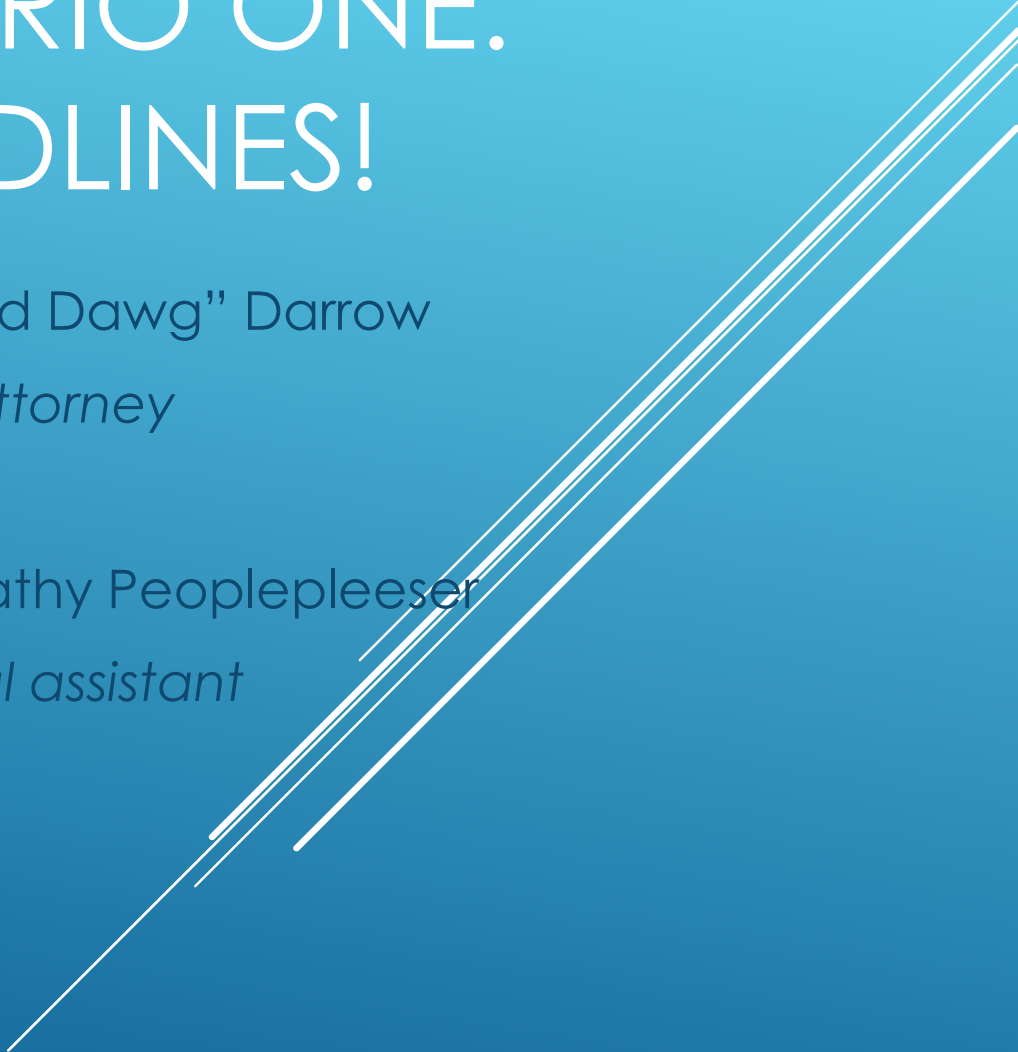
THE WORLD'S  
MOST FAMOUS  
TALKING DOLL...

Chatty  
Cathy.

# SCENARIO ONE: DEADLINES!

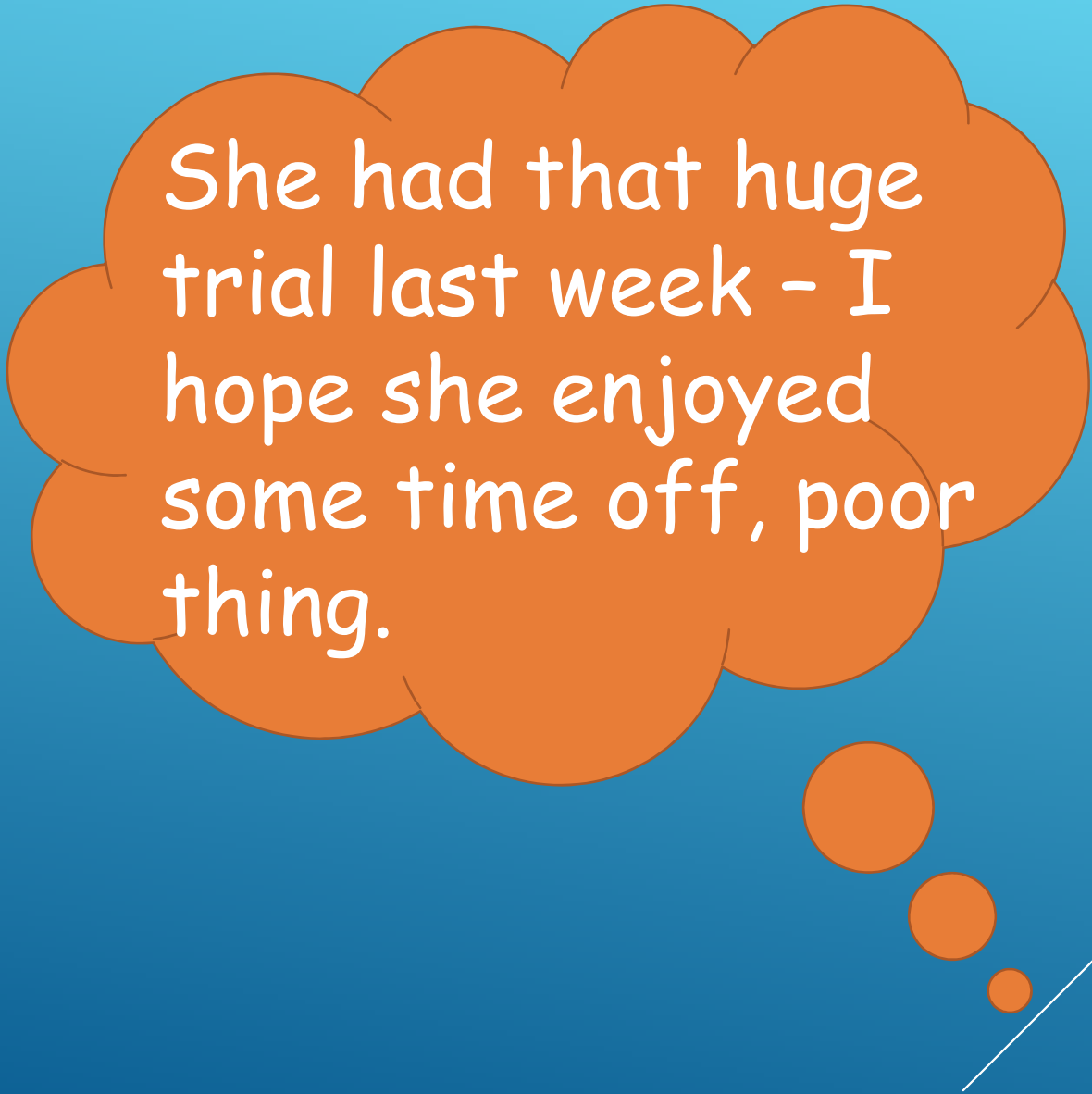
Arlene “Mad Dawg” Darrow  
*attorney*

“Chat-ay” Cathy Peoplepleaser  
*legal assistant*

Several thin, white, parallel lines of varying lengths and slight curves are positioned diagonally on the right side of the slide, extending from the top right towards the bottom left.

To-Do List,  
Pants-on-Fire  
Edition:

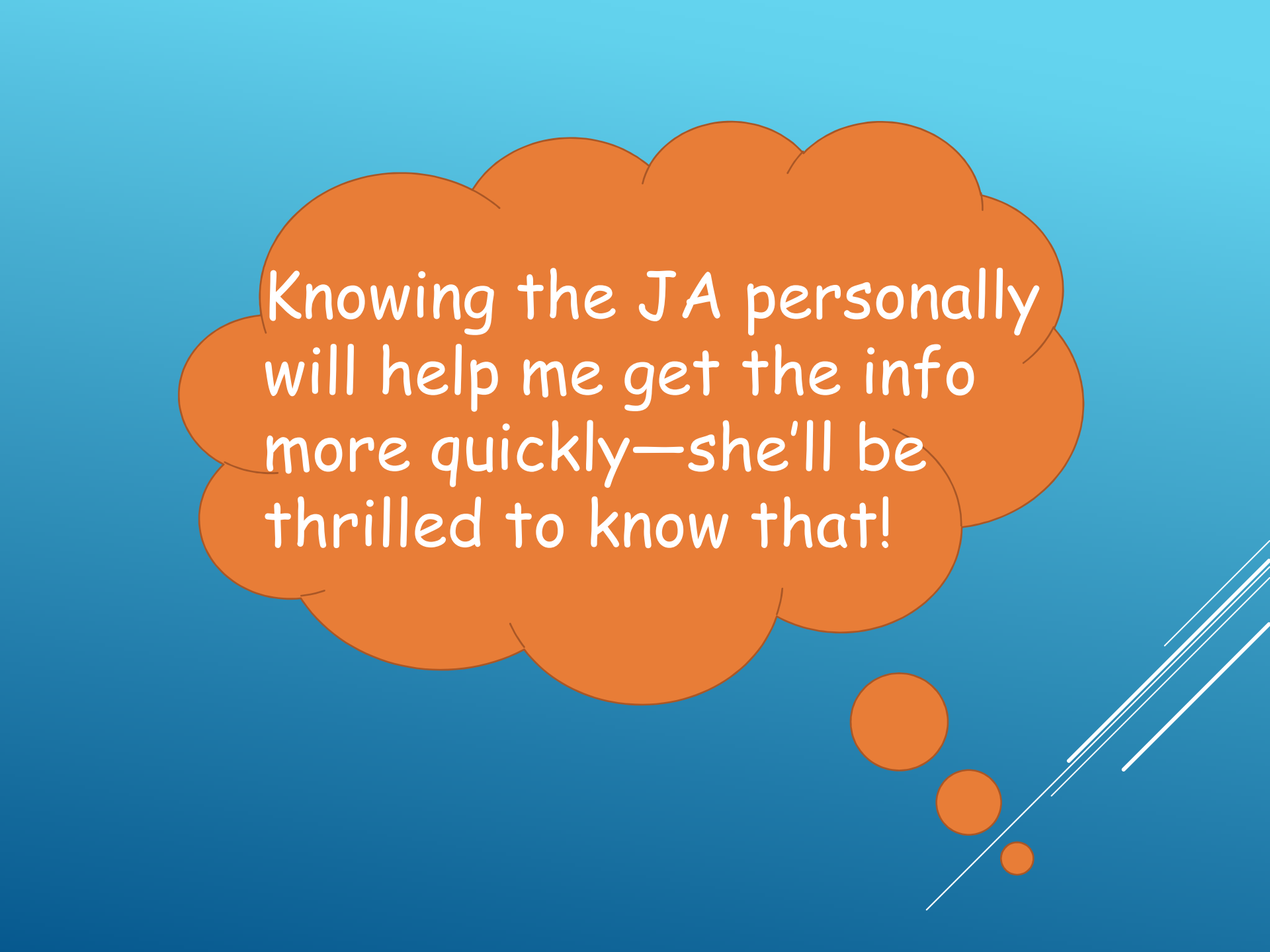
1. File motion ASAP
2. Get it heard  
ASAP



She had that huge trial last week - I hope she enjoyed some time off, poor thing.

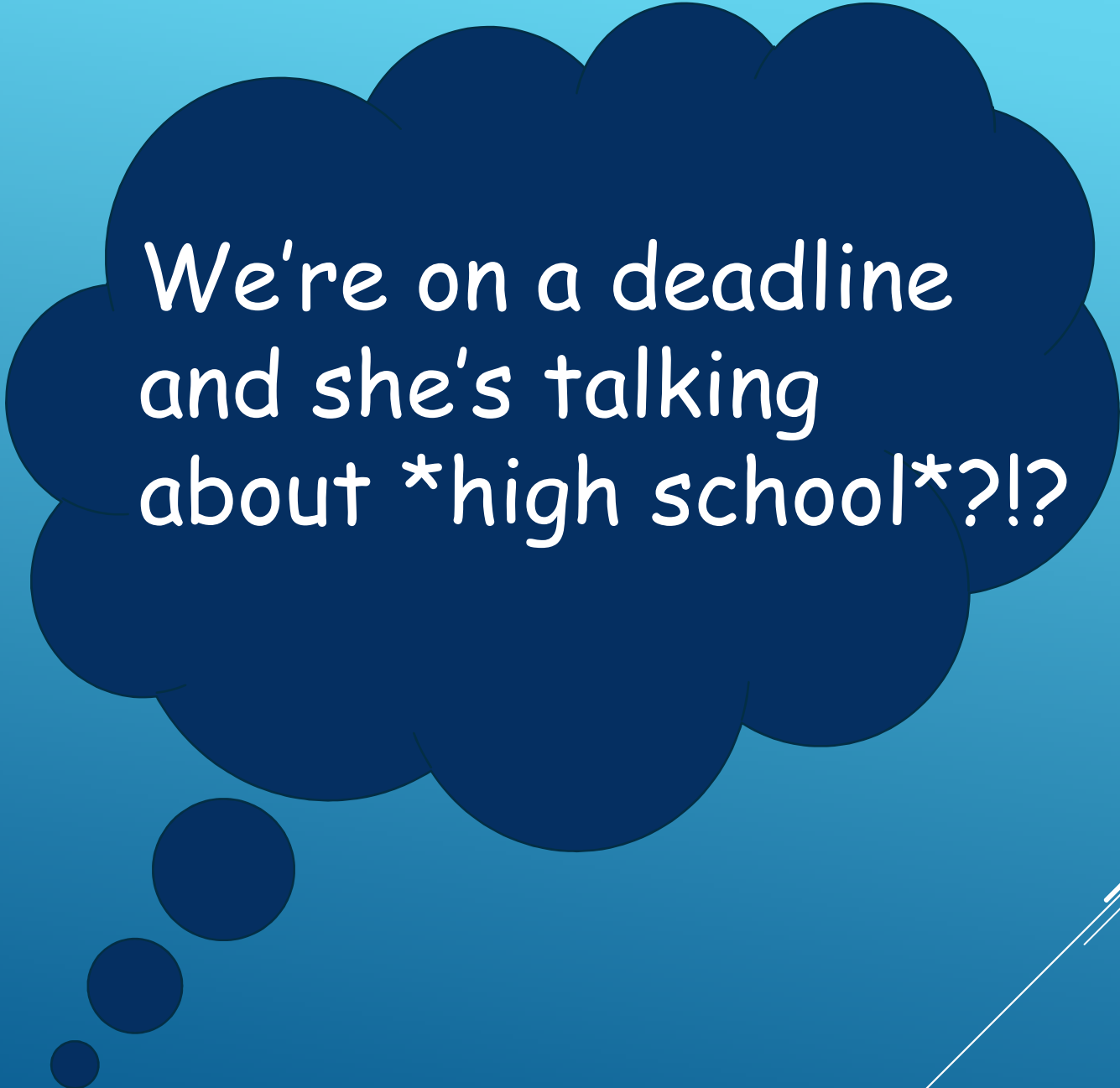


If a judge doesn't  
see it today, we'll  
lose our advantage.

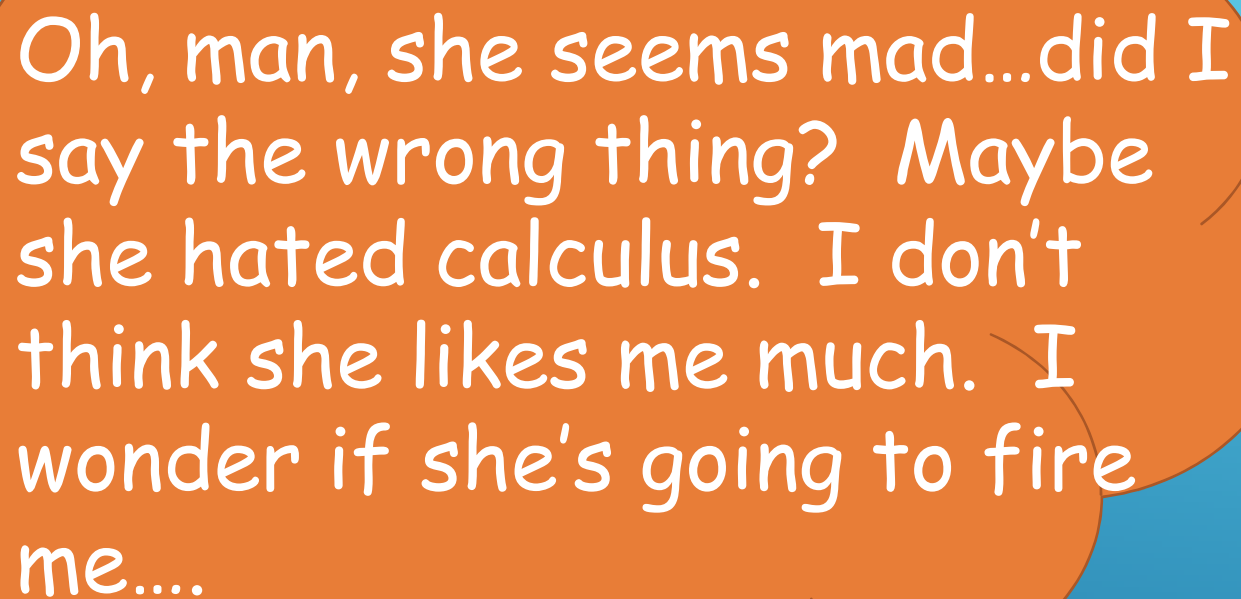


Knowing the JA personally  
will help me get the info  
more quickly—she'll be  
thrilled to know that!



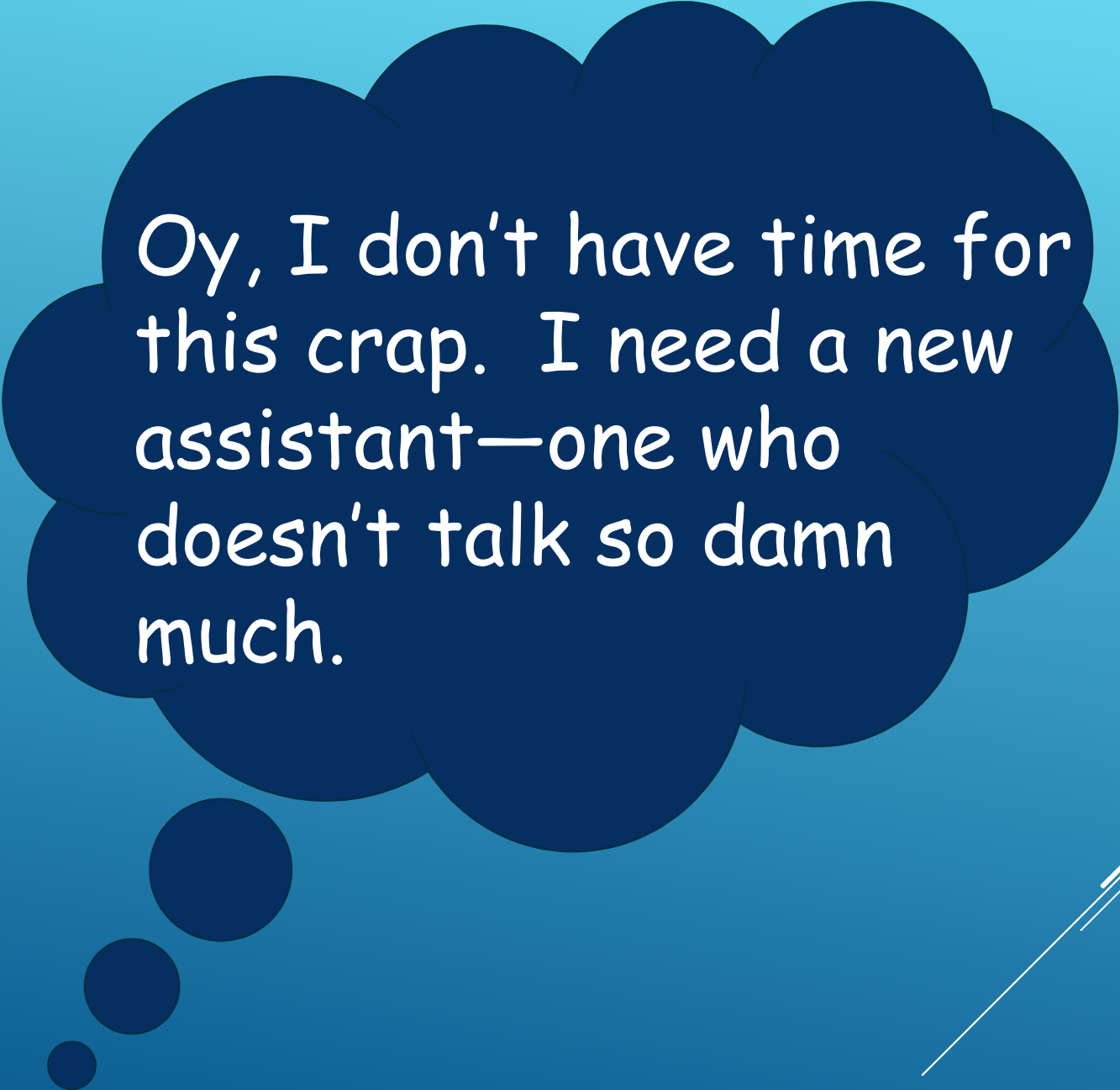


We're on a deadline  
and she's talking  
about \*high school\*?!?



Oh, man, she seems mad...did I say the wrong thing? Maybe she hated calculus. I don't think she likes me much. I wonder if she's going to fire me....

When she sees all the work I put into getting this info for her and how my personal relationships benefit the end goal, she'll really value my role in the firm!



Oy, I don't have time for this crap. I need a new assistant—one who doesn't talk so damn much.



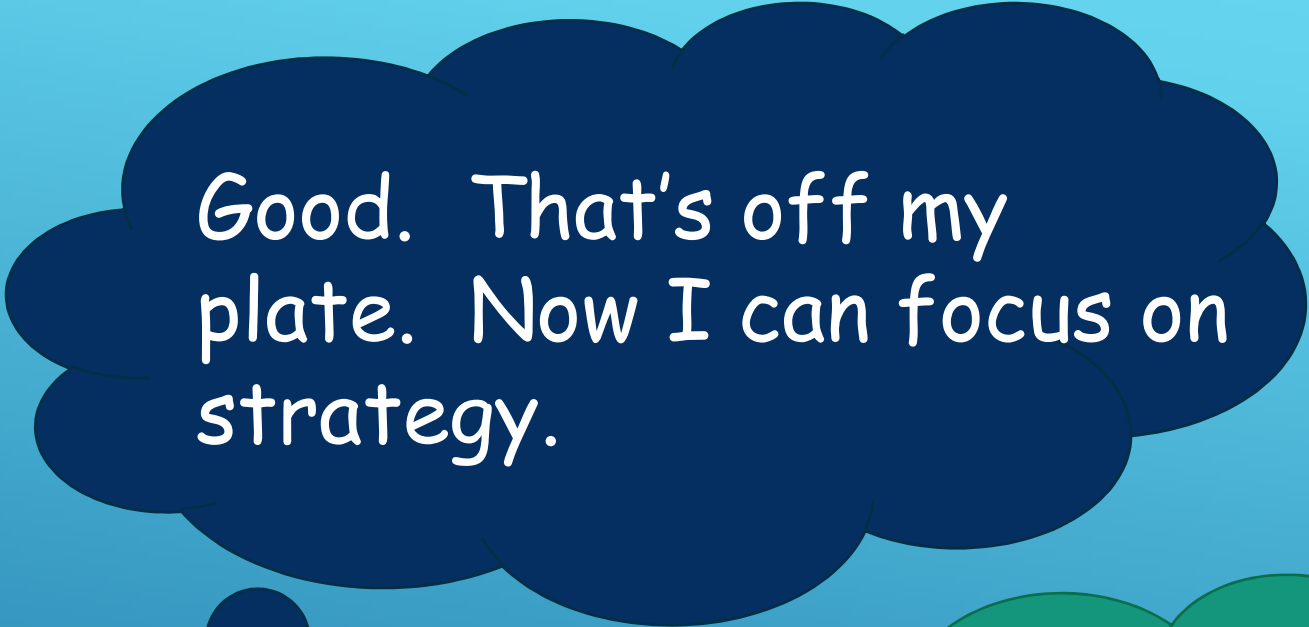
She hates me.  
I hate my job.  
Maybe I need a new job.

# SCENARIO TWO: ASSIGNMENTS

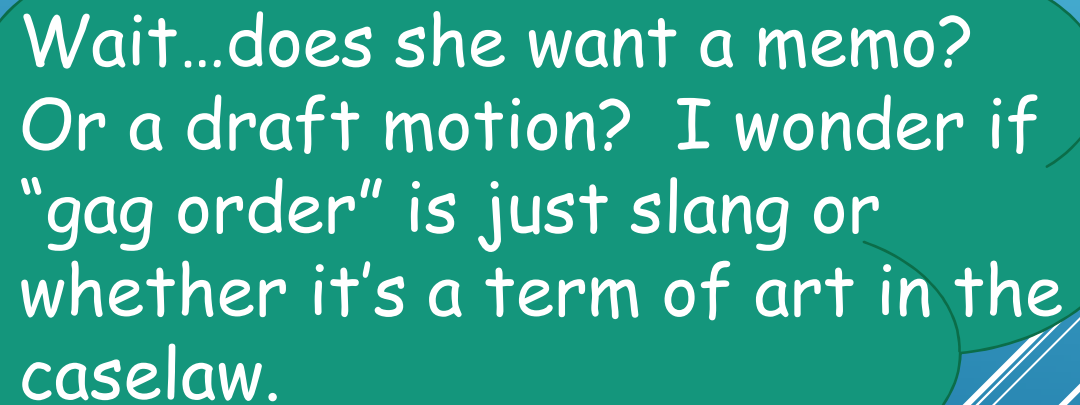
Arlene “Mad Dawg” Darrow  
*partner*

Judy B. Goode  
*associate*

Several thin, parallel white lines are drawn diagonally across the right side of the slide, starting from the top right and extending towards the bottom left.




Good. That's off my  
plate. Now I can focus on  
strategy.

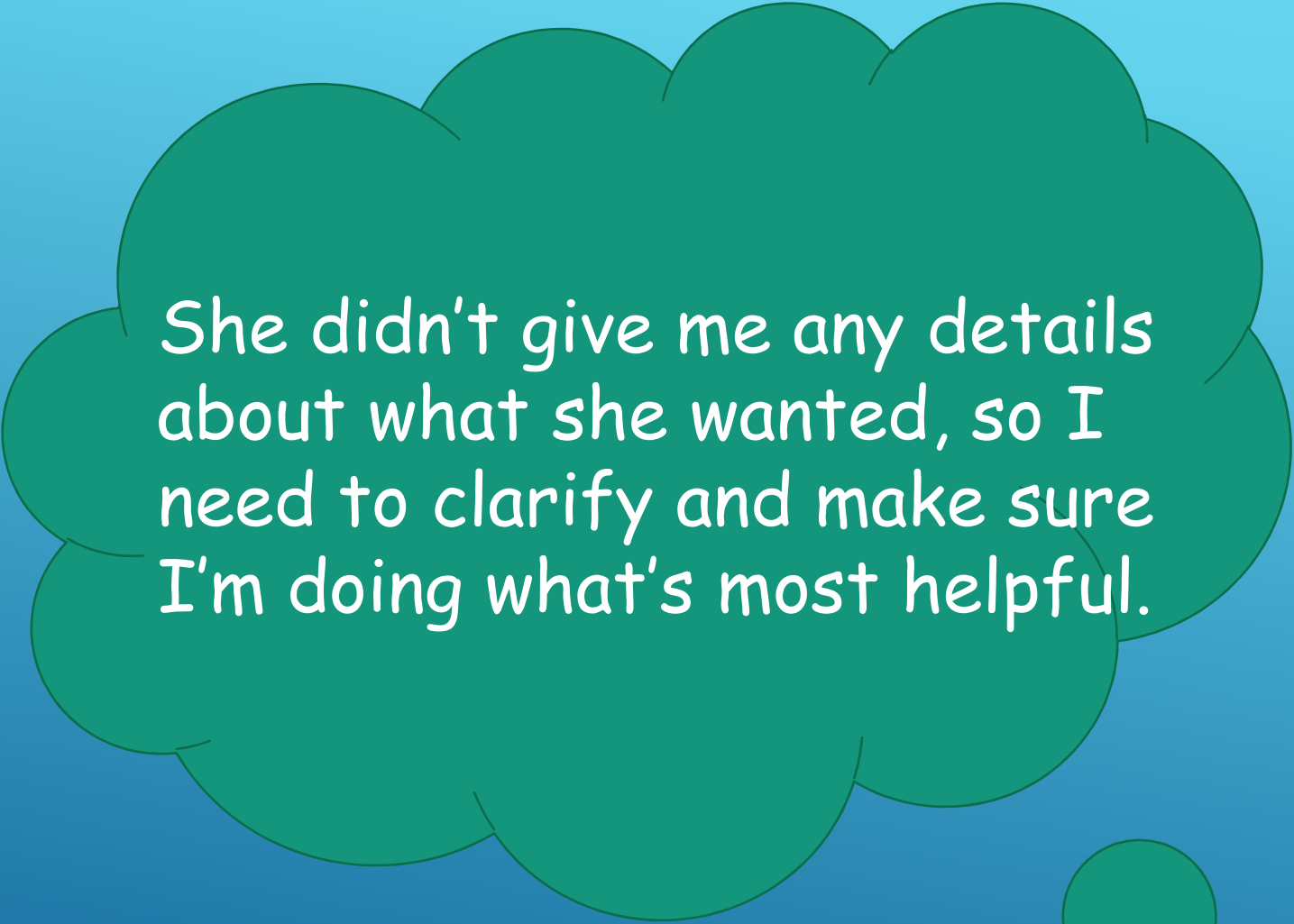


Wait...does she want a memo?  
Or a draft motion? I wonder if  
"gag order" is just slang or  
whether it's a term of art in the  
caselaw.





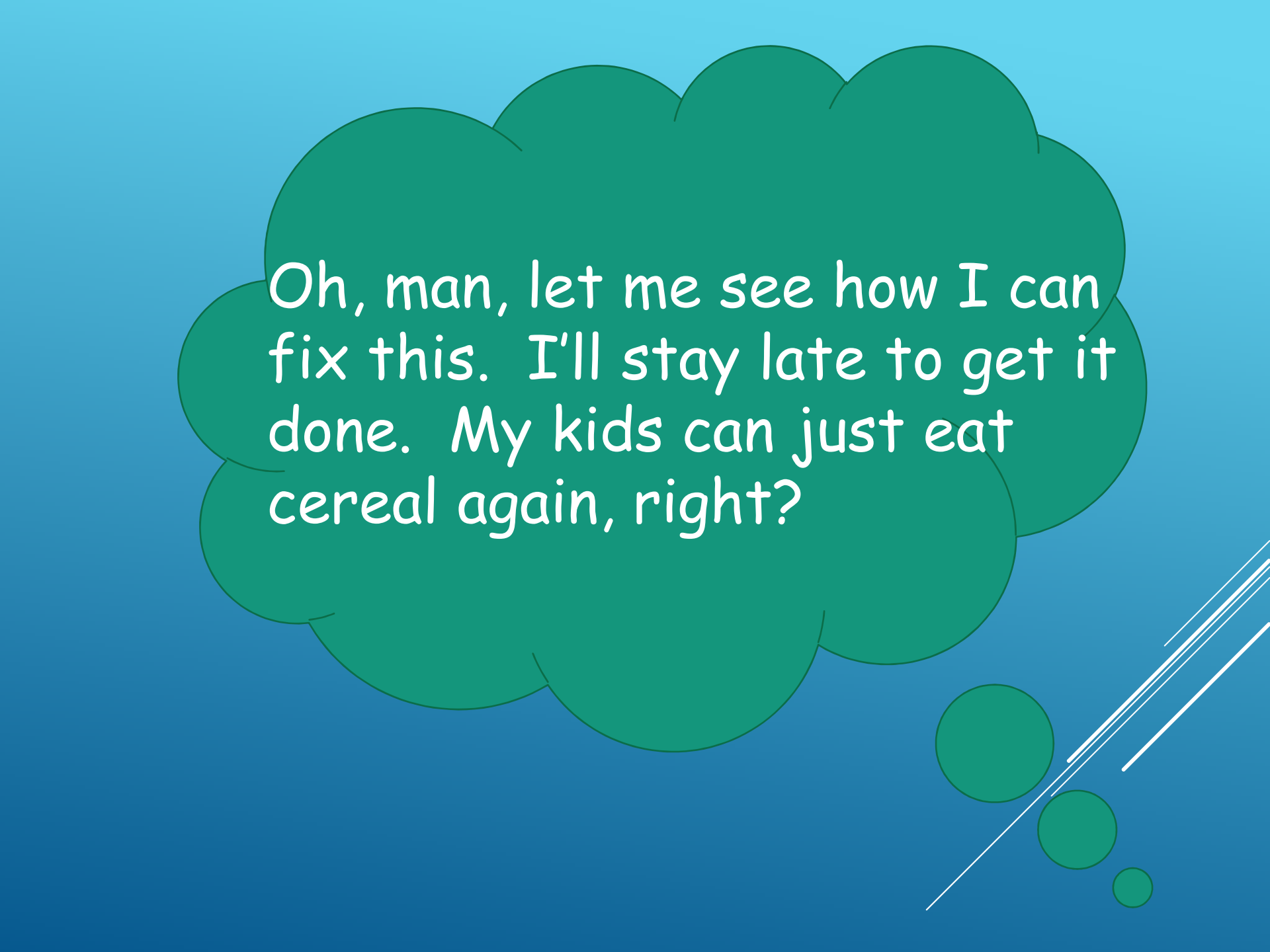
Wow, that's not much to go on. Let me research it thoroughly to ensure we cover all our bases.



She didn't give me any details about what she wanted, so I need to clarify and make sure I'm doing what's most helpful.

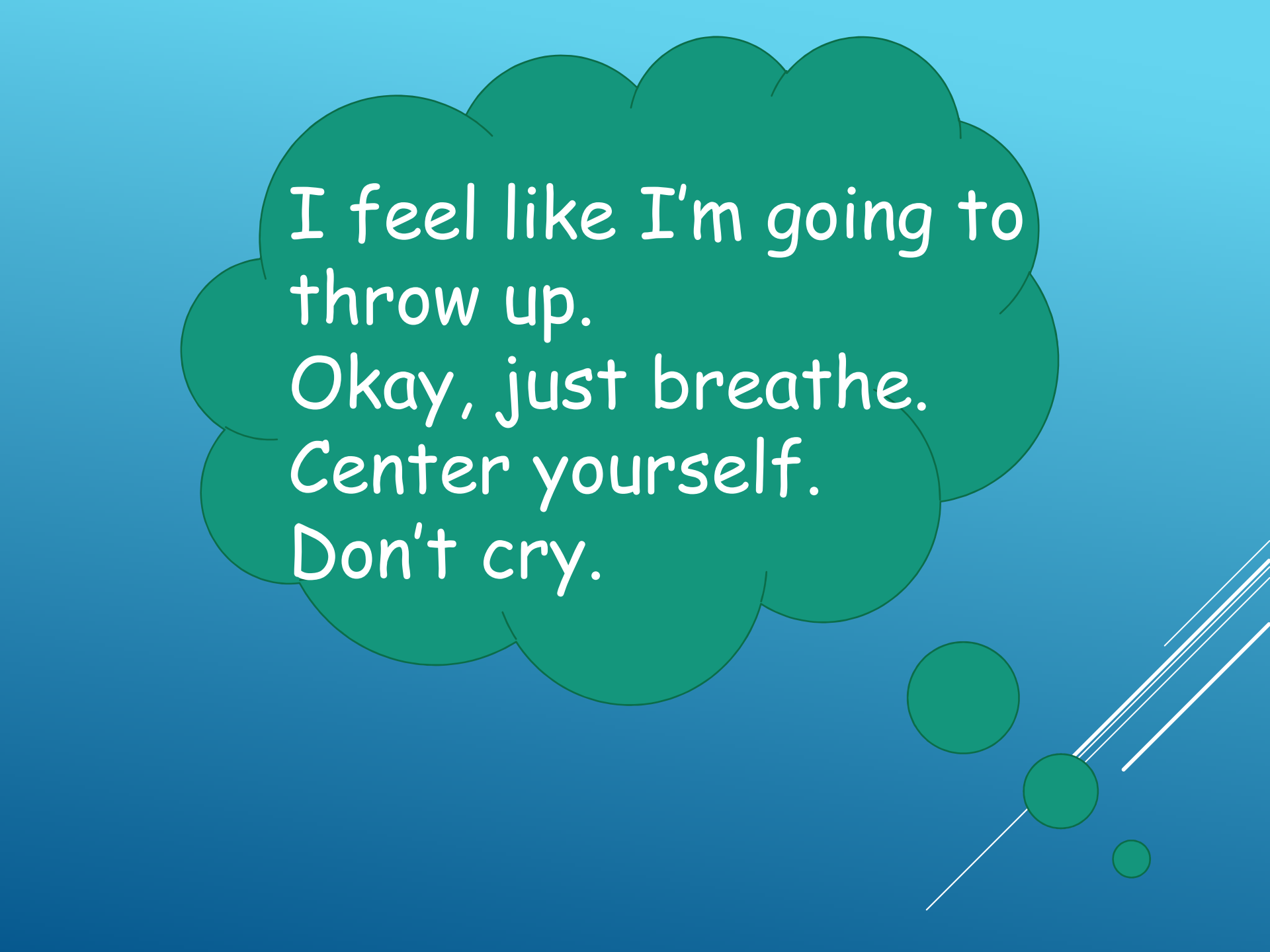


My reputation will  
be ruined! We'll  
lose our advantage!!



Oh, man, let me see how I can fix this. I'll stay late to get it done. My kids can just eat cereal again, right?

\$&%\*#@#\$^!!!!!!



I feel like I'm going to  
throw up.  
Okay, just breathe.  
Center yourself.  
Don't cry.


# SCENARIO 3: MEDIATION

Arlene “Mad Dawg” Darrow

*Drone Home*

Nathan “Nitpick” Ginsberg

*Nano-Nanny*




Let's close  
this deal.  
We'll sweat  
details later.

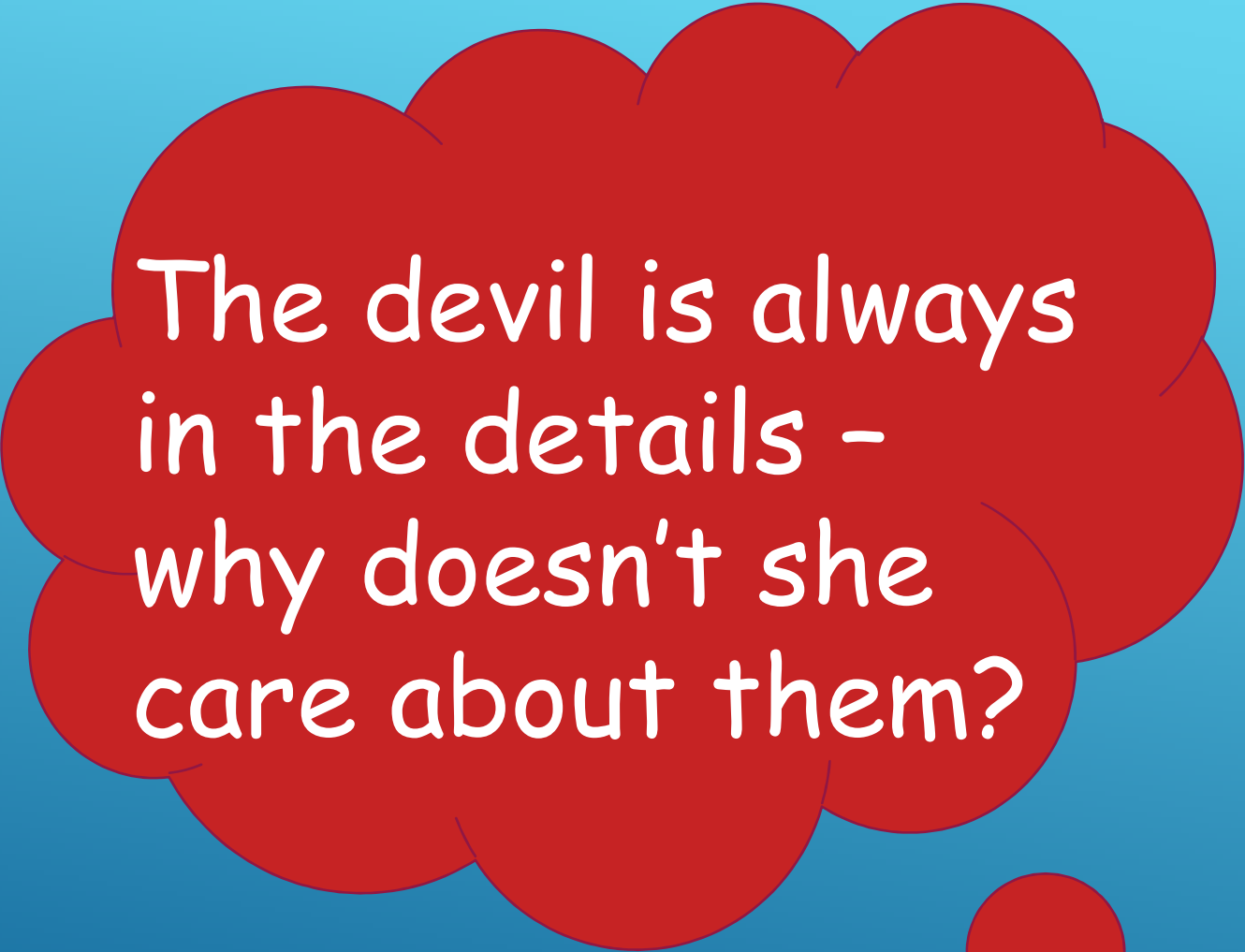




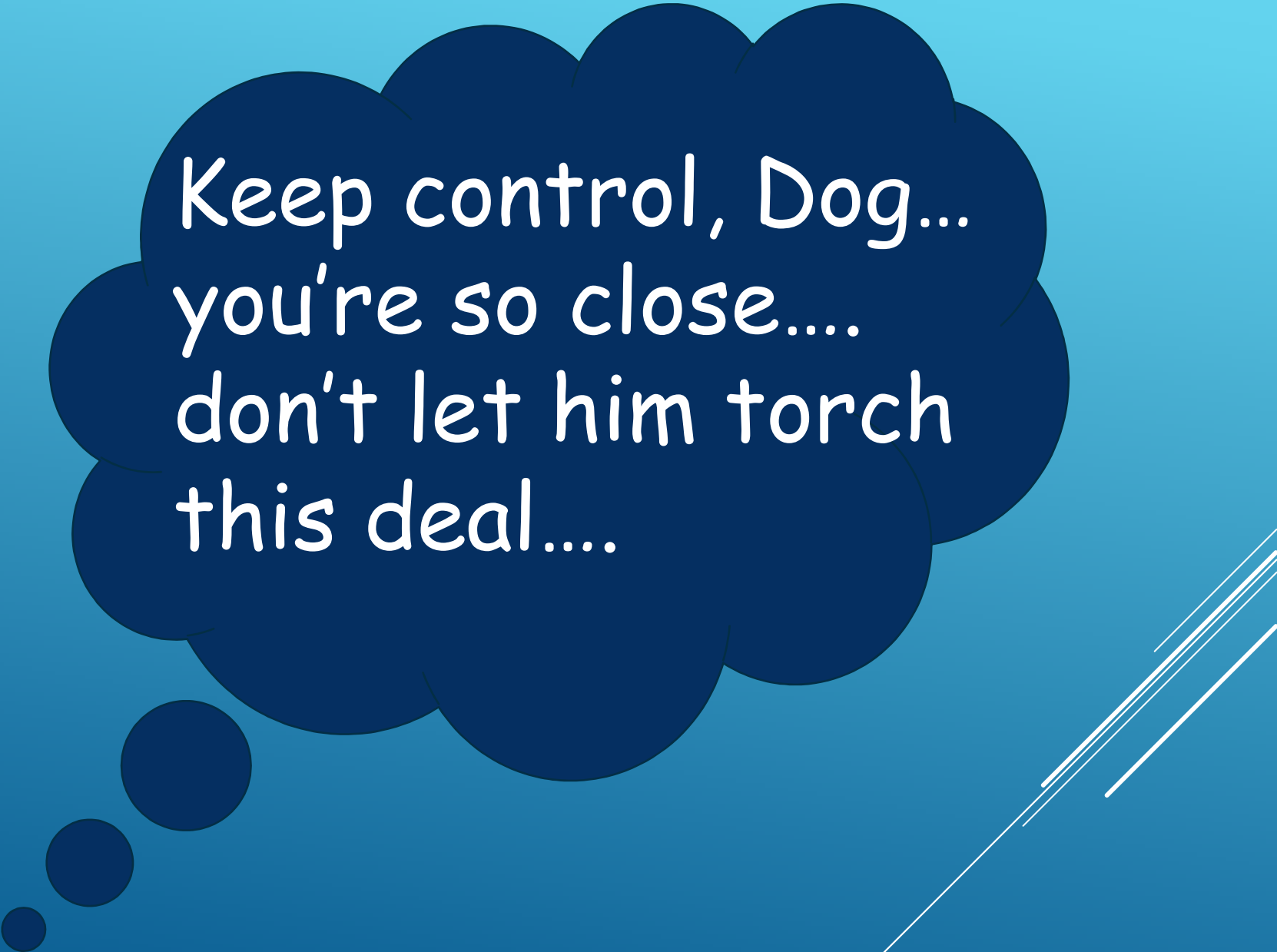
Hmm. But what about confidentiality? And are there potential copyright issues?



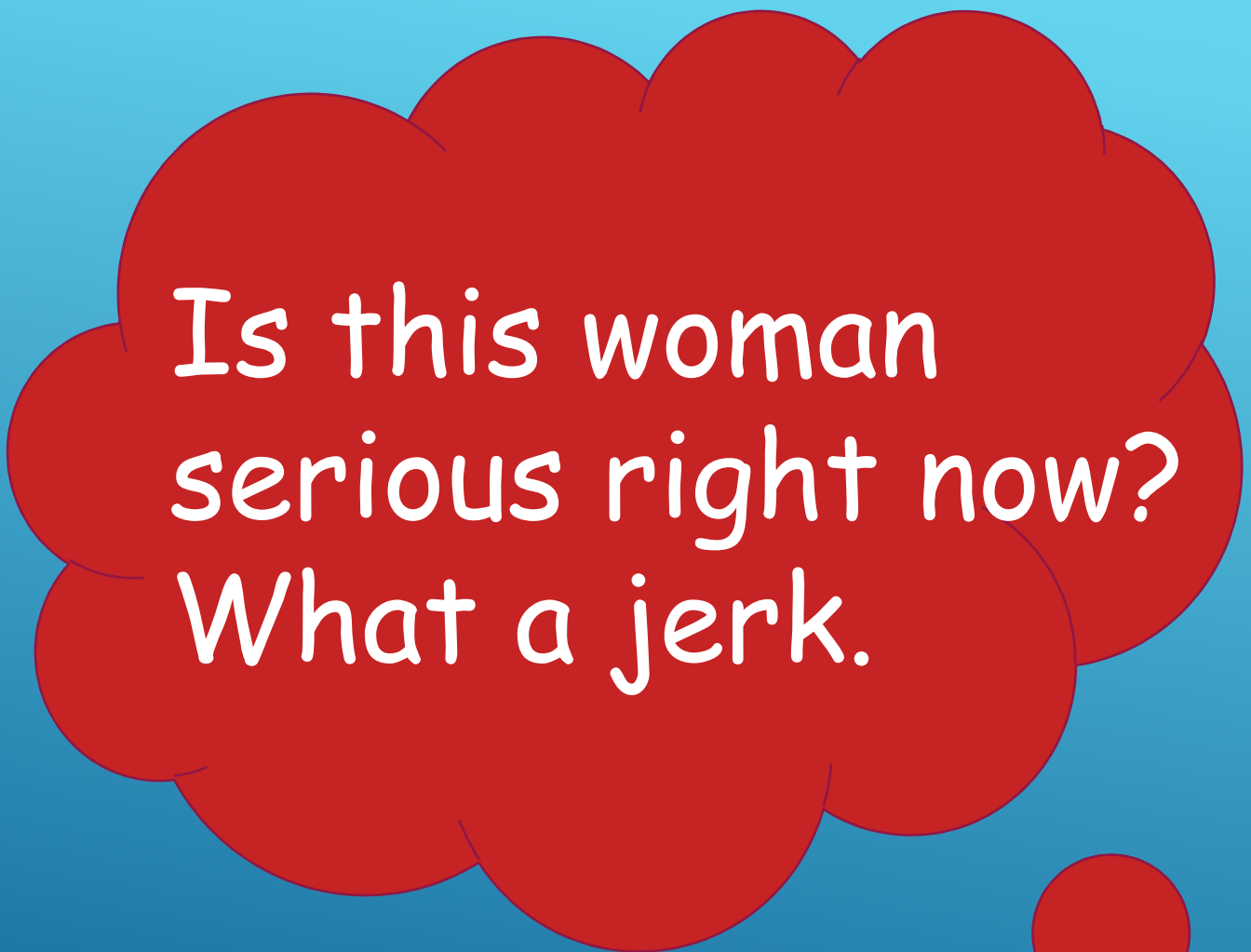
Git 'er done,  
git 'er done,  
git 'er done...



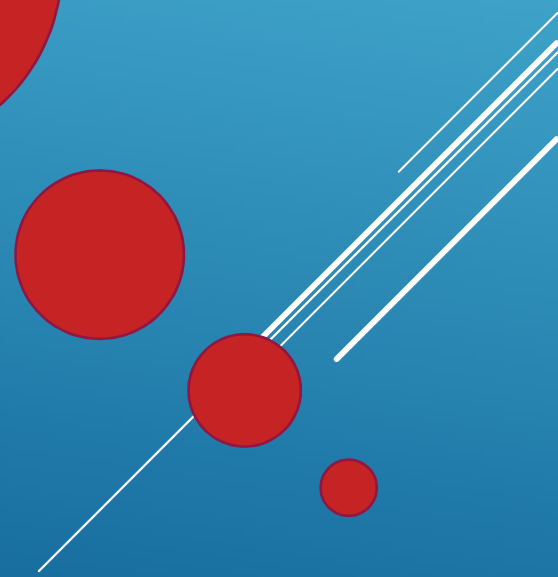
The devil is always  
in the details -  
why doesn't she  
care about them?



Keep control, Dog...  
you're so close....  
don't let him torch  
this deal....



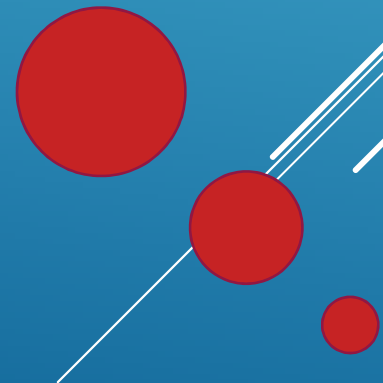
Is this woman  
serious right now?  
What a jerk.





Clearly he'll recognize  
my authority here and  
cave.

No way some half-  
assed deal is going to  
have my name  
anywhere near it!  
What a \$#%@\*.



# Communication Focus: RESULTS

D

Task/Detail  
Focused

Active  
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 abstraction



# Communication Focus: LISTENING

# S

People/Relationship  
Focused

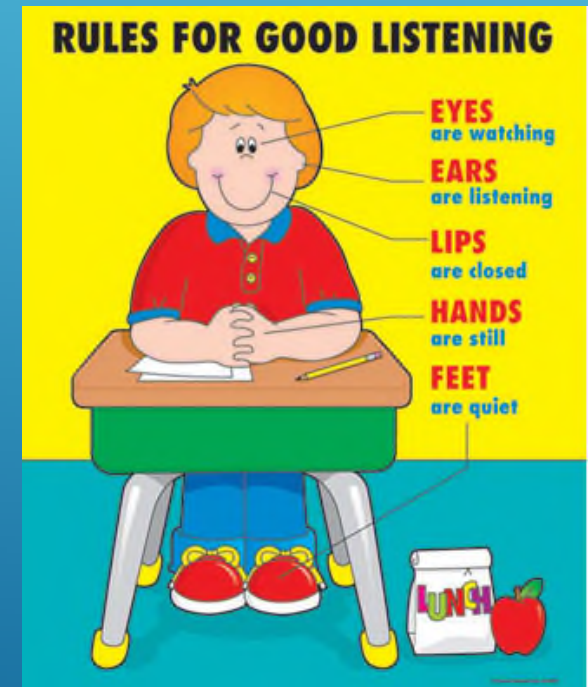
Thoughtful  
Moderate/Careful

**Do:**

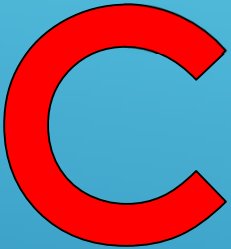
Begin with a personal comment  
Present your case thoughtfully  
Ask questions to draw them out

**Don't:**

Rush straight into business  
Be domineering or demanding  
Force them to respond quickly



# Communication Focus: DATA



Task/Detail  
Focused

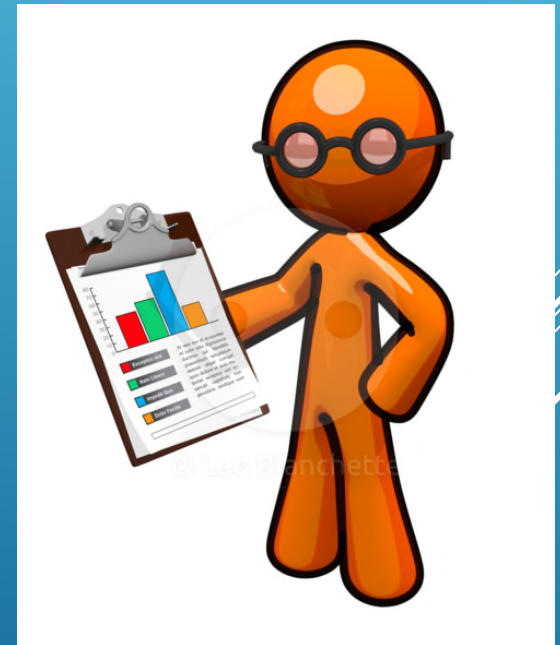
Thoughtful  
Moderate/Careful

**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



# And lastly: Some real-life scenarios involving workplaces before and after DiSC



\*\*Disclaimer: any relationship to fictional characters is pure coincidence and unintentional and has nothing to do with a Google search for “conflict and harmony in images of one of the best lawyer TVshows of all time”

# BEFORE



# AFTER



NOW I'M GOING TO SAY –  
“THE END”...