



NICOLE O'BRIEN
Coaching & Consulting

**Why Good Teams Struggle:
Communication Styles in
High-Stress Environments**

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Self Selection Quick Sort

Fast-paced, Active, Assertive, Outspoken

OR

Cautious, Reflective, Thoughtful, Methodical

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Self Selection Quick Sort

Questioning, Skeptical, Objective, Challenging

OR

Accepting, Warm, Empathizing, People-focused

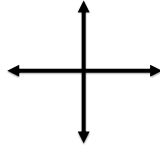
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How Do You See Yourself?

Fast-paced
Outspoken
Questioning
Skeptical



Fast-paced
Outspoken
Accepting
Warm

Cautious
Reflective
Questioning
Skeptical

Cautious
Reflective
Accepting
Warm

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Let's Learn More About DiSC®

Watch the video to learn
more about DiSC®



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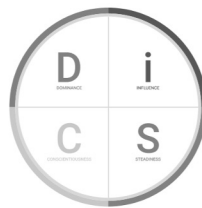
The DiSC® Model

DOMINANCE

- Direct
- Firm
- Strong-willed
- Forceful
- Results-oriented

CONSCIENTIOUSNESS

- Analytical
- Reserved
- Precise
- Private
- Systematic



INFLUENCE

- Outgoing
- Enthusiastic
- Optimistic
- High-spirited
- Lively

STEADINESS

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

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Cornerstone Principles

- All DiSC® styles and priorities are equally valuable + everyone is a blend of all four styles
- Understanding yourself better is the first step to becoming more effective in working with others
- We are more than our DiSC styles - the way you work is influenced by other factors such as life experiences, education, and maturity



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Styles Under Stress

We often become more predictable - not less.

The person who normally:

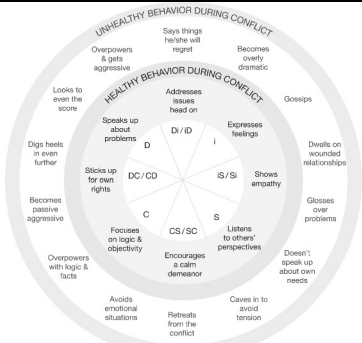
- asks good questions may suddenly ⇒ *seem like they're interrogating*
- brings energy may suddenly ⇒ *seem to dominate the conversation*
- gets things done may suddenly ⇒ *seem to be dismissive*
- keeps the peace may suddenly ⇒ *seem checked out or resistant*



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Style Under Stress

2 Min Table Reflection: Using the Chart

- What do you recognize in yourself when you're under pressure?
- What might your colleagues experience from you?



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The 48-Hour Transition

You have 10 minutes to work together to develop a preliminary recommendation for Marcus's transition.

- What should happen next?
 - Develop a preliminary plan for Marcus
- What is the most important thing that needs to be communicated?
 - To leadership
 - To Marcus's family



Choose a spokesperson. Be prepared to explain your thinking.

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Debrief Discussion + Report Outs

Spokesperson:

Take 1 - 2 minutes to share what your group's preliminary plan will be.

As a Group:

- What did you notice?
- What changed?



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Style Under Stress

What might this tell us about the way we communicate under pressure?



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Notice

What did I learn about my own communication under pressure?

Reconsider

Whose behavior on my team might I interpret differently now?

Try

What's one communication adjustment I can make the next time the pressure goes up?



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Closing Reflections



What is one thing you learned or are taking away as a result of our time together?

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THANK YOU!

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 Reach out with questions or to schedule a DiSC workshop for your team!



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