AEP
ACADEMIC EVENT PROFESSIONAL

Managing Deadlines & Deadbeats

January 9, 2015 | 10:30 – 11:30 a.m.
Presented by:

Sharon Gabriel, CSEP, Director of Special Events,
Eastern Virginia Medical School

Amy Stevens, CSEP, Asst. Director of Special Events,
Eastern Virginia Medical School

AEP
ACADEMIC EVENT PROFESSIONAL

Managing Deadlines & Deadbeats

If you have not already done so, please take a moment to complete the brief online

DiSC Personality Assessment.

www.discpersonalitytesting.com

Click the yellow box on the bottom left

Why DiSC?

- As event professionals, how do we define success?
- We must manage all aspects of event planning – both tasks/production and relationships.
- The practice of motivating and managing staff and volunteers can be challenging.
- Interacting on a daily basis with team members or campus partners can, at times, be frustrating and unproductive.

Why DiSC?

- People are different, with personality and behavioral styles all their own.

- Their behavioral styles directly translate into certain preferences for communication styles, types of tasks, or even roles on a team.

Why DiSC?

- To help us understand these different behavioral patterns, we are using DiSC.

- DiSC is a personality assessment tool that is useful for improving communications, workplace effectiveness, and productivity.

Why DiSC?

- Start by increasing self-knowledge about your own behavioral style and priorities:
  - How you respond to conflict
  - What motivates you
  - What causes you stress
  - How you solve problems

- Understand yourself first

Why DiSC?

- Learning about other people's styles can help you understand how they may differ from your own.

- As you begin to understand these preferences and differences, you can:
  - Interact with people more effectively
  - Improve communications
  - Minimize conflict and stress
  - Facilitate better teamwork
  - Increase productivity and enhance results

Why DiSC?

- You can improve the quality of your work place and your relationships by applying the knowledge and strategies we'll learn today.

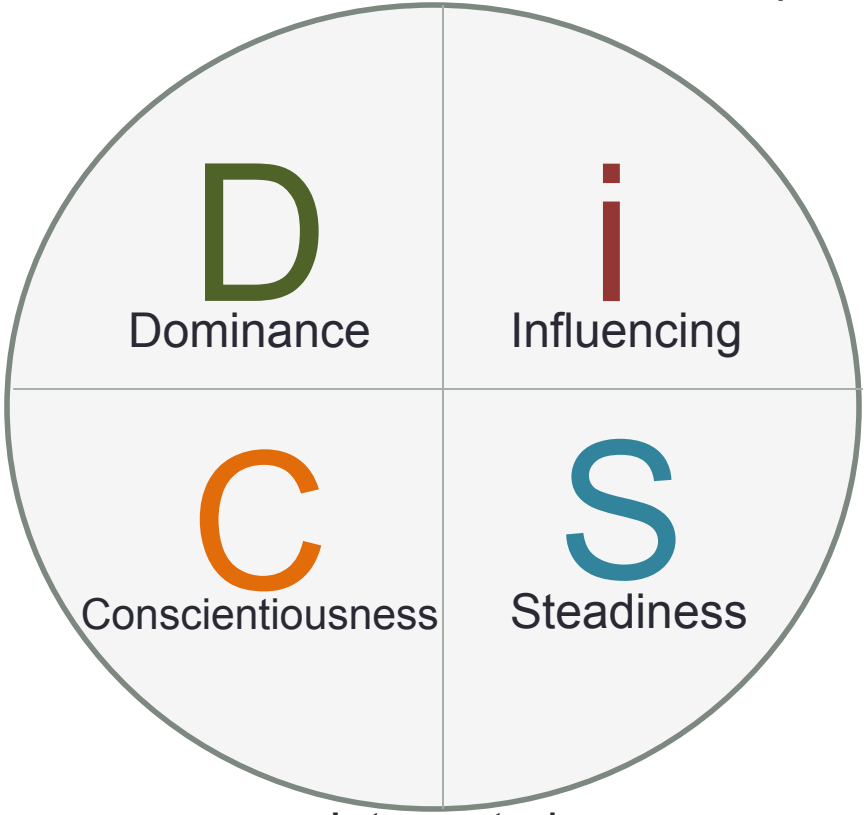
- This applies whether you are:
  - Department head
  - Team leader
  - Co-worker
  - Relationship manager for donors, board members
  - Working with campus personnel, vendors

DiSC Principles

- All DiSC styles are equally valuable and important to a team
- Your work style is also influenced by other factors – such as:
  - Life experiences
  - Education
  - Maturity
  - Culture
- Everyone is a blend of all four styles

Extroverted
Active, Fast-Paced, Confident & Outspoken

Task-Oriented
Thinking
Questioning & Skeptical



People-Oriented
Feelings & Relations
Accepting & Warm

Introverted
Passive, Slower-Paced, Cautious & Reflective

D Characteristics

Person places emphasis on accomplishing results, the bottom line, confidence

D Example – Donald Trump

D Characteristics

Goals/Priorities

- Getting immediate results
- Taking charge
- Overcoming obstacles
- Challenging self & others

Motivators

- Power & authority
- Freedom from controls & supervision
- Competition / success
- A challenge
- Action (quicker the better)
- Fast-paced environment

D Characteristics

Stressors

- Obstacles preventing progress
- Too many details
- Group activities & projects
- Long workplace conversations
- Cautious, predictable or slow-paced environments

Limitations

- Lack of concern for others
- Impatience
- Resisting collaboration and group activity
- Over-committing
- Overlooking the details

D's Would Increase Effectiveness By

- Having more warmth, humility and patience
- Engaging in tactful communication
- Honing listening skills
- Considering other's ideas and feelings
- Building personal relationships
- Soliciting feedback and input from others
- Giving recognition
- Recognizing authority

i Characteristics

Person places emphasis on influencing or persuading others, openness, relationships

i Example – Oprah Winfrey

i Characteristics

Goals/Priorities

- Popularity and approval
- Taking action
- Collaboration
- Freedom of expression
- Victory with flair
- Friendship and happiness
- Authority and prestige

Motivators

- Social recognition
- Group activities
- Friendly relationships

i Characteristics

Stressors

- Unsocial environments
- Competitive people
- Giving unpleasant feedback
- Focusing on bottom line
- Facts vs. intuition

Limitations

- Impulsiveness
- Disorganization
- Lack of follow through
- Distracted easily
- Overly talkative
- Tardiness

i's Would Increase Effectiveness By

- Following through
- Staying focused for long periods
- Researching all the facts
- Speaking directly and candidly
- Addressing conflict when necessary
- Employing systems for better organization and time management
- Not taking criticism personally

S Characteristics

Person places emphasis on cooperation, sincerity, dependability

S Example – Mother Theresa

S Characteristics

Goals/Priorities

- Giving support
- Collaboration
- Harmony, stability & security
- Group acceptance
- Maintaining status quo & controlled environments
- Long-term relationships

Motivators

- Stable, warm and orderly environments
- Sincere appreciation
- Cooperation
- Opportunities to help

S Characteristics

Stressors

- Change
- Being rushed, no time to process
- Making fast decisions
- Providing unpleasant feedback
- Working with overly critical or demanding people
- Tense environments

Limitations

- Indecisive
- Overly accommodating
- Tendency to avoid change
- Work at own pace
- Methodical
- Multi-tasking is a challenge

S's Would Increase Effectiveness By

- Acknowledging problems and confronting others
- Understanding that conflict can be part of healthy collaboration
- Having more openness and flexibility
- Learning to adapt
- Embracing change
- Voicing true opinions
- Speaking up for self
- Saying no

C Characteristics

Person places emphasis on quality and accuracy, expertise, competency

C Example – Steve Jobs

Apple

C Characteristics

Goals/Priorities

- Ensuring quality & accuracy
- Challenging assumptions
- Correctness
- Personal growth
- Maintaining stability
- Compliance or adherence to rules & regulations

Motivators

- Opportunities to gain knowledge
- Showing their expertise
- Producing quality work
- Desire to be right

C Characteristics

Stressors

- Following inefficient procedures
- Having little independence or private time
- Being forced to mingle with strangers
- Having his/her authority challenged
- Relying on overly emotional or illogical people

Limitations

- Being overcritical of self & others
- Overanalyzing
- Getting bogged down in details
- Resistance in delegating tasks
- Lack of compromise for the good of the team
- Isolating themselves

C's Would Increase Effectiveness By

- Being more flexible, open-minded
- Compromising for the good of the team
- Being a team player
- Letting go of and delegating tasks
- Making quicker decisions
- Taking more risks
- Challenging authority less
- Joining in social events and celebrations

DiSC Principles

- We are all at our best when we are operating within our natural styles.
- We all are able to operate in an adapted behavioral style.
- Goal is to leverage strengths of each style; align tasks with the strengths, thereby enabling success and minimizing underlying causes of stress.

Strategies for Effective Communications

- Effective communication – where the listener receives the message you intended to send – is affected by a number of things, such as mood, timing, and “filters” based on our personalities.

- In order to communicate effectively it’s important that you consider the behavioral style of your listener.

Strategies for Effective Communications Communicating with D's

- Be direct, brief and to the point
- Focus on the task, stick to business
- Use a bottom-line, results-oriented approach
- Be logical vs. emotional
- Present big picture
- Do not over use data and details
- Demonstrate your competence

Strategies for Effective Communications Communicating with i's

- Allow time for socialization
- Lighten up; have fun
- Ask for feelings and opinions
- Create a friendly, non-threatening environment
- Involve in brainstorming new ideas and approaches
- Expect quick decisions
- Provide opportunities for recognition and reward

Strategies for Effective Communications Communicating with S's

- Be patient
- Draw out his/her opinions
- Provide a logical approach to the facts
- Relax; allow time for discussion
- Clearly define expectations and instructions
- Involve in planning
- Give time to adapt; allow time for processing

Strategies for Effective Communications Communicating with C's

- Present data and facts, not emotions
- Examine pros and cons
- Stay on task; don't socialize
- Focus on quality
- Allow time for processing
- Disagree with the facts, not the person

Strategies for Effective Communications

- Understanding and adapting our own behavioral styles and those with whom we interact is critical to having effective communications.

- Our interactions with one another facilitate the success or failure in both the production and relational aspects of event planning.

Summary

- By understanding the inherent limitations of each behavioral style, we can employ the necessary communication strategies, systems and tools to ensure success.

- SYNERGY occurs when we all work together as a team; our strengths and weaknesses compliment and compensate for each other.

Questions

Resources

DiSC ® Personality Assessment Tools & Other Resources:

https://www.discprofile.com

Recommend the comprehensive online test:

Everything DiSC ® Workplace Profile

For questions or consultation, contact:

Sharon Gabriel, CSEP

sharongabriel1@gmail.com