

**BLACKHAWK**  
CONSULTING GROUP



**Relate and Communicate:  
How Leaders Influence, Inspire, and Move People to Action**

Presented By: Tom Crea • November 2, 2016  
tom@blackhawkleader.com

Take off to new possibilities!

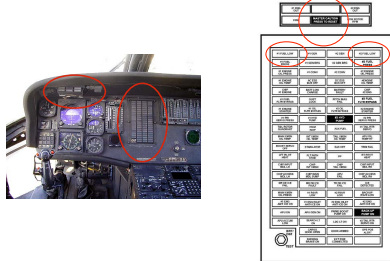
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**March 1988, South Korea**



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TIME	ALTITUDE	TEMP	WIND	STATUS
08:00	10000	5000	100	OK
08:15	10500	5000	100	OK
08:30	11000	5000	100	OK
08:45	11500	5000	100	OK
09:00	12000	5000	100	OK
09:15	12500	5000	100	OK
09:30	13000	5000	100	OK
09:45	13500	5000	100	OK
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11:00	16000	5000	100	OK
11:15	16500	5000	100	OK
11:30	17000	5000	100	OK
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14:00	22000	5000	100	OK
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15:30	25000	5000	100	OK
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19:45	33500	5000	100	OK
20:00	34000	5000	100	OK
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20:30	35000	5000	100	OK
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23:30	41000	5000	100	OK
23:45	41500	5000	100	OK
24:00	42000	5000	100	OK

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**July 1995, Honduras**



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**July 1999, Bavaria**

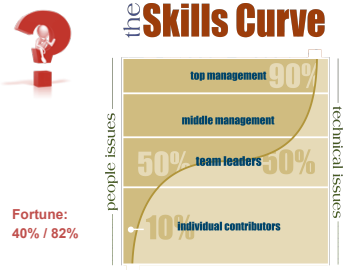




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**the Skills Curve**



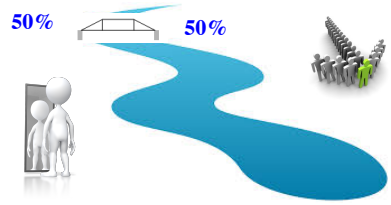
Fortune: 40% / 82% BBW: 68%

people issues technical issues

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**Building Relationships**



50% 50%

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**Today's Objectives**

1. Identify Your Communication Style
2. Understand the Four Communication Styles
3. Practice Identifying Other Styles

BONUS: Assessment (Increase Your Self-Awareness)

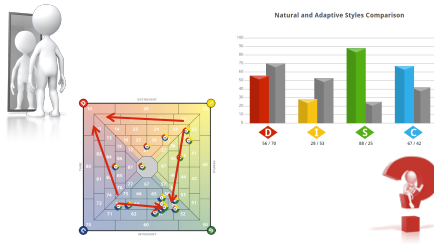
*Rules* *Rules*

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**DISC**

Natural and Adaptive Styles Comparison



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	Problems	People	Pace	Procedures	D
96	Demanding	Gregarious	Patience	Cautious	56
88	Driving	Persuasive	Predictable	Perfectionist	
80	Forceful	Inspiring	Passive	Systematic	I
72	Daring	Enthusiastic	Complacent	Careful	80
64	Determined	Sociable	Stable	Analytical	
56	Competitive	Poised	Consistent	Orderly	S
48	Responsible	Charming	Steady	Neat	64
40	Inquisitive	Convincing	Outgoing	Balanced	
32	Conservative	Reflective	Restless	Independent	
24	Mild	Matter-of-Fact	Active	Rebellious	
16	Agreeable	Withdrawn	Spontaneous	Careless	C
8	Unobtrusive	Alloof	Impetuous	Defiant	48

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### Building Relationships

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### July 1983, Fort Benning

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### July 1983, Fort Benning

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### Building Relationships

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."  
- Maya Angelou (April 4, 1928 - May 28, 2014)

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### Message #1

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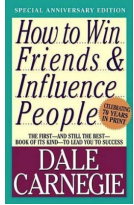

### Message #2

	Problems	People	Pace	Procedures	
96	Demanding	Gregarious	Patience	Cautious	<b>D</b> 48
<b>88</b>	Driving	Persuasive	Predictable	Perfectionist	<b>I</b>
80	Forceful	Inspiring	Passive	Systematic	32
72	Daring	Enthusiastic	Complacent	Careful	
64	Determined	Sociable	Stable	Analytical	
<b>56</b>	Competitive	Poised	Consistent	Orderly	<b>S</b>
<b>48</b>	Responsible	Charming	Steady	Neat	56
40	Inquisitive	Convincing	Outgoing	Balanced	
<b>32</b>	Conservative	Reflective	Restless	Independent	<b>C</b>
24	Mild	Matter-of-Fact	Active	Rebellious	88
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### Building Relationships

*Take off to new possibilities!*

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### Building Relationships

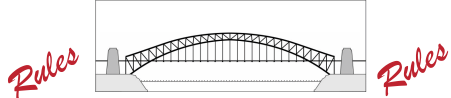



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### Objective #2

1. Identify Your Communication Style
2. Understand the Four Communication Styles
3. Practice Identifying Other Styles



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The name we give something shapes our attitude toward it.  
- Katharine Paterson

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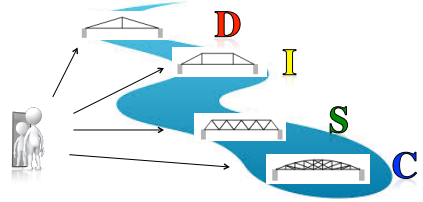
### 3 Psychologists

<b>Dominance</b>	<b>Driver</b>	<b>Decisive</b>	<b>D</b>	<b>I</b>	<b>Influencing</b>
<b>Compliance</b>	<b>Analytical</b>	<b>Cautious</b>	<b>C</b>	<b>S</b>	<b>Stability</b>
					<b>Amiable</b>
					<b>Submissive</b>

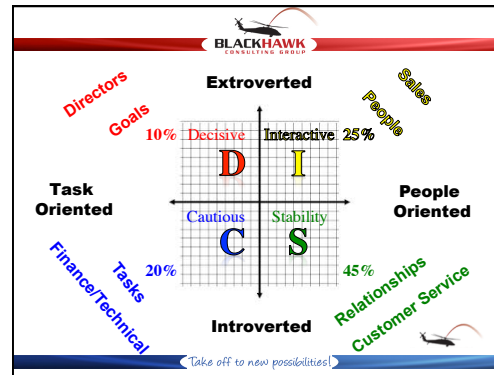
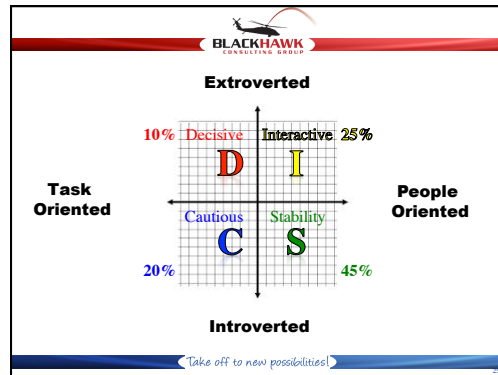
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### Building Relationships



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**Objective #3**

1. Identify Your Communication Style
2. Understand the Four Communication Styles
3. Practice Identifying Other Styles

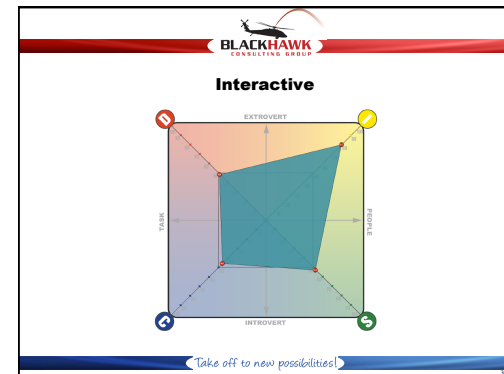
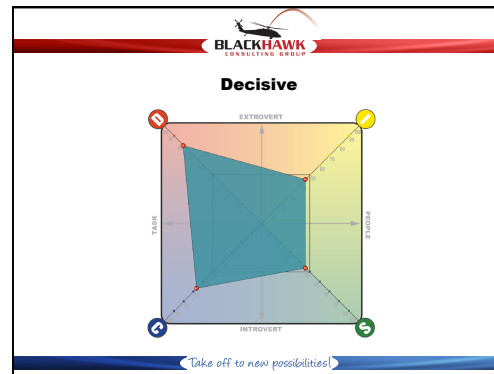
Rules Rules

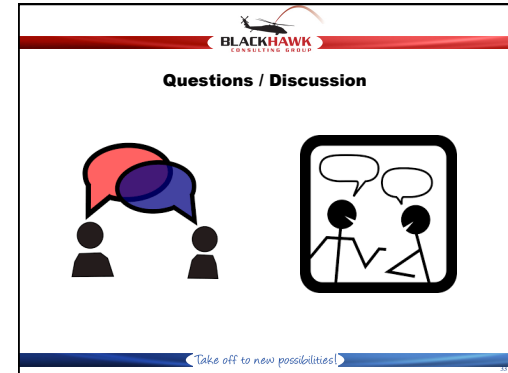
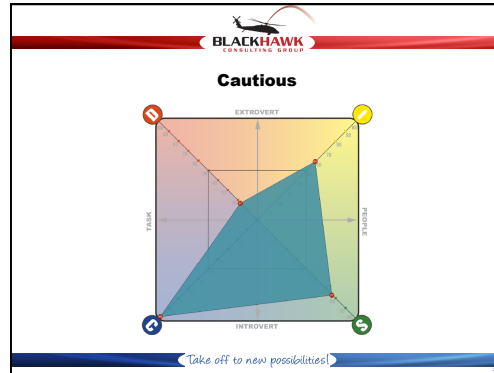
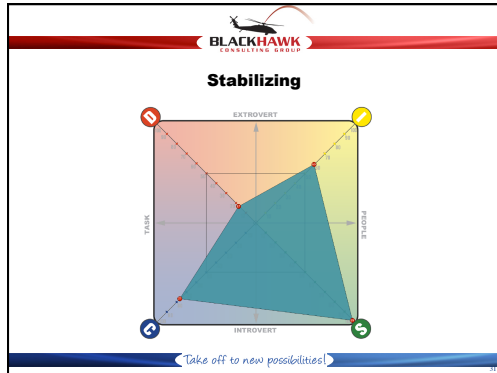
Take off to new possibilities!

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- Strengths
- Weaknesses
- Blind Spots

Take off to new possibilities!



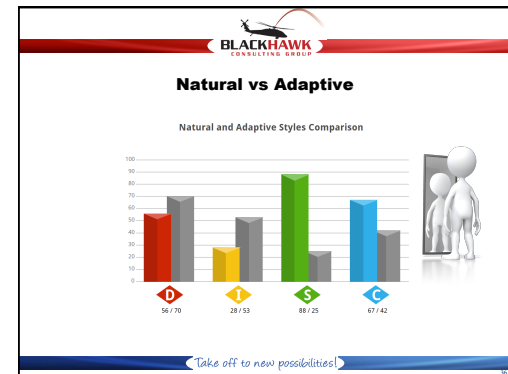


- BONUS**
1. Identify Your Communication Style
  2. Understand the Four Communication Styles
  3. Practice Identifying Other Styles
- BONUS: Assessment (Increase Your Self-Awareness)
- Rules* *Rules*
- Take off to new possibilities!

**Self-Awareness**

- How? – DISC-Index
- Why? – Values-Index
- What? – Attribute-Index

Take off to new possibilities!



**DISC-Index Report**

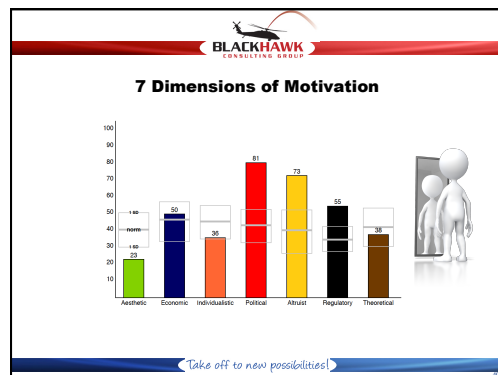
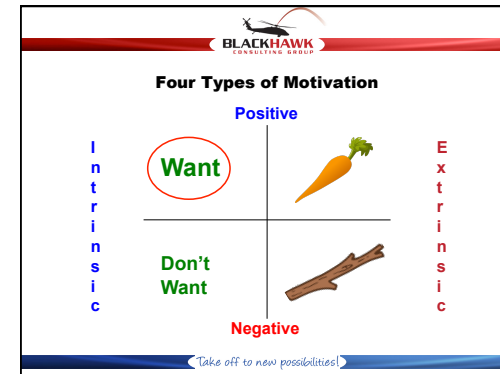
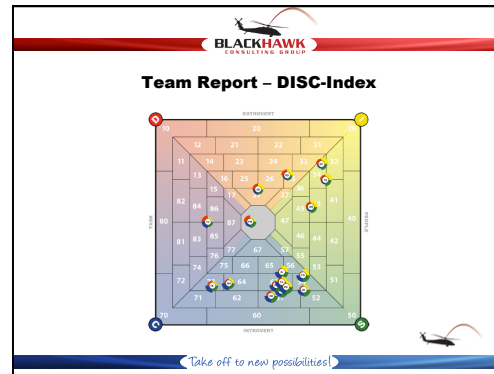
- Four Components of Behavior
- Natural Style Pattern Overview
- Adaptive Style Pattern Overview
- Ideas for Being More Effective
- Ideas for Staying More Motivated
- Strength-based Insights
- Ideal Job/Climate
- Areas for Continual Improvement
- Preferred Training and Learning Style
- Communication Insights for Others
- Relevance

➤ **Strengths (+)**

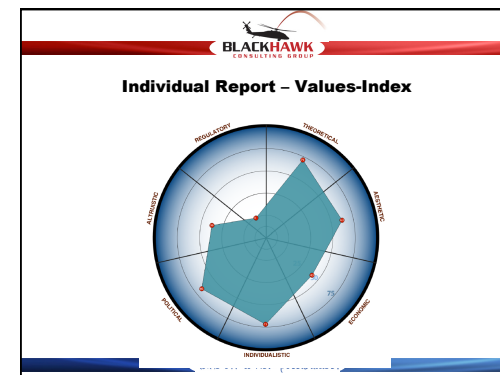
➤ **Weaknesses (-)**

➤ **Blind Spots (?)**

*Take off to new possibilities!*



- 7 Dimensions of Motivation**
- Aesthetic – Form, Harmony, Beauty, Balance
  - Economic – Money, Practical Results, Return
  - Individualistic – Independence, Uniqueness
  - Political – Control, Power, Influence
  - Altruist – Altruism, Service, Helping Others
  - Regulatory – Structure, Order, Routine
  - Theoretical – Knowledge, Understanding
- Take off to new possibilities!*



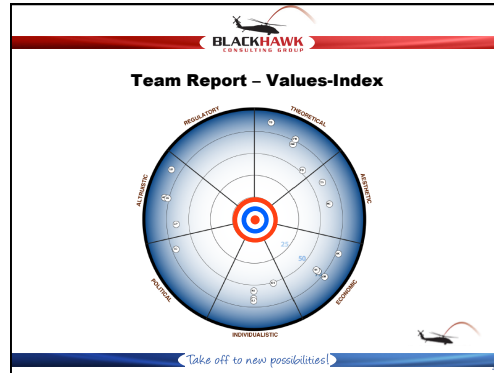
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### Values-Index Report

- General Traits
- Key Strengths
- Motivational Insights
- Training/Learning Insights
- Continual Improvement Insights

- **Strengths (+)**
- **Weaknesses (-)**
- **Blind Spots (?)**

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### Decision-Making

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### 3 Decision Making Styles

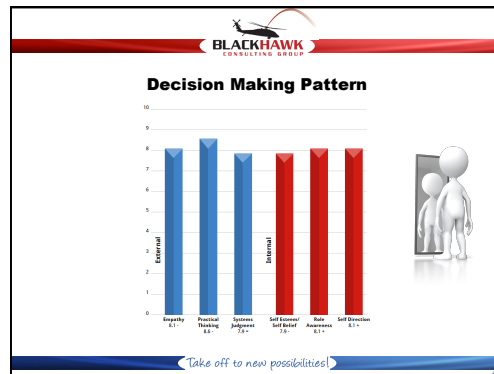
- Logical
- Practical
- Empathetic
- Systemic
- Extrinsic
- Intrinsic

➤ **Head**

➤ **Hand**

➤ **Heart**

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### Attribute-Index Report

- External Decision Making Pattern
- Internal Decision Making Pattern
- Maximizers
- Minimizers
- Motivators
- Needs for Growth
- Targets for Reinforcement
- Targets for Development
- Preferred Environment

- **Strengths (+)**
- **Weaknesses (-)**
- **Blind Spots (?)**

*Take off to new possibilities!*