

Communication: DISC

Session One: July 23, 2025





You are human.
We are, too.
It's OK.



We are already
impressed.



Your thoughts, opinions, and
experiences are valued and
held in confidence.



You are responsible for your own
experience. We are responsible
to you – not for you.



You belong here. If it's in
your experience, you are
ready for it and worthy of it.



Be fully present. This
is your one and only
life. Don't miss it.



Focus. Your brain
has limits. Minimize
the distractions.



Don't believe everything
you believe. Curiosity
is your currency.
Stay thirsty.



Think forward. The problem
deserves your attention. The
solution deserves your energy.
Everything is figureoutable.

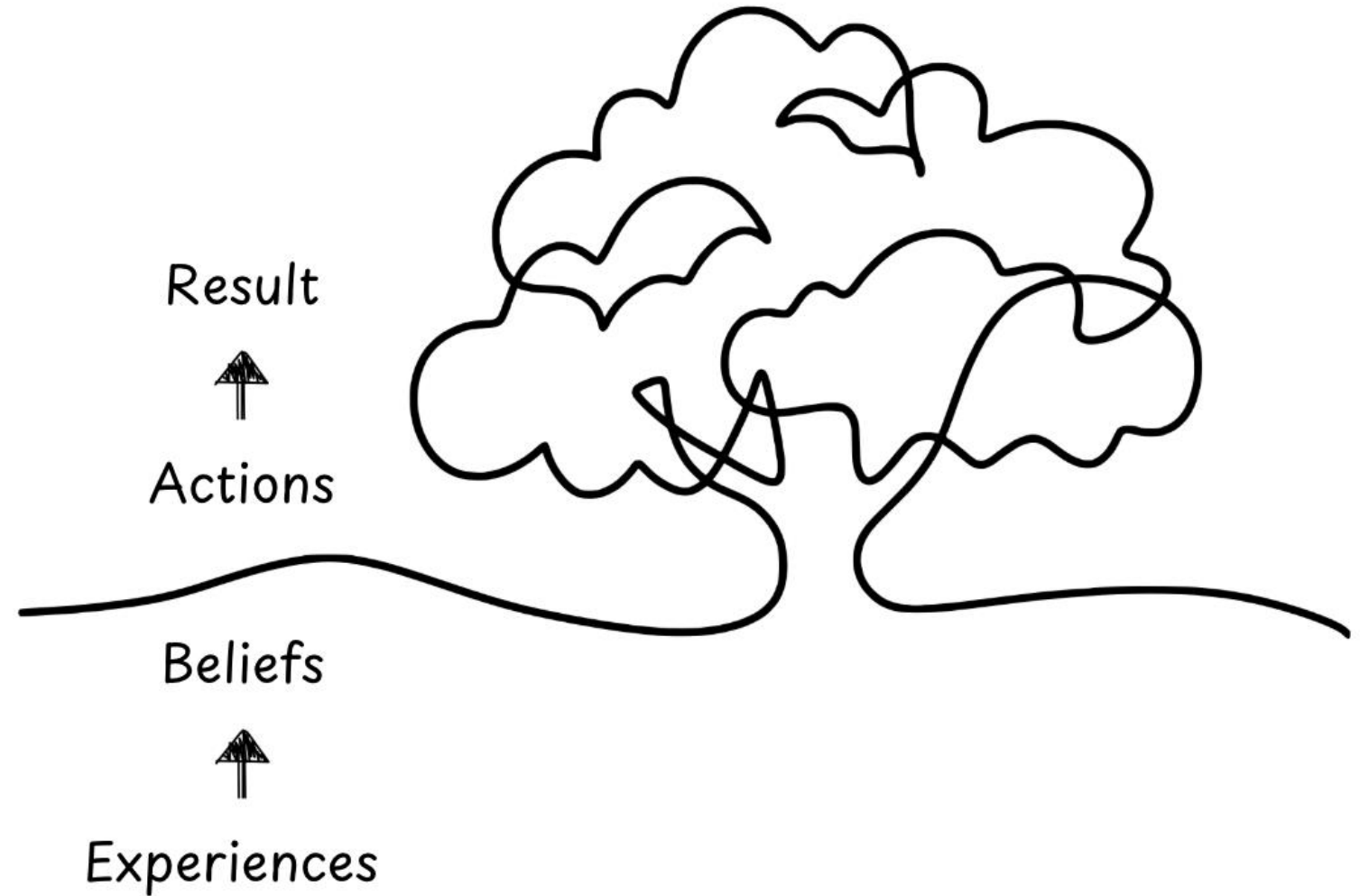


You can change.
Your results can change.



You have a message and a style of
delivering that message that hasn't been
given to anyone else. Honor and protect
that gift. No. Matter. What.

What was I thinking?



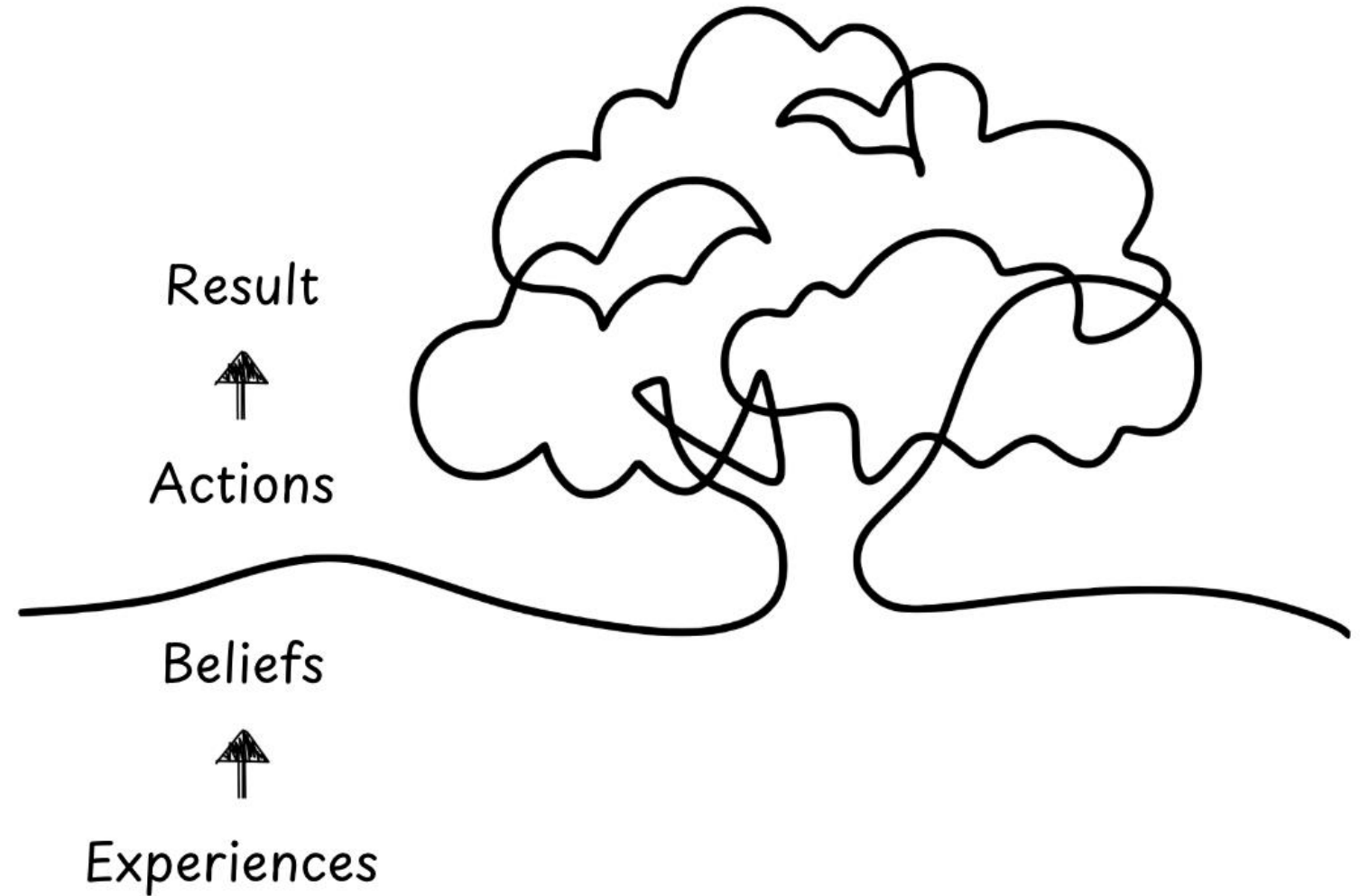


DECADES OF OILFIELD EXPERIENCE

Founded in 2012, Burton Oil has been providing vacuum, hydro-vac, and roll off truck services for over a decade. Over the years, we've earned a reputation for quality work, customer service, and integrity.

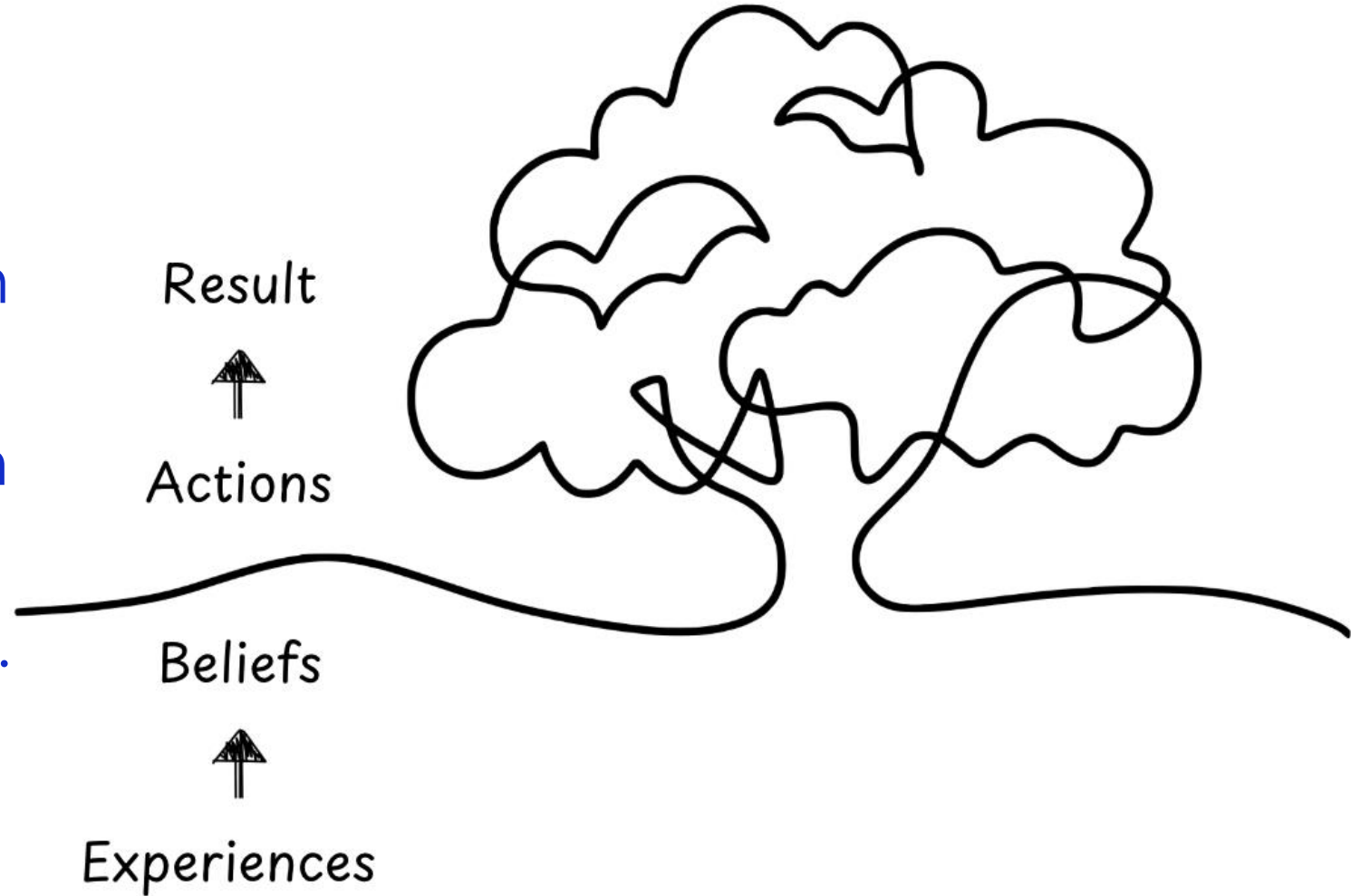
When you work with Burton Oil, you work with an experienced team that's dedicated to integrity and our client's success. We understand that there's no room for error, and our team is committed to safe, profitable operations.

The power of beliefs

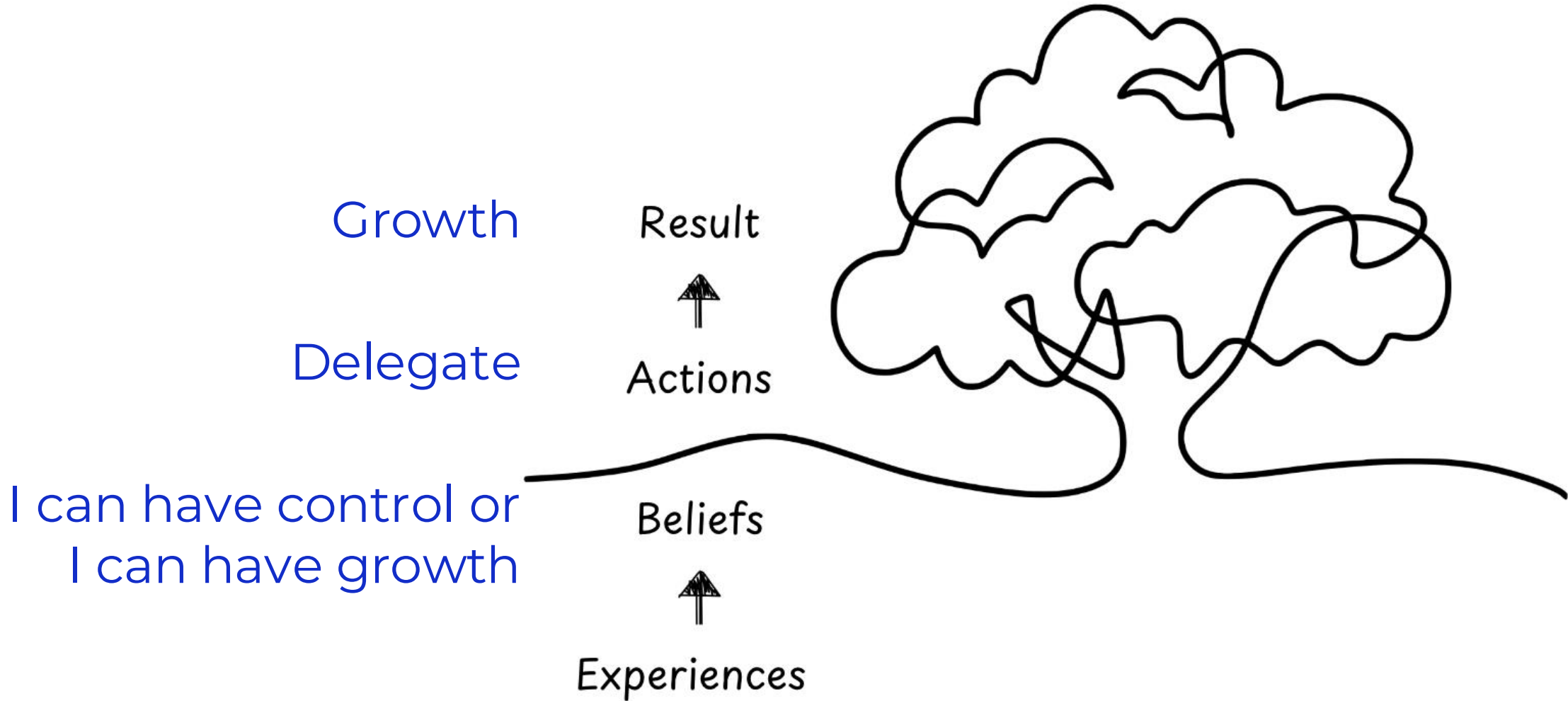


The power of beliefs

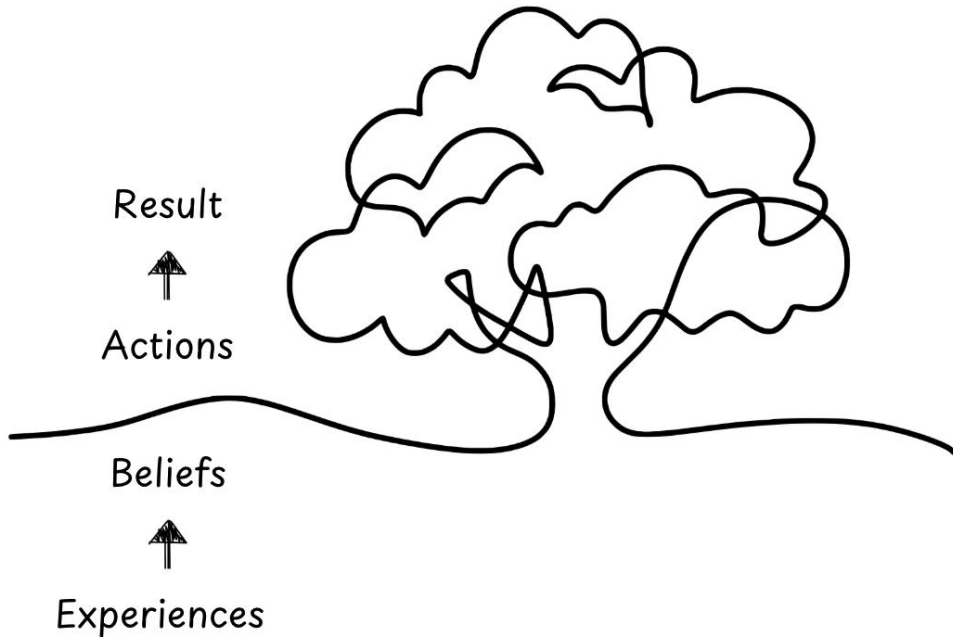
Overwhelm
Take on too much
It's just faster if ...



The power of beliefs



Breakthrough beliefs



- ✓ Your current rules are creating your current results
- ✓ To be clear is to be kind
- ✓ What you say isn't what they hear
- ✓ What you intend isn't what others experience



What you say is not
what others may
hear.

What you intend is
not what others may
experience.

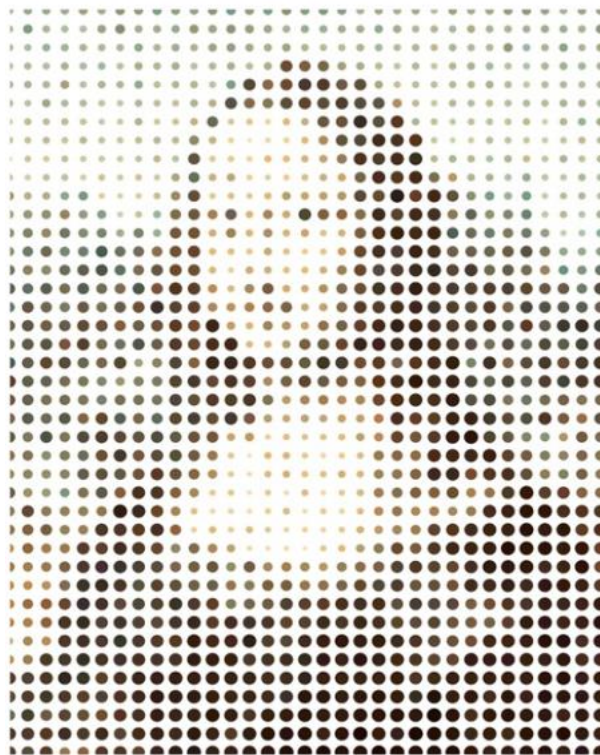


Communis

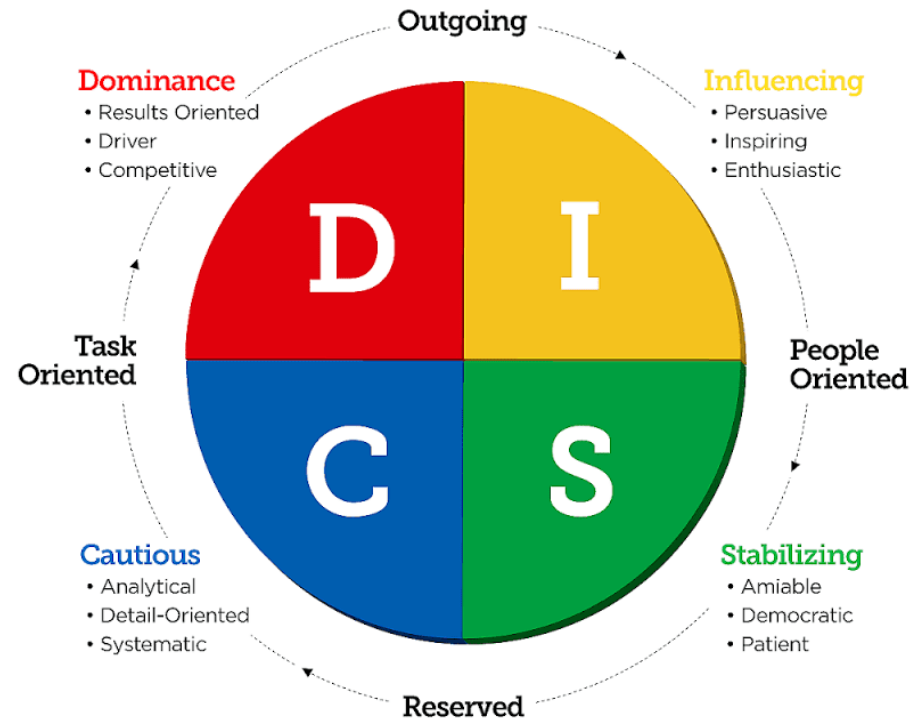
- Connect
- To make common, share, connect





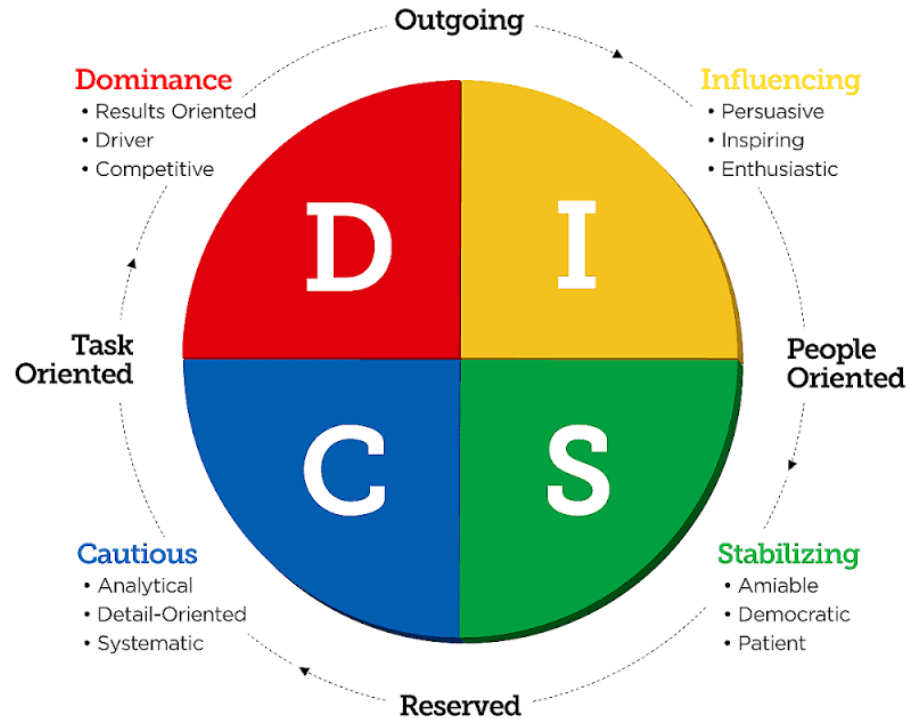


What DiSC Is



- Easy to understand
- Observable behaviors
- Applicable
- Valid and reliable
- Shortcut

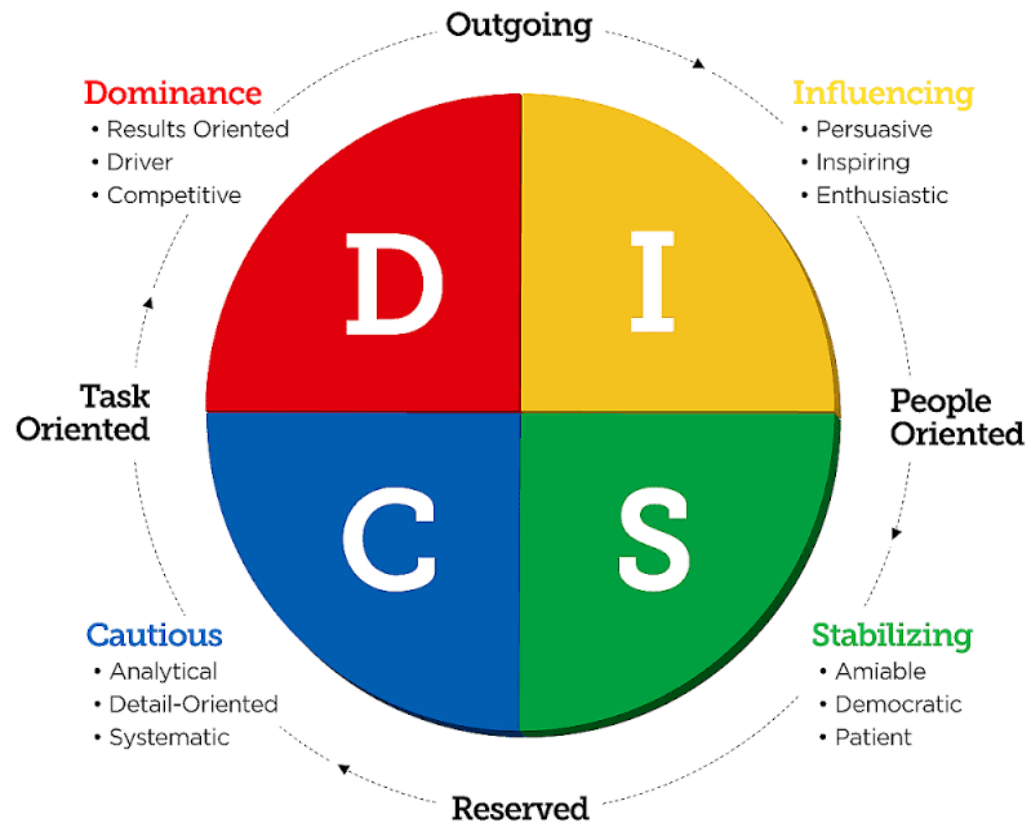
What DiSC Is NOT



- A tool to discriminate or judge
- Personality test
- Astrology
- One-dimensional
- Static

Behavioral Characteristics

Pages 4-5



Behavioral Characteristics

Based on Camryn's responses, the report has selected general statements to provide a broad understanding of her work style. These statements identify the basic natural behavior that she brings to the job. That is, if left on her own, these statements identify HOW SHE WOULD CHOOSE TO DO THE JOB. Use the general characteristics to gain a better understanding of Camryn's natural behavior.

Camryn influences most people with her warmth. She likes public recognition for her achievements. One of her motivating factors is recognition and praise. She can be obliging and accommodating; that is, she likes to work with people and help them. She can be friendly with others in many situations, but primarily with groups of established friends and associates. She is sociable and enjoys the uniqueness of each human being. Camryn tries to influence others through a personal relationship and many times will perform services to develop this relationship. She believes in getting results through other people. She prefers the "team approach." She may tend to agree to avoid confrontation. Her goal is to have and make many friends. At work, she is good at maintaining friendly public relations. Camryn likes feedback from her manager on how she is doing. She prefers working for a participative manager. She does her best work in this kind of environment.

Camryn likes working for managers who make quick decisions. She likes to participate in decision making. Because of her trust and willing acceptance of people, she may misjudge the abilities of others. When she has strong feelings about a particular problem, you should expect to hear these feelings, and they will probably be expressed in an emotional manner. Camryn prefers not disciplining people. She may sidestep direct disciplinary action because she wants to maintain the friendly relationship. She is good at solving problems that deal with people. She is good at giving verbal and nonverbal feedback that serves to encourage people to be open, to trust her, and to see her as receptive and helpful.

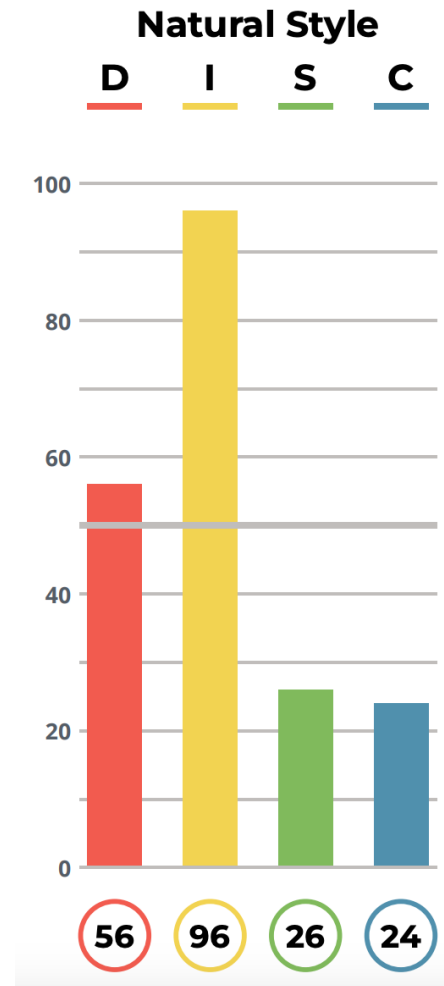
Assesses four dimensions of **behavior**:

D - deals with problems and challenges

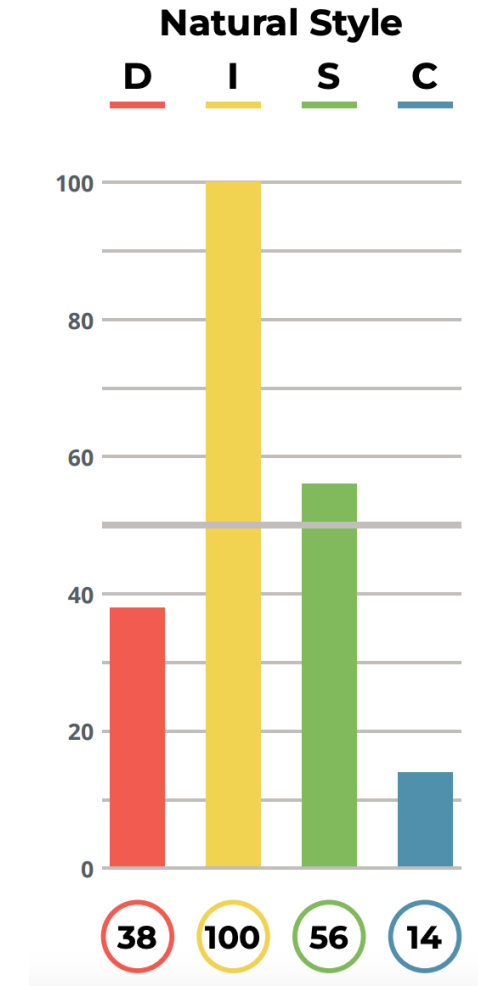
I – how we Influence and interact with others

S – the preferred pace of the environment

C – our preference for rules, process, accuracy, details

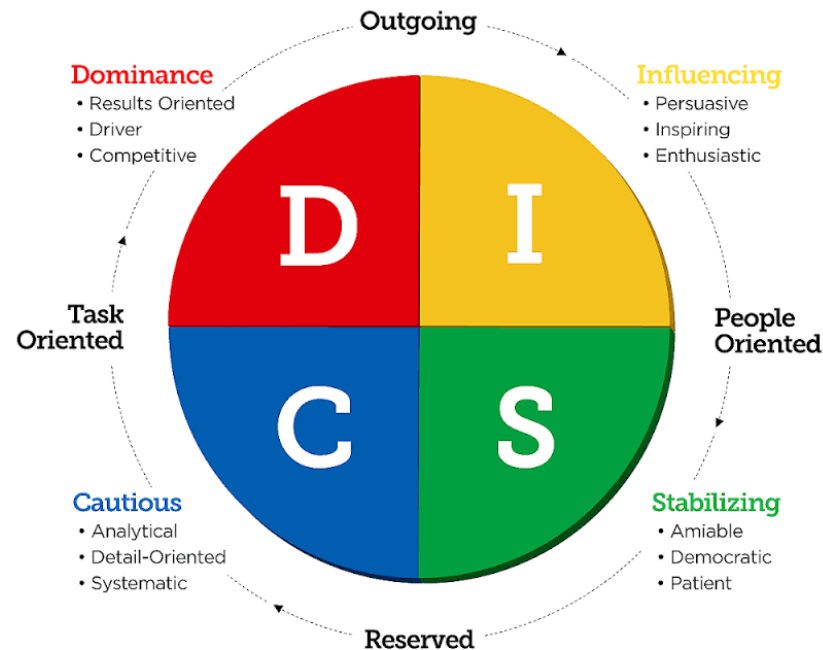


Sherry



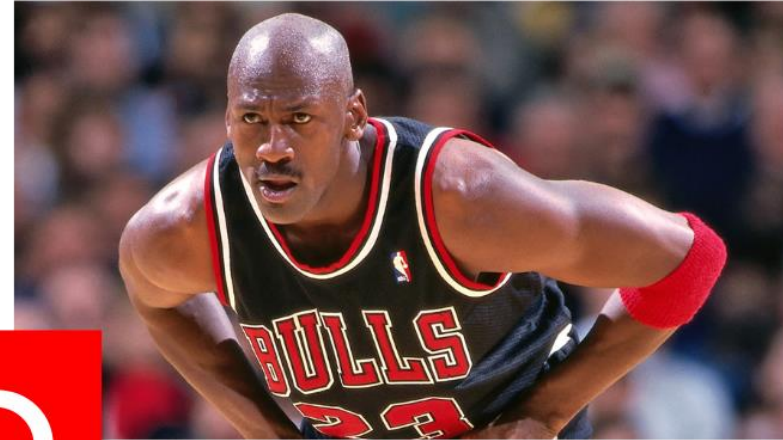
Lance

Dimension D

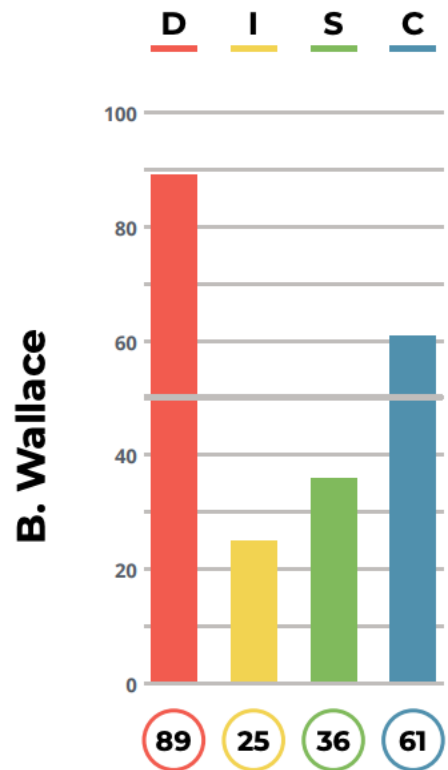
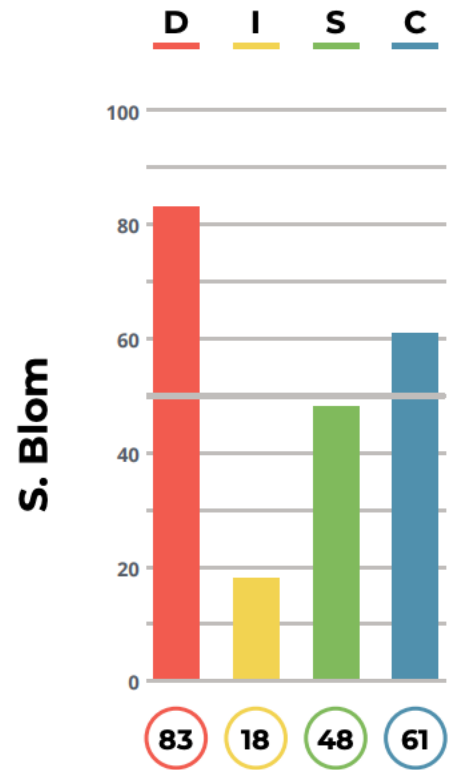


- Problems and challenges
- Direct, Driver, Decisive
- Domineering, Demanding, Stubborn
- Need: To be in control
- Big-Picture, Quick Decisions, Results

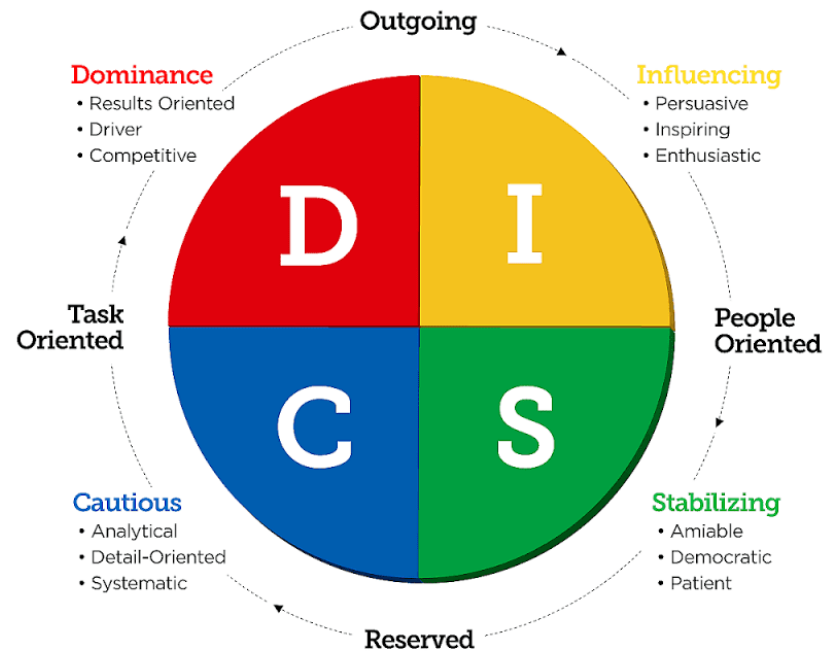
Famous People Leading with D



Leading with D



Dimension I

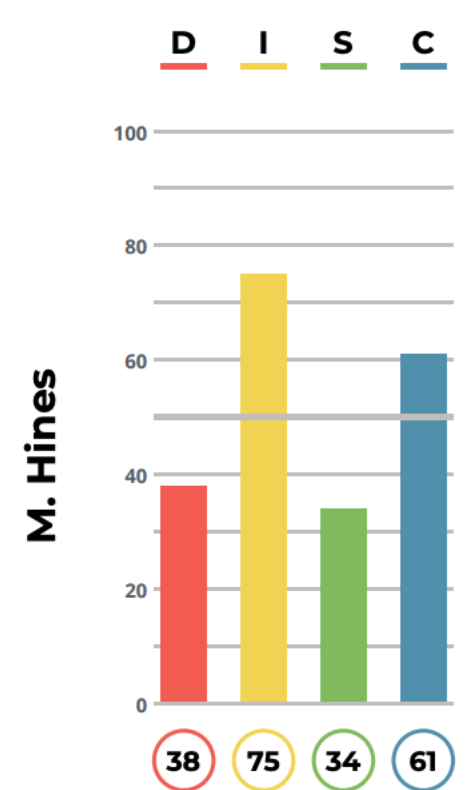
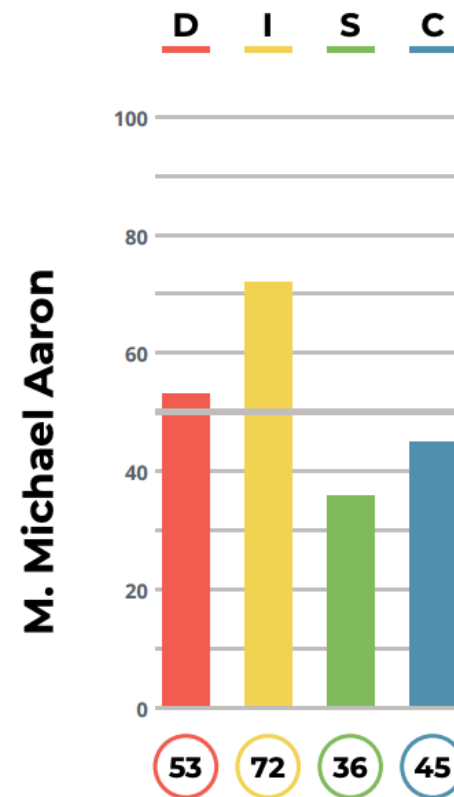
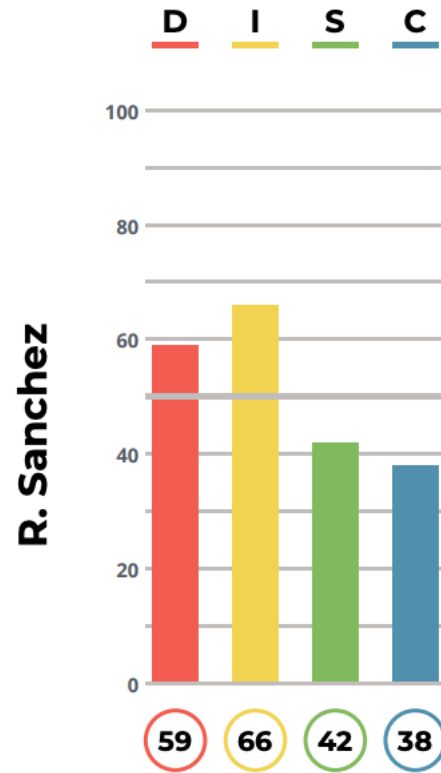
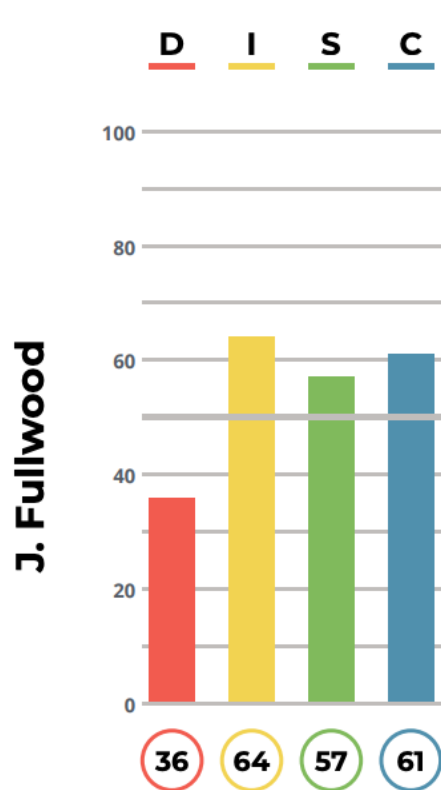


- Interacting with others
- Inspiring, Interesting, Influencing
- Impulsive, Irritating, Manipulative
- Need: To be liked
- Innovative, Optimistic, Relationships

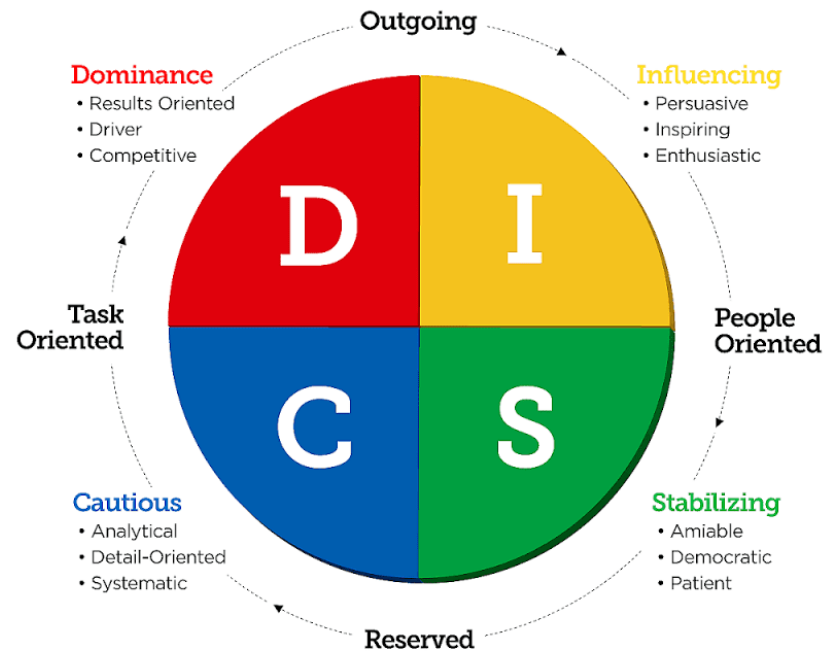
Famous People Leading with I



Leading with I



Dimension S

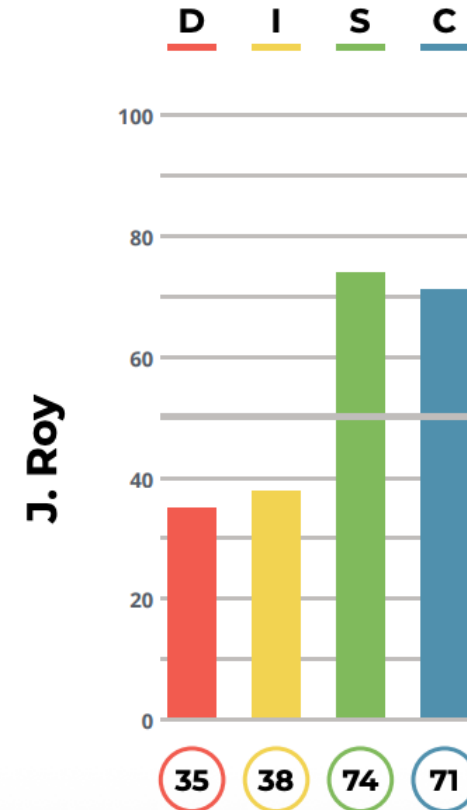
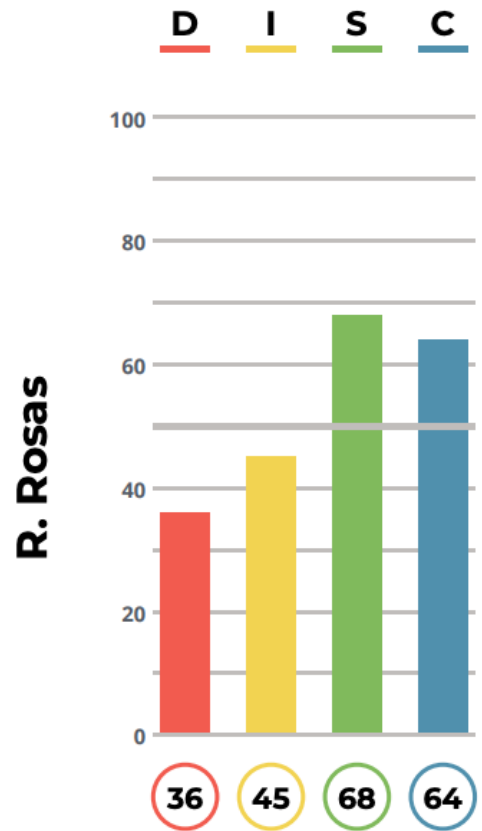


- Pace of the environment
- Stable, Steady, Sincere
- Slow, Silent, Sensitive
- Need: To be safe
- Collaborative, Observant, Loyal

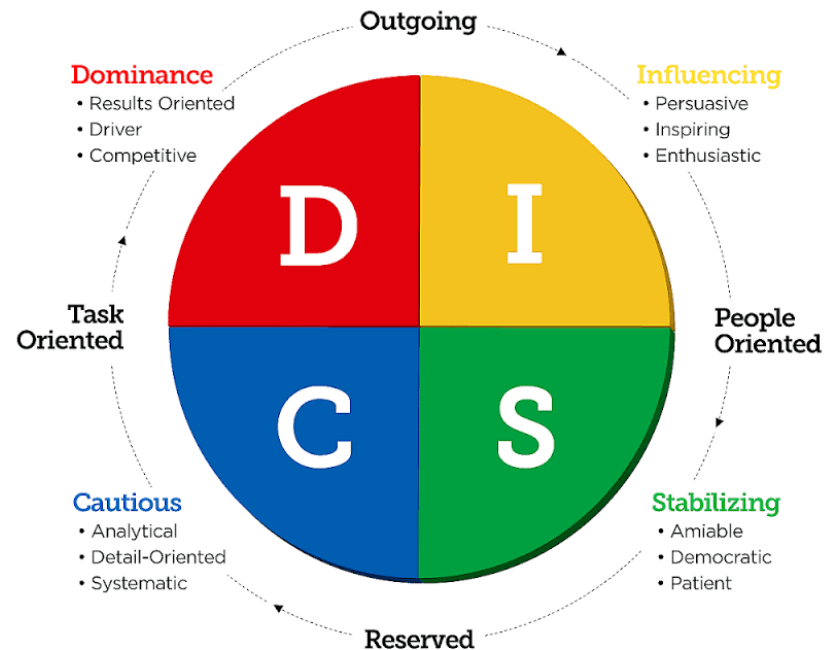
Famous People Leading with S



Leading with S

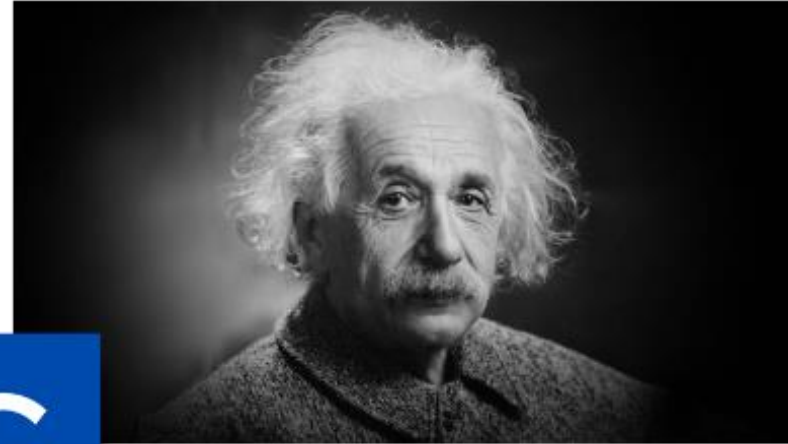


Dimension C

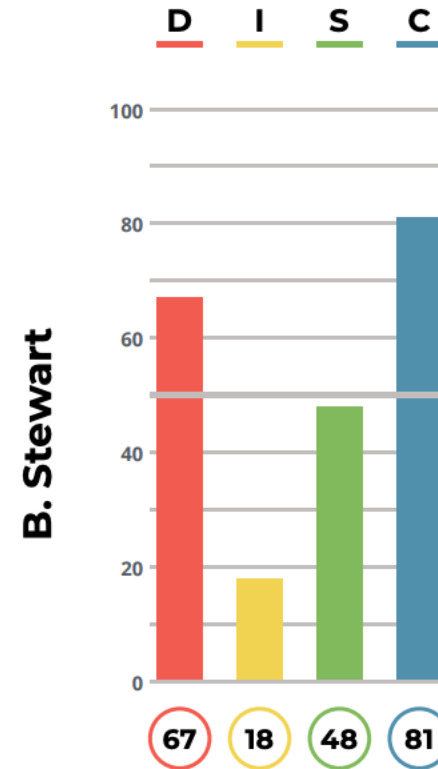
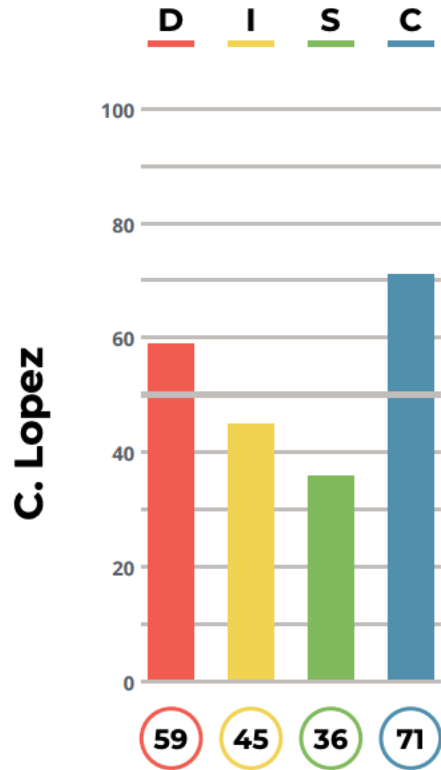


- Rules and process
- Careful, Conscientious, Concise
- Critical, Condescending, Suspicious
- Need: To be right
- Analytical, Methodical, Ordered

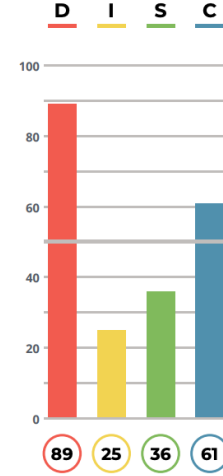
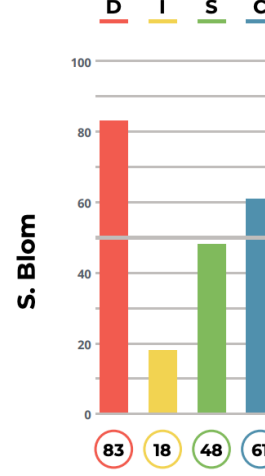
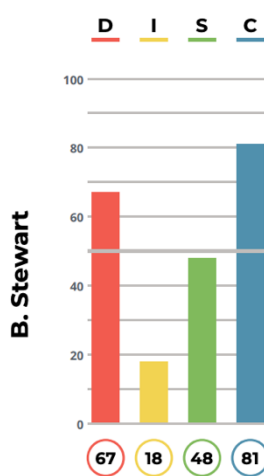
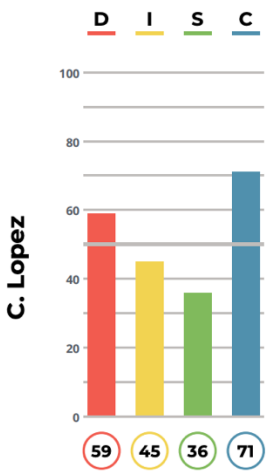
Famous People Leading with C



Leading with C



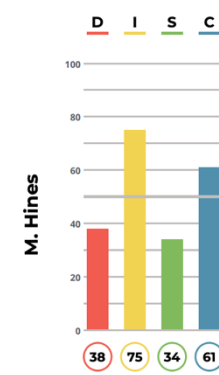
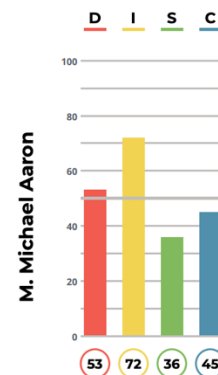
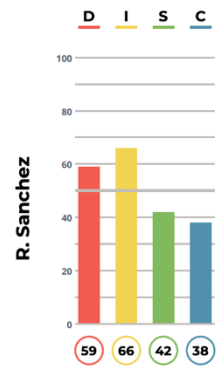
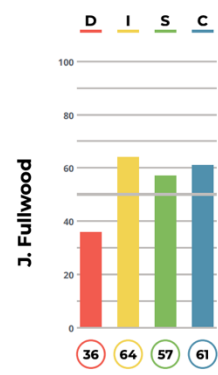
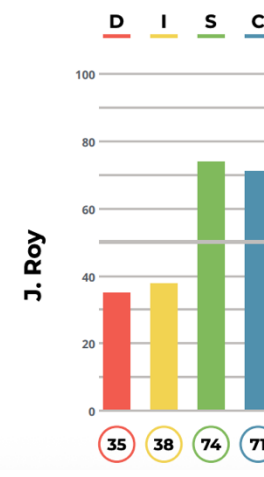
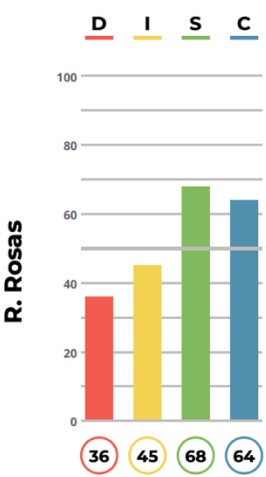
Direct/Results-Driven



HOW Implementors
(what's the hurry?)

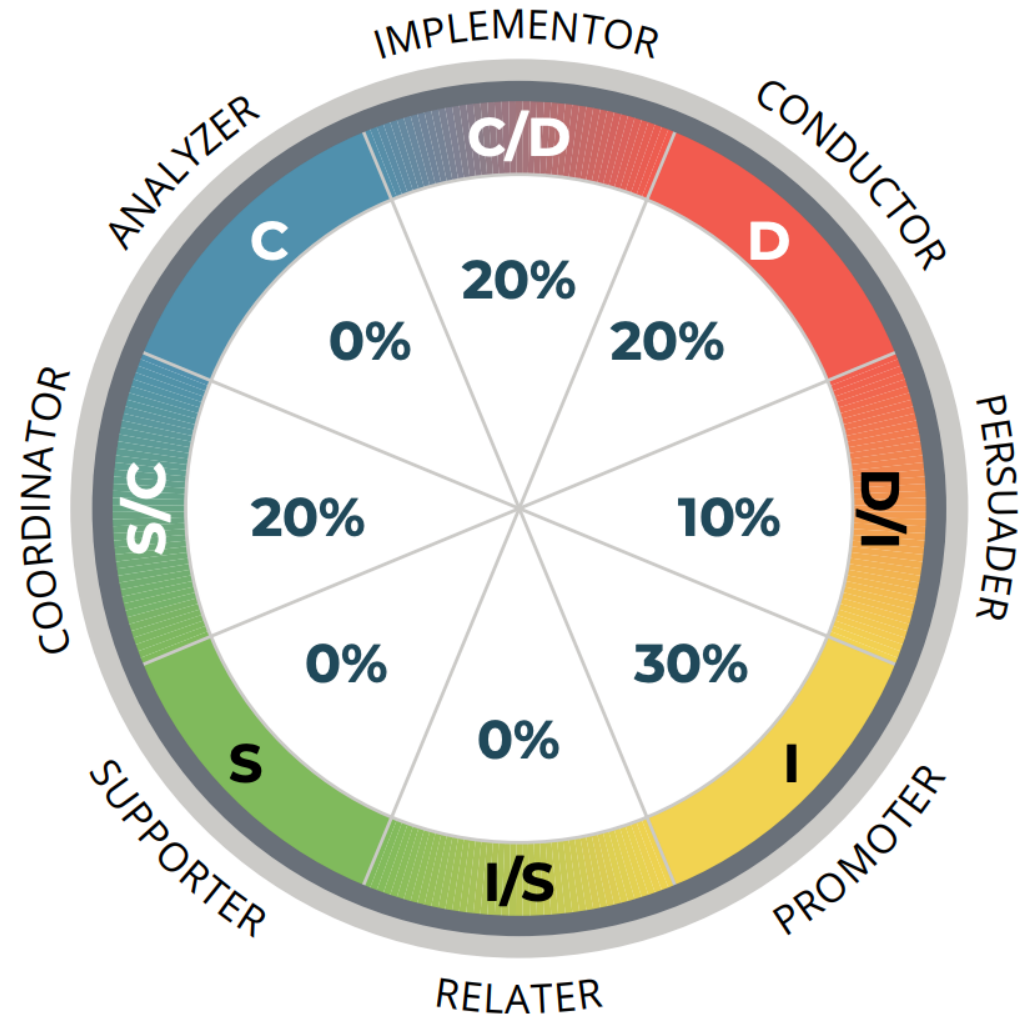
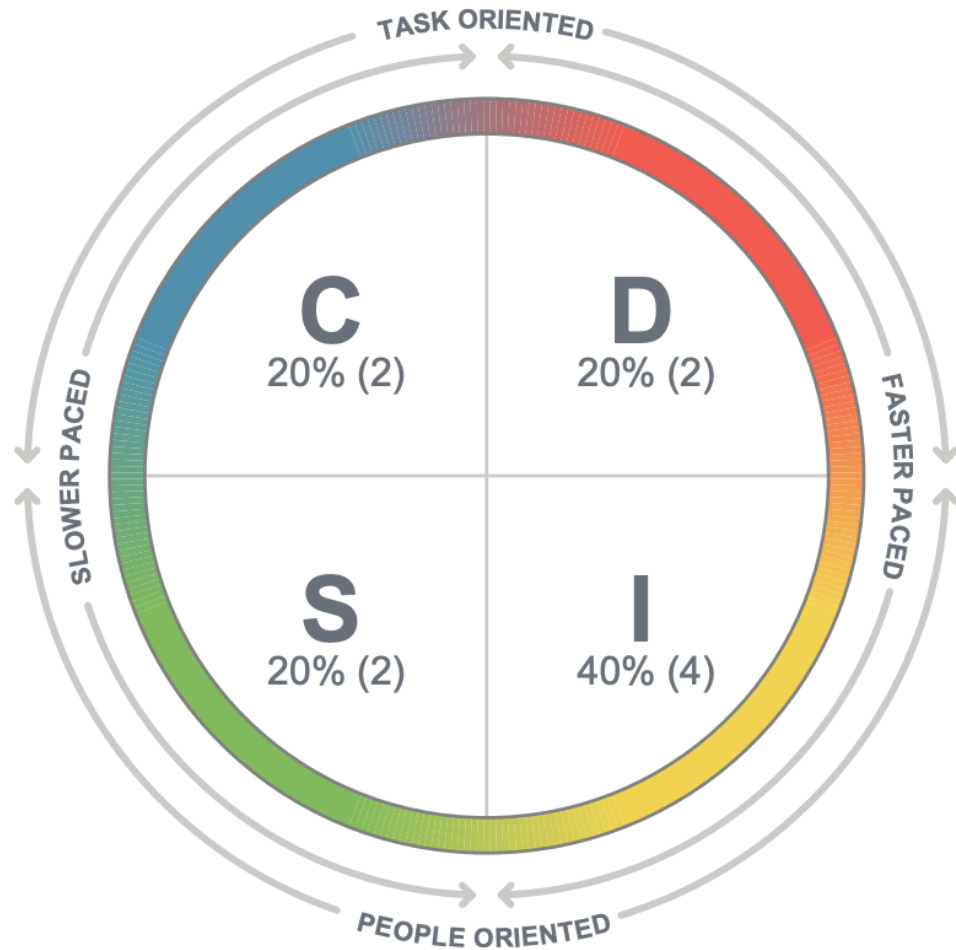
WOW Innovators
(what's taking so long?)

C
D
S
I



Indirect/People-Driven

Team Report



Behavioral Style Comparison



Behavioral Characteristics	Team Avg.	S. Blom	J. Fullwood	M. Hines	C. Lopez	M. Michael Aaron	R. Rosas	J. Roy	R. Sanchez	B. Stewart	B. Wallace	Mean
Organized Workplace	69	90	55	50	80	35	75	85	35	100	85	53
Analysis	68	80	60	55	75	40	70	85	40	100	77	54
Persistence	66	70	63	53	68	50	73	90	52	75	68	62
Following Policy	65	68	62	60	68	50	72	80	48	78	62	61
Consistent	62	62	68	55	60	42	75	85	48	72	58	62
Competitive	57	80	40	40	60	65	40	40	60	65	80	49
Customer-Oriented	54	38	68	65	48	60	65	62	60	35	38	63
Urgency	53	71	36	47	61	56	31	28	56	58	86	43
People-Oriented	52	30	60	70	50	70	60	60	60	30	35	64
Frequent Change	52	50	52	58	52	68	42	32	68	40	55	52
Versatile	50	40	53	63	50	75	43	33	65	33	47	54
Interaction	47	30	55	60	40	80	45	35	70	20	35	58

Two or more standard deviations below the mean

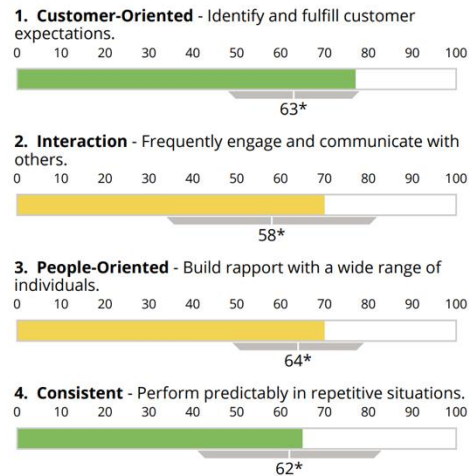
One standard deviation below the mean

One standard deviation above the mean

Two or more standard deviations above the mean

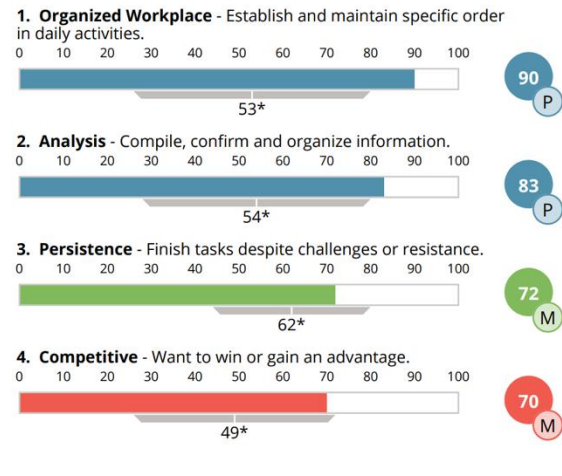
Comparison Report

Kathy



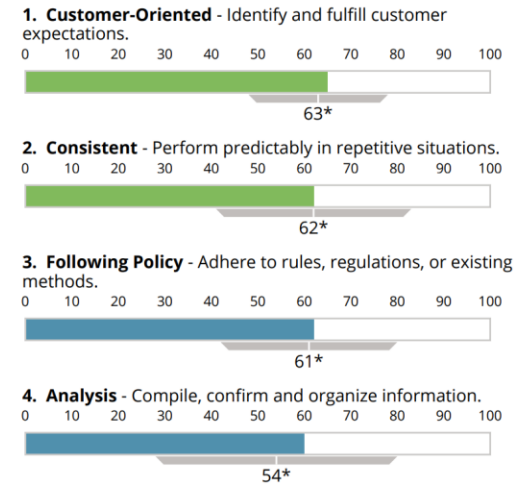
(EP) Extreme Passionate - Three standard deviations above the mean
(P) Passionate - Two standard deviations above the mean
(M) Mainstream - One standard deviation above or below the mean

Jeremy



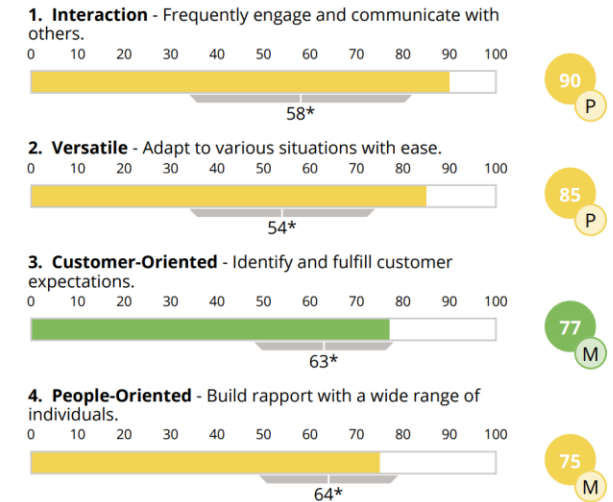
(I) Indifferent - Two standard deviations below the mean
(EI) Extreme Indifferent - Three standard deviations below the mean

Victoria



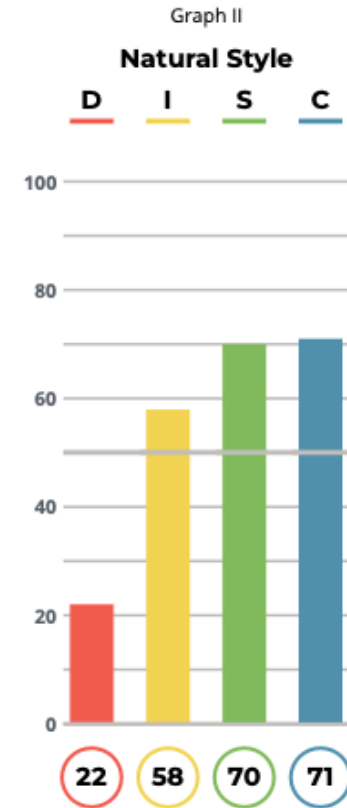
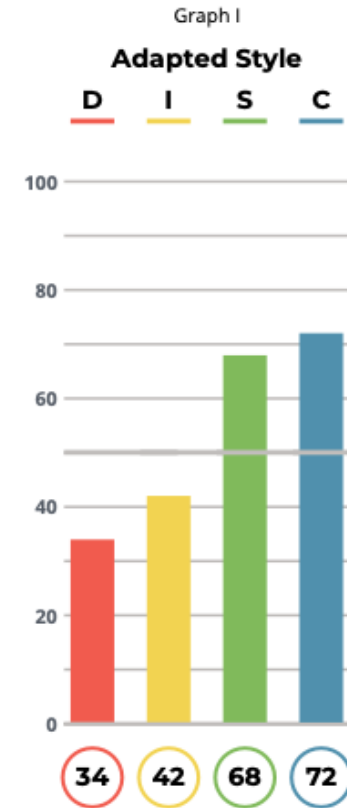
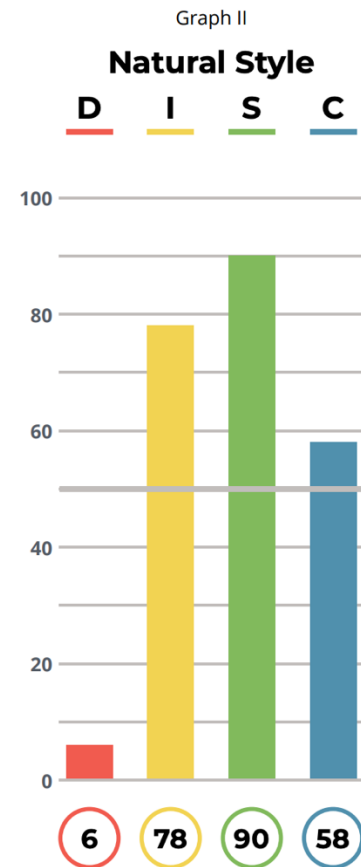
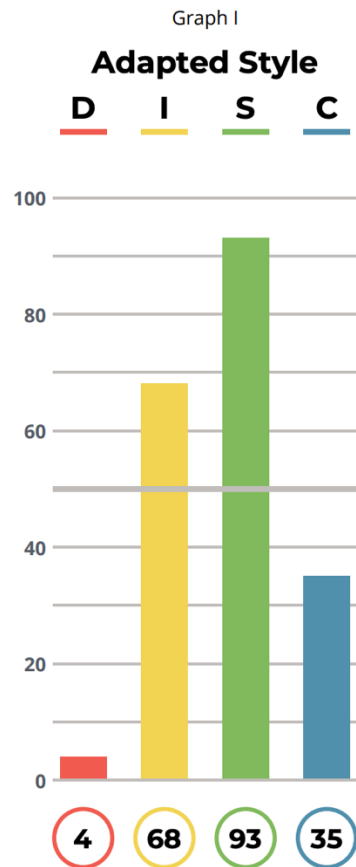
(EP) Extreme Passionate - Three standard deviations above the mean
(P) Passionate - Two standard deviations above the mean
(M) Mainstream - One standard deviation above or below the mean

Samantha



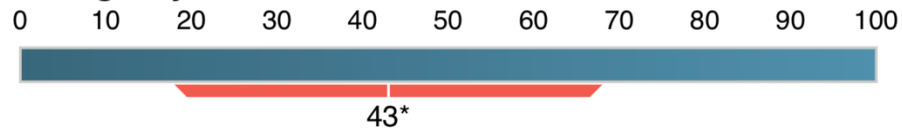
(I) Indifferent - Two standard deviations below the mean
(EI) Extreme Indifferent - Three standard deviations below the mean

Natural vs Adapted



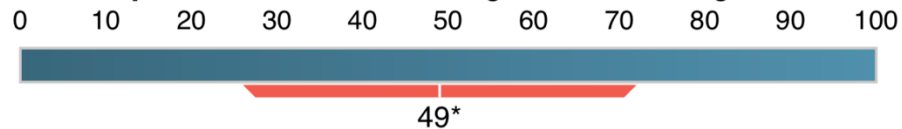
Behavioral Hierarchy

1. Urgency - Take immediate action.



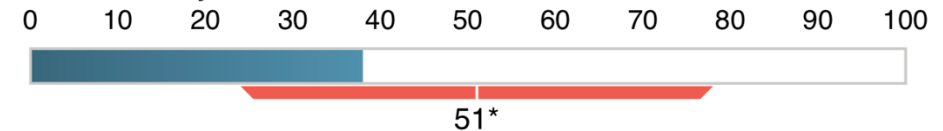
100

2. Competitive - Want to win or gain an advantage.



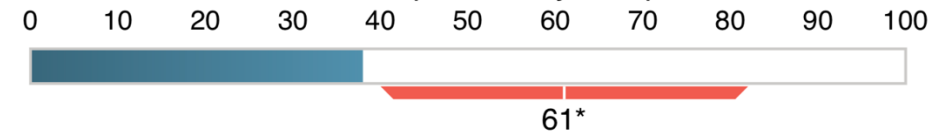
100

11. Organized Workplace - Establish and maintain specific order in daily activities.



38

12. Consistent - Perform predictably in repetitive situations.



38

Perceptions



Sherry usually sees herself as being:

- ✓ Enthusiastic
- ✓ Inspiring
- ✓ Outgoing
- ✓ Persuasive
- ✓ Charming
- ✓ Optimistic



Michael usually sees himself as being:

- ✓ Precise
- ✓ Diplomatic
- ✓ Thorough
- ✓ Knowledgeable
- ✓ Moderate
- ✓ Analytical



Under moderate pressure, tension, stress or fatigue, others may see her as being:

- ✓ Self-Promoting
- ✓ Overly Optimistic
- ✓ Glib
- ✓ Unrealistic



Under moderate pressure, tension, stress, or fatigue, others may see him as being:

- ✓ Pessimistic
- ✓ Worrisome
- ✓ Picky
- ✓ Fussy



Under extreme pressure, stress or fatigue, others may see her as being:

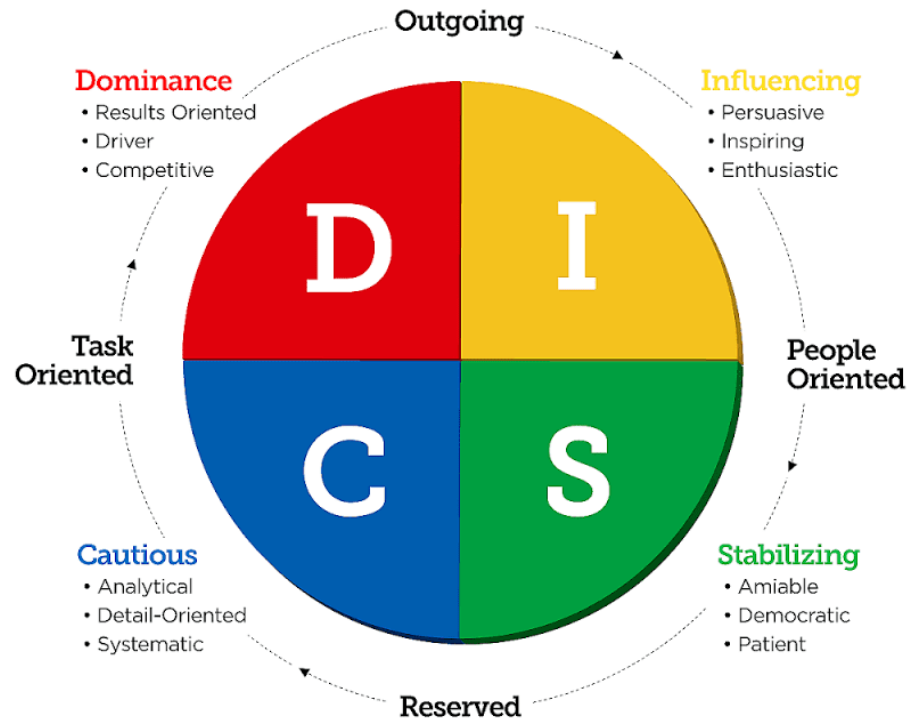
- ✓ Overly Confident
- ✓ Poor Listener
- ✓ Talkative
- ✓ Self-Promoter



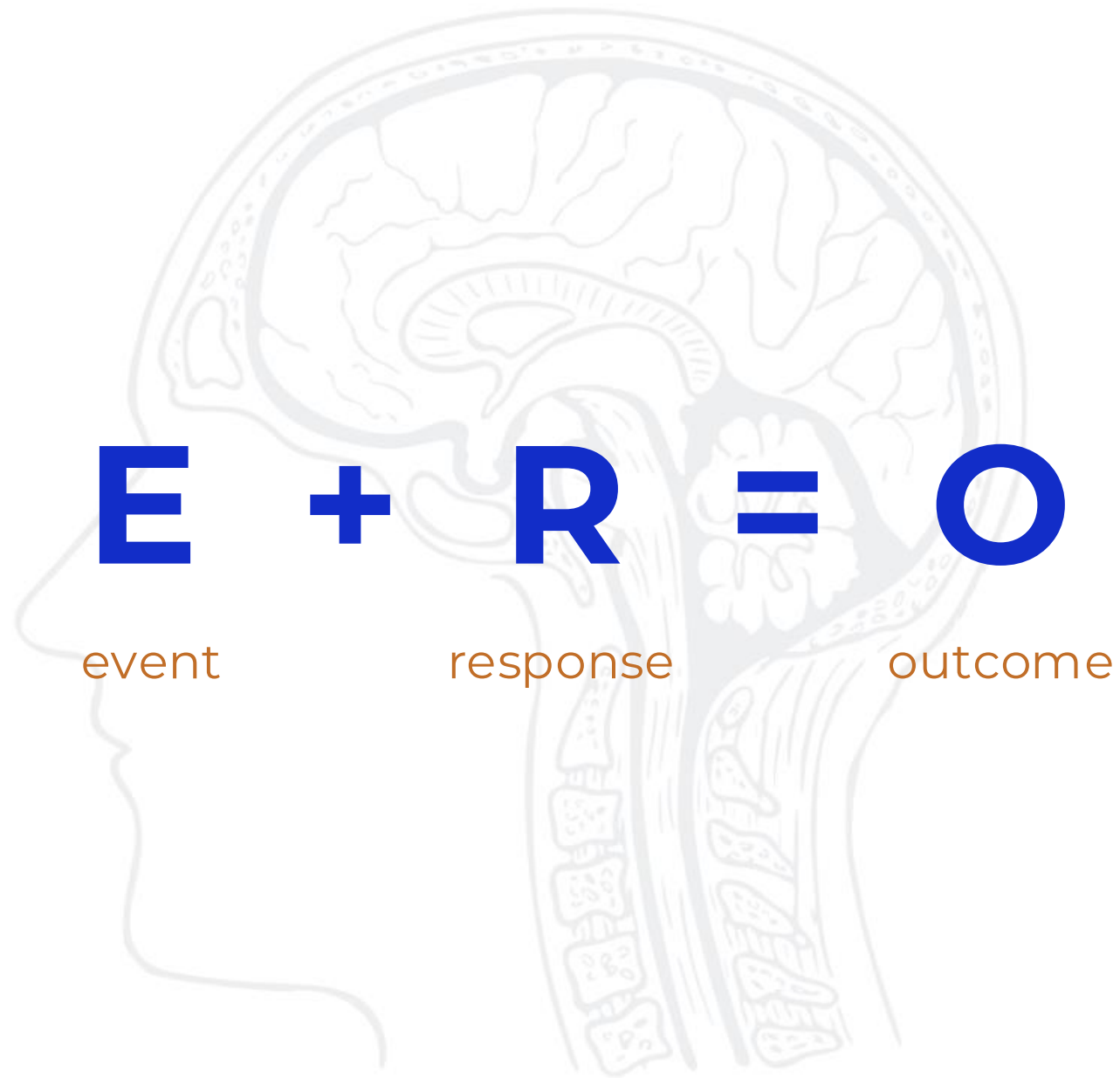
Under extreme pressure, stress, or fatigue, others may see him as being:

- ✓ Perfectionistic
- ✓ Strict
- ✓ Hard-to-Please
- ✓ Defensive

Individual Report



- Value to the organization
- Checklist for communicating
- Communication tips
- Ideal environment
- Descriptors
- Natural and adapted style
- Adapted style
- Keys to motivating
- Keys to managing
- Areas for improvement



$$\mathbf{E} \text{ STORY} + \mathbf{R} = \mathbf{O}$$



Generalizations

Distortions

Deletions

Experiences

Beliefs

Biases

Needs

E

event

+

R

response

=

O

outcome

1. What meaning am I giving this?
2. What meaning do I want to give this?
3. What do I know to be true?
4. What is mine to own? (and what isn't)
5. Where do I need clarity for the next step? (who can help?)
6. Does this deserve my attention or my energy?
7. What serves the greater good?
8. How might this be happening FOR me rather than TO me?
9. How do I respond in alignment with who I want to be?



How did I
create this?



What is mine
to own?
What isn't
mine to own?



What problem
needs to be
solved?



What options
are available to
solve this
problem?



What actions do I
need to take?
(who can help?)



What is the
learning?
(learning is winning)

LINE OF ACCOUNTABILITY, RESPONSIBILITY, SELF-AWARENESS



Who/what can
I blame?



Who/what can
I criticize or
complain
about?



How can I be
superior to
everyone else?



Who is going to
save me – who
is going to fix
this?



How am I a victim
– who's fault is it?



Wisdom:

We have the experience, knowledge, and judgement to benefit those around us

Integrity:

We are committed to doing the right thing, even when no one is looking

Generosity (Service?):

We cultivate a spirit of generosity toward one another, our clients, and our community.

Excellence:

We strive to exceed expectations and take pride in everything we do.