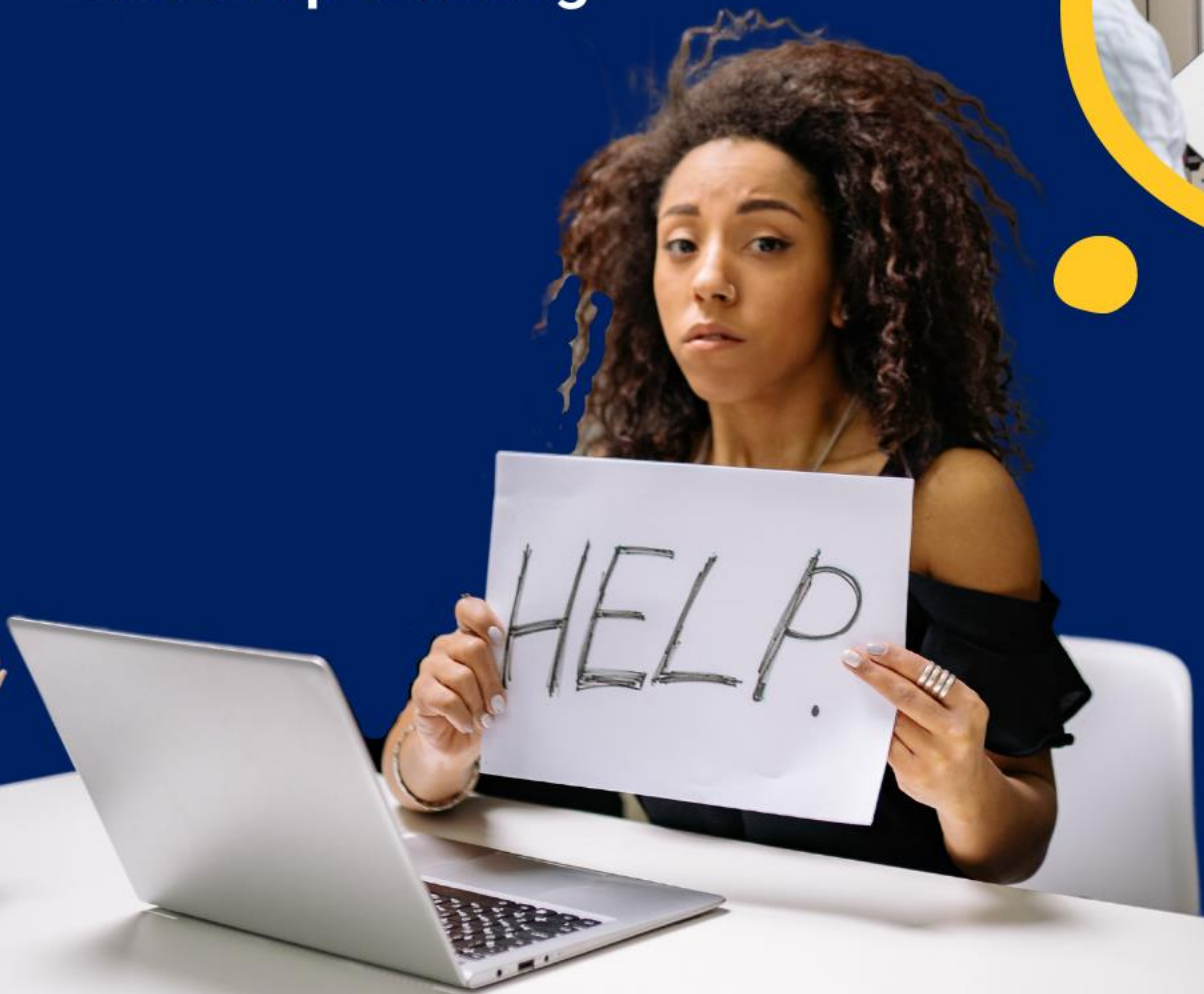


Personality Matters

How DISC Styles Affect Disability Employment Outcomes



Since 2019 Populi has been supporting employment service providers with consulting, training programs and leadership coaching.



The currency, that flows through and drives Employment Services is

communication.

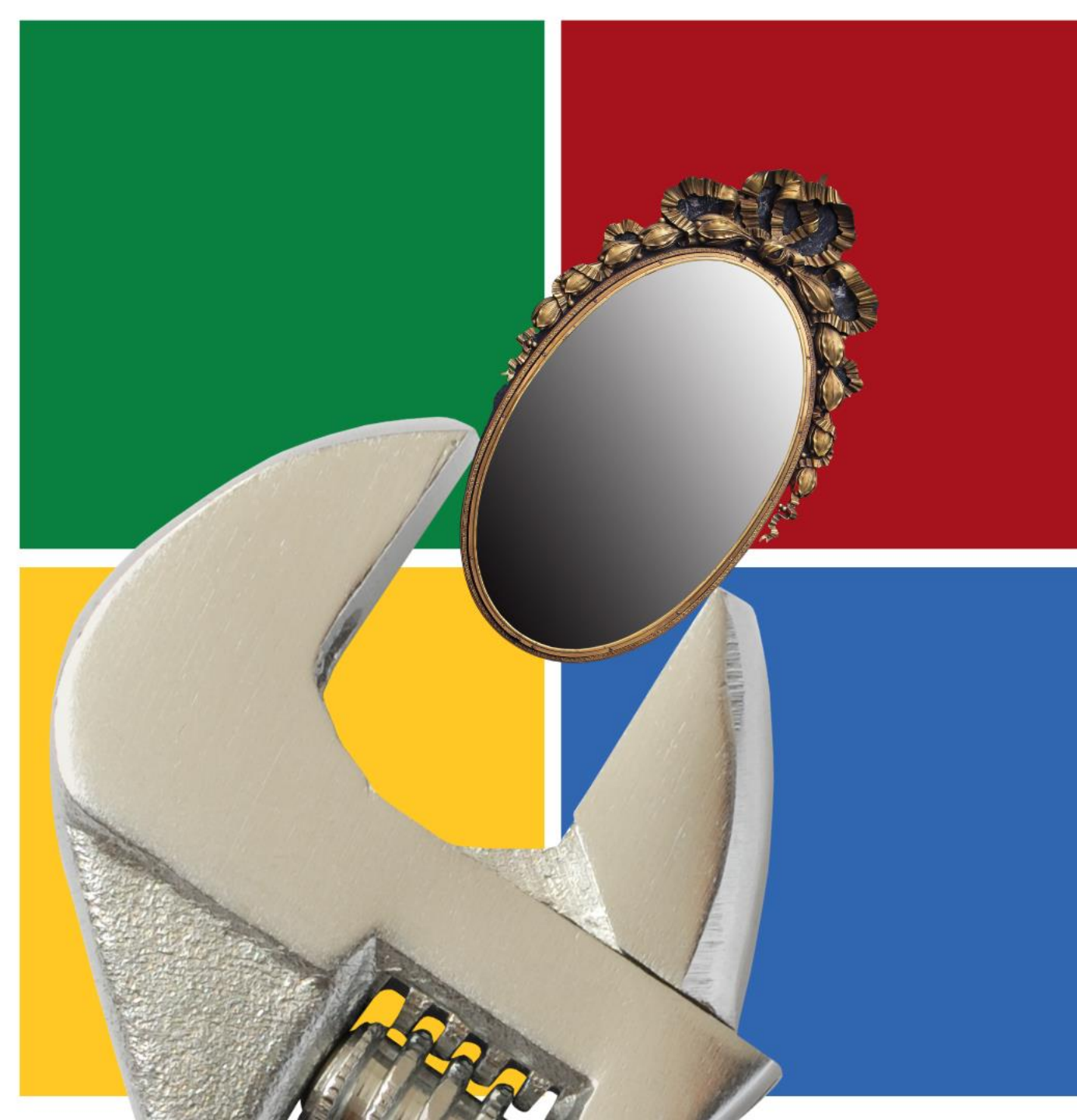


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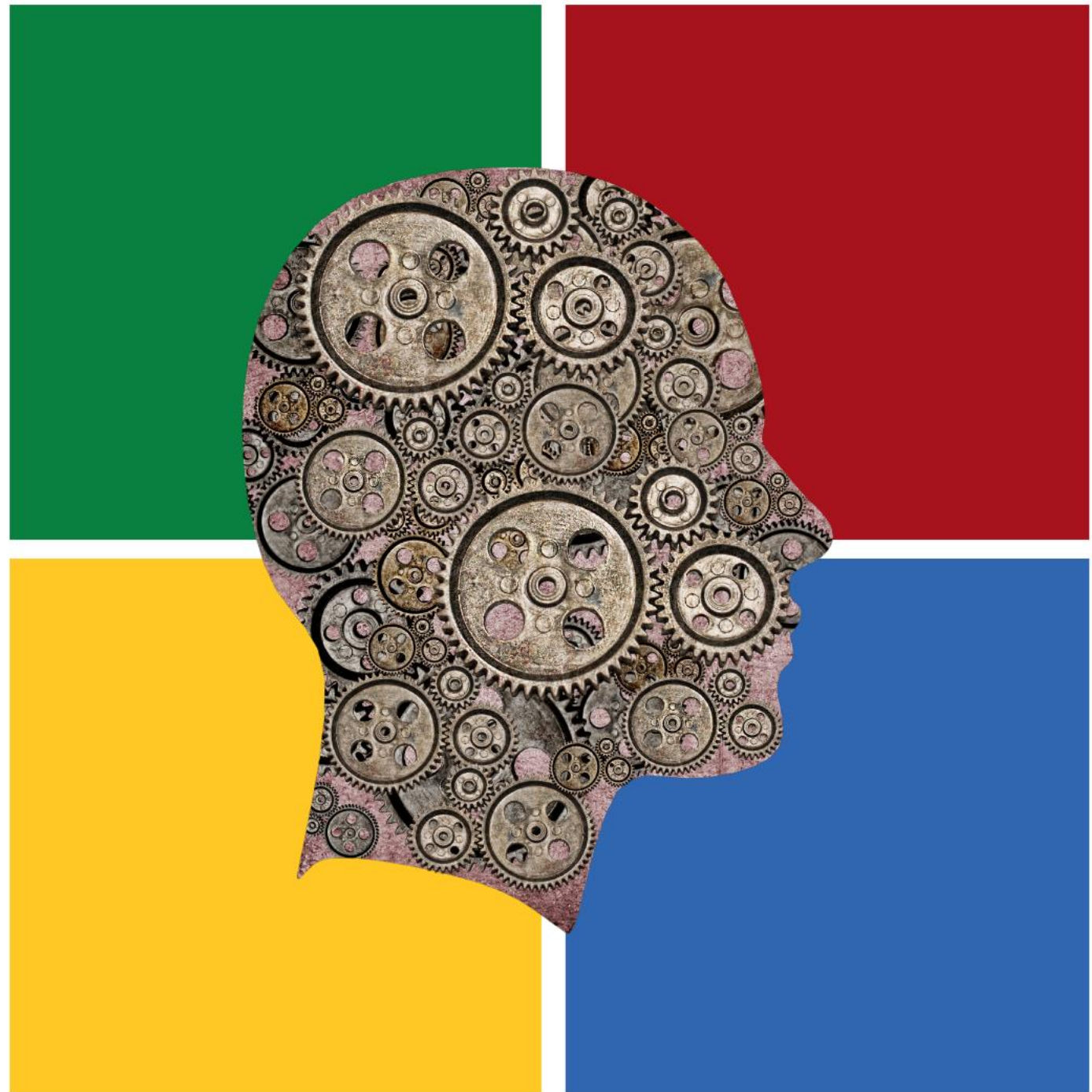
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**DISC is a tool to
help improve
self-awareness...**

**...and understand
the different needs
of other people.**





**It can help
apply filters to
communication.**



- **Brief overview of DISC styles.**
- **How styles can relate to 4 key areas of communication that drive DES performance.**
- **Early indicators and recommendations from our DISC4Jobs pilots.**

DOMINANCE

Direct communicators
Results-oriented
Like control - impatience

D

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INFLUENCE

Outgoing communicators
Love 'new' things
Value recognition - sensitivity

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STEADINESS

Supportive, good listeners
Tend to be modest
Value consistency - fear change

DOMINANCE

Direct communicators
Results-oriented
Value control - impatience

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Value recognition - sensitivity

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CONSCIENTIOUSNESS

Problem solvers
Work fairly/systematically
Value correctness - inaction

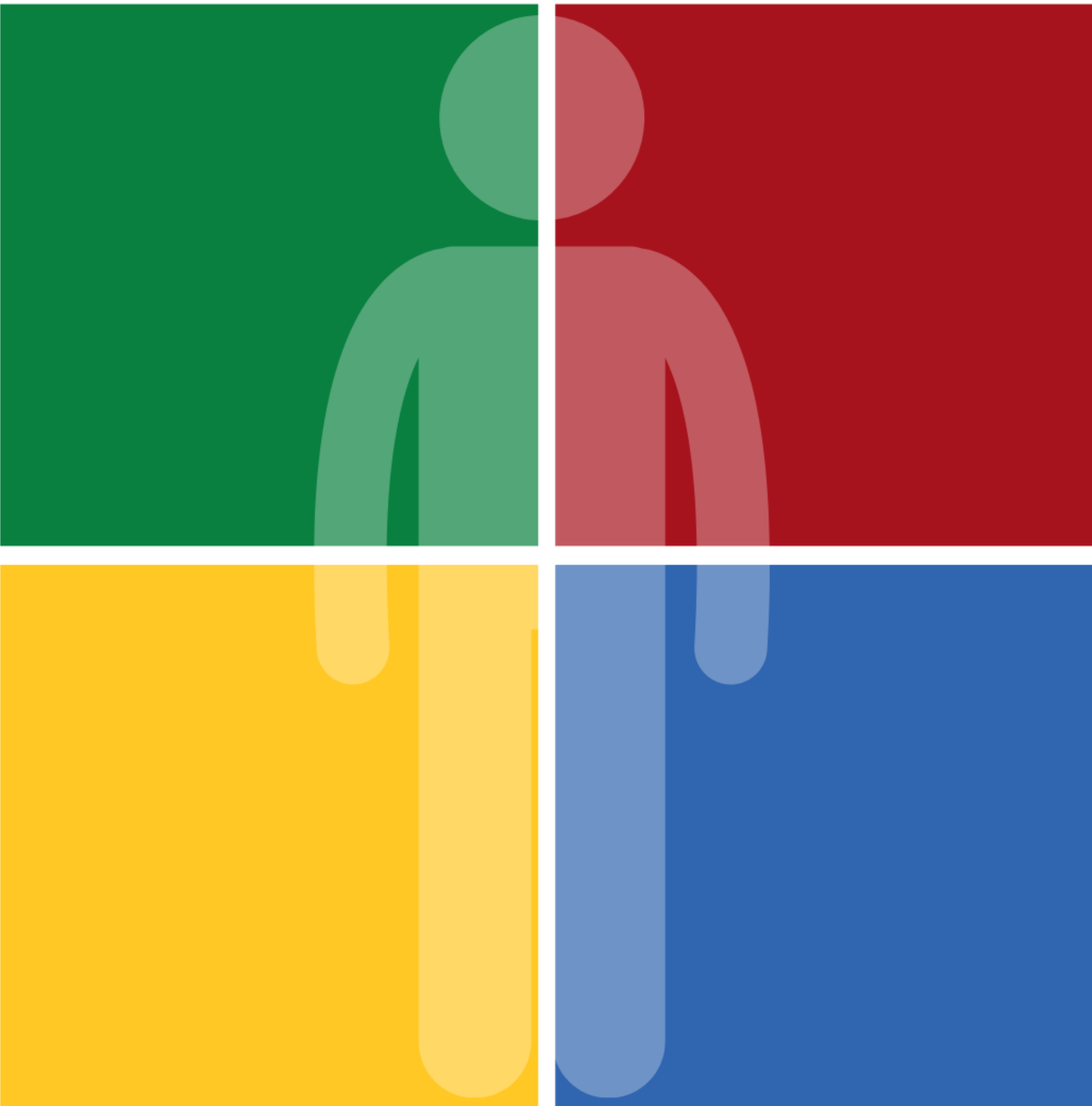
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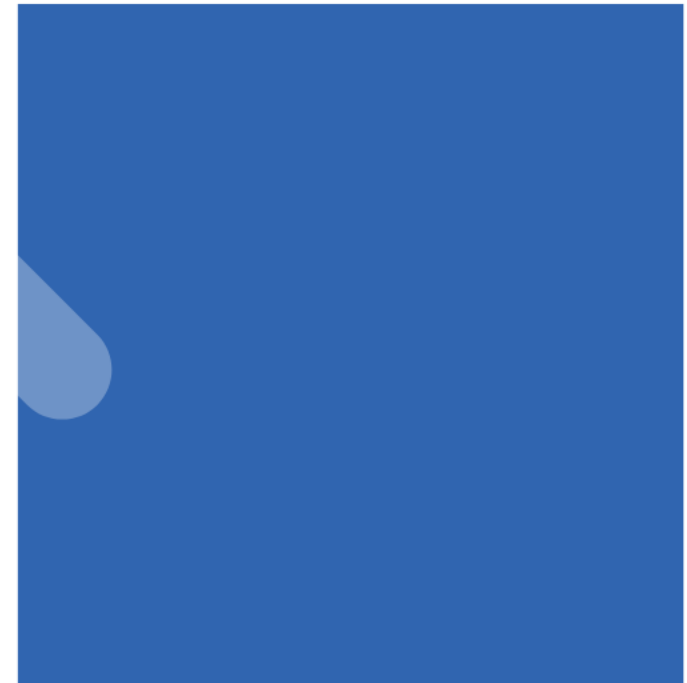
**All styles are equally
valuable, with unique
strengths and areas
of development.**





**We all have traits
of all styles in
different situations...**

**...but will tend to have
a 'comfort' style.**





Participants



Consultants



**52 Week
Job
Outcomes**



Managers



Employers

Participants



Stuck in 'control' of their \$
Frustration with red tape
Unrealistic job goals
Cut (application) corners
'Too' confident (interviews)
Will challenge in work



Stuck in 'control' of their \$
Frustration with red tape
Unrealistic job goals
Cut (application) corners
'Too' confident (interviews)
Will challenge in work



Fear job rejections
Frequently late to appts
Try to charm their EC
Job goals are unfocused
'Over share' at interviews
Will get bored easily





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Participants



Put themselves last
 On time/compliant
 Inflexible appt times
 Rarely change job goal
 Undersell at interviews
 Feel the learning curve



Stuck in 'control' of their \$
 Frustration with red tape
 Unrealistic job goals
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 Will challenge in work



Fear job rejections
 Frequently late to appts
 Try to charm their EC
 Job goals are unfocused
 'Over share' at interviews
 Will get bored easily



Participants



Waiting for a career role
 On time/compliant
 Keep their cards close
 Won't rush applications
 Will challenge ECs
 Job needs to be 'fair'



Put themselves last
 On time/compliant
 Inflexible appt times
 Rarely change job goal
 Undersell at interviews
 Feel the learning curve

**Keep to short, sharp
engagement, sms/email**

Focus on 'cold' calling

**Mock interviews to help
them be less direct**



**Take time to listen to them
- they want to connect**

Hold them accountable!

**Mock interviews to help
tighten their answers**



**Provide proof to back up +
push your points (ABS)**

Focus on problem solving

**Mock interviews to help
patience with others**



**Refer them into groups,
they love to collaborate**

Help them set boundaries

**Mock interviews to help
identify their strengths**

Consultants



KPI 'Obsessed'

Impatient with teammates
Impatient with participants
Challenges in buzz meets
Complies, for performance
Pushes for promotion



KPI 'Obsessed'

Impatient with teammates
Impatient with participants
Challenges in buzz meets
Complies, for performance
Pushes for promotion



Recognition fuelled
Social heart of the team
Chats with participants
Shares ideas in buzzes
Compliance a disaster!
People's choice promotion



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Consultants



Operates under radar
Listening ear of the team
Has GP appointments!
First to volunteer
Complies, but forgiving
Struggles with change

KPI 'Obsessed'

Impatient with teammates
Impatient with participants
Challenges in buzz meets
Complies, for performance
Pushes for promotion



Recognition fuelled
Social heart of the team
Chats with participants
Shares ideas in buzzes
Compliance a disaster!
People's choice promotion



Thinks KPIs are flawed
Contract expert of the team
Has silent appointments
Quietly judges in buzzes
Compliance without mercy!
Angling for sideways move



Operates under radar
Listening ear of the team
Has GP appointments!
First to volunteer
Complies, but forgiving
Struggles with change





Recognition - group email

Double check work for quality with the quantity

Give them time on their own to complete admin



Recognition - buzz meeting

Point them to a 'next' idea quickly if something fails

Pair them with a team mate for admin time



Consultant Strategies

Recognition - private email

Help them take calculated job risks occasionally

Make sure they have quiet/admin time planned



Recognition - review meet

Make sure they are challenging when needed

Make sure they have access to their teammates

Managers



THE white board wiper
'My way' coaching
Quick buzzes
May double up claims
Under forecasts numbers
Holds company messages



Managers



THE white board wiper
'My way' coaching
Quick buzzes
May double up claims
Under forecasts numbers
Holds company messages



Fair weather performer
Everybody's pal coaching
Dominate 'fun' buzz meets
Claims may need checking
Over promises forecasts
Pre-shares messages





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 'My way' coaching
 Quick buzzes
 May double up claims
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Holds prior month glories
 Considerate coaching
 Community-focus buzzes
 May take on claims
 Forecasts with caveats
 Softens messages

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Works to quarterly KPI's
Delegated coaching
Transactional buzzes
May double check claims
Delays forecast 'til its right
Challenges messages



Holds prior month glories
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**Manager
Strategies**

Works to quarterly KPI's
Delegated coaching
Transactional buzzes
May double check claims
Delays forecast 'til its right
Challenges messages

Holds prior month glories
Considerate coaching
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May take on claims
Forecasts with caveats
Softens messages



Text first for a good time to give them a 'quick' call



Work out a career plan to show them their path



Meet them for a coffee somewhere new



Praise their ideas in front of their colleagues



Manager Motivation

Send them a detailed email to explain your need



Share the rationale/stats behind all key decisions



Meet them somewhere familiar - the site kitchen!



For any company change, pair them up with a buddy

Employers



**Works quickly and
talks in a group situation.**



**Works carefully and
remains quiet in a group situation.**

**Works on their own,
and considers
practical cost first.**



**Works with others,
and considers
human cost first.**

Works quickly and
talks in a group situation.

Construction/Trade work

Retail/Hospitality work

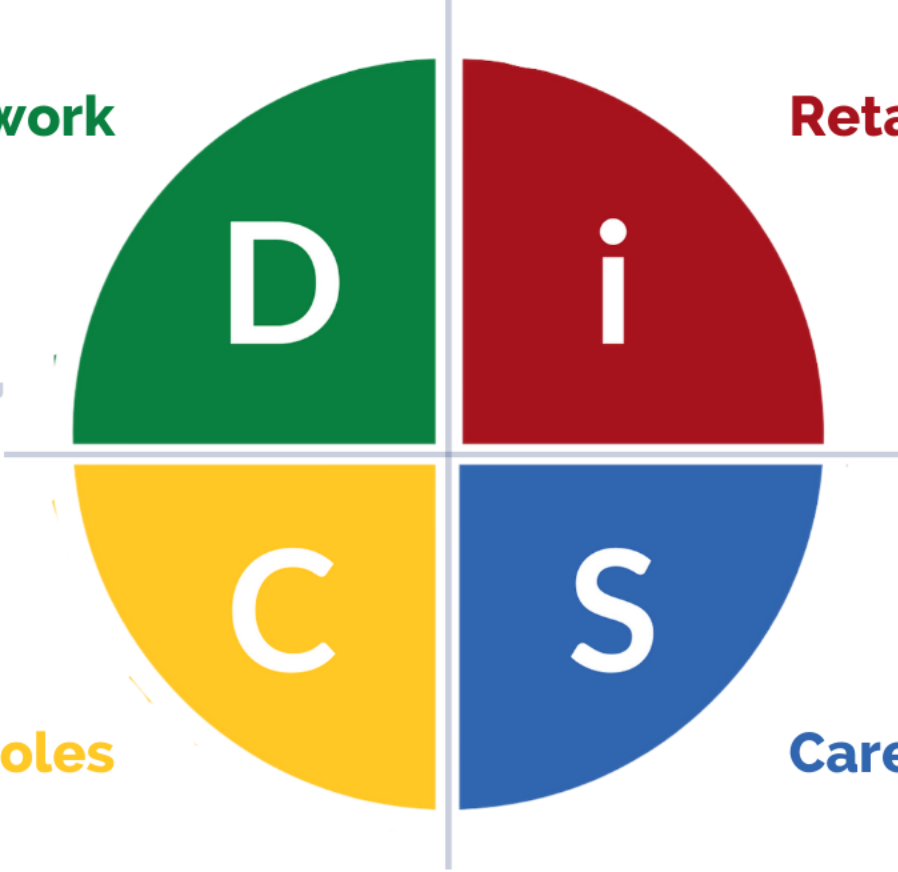
Works on their own,
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Works with others,
and considers
human cost first.

Public/Government roles

Care/Support work

Works carefully and
remains quiet in a group situation.



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Objection to working with providers

"They wasted my time."

We screen clients for you.

"Too much 'red tape'."

We manage subsidies for you.

"There was no care factor."

We prep/attend with clients.

"Didn't meet our criteria."

We will follow your brief.

Hiring candidates with a disability

"We might lose productivity."

International Labour Org survey - prioritising hiring people with disabilities, achieves 22% ↑ productivity.

"We may do the wrong thing."

Let's hear what you want to achieve and we'll provide the structure to help realise it.

"We don't have capacity."

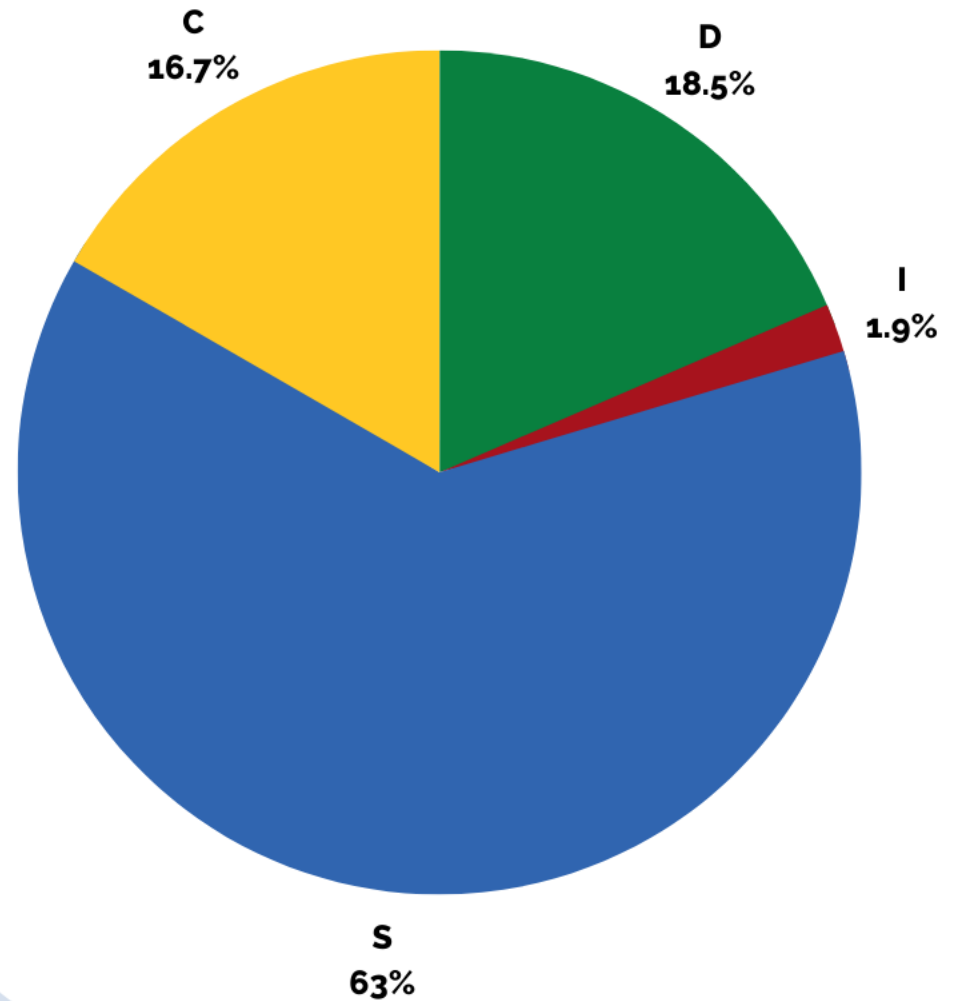
Let's collaborate to see whether we can support you to support more people into work.

"We need to adjust first."

We will consult and share info on proven strategies that are simple and achievable.



Participant DISC Style %



Administration

RESUME BULLET POINTS

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COMMON INTERVIEW QUESTIONS

- How do you prioritise tasks when you have multiple assignments to complete in a short amount of time? How do you manage to achieve this if you are working in a team with others?
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- Have you ever had to learn a new system or software quickly? Can you describe how you approached this?

JOB SEARCH TIPS

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Administration

RESUME BULLET POINTS

- Average salary of an Admin Assistant is \$62K pa/\$30 ph.
- Job growth + 4.9% over the next 5 years with over 10,000 vacancies in admin right now.

WHAT DOES THE ROLE TYPICALLY INVOLVE?

Administrative Assistants support the smooth running of all aspects of a business. They tend to be well-organised and have strong speaking and written communication skills.

YOUR STYLE IN THIS INDUSTRY

What might you like about working in this industry?

I's tend to enjoy working with others and may excel in roles that involve communication and teamwork. I's may enjoy using their social and communication skills while working in a structured and organised environment. An I might enjoy designing and planning events or meetings, communicating with co-workers and clients, and problem-solving to ensure that everything runs smoothly. I's might also enjoy the opportunity to collaborate with others on projects and share ideas.

What might you dislike about working in this industry?

Admin can be repetitive and may involve completing tasks that don't allow for a lot of creativity or problem-solving. Also, work can require a lot of focus on small, specific tasks. For an I who enjoys variety and change, the repetitive nature may become boring over time. Similarly, for someone who likes to think creatively and outside of the box, the detailed nature of admin work may feel limiting.

Not being thanked by busy people on a team may hurt, but I's should not assume they aren't grateful! I's may struggle to complete large projects. Break them down into small tasks to keep on track.

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D

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Prefer to work in a team
Supportive, good listeners
Struggle with change
Tend to be very modest

A man with dark, curly hair and a white t-shirt is shown from the chest up, looking down and to the left with a serious expression. The background is a solid blue color.

**If an 'S' is late or misses an appointment,
they are very likely to disengage
because they feel they have let their
Employment Consultant down.**

Given their supportive nature, the 'S' style almost certainly has extra responsibilities or people in their life they are looking after.



The 'S' style struggles with change and is the most likely to feel the steep learning curve of a new role.



S Coaching Quick Tips



WHAT ARE THEIR NEEDS? 3 TIPS TO BUILD A QUICK CONNECTION

#1 REALLY LISTEN

S's appreciate **REAL** connection and appreciation.



Try to make sure you're not distracted during your meetings and are giving them your attention - no emails or texts as you nod!

#2 SAME PLACE

S's don't like change and will like it when things stay the same.



Consider all the small things you can do to make them feel more comfortable - the same office, chair, mug for a coffee.

#3 GROUP WORK

S' really enjoy working with other people.



Consider pairing them with other clients and booking them into any workshops or activities to keep them motivated.

JOB SEARCH

#1 DON'T LET THEM RULE OUT TOO MUCH

S's write off jobs as they don't think they're good enough.



Help them silence their unhelpful inner voice and see how the skills they have experience in apply to lots of jobs.

INTERVIEWS

#2 HELP THEM TALK ABOUT STRENGTHS
S's are modest and rarely take credit or talk about themselves.



Prepare answers that talk about how they specifically contributed to a team's success.

JOB OUTCOMES

#3 ENSURE THEY'RE HAPPY & PREPARED BEFORE THEY START
S's will say yes to jobs to not let you down.



Show pictures online of new workplace, list what they need for 'Day 1' + reassure them all jobs have a big learning curve.

Personality Matters

How DISC Styles Affect Disability Employment Outcomes

