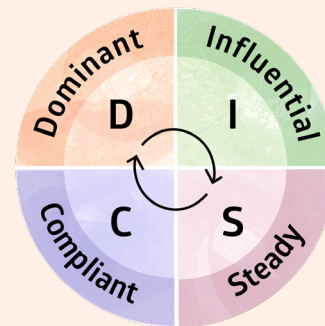


Communication: Using the D.I.S.C. Model



“Social skills” is the part of emotional intelligence that helps you create strong relationships and be a better communicator. To build social skills you practice adapting your communication style so that people understand and respond to you.

People are different, and so are the ways they like to talk and listen. Adapting your communication style helps you be a better communicator by letting you pick the best words and way to say them. Think of these 2 steps when you are speaking with others:

- How does the person want to hear and receive information?
- What tone and approach would work best to connect with this person?

Adapting Your Communication Style with the D.I.S.C. Model

The D.I.S.C. model helps you to identify the best communication style to use when interacting with others. It identifies 4 different types of communicators and provides tips on how to approach and adapt your personal communication style in order to achieve the best results.

Type of Communicator	Communication Preferences	Information Preferences	Best Communication Approach
Dominant Communicators 17% of the population	Prefer quick, direct, and to-the-point conversations.	Facts, results, and outcomes.	<ul style="list-style-type: none"> • Ask what they want to know • Notice their urgency or when they may be frustrated • Observe confident posture and direct eye contact
Influential Communicators 38% of the population	Like to be social and enjoy lively discussions and sharing ideas.	Stories, personal experiences, and goals.	<ul style="list-style-type: none"> • Engage in friendly, upbeat conversations • Show enthusiasm • Value their opinions
Steady Communicators 32% of the population	Like discussions that are calm and thoughtful with time to think about what has been said.	Detailed explanations and practical details.	<ul style="list-style-type: none"> • Be patient • Provide clear explanations • Give time for processing information
Compliant Communicators 13% of the population	Prefer details, evidence and explanations.	In-depth facts, data, and structured information.	<ul style="list-style-type: none"> • Use a precise, analytical approach • Provide detailed explanations • Share evidence if you have it



Established in 1990, the Canadian Home Care Association (CHCA) is a national non-profit membership association dedicated to advancing excellence in home and community care. Our eiCOMPASS Project aims to empower home care providers to deliver emotionally intuitive, competency-based palliative care. We are enhancing the skills of frontline providers and improving team-based care that is compassionate, responsive, and person- and family-centred. [CHCA Website](#) / [X](#) / [LinkedIn](#)

