

50 SMART WAYS TO DEAL WITH AND INFLUENCE DIFFERENT KINDS OF PEOPLE

Understand Personalities, Communicate Better,
and Build Trust

— A PRACTICAL, REAL-LIFE GUIDE USING DISC —



Life Made Clear™

PRACTICAL LIFE GUIDE



Different people. Better conversations.

A boss who wants an answer now. A friend who needs reassurance. A colleague who asks for every detail. The same approach will not fit every conversation.

50 Smart Ways to Deal With and Influence Different Kinds of People helps you notice these differences, understand your own habits and practice more useful responses.

THE COMPLETE GUIDE

99 pages • 50 practical strategies
4 illustrated styles • 200 descriptive words and phrases

Use it when you want to...

- Make your point clearly without sounding harsh.
- Handle disagreements and protect your boundaries.
- Build rapport with colleagues, friends and family.
- Ask for cooperation while respecting the other person's choice.

No previous knowledge of DISC is needed. Start with a simple introduction, get to know yourself, then try one strategy in a real conversation.

A clear path from insight to practice

01 Understand the four styles

Meet Red / D, Yellow / I, Green / S and Blue / C. Explore 50 descriptors for each, including everyday tendencies and possible overuse.

Full guide: pages 6-10

02 Get to know yourself

Try the 32-statement reflection checklist, add your four totals and explore what the pattern might suggest.

Full guide: pages 11-18

03 Meet the people behind the colors

Follow illustrated characters at work, at home and with friends. Learn about blends, differences and adapting your approach.

Full guide: pages 19-36

04 Choose what to say and do

Use 50 strategies with real-life situations, practical steps, example wording and a small action to try.

Full guide: pages 37-86

05 Turn reading into a habit

Use the 30-day plan, worksheets, worked examples and quick reference. Explore the linked sources and research notes.

Full guide: pages 87-99

Meet the four styles



Rafael • RED / D

Dominance

Direct. Decisive. Driven.

A team leader who values clear results.



Jamal • YELLOW / I

Influence

Expressive. Sociable. Enthusiastic.

A creator who brings energy and ideas.



Mara • GREEN / S

Steadiness

Caring. Patient. Dependable.

A mother who offers steady support.



Elena • BLUE / C

Conscientiousness

Analytical. Careful. Precise.

An engineer who checks how things work.

These are fictional teaching characters. People can show a blend, and jobs or family roles do not determine a style. Colors are memory aids in this guide.

DO YOU KNOW THAT THERE ARE 4 MAIN BEHAVIOR STYLES?

Some people want quick decisions. Others want connection, reassurance or clear facts. Recognizing the difference helps you communicate.

RED / D — Dominance

Direct and decisive. “Let’s get it done.”

YELLOW / I — Influence

Outgoing and expressive. “Let’s connect.”

GREEN / S — Steadiness

Patient and supportive. “Let’s help each other.”

BLUE / C — Conscientiousness

Careful and analytical. “Let’s check the facts.”

How can this help you? Learn when to be brief, add warmth, offer reassurance or explain the details. Use this to communicate clearly, handle differences and build trust.

THE KEY

**Understand yourself. Ask what others need.
Adapt how you communicate.**

People can show a mix of styles. No style is better. These are behavior patterns, not four fixed kinds of person. [1]

Where does this come from? The widely used DISC framework traces back to psychologist **William Moulton Marston’s 1928 work**. Today, DISC-based programs are used by organizations worldwide, HR professionals, coaches, trainers and consultants for communication and workplace development.

Sources: Wiley / Everything DiSC: [History of DiSC](#); [professional use](#).



RED / D

Dominance

Rafael

The decisive team leader

Which words feel familiar? Circle a few and think of a real example. You do not need to match every word.

01-30 | Everyday tendencies

- 01 Direct
- 02 Decisive
- 03 Assertive
- 04 Bold
- 05 Determined
- 06 Driven
- 07 Ambitious
- 08 Independent
- 09 Competitive
- 10 Proactive
- 11 Energetic
- 12 Focused
- 13 Firm
- 14 Outspoken
- 15 Resourceful
- 16 Persistent
- 17 Purposeful
- 18 Confident
- 19 Practical
- 20 Enterprising
- 21 Forceful
- 22 Goal-oriented
- 23 Action-oriented
- 24 Candid
- 25 Self-reliant
- 26 Daring
- 27 Results-focused
- 28 Authoritative
- 29 Challenging
- 30 Resilient

31-50 | When overused

- 31 Domineering
- 32 Impatient
- 33 Abrupt
- 34 Demanding
- 35 Controlling
- 36 Blunt
- 37 Argumentative
- 38 Dismissive
- 39 Intimidating
- 40 Aggressive
- 41 Hot-tempered
- 42 Inflexible
- 43 Impulsive
- 44 Restless
- 45 Overbearing
- 46 Insensitive
- 47 Combative
- 48 Uncompromising
- 49 Bossy
- 50 Hasty

WHAT MAY HELP

A clear result and room to act.
Decisive can become demanding.
Keep the clarity; add listening.

Original word bank for reflection, not official assessment criteria. Words can overlap across colors. Nobody is defined by the traits shown under pressure. [1, 7]

Rafael: Red / D Dominance

The decisive team leader



Left: Rafael pushes for progress. Right: he makes room for someone else to explain.

Direct • decisive • assertive • determined • independent • competitive • demanding

A D-leaning pattern puts emphasis on moving toward an outcome. Directness and a willingness to challenge can help a group act. Overused, that same drive can crowd out listening. [7]

Fictional character: Rafael manages a small delivery team. When a vehicle breaks down, he quickly reallocates the urgent deliveries. His team appreciates the clear decision. When plans stall, however, he can become impatient and expect answers before people have finished checking.

Illustrated teaching example. These features do not establish the style of a real person.

Lead with the result

A busy manager asks for an update. You begin with everything that happened this week, and they interrupt to ask whether the project is on track.

TRY THIS

1. Start with the current status and the decision or support you need.
2. Give the two facts most relevant to that decision.
3. Offer the background separately instead of leaving it out entirely.

WORDS TO TRY

We can deliver on Friday if we approve the replacement supplier today. It costs 80 more; the original supplier is three days late.

Adapt to the person: This is useful when someone requests speed or outcomes, sometimes associated with D preferences. Use it because it fits the request, not because you have diagnosed their style.

Avoid: Using brevity to hide a material risk. A short answer must still include facts that could change the decision.

Small practice: Rewrite one update in three lines: status, important facts, and the action needed.

Say no with a clear boundary

A friend repeatedly asks you to complete tasks at the last minute. You agree, then feel resentful and exhausted.

TRY THIS

1. Decide what you can and cannot offer before replying.
2. State the limit in a brief, respectful sentence.
3. Offer an alternative only if you genuinely want and can provide it.

WORDS TO TRY

I cannot do this tonight. I can look at one page tomorrow, or you can ask someone who has time for the full document.

Adapt to the person: Warmth and firmness can coexist. Adapt how much context you give, but do not make the boundary depend on another person approving it.

Avoid: Giving an explanation so long that every detail becomes an invitation to negotiate. Repeat the limit if needed.

Small practice: Write one boundary you need in the form "I cannot _____. I can _____." The second sentence is optional.

Start with your own habits

Try four sample statements below. Rate your usual behavior in one setting: work, home or social life.

0 Rarely like me • 1 Sometimes • 2 Often • 3 Very often

01 I prefer a conversation to reach a clear decision rather than stay open-ended.

0

1

2

3

02 I prefer a steady routine to frequent last-minute changes.

0

1

2

3

03 I enjoy starting conversations with people I have just met.

0

1

2

3

04 I want to understand the evidence before accepting a recommendation.

0

1

2

3

CONTINUE IN THE FULL GUIDE

Complete all 32 statements, then use the scoring key and worked example to add four reflection totals.

This preview sample has no score. The full PDF has fillable answer circles; totals are added manually. The exercise is for reflection and is not a validated DISC assessment.

LIFE MADE CLEAR™ | CUSTOMER PREVIEW

10

A framework to explore. Sources to check.

The preview uses selected pages from the complete guide. Its bracketed reference numbers match the full book. The complete edition includes additional research notes on listening, questions, perspective-getting and other communication principles.

[1] The DISC framework

Wiley / Everything DiSC. “What Is the DiSC Model?” Describes the four styles and how people can show a blend.

[Read the framework overview](#)

[7] The Red / D profile

DiSCProfile.com. “DiSC D styles.” Background on directness, action and results. The character Rafael and the 50-word list are original teaching material.

[Read the D-style description](#)

History and professional use

The opening page links to Wiley’s history of DISC and its description of organizational and professional use.

[Read the history of DISC](#)

This is an independent Life Made Clear™ publication. It is not an official DISC assessment or a Wiley-endorsed training program. The examples and exercises support practice; they do not guarantee a particular response.

One better conversation can be your next step.

Move from recognizing different styles to knowing how to respond. Keep the guide nearby for conversations that need more clarity, care or confidence.

\$14.99 USD | Complete PDF

- **99 pages** of guidance, examples and exercises.
- **Four illustrated profiles** with 200 descriptors.
- **32-statement self-reflection** with scoring guidance.
- **50 practical strategies** and example wording.
- **Worksheets, a 30-day plan and linked references.**

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This free preview contains selected pages and a product overview. The complete 99-page guide is available separately.