



The Great Connection

Arnie Warren

1. In Susan's interview, Arnie Warren begins with quoting Socrates, who said "know thyself", and suggesting that understanding our behavioral style is critical in this regard. He goes on to say that believing in oneself requires knowing who you are; again the importance of understanding behavioral style. Do you agree?
2. In the interview, Arnie reads page 18 from the book; the passage where Doc Crater shows Bob Hathaway the folly of seeking approval from people who don't really care what he does with his life. Have you ever had a similar awaking regarding your behavioral style?
3. Making changes in the way we behave is often difficult. In the book, Bob Hathaway thinks that trying on new behaviors means you stop being who you are and is, therefore, not a good thing to do. Have you ever tried using behaviors outside your behavioral style? Do you think it is a good idea to do so? Why or why not?
4. Arnie teaches a process we can use to get people to talk. The steps are: "Tell me about..."; Look for Signposts; Use Brief Inserts; Pause; and, Summarize. Practice this with someone right now and discuss the results.
5. The Listen, Adapt, Acknowledge approach, coupled with a reflective statement, is a good way to identify someone's behavioral style. Site an example of how you could use this approach with someone in your life?
6. On page 75 of the book, Arnie explains how complimenting a person's effective traits can help overcome his or her use of ineffective traits. Discuss ways this could enhance relationships in your life.
7. How can knowledge of the DiSC Model of Behavior help you in your business?