



DiSC Classic 2.0 Profile Assessment

Understanding its Value & Interpreting Results



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What is DiSC?

DiSC® is a personal assessment tool used to improve work productivity, teamwork, leadership, sales, and communication. The assessment measures personality and behavioral style based on four different personality traits: Dominance (D), Inducement (I), Submission (S), and Compliance (C).

DiSC profiles describe human behavior in various situations, for example how you respond to challenges, how you influence others, your preferred pace and how you react to rules and procedures. DiSC can also offer you insight into your tendencies, needs, preferred environment and strategies for effectiveness.

What DiSC Can Do For You:

DiSC profiles help build stronger, more effective working relationships and help improve teamwork, communication, and productivity in the workplace. This powerful assessment can help you to:

- **Raise Self Awareness** - empower yourself with self-knowledge and learn what motivates you, how you respond to challenges and how you solve problems.
- **Improve Teamwork** - improve communication and understanding between team members.
- **Make Conflict More Productive** - turn conflict into a positive, productive exercise that helps your organization move forward boldly.
- **Develop Stronger People Skills** - understanding the nature of human behavior can help you connect on a deeper level and communicate more effectively.
- **Manage More Effectively** - learn how to understand the dispositions and preferred working styles of your employees and other team members.

How to Interpret a DiSC Profile:

- **People with D Personalities** tend to be confident and place an emphasis on accomplishing bottom-line results. They are confident, sometimes blunt, outspoken, and demanding.
- **People with i Personalities** tend to be more open and place an emphasis on relationships and influencing or persuading others. They are enthusiastic, optimistic, trusting, and energetic.
- **People with S Personalities** tend to be dependable and place the emphasis on cooperation and loyalty. They tend to have calm, deliberate dispositions, and don't like to be rushed.
- **People with C Personalities** tend to place the emphasis on quality, accuracy, expertise, and competency. They enjoy their independence, demand the details, and often fear being wrong.

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What DiSC is NOT:

DiSC is just one tool that can be helpful during the hiring process. DiSC is not designed for pre-employment screening. It doesn't measure a particular skill, aptitude, or specific factor for a position. It is important to remember that assessments do not paint the full picture of a person and that the results, no matter how good they look on paper, do not guarantee a successful hire.

What to Look For When Hiring Your Mortgage Team:

Hiring to offset your weaknesses and to bridge the gaps in the loan process is a strategy used by most top producing loan originators. They understand that their time is best spent focusing on building relationships and expanding their referral partnerships. As the driving force of the business, top LOs likely possess the qualities of a 'D' or 'i' personality, with lower 'C' and 'D' dimensions. Below is a list of roles within a mortgage team and the personality dimensions that candidates should possess.

- **Branch Manager** - well balanced leaders tend to have an equal share of 'D' and 'i', combining drive and influence to motivate team members to take decisive action and achieve results.
- **Loan Originator** - similarly, LOs also tend to rank high in 'D' and 'i' categories, as they need to be bottom-line oriented and pragmatic, while also be persuasive and able to convince others.
- **Processor / Operations Manager** - these roles require personality types that have high 'S' and 'C' dimensions in order to perform in a methodical, orderly and systematic fashion.
- **Loan Officer Assistant** - an equal share of 'S' and 'C' or some combination of the two is ideal for this role, which requires great attentiveness to detail, reliability, consistency and accuracy.

Interview Questions that Correlate to a DiSC Profile:

Evaluate the overall picture of the candidate with the DiSC report being just a part of the overall hiring process. Here are a few questions that expand on a personality profile assessment:

- How would you describe your approach and priorities to your work?
- What types of work environment(s) and culture(s) are you most comfortable and productive working in?
- To what extent do you like to collaborate on teams vs work independently? Which do you prefer?
- What types of work energizes you?
- What types of work drains you?
- Would you consider yourself to be more logic-focused or people-focused?
- What is your preferred 'pace' of work? (fast paced, moderate paced, etc.)