



Step UP! Intervention Styles



NOTE: Human behavior is complex and intervention styles will depend on situations and roles. Everyone is a mix of all styles, but most people have tendencies toward one or two styles. *The goal is to increase understanding of your style, others' style, and how to interact for the best intervention.*
Adapted from the work of Jeff Janssen and the DiSC® Behavioral Assessment.

Shark (D)

Approach to intervention: Dominant; Results oriented. Get it done. Likes to take charge and be in control. Intervention is more direct.

Strengths: Direct, confident, strong willed, driven, forceful, competitive, assertive, pushes group to achieve, expresses opinion; performs well under pressure and in clear-cut emergencies.

Weaknesses: Can be insensitive, impatient, blunt, sarcastic, aggressive, and make situations worse; can be viewed as arrogant/'know it all'; don't give much thought to intervention method; prefers 'winning' over compromise.

Can intervene more effectively by: Warmth, patience, empathy, humility, tact, and having consideration of others' ideas.

When intervening with a Shark: Sharks are driven by power, authority and success. Address issues directly, efficiently and focus on the desired results; support your concerns with facts; avoid challenging their perceived authority; focus on resolving the problem rather than being 'right'; avoid repeating yourself or giving too many details; avoid taking their candor personally.

Fox (I)

Approach to intervention: Influential; People oriented. Get buy in/approval. Likes to inspire and be recognized for their contribution. Intervention is more direct.

Strengths: Social, enthusiastic, energetic, optimistic, persuasive, charming; can mobilize a group and fight through group think and pluralistic ignorance.

Weaknesses: Impulsive, disorganized, lack of follow through; can rely solely on gut feelings; not great listeners; can be outspoken and monopolize conversation.

Can intervene more effectively by: focusing on details, patience, listening more, following through, being more objective, and confronting problems.

When intervening with a Fox: Foxes are driven by social recognition, group activities and friendly relationships. Be encouraging, respectful, positive, and collaborative; recognize and solicit their contributions and ideas; present new approaches; let them talk and have them be part of the solution; show how actions will gain favorable attention and approval; don't let them lose face or steal their limelight - make it clear it's about the issue, not them as a person.

Teddy Bear (S)

Approach to intervention: *Steady; Team oriented*. Work together. Like to be systematic, collaborative and accommodating; don't want to offend others. Intervention is more indirect.

Strengths: Calm, patient, stable, even tempered, practical, good listener, team player, amiable, empathetic, understanding, and humble.

Weaknesses: Overly accommodating; indecisive; passive; tendency to avoid change; can prioritize relationships, avoiding conflict and need to be liked over confronting a problem; gives in to peer pressure; can perceive costs as greater than rewards.

Can intervene more effectively by: addressing issues quickly and directly, taking initiative; showing self-confidence and courage, speaking up and taking a stand for what they believe in; taking a more active leadership role.

When intervening with a Teddy Bear: Teddy Bears are driven by the desire to maintain stable environments, appreciation, collaboration and opportunities to help. Be relaxed, supportive, sincere, and cooperative; express interest in them; show them you care about resolving the issues; be direct without being confrontational or aggressive; respect traditions, procedures and systematic practices; don't rush them – given them time to process the info; don't be critical or demanding.

Turtle (C)

Approach to intervention: *Conscientious; Detail oriented*. Do it right. Want intervention to be the best it can be. Intervention is more indirect.

Strengths: Analytical, precise, systematic, cautious, diplomatic, tactful, will give careful consideration to intervention; high concern for quality.

Weaknesses: Slow to act. Can be overly critical; tendency to overanalyze; can be blunt; misses important times to intervene early; can fall into pluralistic ignorance trap; rationalizes inaction as "none of my business"; thinks/hopes someone else will do something.

Can intervene more effectively by: acting more quickly; acknowledging others' feelings and needs (perspective taking); cooperating with and involving others; looking beyond data, not getting bogged down with details; being more direct with interventions.

When intervening with a Turtle: Turtles are driven by opportunities to use their expertise, gain knowledge, and impact the situation with quality intervention. Be logical, organized and accurate when intervening. Support your position with logic and facts; minimize emotional language; give them space and time to process information; allow personal space and independence; stay away from forceful tactics - be patient, persistent and diplomatic.

Owl

NOTE: All styles can be an owl by best using their strengths and responding appropriately and effectively to the situation.

Approach to intervention: *Holistic; Situation oriented*. A more complete intervener; driven by achieving the best outcome; uses an inclusive, complete approach.

Strengths: A resourceful and creative problem solver; selfless and don't care who gets credit; adapts their style to fit behavioral/situational needs of others.

Weaknesses: Need to gain experience in certain circumstances.

Can intervene more effectively by: Continuing to hone skills in various and diverse situations.