

## Greetings

We slightly delayed writing this month's *FactSheet* as we have been waiting the birth of our new online system **FinxS!** We are pleased to report the system went live at 1111hrs on 11/11/11 as planned and both mother and baby are well! This month we take a look at the main features of the system and what it will mean to our users and prospective users.

This month's case study is from a situation which we encountered many years ago, but it is still quite valid. It is an example of the use of the standard Personal Analysis Report and Team Analysis Report to identify future employment strategy, and because of its success, the process is still being used by the organisation concerned.

Stress is a major issue during times of economic pressure and Extended DISC International is able to provide a comparison of stress in various countries from data collected through their server. Extended DISC Personal Analysis Reports identify stress (and other emotions) and because of the significant volume of reports processed internationally, this information is available in the annual Validation Study completed each year by Extended DISC International. We have listed some comparison data in this month's *FactSheet*.

## FinxS: Our new online platform

Together with other Extended DISC representatives worldwide, we have been testing a new online platform for some months. The flexibility of the system has astonished us and we are keen to introduce the program, named **FinxS**, to clients that we expect will want to use the enhanced options which are not available in our current Extended DISC reports.

**FinxS** will not suit all clients immediately as the standard Extended DISC Reports in most cases provide all that is required by the majority of our clients. However, the option to change over to **FinxS** will be available to those who are looking for additional information and report design flexibility over the coming months.

Extended DISC Australasia will work with our clients over the next few months to establish your specific requirements whether it be **FinxS** or **EDOS**.



Some of the features of **FinxS** are:

- Create your own report with unlimited flexibility in format and content
- Define your needs and let Extended DISC Australasia design it for you
- Select from thousands of behavioural competencies and/or create your own
- Create your own Job templates (formally Job Comparisons)
- Compare the person against any benchmark group.....other applicants, best performers, all staff members, previous applicants, industry averages, national averages etc
- Produce tailored versions of the same reports for different users, coaches/coaches' clients, interviewer/interviewee, manager/subordinate etc.
- Have your own text (comments, instructions, advice etc.)
- Multiple user levels
- Easy to use and surprisingly quick to learn
- Extended DISC Australasia will have access to reports developed in other countries
- Produce "industry specific" reports eg. Recruitment Reports perhaps incorporating extracts from our Reasoning Analysis Reports (classic IQ test), Open 360 questions and other information required by recruitment consultants
- New features to be added over the coming months

**FinxS** will change the way we think of assessment tools and there is simply no other assessment system available that can offer the same flexibility in report format and content.

We look forward to answering any questions on **FinxS** and will continue to provide updates on the development of the system and available reports.

### ***How Extended DISC Personal Analysis Reports can help create long-term success***

Some years ago, we came across an example of the use of Personal Analysis Reports and Team Analysis Reports in the selection of sales people utilising a less conventional method than our recommended Job Comparison Report. The remarkable feature of the manager's use of the tool was his ability to understand and use the information while not immediately jumping to conclusions.

The manager was responsible for salespeople in seven motor vehicle dealerships in the US - a very competitive and challenging environment. The salespeople work long hours, on full commission and in a typical dealership, change their employers faster than Hollywood stars change spouses! This is of course a problem that not only costs dealerships money but creates constant headaches.

When the manager was asked if he had identified a common behavioural style of his most successful salespeople he showed how he had mapped his “top guns”, which were all located in a very narrow area on the Extended DISC map. Our assumption would have been that the manager would have selected new salesmen with the same behavioural traits, but that was not the case.

The problem was that because the salespeople were successful, they were soon approached by competitors or looked for better pay elsewhere. They normally only lasted a few months with the firm.

The manager was then left without a salesperson on t and big recruiting costs, meaning further headaches for

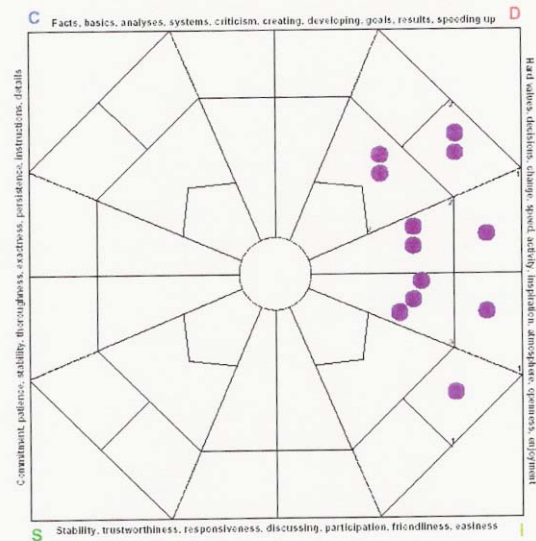
So he looked for salespeople who fall into the segments shown in Map 2. He has found that they stay with him over longer periods and he has trained them how to sell more cars. They listen to him and stay loyal, reducing his employee turnover by almost 50%.

No wonder the owner is thrilled! It is a smart application of the information that is provided by Extended DISC.

Have you identified what employee behaviours create sustainable, long-term success for your organisation?

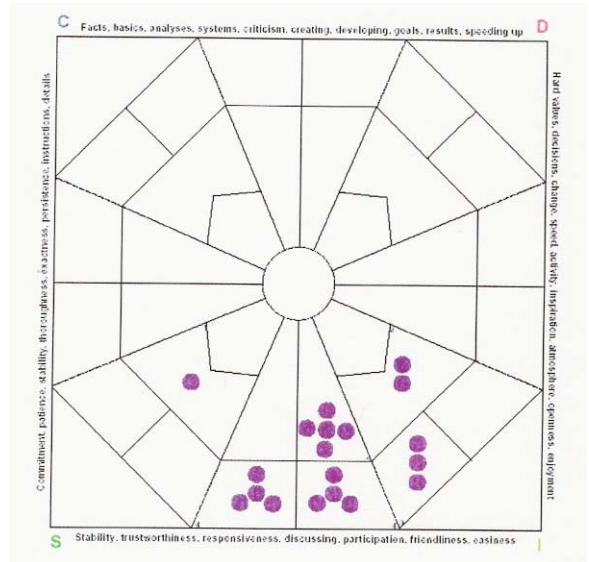
If not, how much does it cost you and what will happen to you if you do not do something about it?

### Map 1 – The “Top Guns”



D	58%	7
I	42%	5
S	0%	0
C	0%	0
<b>Total</b>	<b>100%</b>	<b>12</b>

### Map 2 – The “Long Term Producers”



D	0%	0
I	74%	14
S	26%	5
C	0%	0
<b>Total</b>	<b>100%</b>	<b>19</b>

## **International Stress Indicators**

The National Stress Indicator™ (“NSI”) is one outcome of Extended DISC International’s continuous global research and interest in understanding not only individuals, teams and corporations but also whole nations.

In mechanics, stress is defined as the force exerted to an object. If the force (stress) becomes stronger or lasts longer than what the material of the object can resist, it deforms. Similarly, in behavioural sense, stress is the external pressure the person feels that forces the person away from their comfort zone.

A certain amount of stress comes with normal everyday tasks and responsibilities within a work environment. NSI does not measure a stress that a person is in control over and accepts.

NSI measures the amount of negative stress pressure a group of individuals feel they face. The higher the NSI score, the less balanced, peaceful and secure the population feels the environment is.

To calculate NSI, the population data is collected from the users of the Extended DISC system around the world. No identification of an individual is shown within that data transfer.

The population represents the average working adult population in each country.

The score is collected from the Extended DISC Profiles. Extended DISC Personal Analysis measures not only the most natural behavioural preference of an individual, but also how the person feels the current environment pushes him/her to adjust his/her behaviour to better adjust to the requirements of the environment.

Every individual gets a stress score that is based on the size and importance of negative stress indications in the Profile. A Profile with no indication of any negative pressure gets a zero score. The highest possible score is 5.0.

The latest results we currently have available are for the twelve months ended 31<sup>st</sup> December 2009 and we will provide the results for 2010 when they come available.

The following international table divides the whole population by gender.

<b>2009</b>	<b>Total</b>	<b>M</b>	<b>F</b>
<b>Australia</b>	1,59	1,57	1,61
<b>Belgium</b>	1,79	1,91	1,74
<b>Brazil</b>	1,15	1,11	1,23
<b>Canada</b>	1,49	1,45	1,55
<b>China</b>	1,66	1,65	1,68
<b>Colombia</b>	1,19	1,22	1,14
<b>Denmark</b>	1,78	1,74	1,84
<b>Dom. Rep.</b>	1,36	1,52	1,20

<b>Ecuador</b>	1,28	1,30	1,26
<b>Finland</b>	1,77	1,74	1,79
<b>Germany</b>	1,48	1,48	1,47
<b>Jamaica</b>	1,55	1,66	1,49
<b>Korea</b>	1,92	1,89	2,00
<b>Malaysia</b>	1,48	1,51	1,43
<b>New Zealand</b>	1,48	1,43	1,54
<b>Panama</b>	1,28	1,26	1,30
<b>Poland</b>	2,21	2,20	2,21
<b>Russia</b>	1,58	1,60	1,55
<b>Singapore</b>	1,56	1,55	1,58
<b>Spain</b>	1,41	1,40	1,43
<b>Sweden</b>	1,84	1,91	1,82
<b>United Kingdom</b>	1,56	1,54	1,58
<b>United States</b>	1,51	1,49	1,54
<b>Thailand</b>	1,44	1,43	1,48
<b>Trinidad &amp; Tobago</b>	1,43	1,42	1,44
<b>Taiwan</b>	1,72	1,70	1,75
<b>Global average</b>	<b>1,61</b>	<b>1,60</b>	<b>1,64</b>

The NSI gives the society a lot to think about and its purpose is to raise discussions within the country. It clearly reflects not only the stress in work but also the general attitude towards work and individualism.

## ***December 2011 Webinar – How to use Extended DISC more effectively every day***

**Presented by Kelly Fairhurst**

Communication is of major importance in our daily lives. In this webinar learn how to manage relationships with each behavioural style and understand the challenges you are likely to encounter.

This webinar is on 13 December 2011 at 3.00pm NZ time. To learn more about using Extended DISC more effectively [register now!](#)