

"I have found no greater satisfaction than achieving success through honest dealing and strict adherence to the view that, for you to gain, those you deal with should gain as well."
-- Alan Greenspan

"Research indicates that workers have three prime needs: Interesting work, recognition for doing a good job, and being let in on things that are going on in the company."
-- Zig Ziglar

"In the past a leader was a boss. Today's leaders must be partners with their people.. they no longer can lead solely based on positional power."
-- Ken Blanchard

Data Dome News

The current *Private Clubs* magazine issue has an article on Data Dome's Art Schoeck. In "Do Unto Others" Schoeck advises managers to "correct the Golden Rule."

Schoeck was also interviewed by the Atlanta Business Chronicle on the proper, ethical use of assessments in the workplace.

Jeff Davis interviewed Mr. Schoeck on "Atlanta's Business" Business Radio 1160 WCFO. The show aired February 3rd at 5:00 p.m. and February 4th at 5:30 p.m.

Marriott International has expanded their Data Dome, Inc. DISC certification training to include sales and leadership trainers from Europe, the U.K. and Asia. Data Dome currently provides the same certification services for other companies such as Arby's Restaurant Group.

SELF-QUIZ: Sharpen Your DISC

Which of these is **not** DISC blunder?

- If the top performers have High D's, hire High D's.
- Salespeople should be High I's.
- What matters is the highest point above the line.
- Points below the line are bad.
- Dynamic DISC interpretation analyses all four points, and how they relate to one another.

Believe it or not, the only completely accurate statement is the last one.. People who think they know DISC often find that they are actually only skimming the surface.

DISC, like any language, requires practice and application. To "peel the layers of the onion" on workplace strategies for communication and optimization, you need a combination of the most accurate DISC instrument and the targeted analysis and procedures to employ DISC insights for "everybody wins" applications.

Need a DISC behavioral styles refresher webinar? Ready for an on-site seminar? Want to DISC-certify your trainers? Call us at 404-814-0739 or email service@datadome.com to schedule.

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One of the most ignored economic factors in business history...

Turnover is an estimated \$5 trillion annual drain on the U.S. economy

Economic Drain: Job Dissatisfaction and Turnover

- Fifty percent of respondents **have thought of resigning** in the last six months. Do you know why? Have you asked? 18% of these gave as their reason: "My Supervisor/Manager" -HR Solutions.
- According to the Conference Board, Americans hate their jobs more than ever before in the past 20 years, with fewer than half saying they are satisfied.
- The largest **decline in overall job satisfaction** -- from 60.9 percent in 1995 to 47.4 percent in 2002 -- occurred **among households aged 35-44**. People in this age bracket were **once the happiest group** in the American workforce.
- 26% of managers said they **don't get enough training** to handle their responsibilities. - Rasmussen
- By 2008, the U.S. Bureau of Labor Statistics predicts a **shortfall of 10 million skilled workers** in America.
- The \$5 trillion drain **does even not include the costs** involved with lost productivity, customer service disruption, loss of morale, burnout/ absenteeism among remaining employees, lost opportunities, and loss of experience, continuity, and corporate memory/knowledge.

The Changing Landscape of the American Job Economy

- Policies promoting **education and skill development** among American workers will be crucial in responding to shocks buffeting the U.S. workforce.
- Current workers can expect to completely **change their profession 3 times**.
- Current wage earners can expect to have **6 to 8 job changes within a chosen profession** in a lifetime.
- A historically high share of **corporate income is going into profits** and interest (i.e., capital income) rather than employee compensation - The Bureau of Economic Analysis.
- A greater share of capital income is **going to the richest households** (more than at any time since the Congressional Budget Office began tracking such trends).
- Individuals must prepare to come up with (at least) **50 percent of the income they'll need for retirement**.
- The **unemployment rate rose to 4.6%** in January (from 4.5%).
- **Wage growth slowed** as average hourly earnings increased by only three cents, or 0.2%, to \$17.09.

Workforce Trends

Healthcare, Technology, Corporate Finance and Accounting on the Upswing

- According to the Employment Outlook section of the *Wall Street Journal*, recruiters say that job opportunities in **health care, technology, and corporate finance and accounting** fields will see the largest increases for executives, managers and professionals in 2007.

Slow Gains for Women, but Across More Terrain

- Women made up only **6.4% of the top five earners** among corporate officers.
- Women of color -- African-Americans, Hispanics and Asian-Americans -- held just **1.7% of corporate-officer positions in 2005**, and were 1% of the top five earners at Fortune 500 companies.
- However, women are making their mark **across a broader spectrum of businesses** than ever before -Catayst.
- Women posted a **net increase of 1.7 million jobs paying above the median** salary, while men gained a net increase of just over 220,000 of such positions, according to a Bureau of Labor Statistics report for the years 2000-2005.

Illegal Layoffs: Age Discrimination, Pregnancy Discrimination

The numbers of complaints alleging both types of discrimination are **still increasing**.

- According to the U.S. Equal Employment Opportunity Commission, age-bias lawsuits tend to rise and fall with the economy. The Age Discrimination in Employment Act (ADEA), a federal law, provides legal protections to persons 40 years of age and older working in private-sector organizations with 20 or more employees.

Federal employees are also covered. Of the 17,416 age-bias charges received in 2001, **61%** concern discharges or layoffs.

- While age-bias complaints correlate with the ups and downs of the economy, the number of women filing EEOC complaints for pregnancy-related firings has risen steadily. Private-sector employers with 15 or more workers are regulated by the federal Pregnancy Discrimination Act, as are most governmental employers. The Family and Medical Leave Act is applicable, and some states have additional pregnancy discrimination laws.

Of the 2,232 pregnancy charges received in 2001, **74%** of them concern discharges or layoffs.

Fun with DISC Behavioral Style Communication Tips

Have each person pick their **top three** preferred communication tips from their DISC behavioral style report. Right now, what are the *most important* communication "do's and don'ts" others need to know for better communication with this person?

- Post them on the door or at the edge of a cubicle.
- Print the three tips on a teeshirt. Put the basic style graph on the back!
- Add them as a scrolling marquee screensaver.
- Create flashcards. When someone doesn't honor that tip, have them signal! Neon orange is a *good* color for this.

Examples:

Do	Don't
<ul style="list-style-type: none"> • Use an unemotional approach • Give time to analyze data before asking for a decision • Read body language for approval/disapproval • Refer to goals and results • Schedule in time for relating/socializing • Stick to business • Offer incentives for his willingness to take risks 	<ul style="list-style-type: none"> • Stand too close • Overuse gestures • Try to convince by "personal" means • Be curt or cold • Be patronizing • Waste his time or ramble on • Take credit for her ideas