



DISC WORKSHOP

Improve your communication and impact your career success!

Why it works:	Having challenges talking with people? Every one has a natural communication style, ranging in diversity from the person who wants to control the conversation, to the person who sits backs evaluating. This course unleashes powerful catalysts designed to create effective team communication. Our branded PDI (practical, dynamic and interactive) methodology includes <i>practical</i> tools designed to outline methods for adapting your style to others, causing more effective communication between you and others. <i>Dynamic</i> instructors actively capture your listening interest and an <i>interactive</i> questionnaire resulting in a 26-page DISC profile determines your communication style and reinforces the material presented.
Learn how to:	Increase your one-on-one communication effectiveness with peers, subordinates, clients and friends. Use a simple approach to define and identify the four different communication styles - Drive, Influence, Steadiness and Compliance. Determine your natural style, learn clues for reading other people's styles and apply methods for interacting more effectively with communication styles that aren't the same as yours.
Ideal for:	Leaders, facilitators, consultants and representatives of every type of organization seeking to enhance their productivity and effectiveness in all areas through improving their communication ability.
Duration:	One Half-Day
Objectives:	<ul style="list-style-type: none"> ■ Understand the distinctions of each DISC communication style ■ Recognize clues for identifying the styles of others ■ Develop effective communication strategies for the different styles ■ Identify your personal style (the DISC survey) ■ Utilize active listening skills ■ Structure your message through establishing the end point first ■ Learn how to effectively lead using powerful questions ■ Gain confidence by actively role playing each communication style
Agenda:	<ul style="list-style-type: none"> • Getting Started • Understanding The Communication Styles • Applying DISC • Identifying the Styles of Others • Learning Your Style • Working with the Styles



Why This Course?

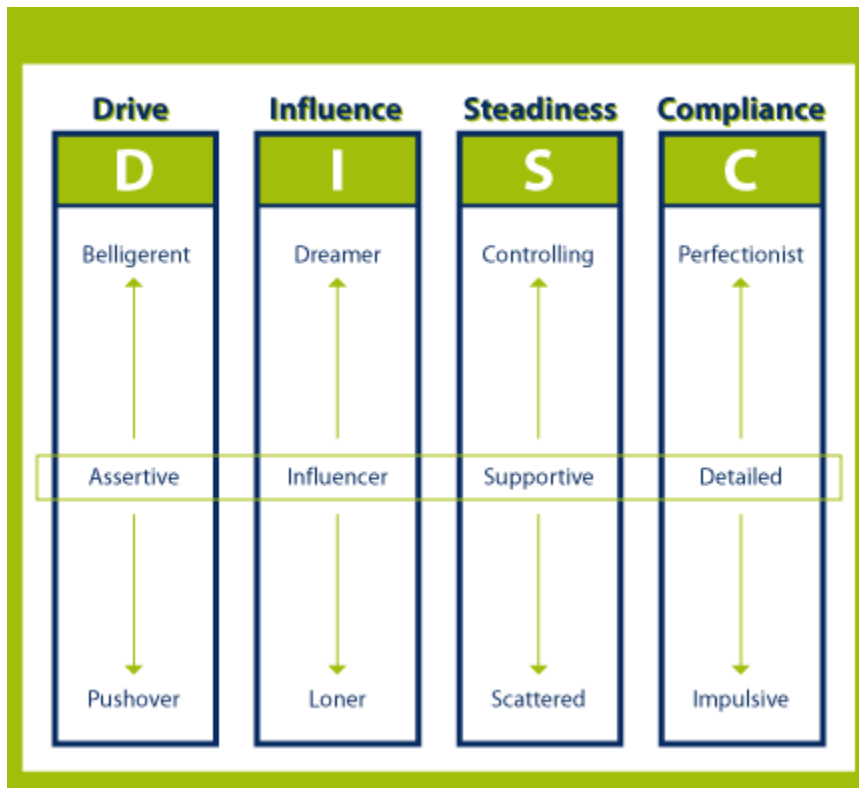
(whether positively or negatively) and could adjust their level of speaking to match the needs of the person listening. Possessing these insights gives you the potential to make the difference between increasing productivity, improving relationships and cohesive team work or remaining at the same level you've always been.

Today's fast-paced business environment demands teams, managers and leaders who are able to think and adapt quickly on their feet despite life's ever-changing circumstances. Oftentimes people find themselves stuck in the same method of speaking that fails to produce measurable results, yet they don't know why. Research indicates human beings tend to conduct business with (and be favorable toward) those who *speak their language*. What's not so clear cut is why people resist human beings who can't seem to connect with them no matter how hard they try. Imagine the number of missed opportunities! This course enables you to stop repeating what's not working and discover what *is* missing in a concise and easily understandable format. The DISC Workshop methodology gives you the ability to recognize communication problems so you can then solve the issue. Past participants have found this workshop extremely valuable in increasing communication effectiveness with subordinates, peers and clients, and promoting greater tolerance for communication differences.



What is Covered

Thoroughly explore how everyone has a natural communication style, ranging from the person who wants to control the conversation, to the person who sits backs evaluating, to the person who has to be provided every detail. A vital key to effective team communication is learning to read and adjust to the communication style of others.



The DISC Workshop reveals your natural communication style, alerts you to clues for reading another person's style, and gives you methods for adapting your style to be more effective with others.

Michael Wilkinson
Creator of the DISC Workshop

In this half-day workshop, you will learn to use the DISC model and gain a comprehensive understanding of each of the major styles for communicating. The workshop provides you with simple techniques for identifying another person's dominant communication style and recommends strategies for effectively communicating with each style.

In addition to this, the highly interactive workshop includes three exercises designed to engage you and the other participants in understanding and applying the varying communication styles in work-related settings. A highlight to the course includes participants receiving and reviewing their personal communication style report. A thorough 26-page report is generated detailing your preferred communication style. This report also provides strategies for dealing with styles different from your own and teaches you which of your speaking skills to capitalize and which to soften depending on whom you are interacting with.

Active listening and questioning techniques permeate throughout this course. In addition, you are given the opportunity to participate in several role plays wherein you must adapt your communication style in order to successfully interact with someone displaying a different style.



DISC Explanation – How We Are Different

Leadership Strategies offers a distinctive approach to DISC.

While many DISC curriculums provide participants with insights into their own behaviors *and* the behaviors of others, we take a significantly different slant that reaps rich rewards for both individuals and organizations. This course enables individuals and organizations to maximize their investment by focusing our training on helping participants learn to **understand, analyze and adapt to the unique styles of others**.

The curriculum begins by asking participants to identify specific communication problems they find most challenging.

The course then delves into providing an **interactive understanding** of each of the styles and specific examples of how these communicative styles manifest themselves in every day business environments and conversations. The outcome from this dynamic segment causes individuals to thoroughly understand the nuances of each distinctive style, their related behaviors and own the keys to recognizing and communicating effectively with every uniquely different communicative situation.

Following the **understanding segment**, participants engage in **three powerful exercises** that drive home the importance of mastering the know-how to draw upon varying conversation approaches. Discover how you can effectively communicate with others, depending on the style the person you're talking with is using. We best *hear* others how we ourselves *listen*. It is why this segment is invaluable in helping people recognize their own past miscommunications – times when they were simply communicating in the wrong style!

At this critical juncture participants will receive and then review their own personalized communicative style reports. Having now strengthened and developed required understanding, they recognize and can appreciate the impact of how they communicate with others and gain greater insight into how to successfully adapt to other people's styles.

The final exercise has participants revisiting the communication problems they identified in the beginning of the course as problem areas and proactively determining specific measures they can take in order to create a different outcome when faced again with similar roadblocks.



What Makes This Course Unique

DISC is taught using the **PDI** style common to all of our courses: **practical, dynamic, interactive**.

Practical...You'll be able to use it! Expect concrete situation-specific techniques that you can apply right away.

- ❑ We take the "touchy-feely" concepts - like how to identify each participant's communication style - and isolate the detailed, step-by-step strategies. We break the most difficult concepts down to their critical elements for success.
- ❑ We let you know what techniques work; we show you why they work, how they work and when and where to use them.

Dynamic...You'll get into it! Expect energetic instructors that consistently promote high-energy and fun to keep you engaged.

- ❑ Our facilitators are trained in using level 3 energy – dynamic techniques for engaging and focusing groups.
- ❑ We use the "WII-FM" principle to excite participants by letting them know "What's In It For Me."
- ❑ Throughout the session we use a variety of techniques to keep the energy high and participants engaged.

Interactive...You'll really get it! Expect intensive interaction, practice and feedback throughout the session.

- ❑ We use practice sessions to ensure active learning. You will have numerous structured opportunities to both exercise the techniques taught and receive feedback.
- ❑ We reinforce learning through "backward buildup" by constantly engaging teams with content specific questions about material previously covered.

The cumulative result of employing these techniques is the creation of a learning environment which encourages participation, engagement and application.



The Instructor as Role Model

During the course, participants realize that the techniques being taught are simultaneously being modeled by the instructor! They begin paying attention to how instructors introduce exercises, how they ask questions, how they keep the group focused and on track. Instructors must not only be able to teach the material, they also must be instinctive and proficient users of the techniques as well. For this reason, Leadership Strategies instructor certification program is extensive.



The Instructional Method

The **DISC** half-day workshop employs powerful interactive learning concepts that keep the attendees continually “feeding back” what they are learning:

- Instead of using *lecture* as the standard teaching mode, the course instructor *engages* participants in explaining highlighted points; the instructor then expounds as necessary to reinforce comprehension.
- Our instructors are actively experienced in the public and private business arena and have exemplary instructional skills. They personalize the material by sharing examples from their own experience at relevant points throughout the course.
- As techniques are reviewed, the instructor uses “backward build-up”; that is, the instructor continually asks the participants questions about material previously covered in order to build up their comprehension. For example, when covering information on *the habits of active listeners*, the facilitator randomly may ask participants to respond to questions pertaining to *identifying the styles of others* and other previous modules.
- Team quizzes requiring rapid decision and action recall are used to vary the pace and increase comprehension during lull times (e.g., early afternoon)



Course Workbook Outline

I. Understanding Styles

- A. Typical Communications Problem
- B. The Hi-D: Getting Done!
- C. The Hi-I: Being Heard
- D. The Hi-S: Being Liked
- E. The Hi-C: Being Right

II. Applying DISC

- A. A Sample Scenario
- B. First Words
- C. The Conversation
- D. Assigning a Project Team

III. Identifying the Styles of Others

- A. Direct versus Indirect
- B. Task versus People
- C. Observing Behaviors
- D. Classic DISC Profiles

IV. Communication Styles

- A. Your Personal DISC Profile
- B. Questions and Answers

V. Working with the Styles

- A. Adapting Your Style
- B. Success Strategies for Applying DISC