

DISCourse: Facilitating Communication

Increase your one-on-one and team communication effectiveness



Leadership
Strategies 

Why it Works

Everyone has a natural communication style, ranging in diversity from the person who wants to control the conversation, to the person who sits back evaluating. This course unleashes powerful catalysts designed to create effective team communication. Our training methodology includes practical tools designed to outline methods for adapting your style to others, causing more effective communication between you and others. An interactive questionnaire results in a comprehensive DISC profile, which indicates both your natural and adaptive communication styles, further reinforcing the material presented.

Learn How To

Increase your one-on-one communication effectiveness with peers, subordinates, clients, partners, even friends and family members. 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

- **Team Managers / Project Leaders / Internal Consultants / Engaged Representatives of every type of organization**

Who Needs To

- Enhance productivity and effectiveness in all areas
- Improve communication ability

Duration

One Half-Day (Public or Private classes) or One Full Day (includes extended team breakout exercises; for Private workshops only)

Objectives

- Describe each of the four **DISC communication styles** and their key communication “**DOs**” and “**DON'Ts**”
- Determine ways to adapt to the communication styles of others
- Recognize and react to **communication style clashes**
- Describe **your DISC communication style**

AGENDA

Day 1

- Understanding Communication Styles
- Adapting to the Styles of Others
- Identifying Styles
- Recognizing and Addressing Style Clashes
- Your DISC Report: Understanding Your Biases

Why Take This Course?

Experiencing challenges communicating with others? Want to find out why? Consider the accomplishments that could be achieved if everyone in your organization understood why people react to them the way they do (whether positively or negatively) and could adjust their communication techniques 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. Often, people find themselves stuck communicating in a way 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 DISCourse 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, as well as promoting greater tolerance for communication differences with others.

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 back 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.

In this workshop, you will learn to use the DISC model and gain a comprehensive understanding of each of the major styles for communicating. You'll develop simple techniques for identifying another individual's dominant communication style, and recommend strategies for effectively communicating with each.

In addition, 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, 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 workshop. In addition, you are given the opportunity to participate in role plays wherein you must adapt your communication style in order to successfully interact with someone displaying a different style.

The DISCourse 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.

