

Option 1 – Basic DiSC®

Understanding yourself and others

It is our common experience that we found ourselves easier to get along with some people than others. This applies to dealing with other people at work, in the family, or in our social lives. Many of us have accepted this experience as an unavoidable fact of life, and thus unnecessarily confined themselves to a very limited set of opportunities.

Social psychologists tell us that much of the difference between people can be explained by their prevalent social styles. People with different social styles have different communication patterns, are motivated by different driving forces, are interested in different things, and have different conflict management patterns. Understanding this difference in the way people think and behave is essential to improving communication and harmony between people.

Through *games, fun discussions, self-assessment and role plays*, this program will guide participants to identify the social styles for themselves and others, understand the differences between the various styles, and the way to interact with others more effectively.

What participants will learn

At the completion of this workshop, participants will be able to:

- Describe the characteristics of and differences between the four (4) primary styles
- Identify the primary style for self and others

Audience All staff

Methodology *Discussions, demonstrations, mini-lectures, short games, pre-course on-line assessment* (participants MUST have completed the assessment prior coming to class, and bring their assessment reports to class)

Course Outline

1. What is DiSC®

The program will start with a *short quiz* followed by a *light discussion* on:

- Value of personality studies and the DiSC® system
- The four (4) different types and their characteristics

2. Understanding yourself

This is a *brief interactive lecture* on helping participants understand themselves through the results of their assessment:

- How to interpret your report
- Your “dot” and what that means to you
- Your “shading” and how you focus your priorities

3. The way we are

Participants will be divided into groups according to their identified styles to hold a *group discussion* on:

- How they typically communicate
- How they make decisions
- Strengths and weaknesses

They will then report their conclusions to the class. The result is a list of behavioural differences between people with different styles.

Option 2 – Advanced DiSC® :

Interacting with Others in the Workplace

While it is important to understand ourselves and why we think and behave the way we do, we also need to understand how the pattern of our styles can affect others.

Through *games, fun discussions, and role plays*, this program will guide participants to interact with others more effectively through understanding DiSC.

What participants will learn

At the completion of this workshop, participants will be able to:

- Describe what motivate and irritate others
- Interact with others effectively
- Motivate and develop team members

Audience All staff who have taken “Basic DiSC®”

Methodology *Discussions, demonstrations, role-plays, mini-lectures, short games, pre-course on-line assessment* (participants MUST have completed the assessment prior coming to class, and bring their assessment reports to class)

Course Outline

1. Brief review of DiSC®

The program will begin with a *short quiz and discussion* to serve as a review of the concepts they learnt in the Basic DiSC®.

2. Motivators and Stressors

Through a *case study* followed by a *light discussion*, participants will learn:

- What motivates you and others
- What causes stress for you and for others
- How we typically interact with others
- Common problems and pitfalls

3. Increasing our effectiveness when interacting with others

Participants will be divided into groups according to their identified styles to hold a *group discussion* on:

- When trying to connect
 - When problems need to be solved
 - When things get tense
 - Recognizing signs of irritation in others
- They will then report their conclusions to the class.

4. Implications on managers and supervisors

As most participants are managers and supervisors, this section will focus on how they can become more effective as managers and supervisors after understanding DiSC®. Specifically they will learn:

- The environment they create and its effect on others
- How they can best create a motivating environment for others
- Approaches to develop people with different styles