

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

- 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?

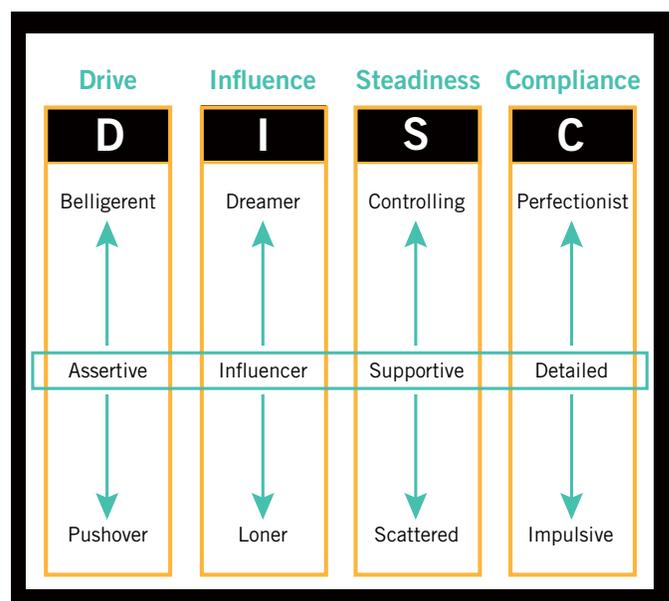
Thoroughly explore how everyone has a natural communication style, ranging from the person who wants to control the conversation, to the person who sits back evaluating, to the person who has to be provided every detail. A vital key to effective team communication is learning to read and adjust to the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



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 workshop 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 everyday business environments and conversations. The outcome from this dynamic segment causes individuals to thoroughly understand the nuances of each distinctive style and their related behaviors, and the keys to recognizing and communicating effectively with every uniquely different communicative situation.

Following the **understanding segment**, participants engage in **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 that the individual you're communicating with is using. We best hear others how we ourselves

listen. 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's styles.

The final exercise asks participants to identify the communication style of someone with whom they have a challenge communicating, determine their communication style, and develop a plan for their next interaction. Once learned, this process can be repeated to be used as a strategy for all of your crucial communications.

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 Instructor Method

The DISCourse: Facilitating Communication 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 recognizing communication style clashes, 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

- A. Understanding Communication Styles
 - The DISC Model
 - The High D
 - The High I
 - The High S
 - The High C
- B. Adapting to the Styles of Others
 - Starting a Conversation with Each of the Styles
 - Planning an agenda for Each of the Styles
- C. Identifying Styles
 - The Voice Mail
 - Celebrity DISC Profiles
- D. Recognizing and Addressing Style Clashes
 - Strong Dislikes and Likes
 - Assigning the Project Team
 - Which Style Would be Best?
 - Challenges When Your Team Lacks this Style
 - Miscommunication Warning Signs and Adjustments
- E. Your DISC Report: Understanding Your Biases
 - Understanding Your Report
 - Similar Style Activity