

## Background

Communication is an essential tool of business. Without it nothing gets done and sometimes with it, nothing gets done! Building relationships, creating connections is essential to achieve results. It is easy to build connections with some people more difficult with others; we can struggle to connect and understand them.

We are different with different preferences and ways of working. Everything DiSC behavioural assessment is a tool that will provide you with an understanding of your behavioural strengths and weaknesses along with an insight into behaviours of those who are different to you. Being able to communicate with different behavioural styles will lead to improved relationships and productivity.

The most effective people are those who understand themselves and others. This course will help you to embrace the differences in the people around you, learn how to adapt and bridge the understanding gap between yourself and others.

## Learning Outcomes

- Understand your workplace behavioural style and be able to assess others' behavioural styles
- Create communications designed to appeal to each style
- Adapt your behaviour to ensure positive interactions with all people
- Build relationships with all types of people to achieve greater results.

## Workshop Format

The programme will be highly participative and include discussions, exercises and practice to address the objectives. The participants will be encouraged to interact and discuss the relevant areas to ensure that knowledge and skills are developed.

## Workshop Content

- Introduction, objectives and expectations
- The DiSC® model: Explore and understand the 4 styles of Dominance, Influence, Steadiness and Conscientiousness
- Your DiSC® Styles: Discover your style; what influences, motivates and stresses you; how your priorities influence your behaviours; what works for you and what or when it doesn't work for you.
- Understanding and Respecting Differences: Explore the differences between the styles, how you react to different styles and the challenges faced when communicating with them and how to bridge the gaps; explore strategies to engage colleagues that will build working relationships and increase productivity.

## Communicate Successfully with DiSC®

- Practice: Practice how to communicate more effectively based on the DiSC model; apply the strategies discussed to different scenarios
- Action and development plan: Create an action plan, including measures and ways to seek feedback that supports your development

### Pre-course work

Each participant completes the Everything DiSC® profile on-line before the course. They will receive a comprehensive 20-page report which will be used during the course.