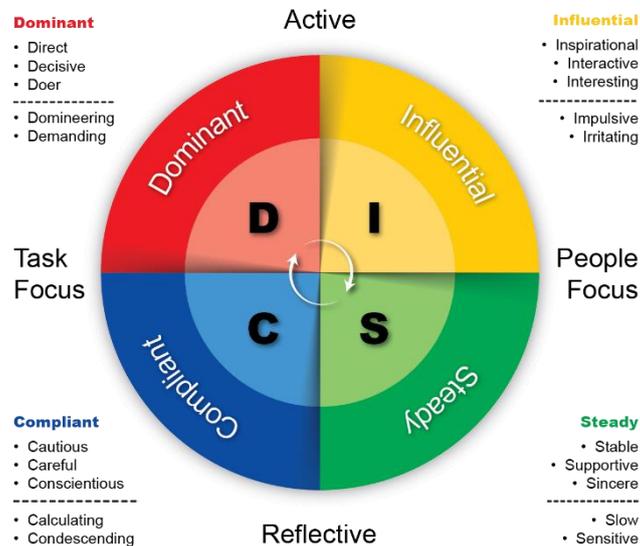


## COMMUNICATION AND RELATIONSHIP USING D.I.S.C.

DURATION: HALF DAYS

TIME SCHEDULE

Time: 9:00am to 1:00pm



### INTRODUCTION

***“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”- Anthony Robbins***

If you have ever had a miscommunication in the new millennium, either verbal or digital, then you know that words and actions mean different things to different people. Everyday those differences in communication cost your business or organization a lot in terms of time, energy and money. Compounded with the communication methods and personality styles of the new generation, we are faced with endless situations where what we mean is not what is perceived, and what we perceive is not what was intended. Bridging those differences requires effective communication; the foundation for excellence in leadership, performance and management.

This unique half-day, activity driven program teaches skills that boost personal productivity and relationship building through increased understanding and effective implementation of D.I.S.C. tools and effective communication process. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits. You will have the ability to create the greatest positive impact when you are communicating at every given opportunity.

**Communication And Relationships Using D.I.S.C.** focuses on the following areas:

- Active listening
- Communication
- Discovery questioning
- Motivation drivers
- Personality traits

## **BENEFITS**

After completing the training, you should be able to:

- Build relationships effectively
- Develop the power of perspective
- Improve your personal style of communicating
- Resolve conflicts professionally
- Understand and employ the communication process effectively

## **KEY CONTENT**

**Day 1:**

### **MODULE 1 – EXTRACTION – SELF AWARENESS**

- Type presentation: What are the distinctions that draw us together
- Pen portraits: How we think others see us
- Pen portraits: How we handle challenges
- Pen portraits: How we see ourselves
- World café: Appreciating the diversity amongst us

### **MODULE 2 – TRANSFER- APPLICATION**

- Applying DISC in communication, negotiation and relationship
- Pen portraits: What others say and do and what is important to them
- Pen portraits: What we do more of when interacting with others
- Pen portraits: What we avoid doing when interacting with others
- World café: Revealing our blind spots

### **MODULE 3 – PERSONAL AND TEAM DEVELOPMENT ACTION PLAN (OPTINAL)**

- What actions do we keep, stop and improve
- Speed feedback using BOOST+: Revealing additional blind spots in Personal Development

## **AUDIENCE**

Executives, supervisors, managers, team leaders, operations personnel, technical personnel, secretaries, front liners, customer service, receptionists, help-desk agents, administrators and everyone who has a stake in the organization's teamwork

## **METHODOLOGY**

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.