

## Using DISC to Improve Working Relationships

1 Day

### Description

This workshop positions you and your staff members to increase the productive nature of working relationships. A study conducted of executives revealed that interpersonal skills, the ability to build relationships and the capability to communicate in a meaningful manner to both individuals and groups are of extreme value for them in a successor. DISC is a behavioral style instrument used to explore personal behavior tendencies and preferences of each participant.

All workshop participants will discover how to determine and apply different relationship building strategies. Developing approaches to encourage openness and receptivity during interactions with peers, direct reports (if applicable), supervisors and customers are vital components of influence and collaboration. Workshop participants will examine how different behavior tendencies of others often necessitate modifications in personal behavior to succeed in situations such as with:

- Customers in sales meetings to produce results
- Customers in fulfillment and service situations to build customer loyalty
- Direct reports so leaders can productively grow relationships with their staff
- Peers to advance collaborative efforts

### Prerequisites

- Each participant completes an online assessment prior to attending the workshop that results in a multi-page individualized report

### Objectives

Participants will be able to

- Define natural strengths and potential limitations of their personal behavior tendencies
- Recognize behavior cues indicating how to best build and grow productive relationships with others
- Determine how to modify their approach and actions to best suit others and advance the business objectives of the relationship

### Topics

- Your personal behavioral style at work
- How others interpret your style
- Your strengths and what happens when you overuse strengths
- How to increase your effectiveness in areas that are not natural strengths for you
- Explore motivations at work
- Identify others' preferred behavior tendencies
- Adapt personal communication techniques to different styles