DISC

Target Group	Managers, teams and non-sales staff that want to deal with clients more effectively

Expected outcome

Better teamwork via increased knowledge of self and others. Building a foundation for an effective Coaching Culture. DISC has proven to be very powerful in giving people a language to discuss and appreciate their differences. The DISC model helps people not only understand those differences, but value them. DISC provides with a language that lower barriers and makes it easier to communicate with people that have different personality styles than your own. Dynamics in communication and teams become self-explanatory and the self-recognition always makes this workshop funny and exciting. The experienced among us will say: I can communicate with almost everybody, but there are some with whom it's more difficult. DISC provides with a framework, insights and skills on how that works.

This workshop is focussing heavily on the daily application of DISC. How do I adapt myself to other personality styles. What and how can I change my style, demeanour, questions, strategy, approach and proposals. We will focus on real-plays and skill building and make it easy and tangible. People love to buy, and hate to be sold. How to better make them buy? How to make sure you communicate in a way that the other person likes, as opposed to the way you like it. Our focus on daily and practical application differentiates this course from many others.

Depending on the activities and roles of the team we can focus on the selling aspect, the service aspect, the management aspect or the team interaction aspect.

About me?

> I aim to be more effective in dealing with different people and adapting my behaviour
> I'm struggling with my team, because the team dynamics are not optimal
> I am looking for ways to get more out of the interactions with my colleagues. For instance 'certain' personalities are always taking the lead and others are more difficult to reach
> I would like my team to improve their communication and promote appreciation of differences
> I want to increase individual and team performance, improve conversion ratio's

Content

> What is DISC?
> What is my personal preferred communication style?
> How do I recognise the preferred communication style of others?
> How do I adapt my style to get a good connection whilst being myself?
> How can I become more effective in life and professionally?

Competencies

Empathy	Self-assurance
Tact	Effectiveness
Respect	Perspective

Approach

♥ Personal	●	☺ Debate and discussion	●
● Interactive	●	↔ Buddy coaching	
⊘ Game or case		⊙ Personal feedback	●
★ Action learning	●	? Voluntary assessment	●