



## TRAINING NEED

Effective communication is critical for interacting with managers, colleagues, clients and suppliers.

Workplaces must continuously resolve conflict which is natural because people don't see things as they are but as they are. This means we often assume our intent is good because it makes sense to us but then assume another person's intent is bad because it doesn't make sense to us.

In our experience, most workplace conflict, complaints and poor team morale are due to a failure to communicate effectively. DISC is a behavioural style tool that is easy to apply and highly effective in the workplace for effective communication and building relationships.

We are accredited DISC Trainers and apply this tool in all of our workplace behaviour training.

## ACTIONABLE OUTCOMES

**Participants will practice using DISC so they know how to:**

1. Understand their management or work style
2. Adjust their natural communication style to build more effective relationships
3. Identify strengths and weaknesses in their teams based on collective DISC profiles
4. Be more effective in a range of workplace situations including being more genuinely open to:
  - a. Performance conversations
  - b. Resolving conflicts and complaints and understanding team dynamics
  - c. Identifying strengths based gaps
5. Roll out similar training and apply it to their teams

# EFFECTIVE COMMUNICATION

## OVERVIEW OF TRAINING

<b>Understanding what is and isn't effective communication</b>	<ul style="list-style-type: none"> <li>• Introduction to DISC</li> <li>• Explanation of DISC styles</li> <li>• Interpreting DISC styles from verbal, vocal and visual behaviours</li> </ul>
<b>Applying DISC to The Workplace</b>	<ul style="list-style-type: none"> <li>• Understanding how each DISC style impacts on communication in the workplace</li> <li>• Tips and Traps of the DISC styles and how they can create/resolve workplace conflict</li> </ul>
<b>Advanced DISC style Interpretation</b>	<ul style="list-style-type: none"> <li>• Understanding dominant and secondary DISC styles and determining subtleties and variations in a workplace context</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Identifying strengths and weaknesses with team members</li> <li>• Performance Improvement</li> <li>• Team profiles and dynamics</li> <li>• Effective Emails and communication with colleagues</li> <li>• Resolving conflict scenarios</li> </ul>



## ACCREDITED DISC TRAINERS