



## Understanding Behavioral Styles

### Program Overview:

So many frustrations and conflicts have their roots in a clash of behavioral styles. Yet, to be successful, we all have to work with a wide range of types of people. To reduce misunderstandings and improve relationships, the first step is to understand personal preferences for such key work activities as handling challenges, processing information, managing change, and communicating with others.

This workshop provides each participant with a confidential, personalized 24-page report. It is generated from a 10-minute, web-based self-assessment that follows the highly respected and popular DISC model. The report highlights such critical information as strengths brought to the organization, risks of overusing the strengths in certain situations, what motivates, how the individual may be experiencing stress by adapting behavior to perceived expectations, and tips for working with others.

The workshop helps participants understand how to use their insights into behavior, and builds the skill of reading others' style preferences. With that information, they can choose to modify or adapt behavior to be more effective for what the circumstance requires or to work more effectively with an individual. Results include better relationships and more success in persuading and motivating others.

### Target Audience:

Virtually every individual in an organization will benefit from the insight and skills learned. Teams often go through the workshop to learn how to work better together and leverage the diversity of members as strengths. Managers and direct reports can participate together to improve their relationship and work productivity.

**Number of Participants:** 20 maximum

**Program Length:** ½ day

### Learning Outcomes:

As a result of this training program, participants will be able to:

- Appreciate the critical role of, and differences among, behavioral styles.
- Understand their dominant behavioral styles, and the related strengths and risks.
- Identify others' behavioral styles and adapt their own to be more effective at communicating, motivating, persuading, and working together.



### **Course Outline:**

1. The Role of Behavioral Styles
  - How the DISC Model Works
  - Characteristics of the 4 Behavioral Styles
  
2. Identification of Own Dominant Styles
  - Understanding Your Personal Profile Analysis
  
3. The Interaction of Styles
  - Natural vs. Adapted Style
  - Strengths and Risks of Each Style
  - Adapting to Situational Need
  - Modifying Over-use of Strengths
  - Adapting to Other Styles
  - Reading Clues to Others' Dominant Styles
  
4. Application and Transfer to the Job

### **Materials Include:**

Individual behavioral styles profile report (24 pages), participant manual, job aid

### **Course Tailoring:**

This program can be tailored to meet specific corporate and participant needs, including the following:

- Realignment of course content to better support your critical learning outcomes
- Adjustment of course duration to meet your time constraints