



DiSC System for Managing Strengths

The DiSC[®] System for Managing Strengths uses a combination of assessments and a consultative learning environment to achieve key behavioral outcomes. The consultative learning environment is created by using assessments to provide a bridge from the DiSC[®] behavioral model to a specific area of application. In the consultative learning environment, participants use the tools of the DiSC[®] System to both identify areas of conflict, confusion or lack of shared perception and develop strategies for remediation. The use of this process can greatly reduce the time and energy expended in conflict and nonproductive activities.

The philosophy and practices of the DiSC System for Managing Strengths build an understanding of style differences that supports self-esteem, respectful interaction and team morale. The consultative learning environment provides experience in practicing respectful dialogue and problem resolution. By understanding the needs of all 16 Styles on the DiSC Map, strategies for communication, problem-solving and decision-making can be implemented in a way that meets everyone's needs.

Assessments and Learning Tools

Implementation of the DiSC[®] System for Managing Strengths can be customized to include some or all of the following key tools:

- DiSC[®] PPSS
 - Strategies for Managing Self
 - Strategies for Managing Others
 - How to Create a Positive Relationship
 - How this Person Relates to People and the Environment
 - This Person's Natural Approach to the Selling Process
- DiSC[®] Role Behavior Analysis[™]
 - Defining the behavioral requirements of the role
 - Creating consensus role expectations for key roles
 - Performance Coaching Strategies for adapting behavior to the behavioral requirements of the consensus role expectation
- CircumDiSC[®] Expected Role Behavior Card Sort
- CircumDiSC[®] Observed Behavior Card Sort
- DiSC[®] Management Action Planner
- DiSC[®] Managing Performance Action Planner
- DiSC[®] Sales Action Planner
- DiSC People-Reading Card
- DiSC Model Card
- DiSC[®] Indra[™]



DISC Managing Strengths Core Modules

- **MODULE 1: Managing Your Strengths**
 - Understanding and managing differences
 - Exploring the DISC Map
 - Putting yourself on the DISC Map
 - Mapping your range of motion
 - Exploring the style strengths of all sixteen DISC styles
 - Exploring the DISC Continuum
 - Maximizing Your Performance
 - Maximizing Your Strengths Using Your Goals and Motivators
 - Identify your key “Motivating Factors” and “Preferred Environment” from the information in your report
 - Create action strategies for increasing the number of natural motivators you have in your work environment
 - Understanding Your Demotivators
 - Identify potential barriers to performance in “Tends to Avoid” and “Demotivators” sections of your PPSS report
 - Create action strategies for reducing the number of natural demotivators you have in your work environment
 - Creating a Managing Strengths Action Plan



MODULE 2: Managing the Strengths of Others

- People-Reading DISC Styles
 - Putting Others on the DISC Map
 - Exploring relationship dynamics on the DISC Map
- Responding to Others
 - Strategies for creating a positive relationship with people with different styles
 - Strategies for communicating and managing conflict with different styles
- Persuading and Influencing others for results
 - Understanding how to adapt to someone's style in a seven step process for persuading and influencing
 - Video vignettes
 - Analysis of influencing effectiveness
 - Coaching for increased influencing effectiveness
 - Creating a Persuading and Influencing Action Plan
- Managing Others
 - Understanding how to adapt to another person's style when managing
 - Adapting key management behaviors to style
 - Communicating
 - Correcting
 - Counseling
 - Delegating
 - Developing
 - Motivating
 - Problem-solving
 - Decision-making
 - Create a Managing Others Action Plan



- **MODULE 3: Managing Behavioral Expectations**
 - Managing Job Fit: Matching Strengths to Job Requirements
 - Overview of Job Fit
 - Satisfactoriness—matching abilities to skill requirements
 - Satisfaction—matching strengths to role behavior requirements
 - Building the DISC Role-based behavior Map
 - Card sort exercise
 - Small group discussion
 - Defining the multiples roles in each person's position.
 - Identifying priorities, time allocation and comfort for each role.
 - Defining the Fit between each person's roles and their natural behavioral style.
 - Good Fit: Behaviors where there is a close fit between the role requirements and the person's style.
 - Stretch: Behaviors that the role requires more of the behavior than tends to be natural for the person.
 - Redirect: Behaviors that the person tends to have more of than are required for the role.
 - Development Planning
 - Role-based Behavior Career Development Case Study
 - Creating Performance Coaching Strategies for Stretching and Redirecting behavior.
 - Creating a Learning and Development Action Plan
 - Competency Assessment and development
 - Applying Job Fit to Recruiting, Interviewing and Selection
 - Identifying strengths, skills and knowledge requirement
 - Creating Behavioral Interviewing Questions
 - Conducting interviews for maximum job fit
 - Managing Performance
 - Creating behaviorally specific performance statements
 - Understanding how willingness and ability affect performance.
 - Assessing ability levels.
 - Assessing willingness levels.
 - Developing management strategies based on style plus willingness and ability levels.
 - Directing: appropriate when someone is willing but not able.
 - Supporting: appropriate when someone is able but not willing.
 - Empowerment: appropriate when someone is both willing and able
 - Planning a Managing Performance Discussion
 - Creating a Managing Performance Action Plan



Optional Modules

■ Managing Conflict

- Understanding how you handle conflict
 - Review information on conflict in PPSS Report “General Characteristics”
- Developing specific conflict resolution techniques for specific behavioral styles
 - Video Vignette Team Meeting
 - Identify conflict approaches used by team members
 - Discuss how each person’s behavior in conflict was predictable based on their style but ineffective
 - Video Vignettes Individual Meetings
 - Identify conflict resolution strategies used by manager
 - Discuss conflict approaches for each area of the DISC Map
- Conflict Resolution techniques
 - Dealing with aggressive behavior
 - Dealing with nonassertive behavior
 - Assertive techniques
 - Broken Record
 - Fogging
 - Negative Assertion
 - Negative Inquiry
 - Creating a workable solution
- Developing conflict resolution strategies for specific situations
 - Identify specific conflict situations
 - Create a Conflict Management Action Plan
 - Use PPSS Report “Strategies for creating a Positive relationship”
 - People Reading Card
- Follow up with online course to reinforce learning

■ Maximizing Your Performance

- Understanding your Role Fit
 - Understanding role-based behavior
 - Define the roles that comprise your position
 - Assess priority of roles, time spent and comfort
 - Select role on which to focus
 - Respond to RBA
 - Create a consensus RBA for your role (where possible)
 - RBA/PPS Comparison report identifies Role Fit
 - Behaviors that are Good Fits
 - Behaviors that require “stretching” to meet the needs of the role
 - Behaviors that require “redirecting” to meet the needs of the role
 - Use Performance Coaching questions from PPS/RBA Comparison Report to create an Action Plan for managing the behavioral expectations of your role



- Understanding what you value at work
 - Work Expectations Profile
 - Identify what your key work expectations are
 - Identify the degree to which they are currently being met and on what expectation you need to take action
- **Improving Personal and Team Productivity**
 - Understanding your Team Behavioral Styles
 - PPSS Team Report (15 People comparison)
 - Team Graph
 - Team Behavioral Tendency Continuum
 - Using the Behavioral Tendency Continuum
 - Identify the behaviors most likely to enhance team performance
 - Identify the behaviors most likely to have a negative impact on Team performance
 - Create a team action plan for improving team effectiveness
 - Understanding the role of Team Member
 - Use the RBA to create consensus RBA for the role of team member
 - Use PPS/RBA Comparison Performance Coaching Questions to identify areas of “good fit”, “stretches”, “redirects” for each team member
 - Create action plan for increasing role fit using worksheet from PPS/RBA Comparison
 - Personal and Team Time Management
 - Identifying your personal “Time Wasters” using *Time Mastery* profile and the Time Management section from the PPSS report
 - Develop action strategies for increasing personal time effectiveness
 - Create personal action plan
 - Identifying Your Team “Time Wasters”
 - Strategies for team time effectiveness
 - Create a team time mastery action plan



Recruiting and Interviewing

- Overview of Job Fit
 - Competence and Satisfactory Performance
 - Matching ability to skill requirements
 - Using 360 feedback on competency requirements
 - Employee Satisfaction, Engagement and Retention
 - Matching behavioral strengths to role behavioral requirements
 - Performance Coaching
- Understanding Role Behavior Requirements
 - Build DISC Role Behavior Map-card sort exercise and discussion
 - Select and prioritize required behaviors for position
- Discuss and define Key Criteria for the Position
 - List key criteria for the position
 - Identify which the criteria are Skills, Knowledge or Style-Strength
 - Determine the Performance Priority of each criteria
 - Must have
 - Nice to have
 - Add key criteria to job description
- Identify the roles that comprise the position
 - Determine priority of each role in the position
 - Determine what are must have “role fits” at time of hiring
 - Determine the roles where job fit can be developed over time
- Using the RBA to define behavioral expectations for roles
 - Create Consensus RBA for the roles in the position
 - Come to agreement on behavioral expectations for each role
 - Add behavioral expectations to job description
 - Create Behavioral Interviewing Questions
 - Using the PPS/RBA Comparison Performance Coaching Questions to create specific questions for role fit
 - Create questions for other key criteria (skills and knowledge)
- Use PPS/RBA Comparison to identify and discuss potential development needs for candidates
 - Identify “Good Fits”
 - Identify “Stretches”
 - Identify “Redirects”
- Create PPS/RBA Development plan using worksheet
 - Identify which “stretch” or “redirect” behaviors need training, coaching or mentoring
 - Define resources available for developing each identified behavior



Coaching

- Overview of Coaching
 - Definition
 - Benefits
 - Challenges
- Using a structured process to maximize coaching effectiveness
 - Prepare
 - Open discussion and state problem
 - Solicit perceptions from Coachee
 - Request solutions from Coachee
 - Agree on solution and implementation plan
 - Set time and date for review
 - Follow-up and review performance results
- Key Skills for effective coaching
 - Identifying and describing specific behaviors
 - Questioning techniques
 - Listening techniques
- Adapting coaching techniques to behavioral style
 - Communicating style
 - Giving Feedback
 - Counseling
 - Problem-solving
 - Decision-making
- Preparing for the discussion
 - Identify coaching needs using Coaching Application Grid
 - Use PPSS report “Strategies for Managing”
 - Review appropriate Coaching Discussion Guidelines
- Create a Coaching Action Plan
 - Review plan with partner
 - Role Play Action Plan
- Follow up with online course to model behavior and reinforce



Mentoring

- Overview of Mentoring
 - Definition
 - Difference between mentoring and coaching
 - Benefits
 - Challenges
- Key Skills for effective mentoring
 - Identifying development needs
 - Questioning techniques
 - Listening techniques
- Adapting mentoring techniques to behavioral style
 - Communicating style
 - Developing
 - Problem-solving
 - Decision-making
- Mentoring Case studies
- Preparing for the discussion using PPSS “Strategies for Managing”
- Create a Mentoring Action Plan
 - Review plan with partner
- Role Play Action Plan