



## Understanding and Managing Your Style

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### Materials

#### DiSC® PPSS Report “General Characteristics”

#### Everything DiSC® DVD “Pure Styles”

#### CRK online self- paced course “Understanding Behavioral Style”

### Content

- Overview of behavioral style
  - Understanding Differences
  - The DiSC® Model
- Review PPSS Report “General Characteristics”
- View and discuss DVD vignettes “Pure Styles”
  - Goals/Motivators
  - Fears/Demotivators
  - Preferred Environment
  - Behaviors in Conflict
- Understanding your behavioral style
  - Motivating Factors
  - Preferred Environment
  - Tends to Avoid
  - Strategies for Increased Effectiveness
  - Demotivating Factors
  - Behavior in Conflict
- Create Self-Management Action Plan
  - Use PPSS worksheet
  - Discuss with partner
- Review “Strategies for Managing” or “Strategies for Creating a Positive Relationship”
  - Select two items from each category
  - Discuss with a partner
  - Create action plan using the worksheet



## Understanding and Responding to Others

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### Materials

### Content

#### People-Reading Card

#### DiSC® PPSS report “Strategies for Creating a Positive Relationship”

#### CRK online self-paced course “Reinforcing Understanding Behavioral Styles”

- Understanding Adaptability
  - Difference between Adaptability and Flexibility
  - How adaptability and flexibility interact to shape our behavior
- Reading and Recognizing the Styles of others
  - Use People-Reading Card to identify and discuss styles observed in video
  - Video vignettes
    - Communication Strengths
    - People You Prefer to work with
    - Resolving Conflict
    - Processing Information from new People
    - Receiving Negative Information
  - “Strategies for Managing” small group discussion
    - Select two items from each category that work best when relating to you
    - Discuss with group (or partner)
  - Use People-Reading card to create Action Plan for understanding and responding to a specific person
    - Identify style of the person
    - Select strategies for:
      - Creating a Positive Relationship
      - Communicating
      - Resolving Conflict
    - Review plan with partner
    - Role play plan (optional)
- Follow up with online course for reinforcement of learning



## Persuading and Influencing Others

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### Materials

**PPSS “How to Create a Positive Relationship” Report**

**Everything DiSC® DVD**

**People-Reading Card**

**Sales Action Planner**

**PPSS Report “Your Natural Approach to the Selling Process”**

**CRK online self-paced course “Reinforcing Understanding Behavioral Style”**

### Content

- Understanding Adaptability
  - Difference between Adaptability and Flexibility
  - How adaptability and flexibility interact to shape our behavior
- “Strategies for Creating a Positive Relationship” report review and discussion
- Effective Communication video vignettes
  - Observe and discuss 4 “wrong way” vignettes using People-Reading Card to identify styles and behavioral strategies
  - Observe and discuss 4 “right way” vignettes using People-Reading Card to identify styles and behavioral strategies
- Understanding your influencing style
  - Use information from the PPSS reports:
    - Relating to People and the Environment
    - Approach to the Selling
  - Create an Action Plan for managing your Persuading and Influencing Style
    - Use PPSS worksheets
    - Review and discuss with partner
- Using the Sales Action Planner to adapt to the needs of the person
  - Identify someone you would like to persuade or influence
  - Create an Action Plan using the Sales Action Planner
  - Discuss/Role Play your Plan with a partner
- Follow up with online course “Reinforcing Understanding Behavioral Styles”



## Managing Others

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### Materials

### Content

**Everything  
DiSC® DVD**

**DiSC® PPSS  
Reports**

**“How This  
Person Tends  
to Manage”**

**“Strategies for  
Managing This  
Person”**

**Management  
Action Planner**

**CRK online  
self-paced  
course  
“Reinforcing  
Understanding  
Behavioral  
Style”**

- Overview DiSC® managing others approach:
  - A manager is someone who works with and through others to achieve results regardless of whether they have the title “manager”.
  - We are perceived as being effective in managing others when we do *what* they need us to do, *how* they need us to do it.
  - There is not just one way to perform the management skills of:
    - Communicating
    - Correcting
    - Counseling
    - Delegating
    - Developing
    - Motivating
    - Solving Problems
    - Making Decisions
- Observe and discuss style strengths and limitations in Video Vignette—Team Meeting
- Approach to Managing Others” small group discussion
  - Select two items from each category that work best for you when managing others
  - Discuss with group (or partner)
- Managing Others Using Management Skills based on Style
  - Using Management Action Planner to observe and discuss how the manager adapts to the style needs of each person
  - Video Vignettes
    - Kirby with James
    - Kirby with Steve
    - Kirby with Doug
    - Kirby with Jeannie
- Create an Action Plan for maximizing your Managing Others style using the worksheets from the PPSS report (How You Manage)
- Use the Management Action Planner to create an Action Plan for managing a specific person



## Maximizing Your Performance

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### Materials

**Prework:  
Online PPS and  
RBA**

**CRK online self-  
paced course  
“Reinforcing  
Understanding  
Behavioral Style”**

**DiSC® PPSS  
Report “General  
Characteristics”**

**DiSC® PPSS Role  
Behavior  
Analysis (RBA)**

**PPS/RBA  
Comparison**

**Work  
Expectations  
Profile**

### Content

- Understanding Your Goals and Motivators
  - PPSS report “Motivating Factors” and “Preferred Environment”
  - Create action strategies for increasing the number of natural motivators you have in your work environment using PPSS worksheet
- Understanding Your Demotivators
  - PPSS Report “Tends to Avoid” and “Demotivators”
  - Create action strategies for reducing the number of natural demotivators you have in your work environment using PPSS worksheet
- Create a Self-Management Action Plan using the worksheet from the PPSS report
- Understanding your Role
  - 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

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### Materials

### Content

#### DiSC®PPSS Team Report

#### Role Behavior Analysis (RBA)

#### Time Mastery Profile

#### DiSC®PPSS Report

#### “How This Person Relates to People and Their Environment”

- Understanding your Team 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

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### Materials

**DiSC® PPSS  
Role Behavior  
Analysis  
(RBA)**

**PPS/RBA  
Comparison**

**CRK  
Behavioral  
Interviewing  
online self-  
paced course  
“Behavioral  
Interviewing”**

### Content

- 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

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## Materials

## Content

**DiSC® PPSS  
Report  
“Strategies  
for  
Managing”**

**CRK online  
self-paced  
course  
“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 using PPSS report “Strategies for Managing”
- Create a Coaching Action Plan
  - Review plan with partner
  - Role Play Action Plan
- Follow up with online course to model behavior and reinforce learning





# Mentoring

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## Materials

**DISC® PPSS  
Report  
“Strategies  
for  
Managing”**

**CRK online  
self-paced  
course  
“Coaching”**

## Content

- 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



## Managing Performance

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### Materials

**DiSC® PPSS  
Report “Strategies  
for Managing”**

**Everything DiSC®  
DVD**

**Managing  
Performance  
Action Planner**

**CRK online self-  
paced course  
“Managing  
Performance  
Discussions”**

### Content

- Understanding how willingness and ability affect performance
- Assessing Performance level
  - Define and describe a performance need using specific behavioral description
  - Assess Skill level
  - Assess Willingness level
- Select Management Approach based on specific development need
  - Directive
  - Supportive
  - Combination
  - Empowerment
- Adapting Management Approach to Style
  - Identify the person’s style
  - Select strategy based on combination of development need and style
- Video Case Studies
  - ED DVD Team Meeting Vignettes
  - Determine development need based on assessment of ability and willingness
  - Select strategy based on development need and style using Managing Performance Action Planner
- Written case studies
  - Determine development need based on assessment of ability and willingness
  - Select strategy based on development need and style using Managing Performance Action Planner
- Managing Performance Action Plan
  - Determine development need based on assessment of ability and willingness
  - Select strategy based on development need and style using Managing Performance Action Planner
  - Create and Action Plan and review with partner
  - Role play Action Plan



## Conflict Management

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### **DiSC® PPSS Report “General Characteristics”**

### **ED DVD**

### **People-Reading Card**

### **CRK online self- paced course “Negotiating Skills”**

- Understanding how you handle conflict
  - PPSS Report “General Characteristics”
- Understanding how others handle conflict
  - Video vignettes
  - People Reading card
- Conflict Resolution techniques
  - Dealing with aggressive behavior
  - Dealing with nonassertive behavior
  - Assertive techniques
    - Fogging
    - Negative Assertion
    - Negative Inquiry
  - Creating a workable solution
- Developing specific conflict resolution techniques for specific behavioral styles
  - Techniques for dealing with people with a Dominance style
  - Techniques for dealing with people with an Influencing style
  - Techniques for dealing with people with a Steadiness style
  - Techniques for dealing with people with a Conscientiousness style
- Developing conflict resolution strategies for specific people
  - Use PPSS Report “Strategies for creating a Positive relationship”
  - People Reading Card
  - Create a Conflict Management Action Plan
- Follow up with online course to reinforce learning

