

Understanding Behavioral Styles

Course Description

This interactive, reality-based course is designed to help leaders and employees develop awareness of behavioral styles and how to use this information to improve workplace communication and relationships, interaction with clients, and recruiter effectiveness.

Prior to the course, participants complete an on-line DiSC Behavioral Profile and review a customized report. DiSC has been in use for more than 30 years and in excess of 40 million have used it to help them understand their own behavior, learn how and when to adapt their behavior, improve communication, promote appreciation of differences, reduce conflict and enhance performance.

During the course, behavior styles are explained. Tips for communicating with the different styles are provided. Fun vignettes are shown to help see the styles in action. A reflective time allows participants to think about the strengths and challenges of their personal style, and set goals as to how they can use the information to improve workplace communication and relationships. For leaders, the goal is to help them see the benefits that different styles contribute and how they might better work with people whose styles are different than theirs.

Key aspects of the training include:

- Taking the DiSC Behavioral Style Profile
- Behavioral style background
- Four primary styles
- Understanding the differences
- Personal reflection and goal setting

This course is a half-day session. Dr. Switzer has taught this course to literally hundreds of supervisors and managers.

Objective

Utilizing the DiSC, learners will identify their dominant behavior style and identify at least three things they can do to better communicate with individuals of different behavior styles.

Participant Comments

Dear (Training Manager):

I just wanted to thank you for bringing the class Understanding Behavioral Styles (DiSC) to our District. What an awesome and interactive seminar! I have not benefitted so much from a class in all of my years with the state. It provided fantastic insight into my own behavior style as well as how best to understand and work cooperatively with persons of different behavior styles from my own. I cannot wait to put some of this knowledge into practice!

Merle Switzer did an amazing job, was engaging and informative. I would highly recommend this class to anyone presented with an opportunity to take it! If presented with the opportunity, please share with him my enjoyment of the class and satisfaction with all of the information I was given. You might suggest he leave evaluation cards so that he can document some of this positive feedback (I've heard nothing but good things from all who were fortunate enough to take it).

Great job and thank you!!

Sarah (Caltrans, Redding)