



EVERYTHING DiSC® WORKPLACE™ LEADER'S GUIDE

Module 1 Discovering Your DiSC® Style

Module 2 Understanding Other Styles

Module 3 Building More Effective Relationships



MODULE OVERVIEW

Length: 90 minutes

Activities:

- Individual
- Partner
- Small Group
- Large Group

Materials:

- Handout 2.1
- Handout 2.2
- Green and yellow stickers
- Flipchart and markers
- *Everything DiSC® Workplace™ Profile: Understanding Other Styles* section

Goals:

- Discover your reactions to different DiSC® styles
- Identify what works for you and what challenges you when working with each style
- Use the DiSC model to understand the people you work with

Activity Description:

Participants watch video segments introducing four coworkers in a game-show format and decide who they would most and least like to work with. They get into groups according to the character they least want to work with. They read about how they might react to that character, then record on a handout what is difficult and what works for them when working with that style. They share with their small groups and create a flipchart showing what's difficult and what works. They repeat this exercise with the character they most want to work with. As each group presents their flipchart to the large group, participants use the information to complete the charts on their handouts. Finally, they use stickers to identify one characteristic they find most difficult and one that works most for them on each flipchart, and discuss with the large group.

ACTIVITY PREP:

Prepare a flipchart for each video character as demonstrated below, or use the poster templates in the Support Materials folder to have them professionally printed in advance.

After Step 1 is completed, post each (with their corresponding “Day in the Life” flipchart if you have them) at different locations in the room.*

Carlos – D style
 Results, Action, Challenge

Anna – i style
 Enthusiasm, Action, Collaboration

Christiana – S style
 Support, Stability, Collaboration

Jesse – C style
 Accuracy, Stability, Challenge

Character Name – Style Priorities	
What's difficult	What works

***Note:**

Do not post until after all of Step 1 is completed. It is important that the characters' DiSC styles are not revealed until after participants complete the video activity.

NOTE TO FACILITATOR:

References to the *Everything DiSC® Workplace™ Profile* page numbers in this facilitation are based on an unaltered profile. If you have customized the profile to remove or re-order pages, you will need to adjust page numbers in your facilitator script and on the PowerPoint® slides.

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WELCOME

STEP 1: DEFINE THE PROBLEM AND ACTIVATE PREVIOUS EXPERIENCE

15 minutes: Video; Partner Activity

Participants watch video segments introducing four coworkers in a game-show format and decide who they would most and least like to work with.

SAY:

- DiSC® shows that we all approach our work according to what we prioritize.
- Our priorities also affect how we react to the people we work with.

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SAY:

- [☺] In this module, we will
 - Discover your reactions to different DiSC styles.
 - Identify what works for you and what challenges you when working with each style.
 - Use the DiSC model to understand the people you work with.
- Let's start by taking a look at four different coworkers.

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HO 2.1

INSTRUCT:

- [🔊] We're going to watch a game show called "Choose Your Coworker."
- The game-show host, Greta, will interview four coworkers to get answers to the following questions:
 - How would you describe yourself in the workplace?
 - What are your pet peeves?
 - What may be difficult about working with you?
 - How do you handle conflict?
- Use the space next to the coworkers' pictures on Handout 2.1 to take notes on their responses.
- After we watch the video, you'll get to choose who you want to work with the most and who you want to work with the least.

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[🔊] *Video segment (5 minutes).*

NOTE TO FACILITATOR:

The characters in the video are not presented in DiSC® order, nor are their styles revealed in the video. Additionally, participants do not need to choose the coworker whose style seems opposite them for the activity to be effective. Some participants may realize that someone similar to them could be most difficult to work with.

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INSTRUCT:

- [🔊] On your handout, put a star on the line next to the coworker you think you would most like to work with.
- Then put a question mark on the line next to the one you would least like to work with.

Give participants a minute to decide.

INSTRUCT:

- Now, turn to the person next to you and talk about your choices.
- Tell your partner what influenced your decisions.

Give participants 3-5 minutes to discuss.



ASK:

- What did you discover about how you made your choices?

Take a variety of responses.

STEP 2: DEMONSTRATE AND PRACTICE

50 minutes: Small-Group and Large-Group Activities

Participants get into groups according to the character they least want to work with. They read about how they might react to that character, then record on a handout what is difficult and what works for them when working with that style. They share with their small groups and create a flipchart showing what's difficult and what works. They repeat this exercise with the character they most want to work with. As each group presents their flipchart to the large group, participants use the information to complete the charts on their handouts.

SAY:

- Now in real life, you normally don't get to choose your coworkers.
- You have to work with all styles.
- Let's take a look at how DiSC® can help you understand your reactions to the people you work with.



HO 2.2



Post the character flipcharts with the “Day in the Life” flipcharts (if available.) Provide two different-colored markers at each location.

INSTRUCT:

- [🗣️] You'll see that I have placed charts with the names of the coworkers from the video at different locations around the room.
- Take your profile and handouts, and go to the flipchart with the name of the coworker you said you'd **least** want to work with.



Give participants a minute to find their locations.

INSTRUCT:

- [🗣️] Now, open your profiles to the “Understanding Other Styles” section on Pages 8-11.
- Find the page for this coworker's style.
- For example, if you're at the flipchart for Carlos – he has a D style – you will turn to Page 8.



Pages
7-10

Give participants a minute to find the page.

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INSTRUCT:

- [✓] Read about this DiSC® style.
- [✓] As you read, take notes in the space for this style on Handout 2.2.
- Write characteristics of this style that are difficult for you to deal with and characteristics that work for you.

Give participants 4-5 minutes to read and write.

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INSTRUCT:

- [✓] Now, in your groups, talk about what you wrote about this style.
- Pick a person from your group to be a recorder.
- Using one of the colored markers at the flipchart, have your recorder write what each person reports in the appropriate column on the flipchart.
- [✓] It's okay to have the same style characteristics appear in both columns, since members of your group may have different styles or different ideas about what works and what doesn't.

Give participants 8-10 minutes to discuss.

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INSTRUCT:

- [✓] Now, take your profile and handout, and go to the flipchart with the name of the coworker you said you'd **most** want to work with.

Give participants a minute to find their locations.

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INSTRUCT:

- [✓] Find the page for this coworker's style.

Give participants a minute to find the page.

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INSTRUCT:

- [✓] Read about this DiSC® style.
- [✓] Again, take notes on Handout 2.2 about characteristics of this style that are difficult for you to deal with and characteristics that work for you.

Give participants 4-5 minutes to read and write.

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INSTRUCT:

- [🗣️] Now, in your groups, talk about what you wrote about this style and flipchart your responses.
- Recorders, this time use the other colored marker.

Give participants 8-10 minutes to discuss.

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INSTRUCT:

- [🗣️] Now, I'd like someone at each flipchart to read it to the rest of us.
- [🗣️] While the flipcharts are being read, use the information to fill in the remaining styles on your handout.

Choose a coworker/style to begin and continue until all have presented.

Allow the group that started each flipchart to contribute as needed.

NOTE TO FACILITATOR:

If a coworker/style flipchart does not get both a "most" and "least" representation, then have the participants read their page for that style, taking notes on their handout. Then, facilitate a discussion, adding characteristics to the flipchart.

STEP 3: INTEGRATE

25 minutes: Individual with Large-Group Debrief

Participants use stickers to identify one characteristic they find most difficult and one that works most for them on each flipchart, and discuss with the large group.

Distribute four green and four yellow stickers to each participant.

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INSTRUCT:

- [🗣️] Now, I'd like you to go to each of the four style flipcharts and put a yellow sticker next to one thing that's most difficult for you and a green sticker next to one thing that works most for you.
- Then return to your original seats.

Give participants 2-3 minutes to place stickers and return to their seats.

SAY:

- These dots can help us understand the most common perceptions that others have about the styles.
- They also underscore the differences in perception that can exist.

ASK:

- Looking at the Carlos – D Style flipchart, what can you tell about people's perceptions?
- What are the most common perceptions?
- What kinds of differences in perception do you see?
- D's, what surprises you about these perceptions?

Repeat this debrief for the other three styles. Point out any connections to the priorities when appropriate.

SAY:

- [☺] As we've seen, DiSC® can help us understand the differences in how each of us reacts to the styles of the people we work with.
- In the next module, we'll learn how to overcome barriers so you can build more effective workplace relationships – one relationship at a time.

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