

Professional Development

Communicating Using DISC (Taking Flight®)

Course Code: PD401

This program presents an innovative way for participants to understand the four personality styles that have been recognized in multiple cultures for thousands of years in an interactive and memorable way. It associates each of the D I S and C personalities with a unique bird*. Participants learn about their own style (through personal assessment) and how to recognize and effectively interact with other styles in their professional and personal worlds. The workshop is fun and very interactive. Participants learn how to tone down overuse of behavioral tendencies to be more effective in interactions with others.

Learning Objectives

- Distinguish the four behavioral styles – Dominant, Interactive, Supportive, and Conscientious
- Demonstrate understanding of how each style differs from each other
- Accurately identify another person's style
- Identify how teams can benefit from all four styles.
- Demonstrate how to alter your approach to better match others' styles
- Recognize overuse of behavioral tendencies so as to not irritate others.
- Create strategies to improve relationships & performance
- Create an action plan for improved communication and motivation

Topics & Content

- Description of each style:
- D (Eagle), I (Parrot), S (Dove),
- C (Owl)
- Personal tendency: Fast Paced & verbal OR Even Paced & reserved
- Task oriented or people oriented
- History of behavioral styles
- Which bird are you? assessment
- How each style behaves at work
- Identifying others styles, "Bird Watching"
- Primary and secondary style combinations
- Home Rule vs. The Golden Rule
- Communicating with others
- Team dynamics

Course Information

Duration

1 day

Audience

This course is designed for personnel in the private or public workforce that wish to improve their communication skills.

Accreditations

PMI: 7 PDUs

NASBA: 8 CPEs

OPM: 7 CLPs

OPM Competency: Customer Service

*Instructor certified in DISC by Take Flight Learning

"It made me think about all the different aspects that are involved in communicating and listening."

