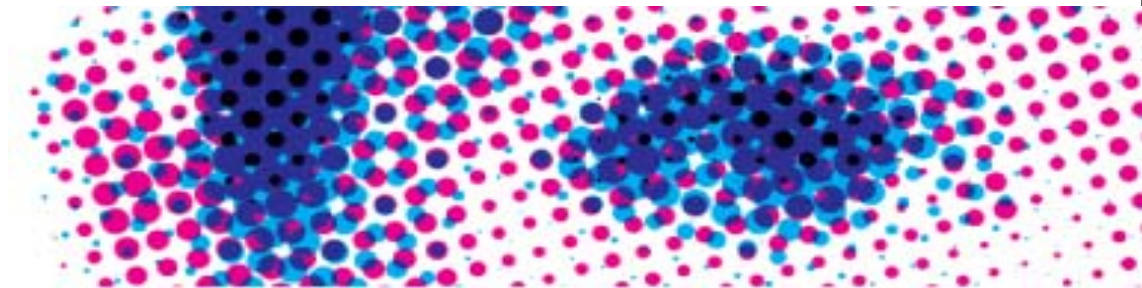




# DiSC® BASED TRAINING PROGRAMME SUMMARY GUIDE



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**Intelligent Training Programmes**



*However good your product and processes are, it's your people who underpin the performance of your business.*

## Intelligent Training Programmes

The modular training programmes focus on six core areas: Improving communication; improving team performance, increasing sales and profitability; conflict management; management effectiveness; interpersonal skills. All organisations face challenges at some time, no matter what their size, such as:

- How do you get people to work as a team?
- Are all your managers effective?
- How do you increase teams performance and productivity?
- How do you maximise their contribution to your profitability?
- How do you make sure your communications are effective?
- How do you increase sales in a crowded market place?
- Disagreement and tension exist in all organisations. But how do you stop them before they begin to affect your business?

The answer is through sustainable behavioural change. Without it you are unlikely to get people to adopt the new concepts, ideas, processes and skills they need.

## Flexible Approach to Training

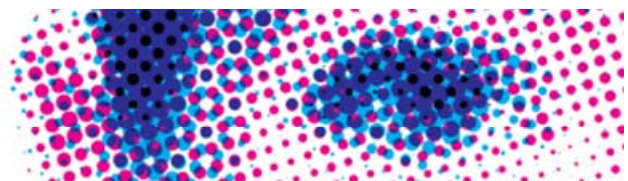
Inscape Publishing arms us with some of the finest disc-based training products available, these are used worldwide by organisations of all sizes, including government agencies.

Inscape's flexible, interactive workshops are designed to help you make these changes by learning to understand the behaviours of the different types of people in your organisation. You'll learn how to recognise different behaviours and methods to deal with them. Using these insights you'll be able to create an environment in which everyone's interests are more aligned. This results in higher efficiency, less conflict, and more consistent motivation. All of which contributes to improving profitability throughout your organisation - whatever its size.

The training programmes are modular based and can be tailored to your organisations exact requirements and time frame.



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## Who should attend?

Anyone looking for greater self-awareness who wants to communicate more effectively, avoid misunderstandings and build stronger relationships.

*Have you ever struggled to make your message understood? Or had your message misinterpreted? Just one small change to what you say and how you say it can often make all the difference!*

## Improving Communication

On this workshop you'll learn how to read other people and see how others interpret your behaviour. By recognising communication styles that work, together with those that don't, you will learn how to adapt your own style and create long-lasting working relationships.

THIS WORKSHOP WILL HELP YOU TO:

- Develop an understanding for personal differences
- Find out the different ways in which your colleagues interpret your behaviours
- Learn how to anticipate your colleagues' preferences
- Discover and appreciate why your colleagues behave the way they do

## Adapting to Different Styles

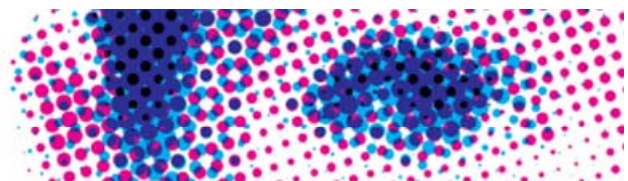
Learn the characteristics of different communication styles and understand your own behaviour. Find out how different people communicate and recognise when their behaviour may be misunderstood. We'll help you build strategies for more effective communication.

THIS WORKSHOP WILL HELP YOU TO:

- Understand your own behaviour as well as other people's
- Appreciate different people's communication preferences
- Recognise when your behaviour is inappropriate or likely to be misunderstood
- Find out how other people read your behaviours
- Build empathy for your colleagues' conflict styles



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## Who should attend?

Anyone working in a stressful, high-pressure environment. These workshops teach you how to avoid conflict escalation by understanding how others respond to pressure and show you how you deal with it yourself.

*Are difficult employees and colleagues one of your biggest headaches?*

## Managing Conflict and Resistance

Discover your own conflict style and the impact it has on your staff. By understanding that styles differ, you will be able to identify and reduce opposition. You'll also learn skills to help you relate more effectively to people of all styles.

THIS WORKSHOP WILL HELP YOU TO:

- Understand the impact your conflict style has on other people
- Recognise how your employees handle conflict differently to you
- Recognise your employees' fears and goals
- Learn ways to identify and reduce opposition and resistance from your staff
- Explore ways to improve your communication style with each personality type

## Reducing Conflict

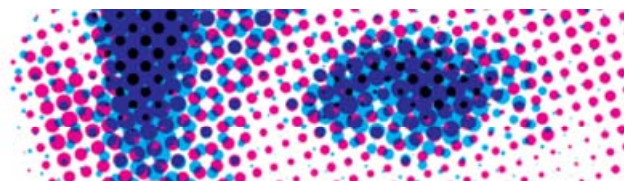
We will help you build crucial skills for effective teamwork and communication. By understanding your own behavioural style, along with that of other people, you will begin to recognise the different ways people have of handling conflict. We'll teach you how to develop strategies for working through it.

THIS WORKSHOP WILL HELP YOU TO:

- Appreciate your colleagues' diverse values
- Appreciate each other's strengths and accept their limitations
- Build empathy for the needs and struggles of your colleagues
- Understand how you are seen by others and get feedback on your behaviour
- Recognise how you handle conflict and understand the impact of your behaviour
- Use what you have learnt to develop strategies for working through conflict



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## Who should attend?

Anyone who wants to perform more effectively. These workshops will help you to understand your strengths and exploit them to the best advantage.

*Are you using your strengths to your advantage? We each have our own interpersonal strengths. Truly effective people recognise them and find opportunities to maximise them.*

## Using Your Strengths to Your Advantage

The traditional approach to improving interpersonal skills is to tackle weaknesses. However in this workshop we'll help you pinpoint your strengths and show you how to make the most of them. We'll also show you how over-using them can have a negative effect. You'll learn how to be receptive to feedback and how to create specific strategies to increase interpersonal effectiveness.

THIS WORKSHOP WILL HELP YOU TO:

- Recognise other people's diverse talents and preferences
- Understand your interpersonal skills and how you may have over-used them
- Develop an openness to interpersonal feedback
- Recognise the impact your behaviour has on other people

## Building Greater Self-Awareness

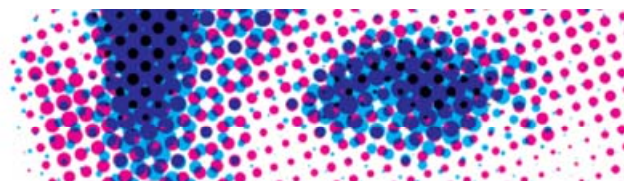
Through this workshop you'll discover your own personal style. Find out how your behaviour can be interpreted in different ways by others and identify behaviours you would like to change. We'll show you how to develop strategies to help you build more effective relationships.

This workshop will help you to:

- Learn more about your personal style
- Appreciate how your behaviour can be interpreted in different ways by others
- Identify interpersonal behaviours you would like to change
- Develop strategies to build more effective relationships



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## Who should attend?

Those involved in the sales process who want to gain an advantage by establishing positive and effective relationships with their customers. These workshops will help you recognise the incredible diversity among your customers and adapt your approach to each one. You'll be able to relate to them better and translate strong relationships into sales.

*What makes the best sales people so effective and successful?*

*The answer is simple: they recognise each of their customers is an individual.*

## Building a Sales Relationship

We'll help you recognise just how diverse your customers are. Learn how to discover their needs, fears, goals and motivations. We'll show you how to adapt your sales approach accordingly to create natural, influential and long-lasting relationships. The best sales people never use a one size fits all approach - we'll teach you their secrets.

THIS WORKSHOP WILL HELP YOU TO:

- Appreciate the diversity of your customers' needs and motivations
- Understand why and how to adapt your sales strategy to meet their needs
- Understand their different styles and buying needs
- Create natural and influential relationships with your customers

## Being Responsive to Customer Differences

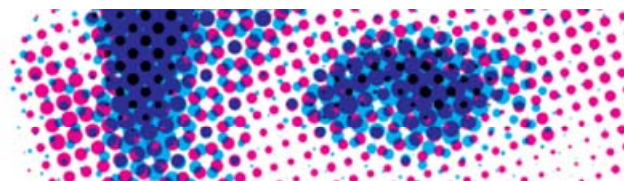
The aim of this workshop is to remind you just how different your customers are. We'll show you why you need to tailor your sales style for each one and why it's the most effective way to develop stronger, long-lasting customer relationships.

THIS WORKSHOP WILL HELP YOU TO:

- Learn about different personality types and the implications for successful sales
- Appreciate how and why to tailor your sales style to your customers' preferences
- Understand how to instinctively adapt your sales strategies for each customer
- Develop more effective customer relationships



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## Who should attend?

Managers and supervisors who want to improve their own delivery through other people. Anyone who wants to learn how to get the most out of their high performers or deal with poor performers. These workshops will show you how to be a more effective, empathetic manager and keep your key performers consistent and effective.

*Are you getting the most from your key contributors?*

## Getting the Most from Key Contributors

The aim of this workshop is to help you understand the behavioural styles of your key team members. Learn how to identify obstacles that could be holding them back. Discover ways to help people become more efficient and satisfied in their work.

THIS WORKSHOP WILL HELP YOU TO:

- Gauge the needs of your key contributors
- Identify obstacles preventing better performance
- Understand why someone is unwilling or unable to carry out a particular task
- Find ways to help your people become more efficient and satisfied in their work

## Maximising Your Strengths as a Manager

This is a non-threatening environment in which to discover the strengths and challenges in your personal management style. Learn the impact your behaviour has on your staff and find out how to play to their strengths. The aim is to make you, and those you manage, more effective.

THIS WORKSHOP WILL HELP YOU TO:

- Understand your own management style, and its strengths and challenges
- Recognise your conflict behaviour and its effect on others
- Appreciate all the different ways in which your behaviour can be interpreted
- Get feedback on your personal interaction style

## Recognising and Removing Barriers to Performance

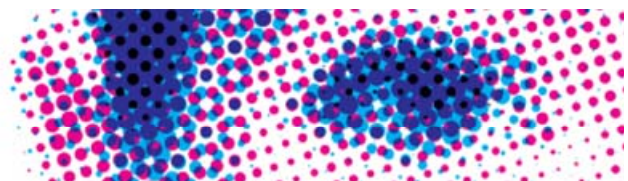
Great managers know how to read people. They appreciate their employees have different skills and concerns. They also know they have different triggers for, and levels of, motivation. This workshop is designed to help you recognise their different needs and to adapt your approach accordingly. And you'll discover how to develop more enthusiastic, efficient and committed employees.

THIS WORKSHOP WILL HELP YOU TO:

- Understand your employees' personality types and discover their development needs
- Understand their goals and fears
- Adapt your management approach to match their ability and motivation levels
- Recognise and reduce their opposition and resistance
- Develop more energised, efficient, and committed employees



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## Who should attend?

Managers, supervisors, and team members who want to get the most out of their teams by exploring, understanding and most effectively utilising the strengths of each individual. Our team workshops will help you discover what motivates each person in your team. Armed with this knowledge you'll improve their performance and their enthusiasm.

*Would you like to improve team effectiveness and motivation? It starts with accepting that there is a great big capital I in team.*

## Improving Team Effectiveness

'There is no I in team' is a much used phrase. Yet in reality every team is made up of individuals each with different needs and motivation triggers. Knowing what these are gives you a big advantage. This workshop is designed to help you to do just that. You'll learn how to address the three greatest challenges to team effectiveness: motivation, conflict, and communication. We'll also show you some simple steps to make lasting improvements.

### THIS WORKSHOP WILL HELP YOU TO:

- Appreciate the individual needs and preferences of your team
- Recognise and capitalise on their motivation triggers
- Understand your own conflict style and the impact it has on others
- Recognise inappropriate or unproductive communication
- Develop the skill to adapt to the diverse styles of the team members
- Understand the strengths and challenges each person brings to the team
- Reduce confusion and complexity of understanding each person

## Improving Team Motivation

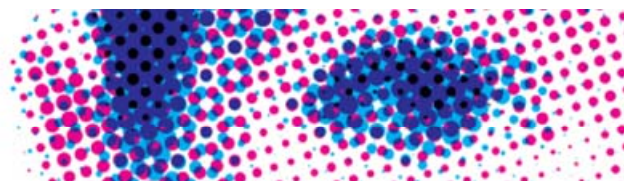
We'll help you pinpoint the things that drive a successful team. You'll learn to appreciate what motivates each team member and how to build on this knowledge.

### THIS WORKSHOP WILL HELP YOU TO:

- Appreciate each person has different motivational needs
- Recognise the environments that motivate each person
- Modify your team environment to improve motivation
- Become more energised and involved in your team
- Find ways to maximise yours and other people's strengths and motivation in the team environment
- Use interpersonal feedback to improve team performance



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# CONTACT US



## Contact us today

We can help owners, executives, managers and employees create and contribute to an environment in which everyone benefits. Inscape's flexible training programmes are designed to help you tackle a wide range of business issues. By fully understanding the behaviour and motivations of others you can maximise their performance through sustainable behavioural change.

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## Contact us today

To find out how we can help you make a change for the better.



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Intelligent training programmes

