

Communication using Disc – Half Day Session



Interpersonal communication is an art. Some people are naturally good at it, and they can't really tell you why. They are just great communicators. They get along with most people and know how to build strong working relationships. They know how to listen. They know how to get their point across. They know how to collaborate and negotiate. When they need to confront, they don't hesitate, but they don't erode the relationship in the process. In fact, the clarity they bring to difficult situations strengthens the respect that underlies their working relationships.

Some people have an amazing in-born talent for effective interpersonal communication. Others have developed their skills through study, practice and a lot of trial and error. Regardless of how they acquired their interpersonal skills, effective communicators stand head and shoulders above their peers.

Interpersonal communication is truly an art, but it's also a science. The science of clear communication, active listening, persuasion and collaboration is easy to teach, but hard to learn. Effective communication is situational. The "right" thing to say or do in one situation may backfire in another. What works with one person doesn't work with another. Effective communicators have mastered both the science and the art of interpersonal communication,

Class Overview:

The Basics of Communication

- The Communication Process
- Communication Barriers
- It's not what you say, it's how you say it
- Face to face Communication vs. phone vs. e-mail

Communication Styles

- DiSC Assessment
- Understanding Style
- Adapting to others

Communicating for Results

- Assessing your Skills
- Difficult Communications
- Delivering a Difficult Message

Practice and Action Planning

- Building Bridges – A Lesson in Effective Communication (Style in Action)
- Action Planning

Communication using DISC

DISC training focuses on developing communication competencies through assessment, training, experiential learning activities and exercises aimed at self-discovery.

Improvements in communication and collaboration are the result of new insights and ongoing self-development.