

## Developing an Effective Team Using *DiSC® Classic*

### Company

A large insurance provider

### Products Used

- *DiSC® Classic 2.0*
- *DiSC Classic Team View Report*

### Challenge

This department was recently formed by bringing together individuals who are high performers from a variety of disciplines but who are challenged in coordinating work and working as a team. The workshop was conducted to develop a more cohesive and effective department.

### Solution

The members participated in a day-long team-building workshop using *DiSC Classic 2.0*. The morning session introduced DiSC concepts, and the afternoon was devoted to exploring principles of effective teams using the *DiSC Team View Report* to help the department become even more effective.

A significant insight was that no members of the team had a primary or secondary “i” style. This reflected the group’s self-description as being very task and detail-oriented in their work styles. The group brainstormed ways they could improve team cohesion.

### Results

Soon after the workshop, the director and manager reported positive results. The leaders’ enthusiasm and the team’s conscientious involvement contributed to these successful outcomes.

During our “Team Building for Greater Effectiveness” program, we discovered our department did not have anyone with the “i” (influence) style of the DiSC model. Understanding that all of the different styles bring important characteristics to the team, and then recognizing that we were missing those behaviors from the “i” style, we decided to designate an “i” within our department on a rotating basis.

Every two weeks at our department staff meeting, the current “i” chooses the person who will take on these characteristics for the next two weeks. We have asked our staff to concentrate on using characteristics that will have a positive impact on our department, and that will help us reach our goals. Here are some of the things they’ve been doing to bring the “i” style into our work environment.

- Persuading the auditing team to have a “push” day.
- Influencing John to provide lunch to the team during their push.
- Organizing a farewell luncheon for a co-worker.
- Making more of an effort to check the status of work with co-workers and rally the troops for the areas which require attention.
- Speaking up and communicating to co-workers when help is needed.
- Being more enthusiastic when relaying appreciation to co-workers for the assistance provided.
- Everyone intentionally making a greater effort to communicate with one another for their common goal.
- Encouraging participation in a local business partnership during lunch hours. This has allowed staff to become familiar with others throughout the company and thereby improving interdepartmental communication.
- Offering ideas of how new software might best serve our department and doing the necessary investigation.
- Making a daily effort to get out of the office, mingle, tell some bad jokes, and pass out candy.
- Overall we are talking more to one another, sharing a laugh here and there, and have improved our performance through teamwork.