

# Goals for Your Workshop and Suggested Activities

## Improved communication

One of the primary benefits of using Everything DiSC<sup>®</sup> is that it creates a common, safe language in an organization for talking about differences among people. Creating a common language happens naturally any time you facilitate an Everything DiSC workshop with any group. It doesn't matter if you're using the scripted facilitation or not – it's baked into the whole DiSC experience.

For instance, if a coworker is skeptical and questioning, it's hard to address these traits without feeling like a judgement is being made. After going through DiSC, however, colleagues can have conversations about traits like this. Being "skeptical" is no longer a loaded term. It's neutral and everyone on the team understands that. Colleagues can have a rational, drama-free discussion about how they approach tasks differently.

Further, learning DiSC also gives teams a language to talk about traits that they never really thought about before. For instance, dominant behavior may have always shaped meetings on the team, but no one really realized it. By understanding DiSC, coworkers are much more likely to recognize and discuss the behaviors that affect team dynamics.

- Day in the Life Activity (Facilitation kit)
- Celebrate Your Style – T-shirt activity (Enhancements)
- My Priority Exercise (Enhancements)
- Comparison Reports
- MyEverythingDiSC Partner Discussion

## Build an appreciation of differences

Pretty much any facilitation of Everything DiSC teaches the participants that differences are not bad – they're just different. Even if you don't explicitly cover this topic, participants learn over the course of a workshop that different styles have their own contributions.

As a consequence, teammates develop a natural empathy for the other styles. On the job, they're much more likely to recognize that this other person is not being a jerk but just sees the world in a much different way. And, perhaps more importantly, the person's way of seeing the world is actually perfectly legitimate and even has some benefits. This new perspective can lead to greater patience and fewer miscommunications.

- Day in the Life Activity (Facilitation kit)
- Your DiSC Story – participants share more in-depth details about their DiSC styles with their coworkers
- Module 3 (Facilitation kit)
- Quik DiSC Cards
- MyEverythingDiSC Partner Discussion

## Foster self-understanding

The initial use of DiSC was to provide personal insight. During the 70s, 80s, and 90s, the content in most DiSC profiles was focused almost entirely on this goal. The process of reading a full-page description that's right on the nose is, to this day, a great tool for classroom engagement. It gets people excited, and they see the potential in the model. Beyond this sort of novelty, however, Everything DiSC helps people organize their understanding of themselves. They start to see the connection among different traits and habits that used to feel random. This insight, in turn, helps people predict when they will be motivated and when they'll get frustrated. They have a framework that they can use to shape their environment going forward. For instance, a person might now understand why it's so stressful to work in a fast-paced environment – because of a natural desire for stability – and there's nothing wrong with that. And so, now he or she can be deliberate in determining what to do about it.

- Your DiSC Story – Participants share more in-depth details about their DiSC styles with their coworkers
- Profile Personalization, pp. 4-6
- Write down a time when you used each priority
- Draw your comfort zone on a DiSC map at 18 years old and today
- Action Plan – stressors and motivators (Facilitation kit)
- MyEverythingDiSC Podcast

## Internalize the DiSC map

Internalizing the Everything DiSC® map means understanding the circle well enough that it becomes an instinctive framework for thinking about interpersonal relationships. When people have internalized the map, they don't have to search their memory to figure out what characteristics are typical for the D style. They just know them by heart. But more than this, they understand the shades of meaning within the circle. They understand that the left-hand side of the circle is more skeptical and the top is more active. Consequently, they can talk about differences in a fluid, applied way. If participants walk out of classroom training with nothing more than an internalized understanding of the model, they've gotten their money's worth. They will have a concrete understanding of basic human dynamics that they can use for the rest of their lives – whether it is in their professional or personal lives. When the map is internalized, people can quickly visual how stressful it will be for them to mingle at a conference or confront a coworker. And with this concrete mental representation, they can better prepare. So, what does it take to internalize the map? It takes using the map over and over again in a variety of scenarios. So, as a facilitator, if you really want to drive this goal home, you may choose to design some activities that go beyond the scripted Everything DiSC facilitation.

- Build the Room (Facilitation Kit)

## Help people adapt to other styles

It's one thing to understand other people's styles, but it's much more difficult to adapt to them. As an Everything DiSC facilitator, you can decide how much time you want to spend showing participants the behaviors that will work best with people who have different DiSC styles. For instance, when working with a person who has a D style, it helps to cut to the chase. People with the D style may get impatient if a colleague barrages them with details. As a facilitator, you might need to stress that a person may have to be more forceful than normal to get someone with the D style to take ideas seriously. You can discuss effective and ineffective adaptation, or, if you have time, you can have participants practice adapting their behaviors. Research, of course, continually shows that concrete practice leads to more lasting change.

- Module 3 (Facilitation kit) and Profile, pp. 12-15
- Action Plan (Facilitation kit)
- Interaction Guides (Facilitator kit)
- My Workplace Style Guides (Facilitation kit)
- Relationship Strategy Sort (DiSC Genius Flash Drive)
- Quik DiSC Cards
- Comparison Reports
- MyEverythingDiSC Partner Discussion

## Reduce conflict

By understanding the Everything DiSC model, coworkers are more likely to appreciate interpersonal differences and are more capable of discussing their diverse perspectives. But as a facilitator, you can also choose to delve deeper into the topics of conflict. One strategy is to help group members understand the different ways that people with different styles handle conflict. For instance, someone with the C style may appear stoic during a fight, but that doesn't mean he or she is not angry. Someone with the S style may cave in during a conflict but gradually build up resentment. Each of the styles has healthy and unhealthy ways of dealing with conflict, and a first step toward better conflict management is taking ownership of unhealthy behaviors. In the event that you choose to make reducing conflict a main goal of your facilitation, you will want to make explicit connections between the participants' new-found understanding of themselves and one another and the ability to use that knowledge for the benefit of reducing conflict and misunderstanding.

- Increase Your Effectiveness (Module 3, Facilitation kit)
- Action Plan (Facilitation kit)
- Working Effectively with You (slides 60-61, Facilitation kit)
- Comparison Reports
- MyEverythingDiSC Podcast and Partner Discussion

## Stretch beyond one's comfort zone

One of the advantages of using the Everything DiSC<sup>®</sup> map is that participants can see all of the styles together and quickly grasp the connections between them. The shading gives people a rough idea of where their comfort zone is, but you can ask participants to customize that zone to better reflect what feels natural and unnatural to them. For this activity to work, however, it's crucial for all participants to understand what strengths lie at different points on the map. For instance, seeking harmony comes very easily to the iS style, but not so naturally to the CD style. On the other hand, giving constructive criticism is much more comfortable for the CD style than it is for the iS style. Using the Everything DiSC map in this context is particularly powerful in that it normalizes the idea of having challenge areas. Everyone in the classroom accepts that they won't be a natural at everything. And, after having a discussion about comfort zones, you can work with participants to create Action Plans, including questions like, "How will you recognize when you need to stretch and how will you push yourself to do it?"

- In pairs, share a time when you did a great job stretching beyond your comfort zone and a time when you could have done better
- Debrief Profile, p. 16
- Action Planning (Facilitation kit)
- MyEverythingDiSC Partner Discussion and Effort Meter

## Increase productivity

Being more effective at work can be the ultimate outcome of accomplishing several lower-level goals. For instance, becoming more effective may first require people to understand their comfort zones and why they resist moving to certain parts of the map. Or, it may require them to understand the behaviors that are most effective with people who have styles across the circle from them. Time wasted on misunderstanding or grudge-holding can be reduced, improving the group's productivity. And when coworkers, especially managers, understand what people with different styles are motivated by, they'll be more effective at trying to target those motivators at work. As an Everything DiSC facilitator, you'll be able to take advantage of the many tips in the profiles aimed at improving communication among coworkers. Our beta tests repeatedly show that this is perceived as a tremendous added value for participants. However, the topics will affect only limited change. You will need to be deliberate about getting participants to deeply process action items and customize them in way that is realistic for them. As with any training, finding ways to practice new skills is a particularly good use of classroom time.

- Day in the Life Activity (Facilitation Kit)
- Have coworkers share one strength and one area for development for one another
- Working with Other DiSC Styles (Facilitation Kit)
- Working Effectively with You (slides 60-61, Facilitation Kit)

## Understand the fears that drive behavior

This is a deeper-level goal that can be used to develop not only self-insight, but also trust and empathy among team members. As an Everything DiSC facilitator, you'll first want to make sure you have a good handle on what fears drive the different styles. For instance, the C style's accuracy is, to some degree, driven by a fear of criticism. The i-style's liveliness is, to some degree, driven by a fear of being ignored. On a more advanced level, there are also fears that drive the combined styles. For instance, the SC style is driven by a fear of losing stability. In the classroom, you can bring this discussion to life in a variety of ways. You could, for instance, give the style groups a list of fears associated with their style and have them discuss the list and report out to the larger group. This type of activity creates understanding and empathy for other people's vulnerabilities. You can also ask participants to think about their fears during action-planning, encouraging them think about how they will work through them.

- Discuss fears associated with each style (Profile, p. 7)
- Discuss motivators and stressors (Profile, p. 6)
- Action Planning (Facilitation Kit)

## Help coworkers understand one another better

In addition to helping people understand themselves, Everything DiSC® profiles help them understand others. What's especially valuable is understanding other people in contrast to oneself. A person might be surprised to learn that some people feel manipulated by enthusiasm or that others think playfulness is

unprofessional. Understanding one's coworkers is a good use of classroom time because it is crucial to the delivery of other goals. For instance, by understanding coworkers better, people are in a much better position to feel empathy for them in a conflict. Or they will be much more likely to adapt to other people's needs in a meeting. Therefore, it's easy to see why teaching participants to understand others' styles is often a foundational part of Everything DiSC training.

- People-read individuals you interact with regularly; read corresponding pages in the profile
- "Speed-dating" your coworkers – Give paired participants 3 to 5 minutes to ask each other questions, then have them switch partners
- Module 2 (Facilitation kit)
- Personalized Style Index
- Everything DiSC Style Guide Exercise
- Comparison Reports
- MyEverythingDiSC Partner Discussion and Group Map
- Group Culture Report and Facilitator Report