



# IMPROVING COMMUNICATION

## **INTRODUCTION:**

Communication is more than talking and listening. Genuine communication requires a deep understanding of another person's perspective. But when you take into consideration all of our biases, behavioral idiosyncrasies, unspoken emotions, personal agendas, and unshared assumptions this can seem almost impossible. For years, however, DiSC has successfully helped people understand each other on a more fundamental level. This program shows participants how to read other people and to see how others interpret their behaviors. It leaves them with a gut-level appreciation for the needs of their co-workers. Ultimately, the program helps participants adapt their communication styles in a way that creates an enduring working alliance among group members.

## **OBJECTIVES**

This program is designed to help participants:

- Understand the DiSC model of human nature and develop an appreciation for personal differences
- Get feedback to see the different ways that their behaviors are interpreted by their co-workers
- Read about their co-workers' DiSC styles and learn how to anticipate their unique preferences
- Gain an empathic understanding for why their co-workers act the way they do
- Recognize the types of communication that are effective and ineffective with each style
- Develop specific communication strategies that build a culture of alliance and collaboration

## **COURSE OUTLINE:**

- Discover Four Styles of Behavior and Explore the General Preferences of Your Style
- Understand How Others Interpret Your Behavior
- Learn how to recognize the styles of other people
- Learn how to adapt your communication style to different styles