



# DISCoaching & Training Resources...PLUS

# DISCoaching & Training

- DISC System Integration
- TTI DISC Assessment Options & Applications
- DISCoaching & Training Resources
- PLUS Solutions & Resources

Authorized distributor for [www.ttiassessments.com](http://www.ttiassessments.com),  
[www.inscapepublishing.com](http://www.inscapepublishing.com) and [www.vital-learning.com](http://www.vital-learning.com).

**Module Flexibility**

Workshops

Coaching

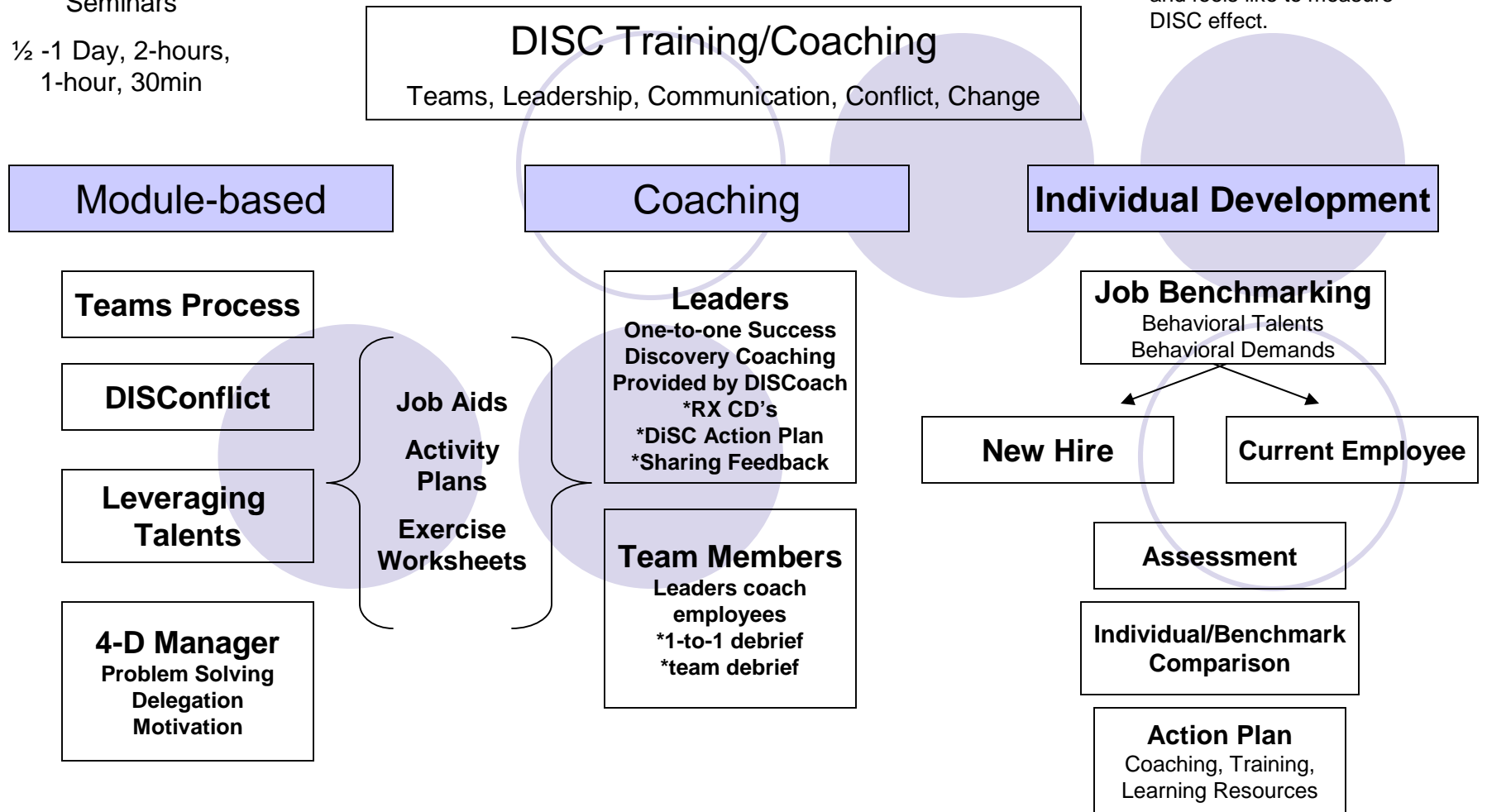
Seminars

½ -1 Day, 2-hours,  
1-hour, 30min

# DISC Integration Model

**Value Question**

Is effective communication and employees working more effectively together important to you? Clarify what this looks and feels like to measure DISC effect.



# TTI DISC Reports

- Management Staff
- Team Building
- Communicating with Style
- Interview Insights
- TimePlus
- Customer Service
- Career
- Team Behavioral Report

- Executive
- Workplace Behavior
- Sales
- Interview Insights Sales
- Relationships
- Family
- Excellence for Learning
- Combination Reports

# Management Staff pp21+

- General Characteristics
- Values to the Organization
- Checklist for Communicating Do's
- Don'ts on Communication
- Communication Tips
- Ideal Environment
- Perceptions
- Descriptors
- Natural and Adapted Style
- Adapted Style
- [Keys to Motivating](#)
- [Keys to Managing](#)
- Areas for Improvement
- Action Plan
- Behavioral Hierarchy
- Success Insights Graphs
- Success Insights Wheel

# Team Building pp16+

- Basic Characteristics
- Work Characteristics
- Value to the Team
- Values to the Organization
- Effective Communication Do's
- Don'ts on Communication
- Communication Tips
- Team Effectiveness Factors
- Perceptions
- Descriptors
- Action Plan
- Behavioral Hierarchy
- Success Insights Graphs
- Success Insights Wheel

# Communicating with Style pp12+

- Checklist for Communicating Do's
- Don'ts on Communication
- Communication Flexibility
- Situational Strategies
- Action Plan
- Success Insights Graphs
- Success Insights Wheel

# Interviewing Insights General pp10+

- General Characteristics
- Ideal Environment
- Value to the Organization
- Interviewing Questions
- Success Insights Graphs
- Success Insights Wheel

# Time Plus pp19+

- General Characteristics
- Time Wasters
- Checklist for Communicating Do's
- Don'ts on Communication
- Perceptions
- Descriptors
- Interactive Flexibility
- Action Plan
- Success Insights Graphs
- Success Insights Wheel

# Customer Service pp14+

- General Characteristics
- Perceptions
- Descriptors
- Customer Service Flexibility
- Situational Strategies
- Action Plan
- Success Insights Graphs
- Success Insights Wheel

# Executive pp18+

- General Characteristics
- Values to the Organization
- Checklist for Communicating Do's
- Don'ts on Communication
- Communication Tips
- Perceptions
- Descriptors
- Natural and Adapted Style
- Adapted Style
- Areas for Improvement
- Action Plan
- Behavioral Hierarchy
- Success Insights Graphs

- Success Insights Wheel

# Workplace Behaviors pp10+

- Job Characteristics
  - Dominance – Problems-Challenge
  - Influence – People-Contacts
  - Steadiness – Pace-Consistency
  - Compliance – Procedures-Constraints
- [Conflicting Job Requirements](#)
- Behavioral Hierarchy
- [Interview Questions](#)
- Workplace Behaviors Graph
- Workplace Behavior Wheel

# Sales pp21+

- Sales Characteristics
- Values to the Organization
- Checklist for Communicating Do's
- Don'ts on Communication
- Selling Tips
- Perceptions
- Descriptors
- Natural and Adapted Style
- Adapted Style
- Keys to Motivating
- Keys to Managing
- Areas for Improvement

- Action Plan
- Behavioral Hierarchy
- Success Insights Graphs
- Success Insights Wheel

# Interviewing Insights Sales pp10+

- Sales Characteristics
- Ideal Environment
- Value to the Organization
- Interviewing Questions
- Success Insights Graphs
- Success Insights Wheel

# Career Planning Insights pp30+

- Personal Characteristics
- Personal Strengths
- Basic Needs
- Adapted Style
- Present Wants
- Ideal Environment
- Checklist for Communicating Do's
- Strengths/Weaknesses
- Success Insights Graphs
- Success Insights Wheel
- Work Environment
  - Dominance – Challenge
  - Influence – Contacts
  - Steadiness – Consistency
  - Compliance – Constraints
- Work Environment Graphs
- Work Environment Wheel
- Work Environment Graphs
  - Present vs. Ideal
- Work Environment Wheel
  - Present vs. Ideal
- Job Indicator
  - High School
  - A.A. or B.A.
  - B.A. Plus

# Relationship Insights pp12+

- General Statements
- Current Wants
- Relationship Strengths
- Keys to Communication
- Barriers to Communication
- Hindering Factors
- Action Plan
- Success Insights Graphs
- Success Insights Wheel

# Family Relationships Adult/Young Adult

pp10+

- General Statements
- Current Wants
- Checklist for Communicating
- Don'ts on Communicating
- Descriptors
- Action Plan
- Success Insights Graphs
- Success Insights Wheel

# Excellence for Learning Administrator

pp14+

- General Characteristics
- Value to the Educational System
- Effective Communication Ideas
- Ineffective Communication
- Motivational Insights
- Motivational Incentives
- Basic Needs
- Preferred Work Environment
- Areas for Personal Development
- Success Insights Graphs
- Success Insights Wheel

# Excellence for Learning Teacher pp18+

- General Characteristics
- Value to the System
- Effective Communication Ideas
- Ineffective Communication
- Motivated Behavior
- Motivational Incentives
- Basic Needs
- Preferred Teaching Environment
- Areas for Personal Development
- Perceptions
- Teaching Flexibility
- Success Insights Graphs
- Success Insights Wheel

# Excellence for Learning Student pp18+

- General Statements
- Checklist for Communicating
- Effective Communication Ideas
- Don'ts on Communicating
- Study Tips
- Success Insights Graphs
- Success Insights Wheel
- Job Indicator
  - High School
  - A.A. or B.A.
  - B.A. Plus



# Team Reporting

Options

# Team Behavioral Report pp23+

- Primary Behavioral Style Overview
  - Adapted HL
  - Natural HL
- The Success Insights Wheel
- Promotor
- Persuader
- Coordinator
- Supporter
- Analyzer
- Implementor
- Relator
- Potential Need for Team Members
  - Conductor
- Team Style Blending
- Team Member Characteristics
- Words That Don't Work
- Ideal Environment
- Group Wheel Adapted
- Group Wheel Natural
- Group Wheel Migration
- Group Wheel Legend

# Team Success Insights Wheels

- Group Wheel Adapted
- Group Wheel Natural

*\*May want to run individually to copy/paste into team building presentation.*



# DISC Combo Reports

Emotional Intelligence (EQ) and  
Personal Interest, Attitudes &  
Values (Motivators)



# DISCoaching & Training

Resources

# TTI Ready to Train

- Behaviors Professional Development Series

The complete seminar includes; a DVD with 10 professionally narrated videos that integrate seamlessly into each one hour lesson. Each lesson is divided into five sections; a welcome, a DVD video, a question discussion, as well as, personal and group reflection exercises and goal setting (+4 one hour bonus lessons). Each kit purchased comes with a DVD, a resource CD, a Facilitators Guide and ten Participate Manuals. Present professionally packaged learning materials and engage every participant every time!



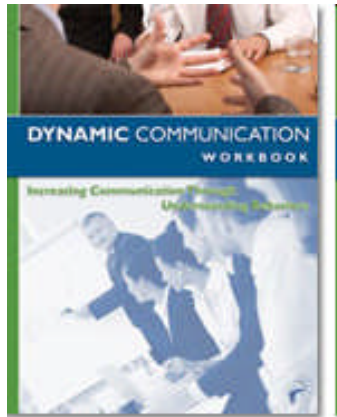
# TTI Ready to Train

- Dynamic Communication Workshop

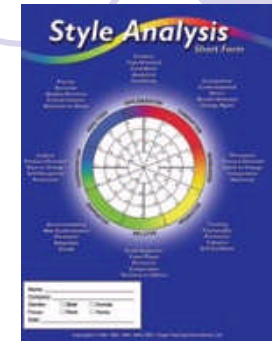
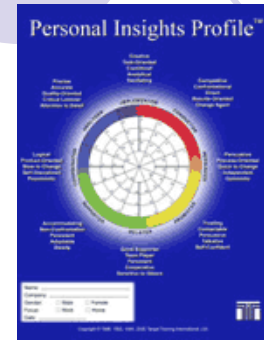
- Facilitation CD

- Facilitator Guide, printed and bound
- Full Color PowerPoint Presentation
- Facilitator's Guide file for additional printing

- Workbook



# TTI DISC Resources



- 16 Leader Cards
- 64 Participant Cards
- 8 Observer Cards
- 8 Situation Cards
- 1 Rules Card



Success Insights  
Wheel Kits



[http://ttied.com/images/5/52/SellingWithStyle\\_Sales\\_Kit.pdf](http://ttied.com/images/5/52/SellingWithStyle_Sales_Kit.pdf)

# Inscape DiSC Solutions

Everything DiSC®  
363™ For Leaders



# Inscape Ready to Train



**Everything DiSC  
Facilitation System**

[www.discoaching.com](http://www.discoaching.com)



**Conflict Management a DiSC-based  
Approach**

**DiSC Powered Selling**

# Inscape Publishing Resources



Mgt/Customer  
Interaction  
Guides



DiSC Mug



## DiSC Action Planners

- Management
- Managing Performance
- Customer Service
- Sales
- Talk



Quick DiSC Card  
Game



Everything  
DiSC DVD

[www.discoaching.com](http://www.discoaching.com)

# Insights2Improvement Resources

- DISC What's Your Style Magnets
- DISC Style Pocket Cards
- DISCoach™ Mugs
- DISC Behavioral Hierarchy Interview  
Worksheets FREE
- DISC Training Exercises & Activities FREE

# TTI DISC E-Learnings

- Introduction to DISC

<http://penguin.ttiltd.com/bandwidth/disc/index.html>

- DISC Graph Reading

<http://penguin.ttiltd.com/bandwidth/DISCGR/index.htm>

- Agricultural Learning

<http://penguin.ttiltd.com/bandwidth/AG/index.htm>

- Library of Wheels

[http://www.ttiltd.com/global\\_elearning/low\\_flash\\_tied/welcome.html](http://www.ttiltd.com/global_elearning/low_flash_tied/welcome.html)

[www.ttielearning.com](http://www.ttielearning.com)



# Games For DISC Programs

- Shopping Simplicity
- If it is to be, it is up to me
- Poster pride
- Mingle with DISC
- Movie Mania
- Jeopardy – Family Feud

# DISC-based Solutions

- DISCoaching
- DISCTeams
- DISConflict
- DISC4Hire
- DISCLeadership
- DISCommunication
- DISC4Education
- DISC4Athletics

# Non-DISC Solutions & Resources

- Insights2Improvement
  - Talent Management Solutions
  - Insights2Leadership Coaching & Development
  - Insights2Hiring System
  - Insights2Coaching (level I-III workshops)
  - DISCCertification
  - PIAV & EQ Certification
  - Customized training

# Non-DISC Solutions & Resources

- TTI

- TriMetrix HD
- PIAV-Motivators
- Emotional Quotient
- Task Quotient
- Personal Talent & Skills
- Sales Skills Inventory
- DNA
- TTI Metrix
- TTI University Online
- Solutions for Hire
- OD Surveys Plus
- Leadership Development Program
- Managing Performance Priorities
- Talent Management Plus

# Non-DISC Solutions & Resources



- [Collaborative Skills for Teams](#)
- [Capitalizing on Team Talents™](#)
- [DiSC®-Powered Selling](#)
- [Frontline Management: Leveraging the Strengths of Your Style](#)
- [Improving Your Listening Skills](#)
- [Conflict Management: A DiSC®-Based Approach](#)
- [Listening Skills Facilitator Report](#)
- [idXready™ Team Talents™ Group Report](#)



# Vital Learning Program Solutions

## Classroom—Online—Blended Learning

### Leadership Essentials Courses

- Essential Skills of Leadership
- Essential Skills of Communication
- Coaching Job Skills
- Communicating Up
- Delegating
- Developing Performance Goals & Standards
- Effective Discipline
- Improving Work Habits
- Managing Complaints
- Providing Performance Feedback
- Resolving Conflicts
- Supporting Change

### Leadership Plus Courses

- Hiring Winning Talent
- Leading Successful Projects
- Motivating Team Members
- Solving Workplace Problems
- Retaining Winning Talent
- Developing & Coaching Others



<http://insights2improvement.com/Training/Elearning.html>

# Vital Learning Program Solutions

## Classroom—Online—Blended Learning

### **Customer Service**

- Winning through Customer Service
- STAR Service
- Delivering Customer Focused Service
- Dealing with Difficult Customer Situations

### **Sales**

- Customer-Oriented Selling
- Making Customer Recommendations
- The Incoming Sales Call

### **Productivity**

- Achieving Communication Effectiveness
- Number Skills
- Proofamatics
- Professionalism in the Office
- Diversity Awareness

# Vital E-Learning Course Features

## **High-quality video modeling scenarios.**

These are the same videos used in Vital Learning's classroom seminars, designed to engage participants with situations they will recognize and solutions they can apply on the job.

## **Custom learning center and post-test with pass/fail settings available.**

These tools allow organizations to measure participant knowledge and retention levels.

## **Full bookmarking capability.**

This allows participants to pick up where they left off whenever time allows.

## **Multiple interactive quizzes in various formats.**

These ensure active participation and effective knowledge transfer.

## **Self-awareness inventories.**

These allow participants to access what they know before taking the course to motivate learning.

## **Simulated practice using real-world examples.**

These skill practice sessions connect the skill points to realistic business challenges.

Create a custom on-line campus.



Thank you!

# Engaging and Energizing Games

## APPLICATION GAME FOR OBSERVATION OF BEHAVIORS

- ***Shopping Simplicity***

Objective: Participants begin to see how their behaviors of natural style apply to both their professional and personal lives and how easy it is to “observe behaviors” in every day activities.

Materials Needed: None or simple notepads

Preparation: Individuals need to know their natural High behavior

Grouping: A High D finds a High S and a High I finds a High C

Time: 10 minutes interviewing, 10 minutes group reporting = 20 minutes total

Exercise: Interview each other to learn how the habits involved in purchasing an item can identify your behavior (use any item under \$1000 but more than \$100 that fits the nature of the group: New TV or new I-pod or new cell phone).

Have each person answer these questions:

- How much risk do you take in buying things?
- How much information do you need when you buy?
- How important is the relationship with the person selling to you when buying something?
- When you have made a “poor buying decision”, how did you behavior deviate from the normal procedure?

Each person takes notes and seminar leader calls on 4 people to report about the 4 different styles.

# Engaging and Energizing Games

## SUMMARY GAME FOR IMPLEMENTING THE SKILLS

*“If it is to be, it’s up to me”*

Objective: To make a practical and immediately applicable transfer of the knowledge of each style into actions by making simple commitments to respecting each style.

Materials: Resource information presented in program

Preparation: You will have already presented the strengths and preferences of each style

Grouping: This may be by team members they work with or with one person from each style

Time: Allow 15 minutes to come up with ideas for each style and allow 5 minutes for ideas to be shared for each style – 30 to 35 minutes

Ask them to write statements about what they are going to do with what they have learned about each style:

Examples:

- I am going to make sure I have the data before I start to present an idea to a C.
- I am going to take time to say hello to an I before I jump right into the business ideas.
- I am going to chatter less with a D and give him bullet points to review.
- I am going to ask an S who else should be involved and not make so many decisions in a small group.

When brainstorming time is up, go around the room and have each group read one idea for each style.

***TIP: You may wish to have a simple prize ready for each member of the group whose ideas are the most practical and immediately applicable.***

# Engaging and Energizing Games

## ENGAGING ALL TEAM MEMBERS

### *Poster Pride*

Objective: A fun, interactive way to show appreciation for each style and to provide physical reminders of what they learned to display in the firm's lunch room or meeting room.

Materials Needed: White poster board or flip chart paper, a bag of supplies per team with the exact same materials per bag. Suggested items – Two markers, tape, scissors, construction paper, balloons, ribbon and any other miscellaneous art supplies like stickers

Preparation: Individuals need to know their natural High behavior and the natural Low

Grouping: Group by natural Highs

Time: 20 minutes for poster and cheer design – 5 minutes per group to deliver cheer and explain poster.

Group together by natural High and group creates a **poster and cheer** about another High behavior:

- The High I for the High C, the High D for the High S, the High C for High I and the High S for the High D
- The poster reflects pictures or simple words of the positive attributes that style brings to the group or organization.
- The cheer can be a cheer, a take off of a commercial, a part of a popular song adapted, anything which helps them compile original lyrics for about 30 seconds worth of praise for the other style.

# Engaging and Energizing Games

## WARM UP EXERCISE

### *Mingle with DISC*

Objective: An initial introduction of the different styles without a formal learning setting. To have mixing and interaction with individuals they may not have normally met during the networking time.

Materials Needed: Name tags of each person's natural High style indicated on the tag DISC color and letter – May wish one prize to be used as a drawing for all of those who completed the assignment. Note pads and pens for each person.

Preparation: Assessments that were completed prior to meeting

Time: As long as networking – no more than 20 minutes Debrief for 10 minutes as a method of introduction your presentation or seminar

Each person is to talk to the other 3 styles that are not his/her high natural style. Each person must sign the other's notepad and put their letter by their name after they've had a 5 minute or more conversation. Everyone who talks to 3 people with all the different letters other than their own are entered into a drawing.

# Engaging and Energizing Games

## FUN FOR SMALLER GROUPS

### *Movie Mania*

Objective: Capturing observable behaviors of DISC in an entertaining format

Materials: DVDs or VCR clips geared up to the exact spot you will view the scene

Preparation: Same as materials

Time: 10 to 15 minutes of play and guess

Identify clips in movies which show the different styles in actors. Go to The Universal Language DISC book where celebrities are listed as examples. Show a clip from a DVD and ask them to guess the person's DISC style. They can do this as teams if you like.

# DISC Game Show

Jeopardy and Family Feud combined

Objective: A review of all material presented for individual ownership

Materials needed: 2 bells to ring, some small prize for winning team: 100,000 bar, Pay Day or Kudos candy bars

Preparation: Have 20 questions prepared in the form of statements. Example: Anger is the emotion of this style.

Time: 20-30 minutes

How to play: Break into 2 teams. Have teams give themselves a name. Begin with one person from each team. Bring to front of room. Begin to read the statement and individual rings bell when they think they know the answer. If it is correct – team receives 100 points. If answer is incorrect – the other team can brainstorm as a group and come up with answer. Rounds are repeated 20 times.

Key to game: Answer given must be in the form of a question.

Example: Anger is the emotion of this style. “What is style D’s emotion?” If the participant give the right answer but not in the form of a question, the other team does get a chance to present the correct answer.

Source: For a buzzer game of lights see [www.trainerswarehouse.com](http://www.trainerswarehouse.com)