

# DISCovering Self and Others

Improving communication and collaboration with people who work together

*Whether you realize it or not, your behavior fits predictable patterns. The way you respond to your environment, the way you react to people, your view of the world, and the energy you bring to work each day usually follow patterns that become obvious when you know what to look for.*

How do you discover your natural pattern of behavior—or disposition—that is, in large part, instinctive, physiological, and somatic? With discipline and attention, you might be able to change your basic nature—but if you try to understand your patterns of behavior, you can learn to use your self-awareness and skills to adapt your behavior appropriately to meet the challenges and opportunities of any given situation.

What you are about to learn had its genesis over two thousand years ago with Hippocrates, found legitimacy with the groundbreaking studies of Carl Jung, and has been taken to a higher level of understanding through the study and research of the program authors. They feel strongly that the DISC Model and the concepts of DISCovering Self and Others should not be taught as a simplistic labeling device. That makes it no better than a neat party trick. Rather, it should be approached as a potentially profound tool that leaders and self-leaders use to understand themselves and the way they relate to the world for greater tolerance, acceptance, and encouragement of diverse behavioral styles.

## The Process

At the heart of this program is the cutting-edge DISC Profile Assessment, a powerful tool for people to use for understanding themselves and the way they relate to the world. The DISC Profile is a superior product in validity as well as content. With the unique Self-Assessment and Observer Assessment, it provides a comprehensive view of how individuals interact in everyday situations. The goal is to understand human behavior and personal chemistry in order to enhance work relationships. When individual behavioral style characteristics are known, people can understand what drives others and interact more successfully with them.

The observer feedback section is one of the most compelling and unique features of the Profile. Data from up to 25 others is calculated and displayed through graphs to demonstrate trends and text to provide clarity of the feedback received from various settings (i.e., Work, Family, and Social). No other assessment on the market provides this level of feedback or enables more in-depth interpretation and validation of one's DISCposition.

DISCovering Self means that you must learn to observe yourself objectively. In the first part of the program you will receive tools and insight necessary for self-observation, and a model to help you make sense of what you learn. In the second part of the program, you will learn to apply these same tools and insights to DISCovering Others—not in an attempt to label, but to understand, appreciate, and better respond to people.

If you are in a leadership role, your focus should be on using DISCovering Others to develop your direct reports and staff members. If you are a self-leader (and who isn't?), then you can use DISCovering Others to influence “up” and more effectively relate to and communicate with your peers, volunteers, clients, and customers.

Participants are provided with skill-building and practice opportunities so they can use these skills to effectively communicate with those they work and interact with. This practical, hands-on workshop develops useful skills that can be readily transferred to the job.

### Engaging Learning Methodology

Employing the latest thinking in adult learning theory, the program teaches DISCovering Self and Others through discovery learning, rather than by lecturing. The training design includes activities geared for different learning styles: colorful, clean graphic designs for visual learners; engaging stories and anecdotal facilitation for auditory learners; interactive sharing activities for feeling learners; and written exercises and roleplaying for kinesthetic learners. The core concepts are introduced and then explored throughout the program.

Participants learn a systematic way to observe, understand, and appreciate the behavior of others by using the DISCision Tree to determine their primary DISCposition.



**DISCovering Self and Others is about understanding your own behavior and the way that behavior could be interpreted or (mis)understood by others.**

**It is also about understanding others' behavior and the intentions behind it.**

## Training Design

DISCovering Self and Others is a one-day classroom experience. The design can be modified by combining and rearranging the learning activities for the client, and then delivering the program modules over time or on consecutive days. This flexible delivery option allows for different training approaches to meet the needs of different parts of the organization, while ensuring consistency in the quality and content of the training curriculum.

### Part One—Discovering Self—3.5 Hours

The goal in this initial part of the program is to teach individuals how to observe their own behavior and determine if it is serving them and their goals. DISCovering Self is a vital step in preparing for self-leadership and the leadership of others. Imagine for a moment that you are a leader who has a high need to control your environment—and the people in it. Because controlling feels so natural, you may not recognize when your controlling behavior shuts others down or prevents them from developing needed skills and confidence. When the situation calls for you to match or meet the needs of another, you will find it difficult to make the adjustments necessary. It is difficult to adapt new behavior if you are unaware of your instinctive responses and the ways that you automatically tend to act.

### Part Two—Discovering Others—3.5 Hours to 4.5 Hours

The focus of the second part of the program is on identifying people-reading clues that provide insight into the most appropriate way to communicate with others. Emphasis is placed on the most important DISC principle, the Platinum Rule: Do unto others as they wish to be done unto.

Part Two builds on the understanding gained in Part One and provides interactive opportunities to practice what has been learned, including a dress rehearsal for a meeting with someone at work. People in leadership roles should focus on using DISC concepts to develop their direct reports and staff members. Other participants may benefit from the ability to influence “up” and more to effectively communicate with clients, volunteers, family members, and peers.

## Objectives

After completing this course, participants will be able to

- Observe and identify their natural and learned behaviors
- Identify and understand their primary and secondary DISCpositions
- Observe the behavior of others that reveals their DISCposition
- Develop strategies for taking advantage of their strengths and monitoring their behavior to create more satisfying, productive, and meaningful relationships
- Develop an appreciation for others’ personal preferences (DISCpositions) by acknowledging their unique strengths

## Strengths and Advantages of DISCovering Self and Others

- The emphasis is on learning by doing—the design includes skill practices to address everyday situations with employees before the participants use these skills back on the job.
- Participants apply what they have learned to a real-life scenario and experience a dress rehearsal for how they will approach a particular person in a future face-to-face meeting.
- Participants learn a systematic way to observe, understand, and appreciate the behavior of others by determining their primary DISCposition using the DISCision Tree.
- The DISC Profile, a potentially profound tool, provides objective data for people to use for understanding themselves and the way they relate to the world.
- The DISC Model is the cornerstone to the training that helps clarify the research on human behavioral patterns; however, the program does not focus on labels, but rather, on observable behaviors called indicators or, as we like to call them, “DISCribers.”
- Active and passive learning techniques provide the participants with numerous opportunities for self-discovery.
- The design includes a unique and flexible system for tailoring the material according to clients’ needs.

### Business Issues Addressed

- Improved communication
- Increased trust and respect
- Optimized performance and development
- More effective management with a wider, more diverse circle of influence
- Influencing effectively in matrix organizations or in roles without formal authority
- Increased motivation and morale
- Increased employee retention

### Outcomes and Deliverables

- Improved understanding of, and empathy for, individual capacity, communication style, and motivational factors that can drive peak performance
- Enhanced commitment, ownership, and motivation relating to personal communication
- Improved overall interpersonal skills (empathy, communication, respect, relating, conflict resolution)
- Increased awareness and understanding of human behavior
- Increased commitment to understanding self and others

### Audience

- **Leaders**—The focus is on using DISCovering Others to interact more skillfully with direct reports and staff members.
- **Self-leaders and project managers**—The focus is on using DISCovering Others to influence “up” and on more effectively relating to and communicating with peers, volunteers, clients, and customers.
- **Team leaders and members**—The focus is on using DISCovering Self and Others to work together in greater harmony and shared purpose.
- **Sales representatives**—The focus is on enhancing selling and servicing customers and clients within any given sales approach.

### Delivery Options

- Organizational Consultation and Visioning
- Impact Mapping and Goal Setting
- Alignment
- Diagnostic Tools and Assessments
- Keynote Speeches
- Online Learning
- On-site and Remote Delivery
- Seminars and Public Workshops
- Training for Trainers



#### Global Headquarters

125 State Place  
 Escondido, CA 92029 USA  
 From anywhere: +1 760 489-5005  
 Within the US: 800 728-6000  
 Fax: +1 760 489-8407

For a list of our offices worldwide, visit  
[www.kenblanchard.com](http://www.kenblanchard.com)